

## **GENERAL REQUIREMENTS**

We would be remiss if we did not thoroughly address and acknowledge past growth issues, the reasons those issues occurred, and what we have done to rectify them.

We began partnering with WA DOC in March of 2010 and have had a mutually respectful relationship, while at the same time continuing to innovate. Our JPay solutions, from money transfer to our media products (music, email, games, video visitation, video grams, education) were the first of their kind to enter the US prison marketplace. You led the industry as an early adopter of these services for the benefit of your incarcerated persons. Together we worked through product and service processes, addressed security items, and most importantly, worked as partners for a common goal. In essence, WA DOC was our “sandbox, and has enabled us to deliver the mature media solutions that are industry leading, and the results and popularity of our products speak for themselves. Given how hard we’ve worked, it’s no wonder how others in the industry are trying to mimic these results but can’t.

As you know, JPay was acquired by Securus Technologies, as a result, we have begun investing more capital to expand our systems, scalability and support structures to continue being the industry leader for the next 10 years. The result of this union is our new JP6 Tablet, with expanded support and the infrastructure designed to help it prosper. Given the massive support by Securus, we are now in a position build upon what has already been the most successful tablet program, while solving the gaps that we mutually recognized.

We are so proud to say the partnership between JPay and WA DOC, working together to expand capabilities and services, was worth it. We want WA DOC, your incarcerated persons and their family to benefit from going through this process with us. We feel confident saying that you and your constituents have helped us to create a world-class product that will survive the rigors of a prison environment.

Our hope is that WA DOC will view our past performance favorably and understand that innovation is a process, a partnership. Again, we are thankful for the partnership we have had with your agency since 2010 and hope to earn your trust for many years to come.

### **Respond to each item below.**

- 1) The implementation of the IITS must be performed in a manner that minimizes disruption to incarcerated persons and their friends and family. Describe how you will meet this requirement.**

**Vendor’s response:**

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

JPay has already installed and recently upgraded their extensive infrastructure throughout the State, providing a foundation for the installation of the NextGen SCP (Secure Communications Platform) system and update to current services. This will benefit WA DOC as it will substantially minimize the disruption to daily facility activities and the

disruption to family and friends trying to communicate, either over the phone via secure messaging (email), with their incarcerated loved ones that can occur when having to install everything from scratch.

Securus' extensive experience installing and maintaining incarcerated communication systems has helped us develop installation and cut-over procedures that will minimize disruptions to incarcerated individuals and their friends and family. Our procedures minimize errors and allow your new system to come online with little or no staff involvement. Our employees are trained to observe the rules of the facility while working quickly and effectively on the required tasks. Securus developed an implementation plan that includes all of the required components from your request for proposal (RFP), and allows time to adapt and overcome challenges that may occur. Our installation team has worked on new facilities as well as facilities constructed prior to development of incarcerated communications technology, and we have left all of them having exceeded our customer's expectations and look forward to doing the same for WA DOC.



The following pages detail Securus' implementation approach, and cover the following topics:

- Sample project plan overview
- Communications plan
- Sample implementation plan and transition overview
  - Scheduled communications
  - Follow-up meetings with WA DOC
  - Project reports
  - Project controls and quality checks
  - Transition period
  - Integration process
  - Testing
  - Service coordination
  - Training
  - WA DOC responsibilities during transition and implementation
  - Implementation procedures
  - Quality management plan
  - Quarterly performance reviews
  - Transition impact to WA DOC incarcerated individuals, staff, and friends and families

## Communication Plan for Installation of the IITS for WA DOC

The sample project plan in Exhibit A identifies specific technologies Securus will implement under a phased-in deployment schedule. Using a phased-in approach delivers efficiencies where the State needs efficiencies first. This includes the complete turn-key installation of all hardware, software, integrations, and configurations for the incarcerated individual technology services (IITS).

The success of any major undertaking must include a clear and comprehensive communication plan. The experience of installing more than 2,800 customers with our incarcerant communication systems has educated us that each customer has special needs and priorities, and each facility has its own special intricacies. We will work closely with WA DOC throughout the project.

The Securus Teams will be comprised of Securus associates that specialize in their team's objectives and, in many cases, will work simultaneously to achieve coordinated effort.

Our Implementation Plan includes organizational meetings and tasks associated with the conversion from the current State's IITS to Securus' proposed system. During the implementation, Securus will work closely with the State to ensure the installation schedules are closely monitored as each site is cut over and the installation procedures are complete. Weekly coordination meetings prior to cutover will be proposed to review action items and activities during installation phases.

The Implementation Plan for the communication system will be updated throughout the process to ensure that the WA DOC is getting the most accurate, up to date information. We will survey each site and order network lines as quickly as possible. All equipment identified from the site survey will be ordered to coincide with the implementation plan timeline. The system equipment will be assembled, and then forwarded to a staging and testing area prior to shipment.

The project and implementation plans for the communication system describe the work necessary to meet the expectations established by WA DOC. The plan outlines the Securus Team's responsibilities of:

- Establishing hardware and software requirements
- Planning the transition
- Installing the system
- Completing test and acceptance procedures
- Providing training
- Providing inter-departmental support

Our communication plan for the implementation of WA DOC's IITS includes a Project Initiation Meeting to formalize:

- Plan objectives and Time Tables
- Weekly Communication Schedule
- Project Benchmarks for Completion
- Project Status Report System
- Weekly Installation Updates
- Post-implementation Communications
- Quarterly Performance Reviews

One of the most important meetings after contract award is the initial project meeting between WA DOC and Securus. The Securus' Account and Project Management teams will attend this meeting with the respective counterparts from WA DOC. During the initial project meeting, we will have an opportunity to understand WA DOC's priorities, policies, and expectations resulting from the RFP. Prior to the meeting, we will circulate an agenda to the participants to give everyone an opportunity to comment and prepare for the meeting. We will also document the meeting minutes and the action items to ensure that key items are assigned to the proper individuals for subsequent meetings.

Securus will present proposed plans for implementation and discuss the proposed timelines for the installation. The initial project meeting will provide a venue to discuss the needs WA DOC as well as a forum for tailoring the implementation plan, taking into consideration the following points:

- WA DOC and Securus staff introductions with contact information, roles and responsibilities Securus' Project Management Plan
- Escalation information
- Project Manager contact information
- Unique elements of each facility
- Reporting requirements and distribution methods
- Phone and wiring condition
- Security clearances including passwords for WA DOC staff
- Site survey schedules
- Incarcerant database information including PIN, allowed list, archived CDRs and recorded conversations
- Review install schedule for value-add services selected by WA DOC
- Review WA DOC policies and regulations
- Review training modules for staff, incarcerants and friends and family members

## Scheduled Communications

In addition to periodic meetings and reports, Securus recommends weekly status calls during the implementation phase to review installation progress and to discuss possible

opportunities for improvement. Upon successful installation and cut over to Securus' system at each facility, WA DOC will be provided with a set of installation reports that document all installed equipment and system configurations.

## Follow Up Meetings

At the Initial project meeting, Securus and WA DOC representatives will decide on an appropriate set of meetings to ensure on-going communications, especially during the implementation phase of the project. For each scheduled meeting, Securus will prepare and distribute an agenda so participants can prepare questions and answers, ensuring that each meeting is effective and successful.

Topics for discussion will include those initially agreed upon and any additional topics requested by WA DOC. Securus will prepare and distribute minutes promptly after each meeting.

## Reports

At the initial project meeting, Securus and WA DOC representatives will finalize an appropriate set of periodic reports that Securus will present to WA DOC during each phase of the incarcerant telephone system installation project.

Pertinent details will include:

- Planned corrective actions when appropriate
- Status of any previously initiated corrective actions or risk mitigations
- Anticipated circumstances that might impair or prevent on-time delivery of equipment or other deliverables or completion of scheduled events
- Anticipated changes in key project personnel with reason for change explained
- Confirmed or updated schedules for anticipated deliverables and, if applicable, the expected date of completion for each phase of the project

The following sections of our plan cover various portions of the project that will ensure a quality transition from the current ITS to the Securus calling services on the NextGen Secure Communications Platform™ (NextGen SCP™).

## Project Controls and Quality Checks

Securus will monitor the project using scheduled completion dates to ensure an on-time completion of all milestones. By monitoring the project in this manner, we can correct implementation or operational problems, as well as any problems reported through the Securus trouble reporting system. By tracking problems; providing summary reports, trend analysis, and schedule monitoring; Securus can make adjustments on-the-fly to prevent making the same mistake twice.

Other less formal reviews of the installation status are held throughout the installation process. Operations staff meetings provide the Implementation Manager, Field Service Manager, and Lead Project Manager with periodic status updates and allow coordination and dissemination of the information to Securus Installation Field Technicians.

### **Transition Period with Minimum Service Disruptions**

By installing all Securus ITS equipment and circuits prior to the cutover date—usually one to two weeks in advance of the cutover date—this allows for all systems, circuits, etc., to be fully tested. By testing prior to cutover, there is no risk of service interruptions due to the change-over to the new Securus ITS system. The Securus team has used this process with much success throughout their many multiple site accounts in the US & Canada.

Securus will install and test all necessary equipment and circuits at each site prior to the actual cutover date. After the Securus ITS system is installed, it will be running on Securus' circuits and will not have any impact on the existing ITS. There will be no interruption of service at that time. On the cutover date, the incarcerant telephones will be unplugged from the existing ITS and reconnected to the Securus ITS system. There will not be any interruption of service. The cutover may be conducted during the time the facility has all phones off, i.e., a count time, prior to the phones coming on at the beginning of the day, or after the phones go off for the day. This minimizes any downtime for the facilities.

Securus will coordinate any removal of the existing incarcerant telephones in all of the WA DOC facilities. After all instruments have been replaced, the new system will be flash-cut from your existing vendor to Securus during low-use time periods. Typically, the time required for instrument change-out is less than 10 minutes per phone. All onsite work will be performed in accordance with WA DOC policies and at your convenience.

Securus does support late-night transitions to our proposed technology to further mitigate downtime. Using this approach, our team installs and tests all systems, and then after the majority of the population has been locked down for the evening, we begin the system cut-over, starting with the booking and intake areas, then moving to bring the other areas online, based on the State's established priority. The system will be fully transitioned when the incarcerants begin their day.

### **Securus Integration Process**

The dedicated Securus integration team is our dedicated team that designs, develops, tests, and implements all custom integrations with corrections and banking systems to ensure system interoperability. Our mission is to deliver fast and flexible solutions that do not create more work for our customers. This process is incorporated into the overall Project Plan for the installation of the NextGen SCP system. Major milestones include:

- Collect Preliminary Needs/Requirements
- Approved Scope Statement
- Finalize Design Document

- Schedule Customer Implementation
- Develop Custom Integration Solution
- Test Custom Integration Solution
- Implement Custom Integration Solution
- Customer Approval and Sign off

To replicate incarcerant profile information located in the existing personal identification numbers (PIN) and personal allowed numbers (PAN) database—if applicable—Securus recommends transferring this data from the existing incarcerant telephone system in an importable file format. Securus will work closely with WA DOC to ensure accurate and timely information is imported immediately prior to final cutover at each institution.

## Testing

Each system is placed under ‘stress-testing’ for seven days before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for 7 days. The system is again tested onsite to ensure total functionality. Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

## Service Coordination with LEC

Securus will order the required network services immediately upon award to ensure that the network services are available as soon as possible. To avoid the risk of a transition problem, a Network Provisioning Specialist will be assigned to WA DOC until the project is completed.



Provisioned services from local exchange carriers remain active until all services for a facility have been replaced with the Securus services. Also, Securus-installed cable termination blocks will be labeled and considered the property of WA DOC, providing a clear demarcation point.

## Training

Securus provides ongoing product training on all NextGen SCP features deployed at the State, at no cost. We want your staff to use the tools we provide, and training is essential to the

It was the best training I ever received in this environment. Fantastic Instructors knew their material and delivered it in a very understanding way. My hats off to all of you.

*Arkansas DOC Investigator Training Attendee*

adoption process. Experienced Securus employees conduct all training through online, instructor-led classes or on-site, one-on-one and classroom training sessions at no cost to

you. We deliver standard training using both hands-on experience with your data and instructor demonstrations to ensure each trainee understands all concepts.

Securus' training programs enable facility staff to use all features the first day of installation. Because NextGen SCP is web-based, after a two- to three-hour training session, most users find it easy to use the system immediately.

In addition to standard training, Securus will work with you to customize your training experience to meet the unique needs of your staff and facility. We offer separate classes focused on different agency functions, such as, creative investigations, well-organized live call monitoring, and efficient system administration. Training for product upgrades, new facility staff, or a general refresher course is offered through online instructor-led courses available twice a month throughout the year—Securus' ongoing training ensures your staff understands current and newly released NextGen SCP features.

## WA DOC Staffing Responsibilities

### Degree of Involvement from WA DOC

Securus makes every effort to limit the administrative burden that can occur during a transition of service providers. We have the experience of installing our calling services in over 2,900 customer locations—more experience than any of our competitors. This level of experience ensures that we do not waste any time. Our teams arrive at your facilities ready to get the job done.

At the beginning of the project, the Securus Project and Implementation Teams will meet with the State onsite at a State location. These well-organized meetings allow us to introduce the project members and review the project plan and timetables with the WA DOC Team in person and ensure a successful kick-off to our project.

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

## Implementation Procedures

The project plan consists of the following activities:

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



## **Project Initiation Phase**

Securus will send personnel to WA DOC to begin planning upon notification of a contract award. Because each day of the transition process is critical, Securus will start the plan immediately to maintain our commitment of a cut-over on or before the agreed upon date.

The Securus Project Management Team will host a meeting with the WA DOC Team to review project scope, critical success factors, and the implementation timeline. We will coordinate site survey activities to assess the latest physical characteristics of each location.

## **Project Planning Phase**

During the Project Planning Phase, the Securus Project Management Team coordinates the resources required for the project. Travel, facility access, deliveries, and customer training will be coordinated during this phase. Securus will work directly with all interstate, intrastate, and local exchange carriers (LEC) to coordinate the installation of services and equipment required for the project. The Securus Project Management Team will coordinate all activities and timelines with the WA DOC Team.

## **Project Execution Phase**

During the Project Execution Phase, Securus Technicians will travel to each location and complete pre-installation activities in preparation for the cut-over. The pre-installation activities include pre-wiring, hardware staging, and telecom test and turn-up activities that can be done ahead of the cut-over.

The Securus Project Management Team will coordinate cut-over activities with the WA DOC Team to ensure a seamless transition of phone service. Transition of service can be coordinated for after-hours or during incarcerant lockdown to limit service interruptions. If a service interruption is required, the activity will be coordinated with the DOC's Team in advance of the scheduled activity and schedules can be adjusted to meet the needs of the facility.

During the cut-over, the Securus Team performs a thorough inspection of the installation and will resolve any potential issues prior to finalizing the implementation. The Securus Project Management Team will review all installation documentation and checklists with the WA DOC Team during a walk-through. The Securus Project Management Team will host a Customer Acceptance Review Meeting with the WA DOC Team prior to finalizing the cut-over at each location.

## **Project Monitoring/Controlling Phase**

During the Project Monitoring/Controlling Phase, the Securus Project Management Team will complete any remaining action items. The Securus Installation and Site Engineering Team will perform daily diagnostic checks and monitoring to ensure the system meets the requirements of the DOC.

The Securus Project Management Team maintains frequent communication with the WA DOC Team until all action items are resolved and customer acceptance is completed for the full project.

### **Project Closure Phase**

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

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

### **Project Quality Management Plan**

The Implementation Project Plan includes quality control checkpoints at important stages throughout the project. The quality control checkpoints are essential elements of the Securus project that ensure consistent high-quality implementations. The Securus Installation Support team uses a Project Management Institute quality measurement technique, which identifies and removes the causes of errors, and minimizes variability in the installation process. Each installation project follows a defined sequence of steps with quantifiable targets. These targets can be financial or any other area that is critical to our customers. Securus truly provides a level of quality assurance that is unmatched in our industry. This attention to detail, combined with our time working inside some of the largest, and oldest facilities, in our Country, has provided us with real experience we use to exceed our customer's expectations every day.

#### **Quality Control Checkpoint 1: Customer Provisioning**

Prior to any onsite installation activity, Securus Installation Support Technicians provision the NextGen SCP calling services. The provisioning activity prepares our system to support the DOC's incarcerant calling traffic, and ensures that all of the necessary applications and calling features are configured. After the customer provisioning is complete, the Installation Technician submits a quality control review form to the Engineer, Project Manager, and Account Manager for the WA DOC project. Each of these Securus Associates must review the customer provisioning "pre-cut" record, and provide verification and approval.

#### **Quality Control Checkpoint 2: Customer Pre-Installation**

While onsite, the Securus Field Service Technicians complete a checklist to ensure that the physical installation characteristics meet or exceed Securus' standards. Equipment inventory, equipment location, electrical, network/telecom, and telephone installation standards are reviewed during this checkpoint.

### Quality Control Checkpoint 3: Equipment Testing / Functional Validation

At this stage of the project, the calling service is online and test calls can be performed. This quality control checkpoint ensures that all calling options are set up to meet the requirements of the DOC. Test call scenarios are completed and phone labels, call durations, on/off times, administrative terminals, and other customer configurations are verified.

### Quality Control Checkpoint 4: Customer Acceptance

The final quality control checkpoint includes a review by the WA DOC Team. During this review, the Securus Project Team will provide copies of all quality control documents, equipment inventory records, and network diagrams. The Securus Project Management Team will host a review of these documents with the WA DOC Team. Any remaining deliverables or service issues will be resolved prior to completing the Customer Acceptance checkpoint.

### Post-Implementation Communications

For the duration of the contract, Securus' Client Services Manager will be the primary point of contact for ongoing maintenance and support needs.

Securus' Field Services Manager and Account Manager are accessible by telephone and email 24 x 7x 365.

WA DOC is provided with Securus' escalation procedure and appropriate contact information, which may include telephone numbers, email addresses, fax numbers, or other requested information.

WA DOC facility personnel will be provided with Securus' toll free Technical Support number and email address. Our Technical Support number is answered 24 x 7x 365 by a Securus Technical Support Representative.

Securus' Account Manager will provide the DOC with the required or requested reports based on information in incarcerant telephone system databases, such as incarcerant call details, call traffic statistics, call revenue, system usage and performance reports. If desirable, Securus will provide periodic system service reports to demonstrate system uptime. Based on the DOC's preference, service reports can be provided via mail, email, or Internet download from our Secure FTP Report Server.

### Quarterly Performance Reviews

Securus has assigned a dedicated account management team, which includes not only the sales and support staff, but also the WA DOC's assigned Account Manager who will monitor the ongoing service and maintenance request and will conduct regularly scheduled site visits to ensure that you are receiving the highest level of customer service. In addition to these site visits, Securus offers quarterly Operational Reviews in which your Account

Manager will meet with the WA DOC staff and discuss operational performance, successes, and opportunities for improvement. Securus uses the information from these meetings to improve our service delivery platform. This approach allows Securus to consistently perform at Net Promoter Scores that are among the highest recorded by any business in any industry.

## **Minimizing the Transition Impact to Incarcerants, Staff, and Friends and Families**

Securus will address the needs of incarcerants, staff, and friends and families to minimize the impact of transition. Changing from the DOC's incarcerant telephone service to Securus' incarcerant telephone service is not difficult, and we are prepared to support all aspects of the transition to minimize impact.

Securus' experience with the security and operations of incarcerant facilities will expedite the tasks of site surveys and new equipment installation. Securus plans on-site activities with the WA DOC to minimize disruption.

Securus will provide an extensive and comprehensive training program both initially and ongoing for Administrative and Investigative personnel.

Downtime of telephone service to incarcerants will be minimal. Securus and the WA DOC will develop a plan of installation times and dates that reduces the downtime for the incarcerant population at all WA DOC locations.

Prior to the transition to a new system, Securus will provide a calling campaign to the phone numbers that are in the DOC's ITS database informing them of the new system and how to use the services going forward. A Securus phone number and Website will be provided to assist them in the change. Securus' Customer Service Center will also be instrumental in the smooth transition of services.

- 2) Vendor must abide by the "IITS Vendor Security Expectations" outlined in the IITS Vendor Security Expectations Requirements Documents. Acknowledge your acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges and accepts this requirement.

- 3) Vendor must provide a robust electronic incarcerant grievance reporting system for all corrections related complaints. Describe how you will meet this requirement.**

**Vendor's response:**

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

Grievance administration is often one of the most complicated and manually laborious processes in a correctional facility. Certain incarcerant rights must be honored, facilities must respond within strict timelines, and all actions must be properly documented. Failure

to do so comes with large penalties and fines and creates legal liability. Knowing this, Securus created and provides one of the most robust incarcerant grievance reporting systems in the industry for both our video visitation ConnectUs terminals and our tablets.

## ConnectUs Incarcerant Forms/Grievance Application Overview

The ConnectUs Incarcerant Forms/Grievance Application will have a significant impact to facility operational process. It is a custom workflow tool that makes your grievance process completely paperless as it allows incarcerants to submit grievances electronically. Correctional staff can then electronically prioritize, route, and respond to the submissions. This application not only creates staff efficiencies but also saves your correctional facility money.

### Benefits

- Create multiple incarcerant forms with individualized routing processes
- Configure the Grievance Application to process multiple types of forms and custom routing based on the type of form submitted
- Require responses from jail staff to validate that the response was received
- Eliminate manual administration/paper-handling of grievance forms

## How the Grievance Application Works

- First, Securus will create any number of customized forms specifically for your facility. You may have a different grievance form for medical issues than you do with operational issues.
- Each form can have an individualized routing process. A medical form can be electronically delivered to your medical staff while all other forms go to your grievance officer.
- Routing can also include an appeals process. If incarcerants are allowed to appeal a grievance response, the form can automatically be routed to a different member of your staff tasked with managing appeals.

The screenshot displays the ConnectUs web application interface. At the top, it shows the user is logged in as LP1 on Tuesday, 3/25/2014 at 2:52 PM. The main menu includes options like HOME, SYSTEM, MONITOR, TOOLS, ADMIN, FACILITY PORTAL, and ADMINISTRATION TOOLS. The central area asks "WHAT WOULD YOU LIKE TO DO?" with two main buttons: "Create a New Grievance" and "View/Update Grievance". Below this is a "Grievance Search" section with various filters for Grievance #, Status, Work Status, and Expiration Level. A "My Pending Grievances" table is visible, showing columns for Grievance #, Date, Status, and Assignee. A "Days in Status Summary" pie chart and a table are also present, showing the distribution of grievances by their status duration.

Length	# of Days	Count
Less Than 7	7	9
Less Than 14	14	18
Less Than 21	21	1
Greater Than 21	21	0

- Incarcerants access the Grievance Application through ConnectUs™, where they can view and manage existing submissions or create new requests.
- Your staff will use Securus' centralized platform, NextGen SCP™, to view and track all grievances. All steps within the grievance process are time and date stamped to ensure compliance with all necessary standards. A customized Grievance widget within NextGen SCP allows you to process grievances quickly and easily.

## Functional Overview

The Incarcerant Forms/Grievance Application is used to electronically process a wide variety of forms submitted by incarcerated. At a summary level, it performs these functions:

- Provides form creation and management tools to create and manage multiple form types, each with its own customized workflow
- Provides a user interface for incarcerated to
  - View a list of available form types for completion
  - Complete and submit a form type
  - View a list of their submitted forms and their statuses
  - View the resolution provided to a specific form and either Accept or Appeal the resolution
- Provides a user interface for facility staff to
  - View forms awaiting their action
  - Read and assign a form to another staff member for resolution
  - Request more information from the incarcerated about a form
  - Provide a resolution to a submitted form back to the incarcerated
- Provides option to provide one or more Appeal levels to the workflow
- Provides staff supervisors ability to
  - See reports of the volumes and progress of forms through the workflow
  - See pie charts representing age of forms currently in the workflow
  - Assign staff members to process specific forms
- Provides an audit trail of all staff actions in the workflow
- Provides storage and retention of all forms
- Secures access to forms to incarcerated and only staff assigned to form type

## Forms Overview

The Incarcerant Forms/Grievance Application allows customers to emulate their existing paper forms in an electronic format. Examples of Uses of Forms:

- General Grievance
- General Request
- Request medications
- Request Law Library Access

## Form Capabilities

Key form capabilities include:

- Fixed text labels for titles, labels and instructions
- Text fields that are automatically filled from the NextGen Secure Communications Platform™ data. e.g. Custody Account Number
- Text fields entered by the incarcerant
- Text fields entered by facility staff that can be configured to be hidden or viewable by incarcerant
- Check boxes
- Customizable graphic for facility logo at top of form
- Work-flow unique to the form type. A General Grievance could have a workflow with multiple Appeal Levels, while a request for Law Library Access could have no Appeal level.

## Authenticated and Anonymous Forms

Forms are configured to be either Authenticated or Anonymous

### Authenticated Forms

Authenticated Forms require an incarcerant to login (authenticate) prior to completing the form. The Grievance application attaches the incarcerant's identity to the form for the visibility of facility staff. Optionally, incarcerants can be required to re-authenticate to submit forms. The re-authenticate option is set in IFD Provisioning and applies to all authenticated forms.

### Anonymous Forms

An "anonymous form" does not require the incarcerant to login to the Incarcerant Forms/Grievance Application. The Incarcerant Forms/Grievance application does not attach the incarcerant's identity to the form to protect incarcerant from possible recrimination. Anonymous forms have no means by which the incarcerant may protest (escalate) the resolution of the form. Therefore, anonymous forms cannot have escalation levels.

Since anonymous forms have a simpler workflow than authenticated forms, they can be used as a light-weight processing of forms. Anonymous forms could be used to capture and process simple requests that do not need a response to be sent back to the incarcerant.

Just because the Incarcerant Forms/Grievance Application does not track the identity of the incarcerant submitting an Anonymous form, the form can ask the incarcerant to provide their name &/or custody account number.

Anonymous forms can be accessed by incarcerants whose PIN numbers are inactive and are restricted from using the phone system.

## Forms Processing Workflow

The Incarcerant Forms/Grievance Application provides a configurable work flow for processing incarcerant form submissions. It is based on a form workflow layer template that is configured for each level of each form type.

The workflow for Anonymous forms is a simpler subset of that for Authenticated forms since anonymous forms cannot be returned to the incarcerant.

The Anonymous work flow is:

1. The incarcerant accesses the Incarcerant Forms/Grievance Application on ConnectUs
2. The incarcerant selects an Anonymous form type, completes it and submits it.
3. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors. The assignment step can be automated if there is only one Processor for a form type
4. The Processor reviews the form and either  
Assigns it to another Processor, or  
Enters a resolution to the incarcerant request/grievance.

The basic work flow provided by the Incarcerant Forms/Grievance Application is:

1. The incarcerant accesses the Incarcerant Forms/Grievance Application on ConnectUs
2. The incarcerant selects a form type, then if not already logged in, is prompted to authenticate to the Incarcerant Forms/Grievance application.
3. Incarcerant completes input fields of form and submits it.
4. The form is routed to the Assigner who reviews and assigns the form to a Processor or Group of Processors.
  - a. The assignment step can be automated if there is only one Processor for the form type.
5. The Processor reviews the form and either  
Assigns it to another Processor



- Requests more information from the incarcerant, or  
 Enters a resolution to the incarcerant request/grievance.
6. The form is routed back to the incarcerant for the incarcerant to
    - a. Provide requested information, or
    - b. Respond to the resolution provided. The incarcerant can
      - i. Actively accept it
      - ii. Passively accept it by doing nothing, or
      - iii. Appeal it to the next level

## Appeal Levels

One or more Appeal Levels can be configured for each form. Simple requests typically do not have appeal levels configured. Formal grievance forms can have one or more appeal levels depending on the facility's existing grievance process. The Appeal Level work flow similar to the initial (Level 0) workflow.

## Forms and grievance on Tablets

The Forms/Grievance Application is used to electronically process a wide variety of forms submitted by incarcerants. Forms are customizable to fit specific facility needs. For example, this application can be used to for electronic submission of calling lists, sick call slips, and PREA reports. It allows users to easily submit, view, update, and track all submitted forms.

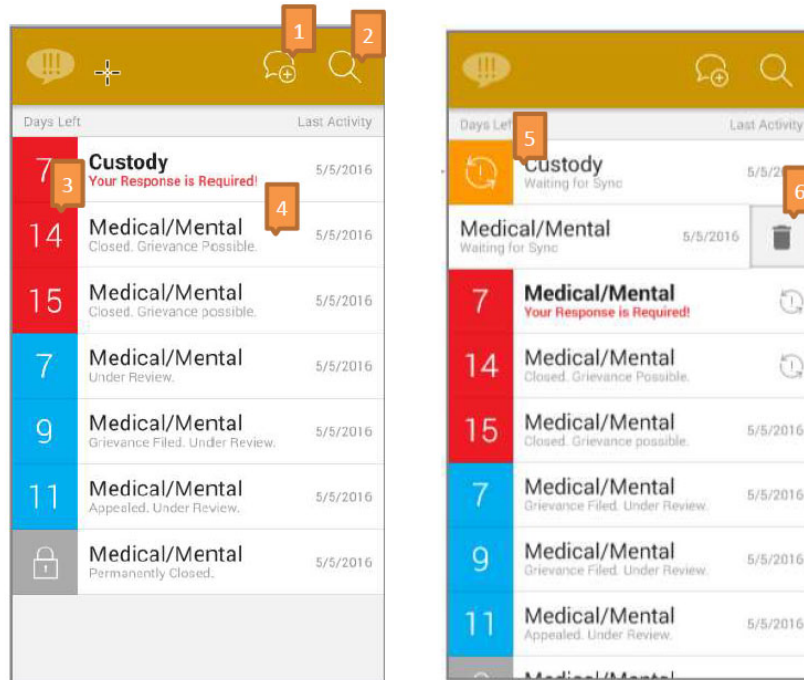
### Features and Benefits - Facility

- Easy to use interface
- Management tools to create/manage multiple types of forms
- Work flow reports and charts
- Activity tracking and Audit trail of all staff actions to ensure compliance
- Storage and retention of all forms with real time access
- Cost savings in time and paper

### Features and Benefits - Incarcerants

- 2-way controlled communication
- Real-time access to past and current forms
- Ability to accept or appeal a response
- Activity tracked ensuring compliance
- Cost savings in time and paper
- Increases opportunity to submit and view forms
- Reduces response time

The Form and Grievance application allows the incarcerant to view and search all of their submitted forms, both past and current.



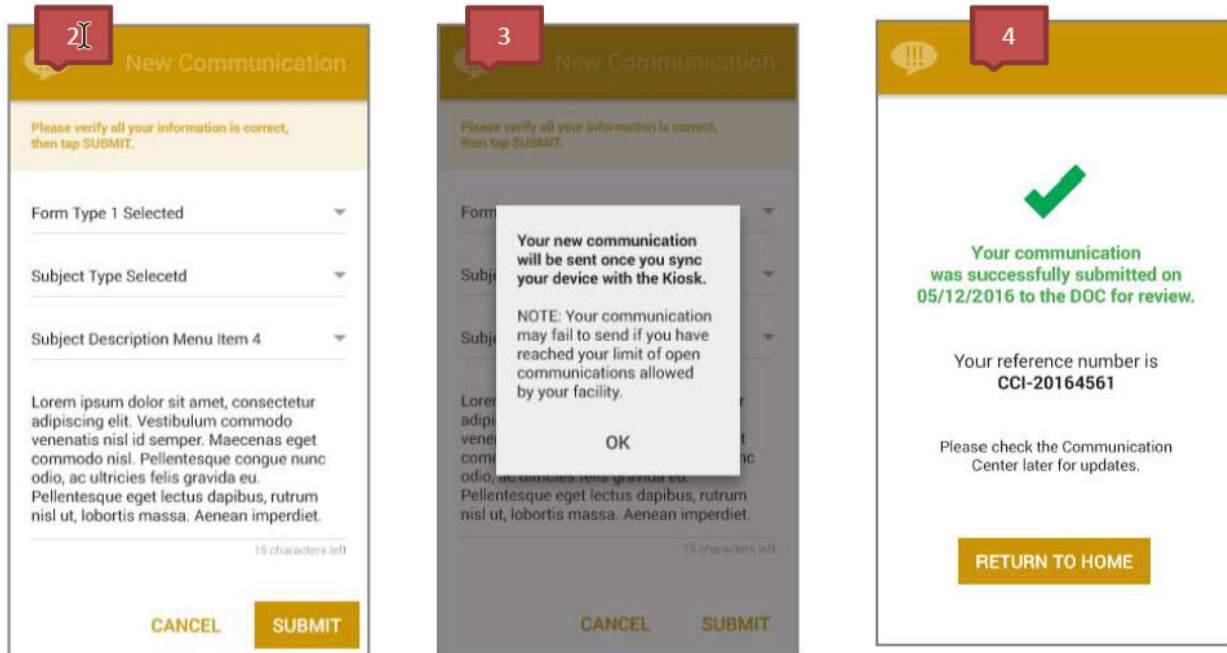
Items listed in red are displayed at the top and show forms on which an incarcerant can currently take action, including adding a response to a previously submitted form or escalating a form that has been closed but can be escalated to the next level. The items are listed here from shortest time to longest amount of time remaining for the action to be taken.

Items listed in blue are displayed below any actionable forms and include the remaining forms that currently no action can be taken by the incarcerant. The items are listed in order from shortest time to longest amount of time remaining until the closing date of that form. Any items that are permanently closed are listed at the bottom.

The name of the form and the subject will be displayed to help the incarcerant identify each form at a click glance. The status and/or action available is also noted to give the incarcerant a quick overview of what is happening with that form. More information can be obtained by clicking on the form.

The orange icon indicates that the form has been submitted on the tablet, but that it is pending sync to be submitted to the DOC via the facility system. This icon will disappear, and the form will be added to the general list once the incarcerant has either synced their tablet.

The incarcerant must select the form, subject and description, which will have dropdown options to fill in.



When typing into the free text area on the tablet, the keyboard option will pop up on the screen, allowing for easier and faster typing for the incarcerant. The character count that was input in staging will apply to the tablet, just as it would on the kiosk.

Once the incarcerant has completed and submitted all fields on the form, they will receive a confirmation that their form is ready to be synced. The example above shows the non-Wi-Fi version of the application, which will provide a message that the incarcerant must sync with the kiosk in order to send their form or grievance. The Wi-Fi version of the app will have a similar message, confirming that the form has been successfully submitted or that upon the next Wi-Fi sync the form or grievance will be submitted.

The incarcerant will always receive a success message within the Communication Center application once their form has been successfully submitted, whether through the kiosk or over Wi-Fi. The reference number will always be displayed so the incarcerant has this for reference.

- 4) **Vendor's documents related to the IITS, including those that may be "owned" by the Vendor, will be public records in accordance with Washington's Public Records Act (RCW 42.56) and DOC requires vendors to proactively maintain an index of available DOC public records. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

If the Department receives a Public Records Act request, then Securus will assist the Department to provide the required information to the extent possible. Securus is not a public agency and is not subject to Public Records Act requests; however, Securus may have copies of existing Department materials requested and will, as a courtesy, provide copies of those materials which the Department needs assistance with locating (e.g., copies of contracts, copies of reports produced in the ordinary course, etc.). As Public Records Act requests involve existing records of public agencies, Securus does not create documents and it does not provide internal, non-public, or privileged company materials that were never prepared, possessed or used by the Department.

- 5) **Are there potential features of your system that might benefit the Department that have not yet been disclosed?**

**Vendor's response:**

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

As we have presented in our round 1 submission to this Request for Incarcerated Individual Technology Services, Securus offers a multitude of features and capabilities. Those features include:

- NextGen Secure Communications Platform (NextGen SCP™) – Combining incarcerant telephone service and video visitation
- Money Transfer
- The JP6 – JPay's cutting edge portable device which includes a:
  - More reliable functionality including downloading music, emails, games.
  - A more reliable battery with significantly more usage time and MTBF (mean time before failure).
  - A faster processor for an enhanced user experience.
  - An enhanced screen with more pixels.
  - An Education Platform that includes a Learning Management System (LMS) that interoperates with most colleges and universities, as well as the ability for the DOC to add specific content such as GED, manuals, or other information.
  - Media Store (music, games, movies)
  - Free eBooks
- Email

- Automated Information Services (AIS) – A hosted, interactive voice response system that provides general facility and incarcerant-specific information such as visiting hours, time remaining on their sentence and trust account balances to incarcerants and outside callers over the phone.
- THREADS Analytic Data Program which enables the DOC to add multiple data sources for investigative analysis.
- Investigator Pro voice biometrics program enabling the DOC to determine that the person on the call is actually that person. We do this by comparing voice prints.
- ICER – Offender Intercommunication Evaluation and Reporting System, which identifies when more than one incarcerant voice stamp is on a call. In other words it identifies when offenders are speaking to each other.
- Guarded Exchange Monitoring Services
- Securus Digital Mail Center: The processing of physical mail into digital mail that can be read on the kiosk and/or tablet. This removes contraband from the facilities.
- Drone Detection Services
- Wireless Containment Solutions, also known as cell phone detection.

**6) All of contractor’s records associated with services provided under contract to the Department shall be made available by the contractor to the Department in the timeframe requested when necessary for Department’s response to a Public Records Act request, Chapter 42.56 RCW (“Act”). Acknowledge Vendor’s acceptance of this requirement.**

**Vendor’s response:**

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

If the Department receives a Public Records Act request, then Securus will assist the Department to provide the required information to the extent possible. Securus is not a public agency and is not subject to Public Records Act requests; however, Securus may have copies of existing Department materials requested and will, as a courtesy, provide copies of those materials which the Department needs assistance with locating (e.g., copies of contracts, copies of reports produced in the ordinary course, etc.). As Public Records Act requests involve existing records of public agencies, Securus does not create documents and it does not provide internal, non-public, or privileged company materials that were never prepared, possessed or used by the Department.

- 7) **Search functionality. If records in Vendor's custody are required, Vendor shall first provide the Department with a searchable electronic index of records associated with Vendor's performance of the contract. Such index will allow the Department to identify potentially responsive records more efficiently and accurately. Once the required records are identified, the Vendor shall promptly make them available to the Department electronically and in an organized and searchable manner. Please describe the search functionality that Vendor held data will provide to the Department?**

**Vendor's response:**

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

The NextGen Secure Communications Platform™ (NextGen SCP™) has a dedicated report writer that provides investigative information based on the communication detail records. This sophisticated reporting tool provides a reporting interface into all communication activities.

Reports can be generated online and exported in the following formats:

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

Users can search and analyze communication details on all communication events through NextGen SCP. These details include date, time, duration, telephone number, origination, destination, incarcerant ID, termination reason, and more. NextGen SCP retains communication details on all communication attempts. Users can customize the standard reports by varying search criteria, such as date range, facility, or call length.

NextGen SCP provides standard reports with parameter fields that allow the user to define the information content of each report based on the following criteria options:

- Date range
- Incarcerant identifier, such as ID, PIN, and first or last name
- Communication type (calls and video)
- Communication status (complete or incomplete)
- Destination number (partial or full number entry)
- Call type
- Three-way or Remote Call Forwarding detected, watched status, wireless indicator, or Continuous Voice Identification
- Visitor and visit type (SVV)
- Visitor contact number
- Visitor identifier, such as first or last name, email, and visitor ID
- Per phone/terminal, per location, and per offender

- Number restriction and/or status assignment
- Broad search with no data entry
- Suspected fraudulent call activity
- Prepaid account number
- Destination zone (local, interLATA, interstate, intraLATA, international)

## Sample Communication Detail Results Screen

The screenshot displays the SECURUS Advanced Search interface. At the top, there is a navigation bar with 'SECURUS Technologies' and 'ADVANCED SEARCH' prominently displayed. Below this, a search filter is set to 'Communication Date Range (P) 10-01-2018 04:24 PM - 11-01-2018'. A table of search results is shown with columns for 'Type', 'Remote Name (ID)', 'Other Party', 'Start Date/Time (PT)', and 'Duration'. A call record is selected, and its details are shown on the right side of the screen. The details include 'SMURF\_HAPPY', 'Custody Account: 888888', 'Call to: 1 (817) 111-1111', 'Start Time: 10-18-2018 1:14:21 pm PDT', 'End Time: 10-18-2018 1:14:58 pm PDT', 'Destination Zone: Interstate/Intrastate', and 'Additional Call Details' such as 'Site: ETMO West Gate Dallas', 'Terminal Group: Main', 'Terminal: LP4', 'Call Type: Person Call', 'Call Status: Incomplete', 'ESB-ID: View', 'Termination Category: Dialed Number Restriction', 'Blocked Reason: CBS Block', 'Language: English', 'Cong Affiliation: Crips', 'Baseball Player: Outfield', and 'Band Instrument: Harmonica'. There are also buttons for 'Private', 'Enter a log', and 'Add'.

Annotations on the screenshot include:

- Blue column titles allow you to sort the records in the results grid.** (Pointing to the column headers in the table)
- Determine if the call record was accessed or downloaded; add/view notes to the call record; determine if the communication triggered a flag, such as a three-way call** (Pointing to the icons in the table row)
- Options to further refine the search results** (Pointing to the filter sidebar on the left)
- Communication details, with options to add notes or view the activity history associated with this communication record.** (Pointing to the details panel on the right)

## Call Recording Search and Retrieval

The NextGen Secure Communications Platform™ (NextGen SCP™) provides authorized personnel and investigators single-point access to research WA DOC communication records and recordings.

Users can specify search criteria, such as called party, calling telephone, date, time, PIN, custody account number, duration, and location, and search across a site or group of sites

based on their security authorization. NextGen SCP searches communication detail records and can include all call attempts or just completed calls.

Search results provide detailed information about each call and will indicate whether or not the communication detail record (CDR) has an attached recording. If recorded, authorized investigators can listen to the recording using the embedded call player with easy-to-use search capabilities, and features such as, pause and play.

To speed searching of a recording the player shows sound wave activity of the call to identify times of limited talk or to identify a particular event.

NextGen SCP streams call recordings on an investigator's computer to play the recording through the attached speakers. While it is possible to make a recording from the speakers, this is only a copy of the original. Chain of Evidence safeguards are in place to prevent access to the actual digital copy of the recording and to eliminate any chance of manipulation, whether intentional or accidental, that could later challenge the authenticity of the call recording.

## Video Visitation Search and Retrieval

Authorized WA DOC users can generate communication reports on all Securus Video Visitation (SVV) events through the NextGen Secure Communications Platform™ (NextGen SCP™) user interface. WA DOC users can perform a dynamic search using the single-input omnibox or an advanced search.

### Searching for SVV Events

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

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

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



# Advanced Search for SVV Communication Records

SECURUS Technologies | Dashboard | Monitor | Explore | Investigate | Manage | Admin | NG SCP Demo

## ADVANCED SEARCH

Dynamic Search Search

**Communication Date Range (PT) Required**  
08-30-2018 04:01 PM - 08-31-2018 11:59 PM

**Inmate ID** **Inmate PIN**

**Inmate First Name** **Inmate Last Name**

**Communication Type** **Communication Status**

**Tag Name** **CDR ID** **CDR Tracker #** **CDR Note Type**

**Inmate Site/Terminal Group/Terminal**  
 All  
 EPMO Next Gen Demo  
 Marketing Next Gen Demo Site

**CDR Tracker Notes**

**Alt ID** **Alt Group**

Private YES NO BOTH

### Calls

**Country Code** **Phone #** **Prepaid Account #** **Destination Zone** **Watched** YES NO BOTH

**Call Termination Category** **Inmate Agency Type** **Wireless** YES NO BOTH

**Continuous Voice Verification (CV)** YES NO BOTH

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

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

# Securus Video Visitation Communication Detail Report

The screenshot displays the 'ADVANCED SEARCH' interface. On the left, there are various filter categories such as Agency Type, Communication Status, and Inmate Terminal. The main area shows a table of 45 results with columns for Type, Inmate Name (ID), Other Party, Duration, and Notes. A callout box points to the filter section: 'Further refine your search results by filtering available criteria.' Another callout points to a specific event in the table: 'Click the event result to see video communication record details.' A third callout points to the 'Export Results' dropdown menu: 'Options to download a report, extend the expiration date, or download the video session.' A fourth callout points to the details panel on the right: 'Event details appear on the side panel.' The details panel includes fields for Inmate ID, PIN, Visit with, Start Time, End Time, Scheduled Start, and Scheduled Duration, along with a 'Download Session Report', 'Extend Expiration', and 'Download Video Session' button.

All communication detail results can be exported to CSV, PDF, or Excel.

## Exporting Results

The screenshot shows the 'Export Results' dropdown menu. A callout box points to the 'Export Results' dropdown: 'Select "Export Results" to export the report to CSV, PDF, or Excel.' Another callout box points to the selection options: 'Select the records you wish to export in report format.' The options are radio buttons for CSV, PDF, and EXCEL, with EXCEL being selected. An 'Export' button is also visible.

- 8) **If the Vendor considers any portion of any record associated with the Vendor's performance under the contract to be protected from disclosure under law, the Vendor shall clearly identify the specific information that it claims to be confidential or proprietary when the records are provided to the Department in response to a public records request. The Department retains sole discretion in the appropriateness and application of withholdings and redactions for all records. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges acceptance of this requirement.

- 9) **If the Department receives a request under the Act to inspect or copy information identified by the Vendor as confidential or proprietary and the Department determines that release of the information is required by the Act or otherwise is appropriate, the Department's sole obligation shall be to notify the Vendor (a) of the request and (b) of the date that such information will be released to the requester unless the Vendor obtains a court order to enjoin that disclosure pursuant to RCW 42.56.540. If the Vendor fails to timely obtain a court order enjoining disclosure, the Department will release the requested information on the date specified with whatever withholdings and redactions it deems proper. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges acceptance of this requirement.

- 10) **The Department is not obligated to claim any exemption from disclosure under the Act on behalf of the Vendor. The Department shall not be liable to the Vendor for releasing records not clearly identified by the Vendor as confidential or proprietary. The Department shall not be liable to the Vendor for releasing any records in compliance with this section, in compliance with the Act, or in compliance with an order of a court of competent jurisdiction. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges acceptance of this requirement.

**11) Data security and integrity. Where and how will Vendor store or retain DOC data? How will Vendor assure that the integrity of Department data is maintained?**

**Vendor's response:**

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

Securus stores all communication records, recordings and videos in a centralized Disaster-Resistant Carrier-Class Data Centers located in Dallas and Atlanta. The Data Centers house commercial-grade, high-performance, managed communication systems built to the latest technology standards. These centers manage all of the hardware and software controlling fraud detection, investigative features, visitation processing, visitation records, and actual recordings of visitations. They are managed under the direct supervision and immediate hands-on maintenance by trained data center personnel. In addition, all equipment used to store records and recordings is monitored by the Securus' fully staffed Network Operations Center 24 hours a day, 7 days a week, and 365 days a year.

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

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

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

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

- **Scalable** to meet any facility's contractually required storage demands

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

## Communication Detail Record Storage

Securus uses a combination of Oracle™ database and Elasticsearch® for storing the communication detail records (CDRs).

Oracle database delivers economies of scale on easily managed grids, making it easier to:

- Reduce downtime with maximum availability
- Partition and compress data to run queries faster
- Protect and audit data, and enable total recall of data
- Use standby resources exclusively

Oracle simplifies the process of linking data in multiple tables. This is a key feature of a relational database management system. Storing data in multiple tables allows Securus to define relationships between the tables, as well as the applications that feed information to those tables.

Elasticsearch is a distributed, RESTful search and analytics engine that provides Google™-like search capabilities for the platform. Elasticsearch stores a subset of CDRs from Oracle, allowing our customers to perform full-text queries with faster access.

Securus uses the Oracle and Elasticsearch datastores to respond faster to changing business conditions, providing clients a system that is more responsive to their evolving needs.

## Network Penetration Testing Procedures

Securus takes its due diligence for its customer's and data very seriously. Data is encrypted at rest and in-motion. Backups are encrypted on disk and when moved to tape backups. Tape backups are stored at secure remote facilities. Our internal Security Team has implemented controls in accordance with NIST guidelines including administrative controls such as security awareness training and amended and improved corporate policies and processes to integrate the principles of separation of duties and least privilege. We have added many Technical controls (such as, but not limited to) intrusion detection and prevention systems, two factor authentication and Security Information Event Management. We have also taken additional steps to improve our Physical controls such as man traps, armed guards, cameras and a proximity badge access system.

Securus takes a defense in depth approach to information security. This means we utilize multiple layers of tools to protect the environment from the latest threat landscape, so that customers are assured we have the latest technologies and processes to protect our data and assets from misuse.

Securus exercises very aggressive patch management which is an essential ingredient to a successful information security program.

Our perimeter security is a combination of the latest Firewall equipment and Intrusion Detection Systems to ensure that malicious access is filtered, and alerts notify our Security Operations Center for investigation.

Internal resources are protected using a combination of Anti-Virus products, Content Filters, two-factor authentication and cloud-based prevention systems that continuously protect computer assets connected to the Securus network, whether systems are physically located at our headquarters or in a remote mobile scenario they are protected using multiple layers of defense.

All Securus associates attended mandatory annual Security Awareness training which covers common security threats, disaster recovery and incident response, insider threat, proper data handling and corporate policy review. In addition to attending weekly training sessions, the Securus Information Security team keeps up with up to date Security trends and has attained Security certifications such as CISSP, Security+, CCNA security, CEH and other industry standard certifications. This means that customers take advantage of having a knowledgeable support staff working to protect data and assets behind the scenes.

Securus implemented a Security Information Event Manager to provide auditable tracking of all events, and works to correlate results of Third Party penetration testing against our resources to ensure there are no vulnerabilities in our perimeter defenses. The means that customers are assured we are constantly checking our own security measures for effectiveness through an unbiased methodology.

Security personnel monitor facility access and respond to abnormalities. Security personnel regularly track and report security metrics, analyzing for trends and addressing anomalous behavior. We proactively respond to quickly address any unusual activity using customer accounts.

Securus has data purge policies based on the customer needs/contractual commitments. Data is destroyed/purged from the system at the expiration of the purge policy.

## Secure Access

Securus understands the importance of security, particularly in the corrections industry, and takes security concerns seriously.

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Fortinet firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both Bitdefender and Symantec anti-virus.



## Data Security

Securus has a carrier-class data center that has some of the most comprehensive security measures in the telecommunications industry. Multiple layers of security control physical access to the Securus network facilities.

Security personnel maintain the following procedures for allowing entry into the data centers:

- Security personnel are on premise 24x7x365
- Cardkey reader (electronic badge) access for entry
- All persons having a business need to access company premises must carry identification badges at all times
- Man traps at each entry and exit point in the data center. Man traps use two sets of doors that both require electronic badge entry. The first set of doors must close before the second can open.

## Access Procedures

All visitors, customers, contractors, and repair personnel must gain access from the security officer on duty.

Customers, contractors, repair personnel, maintenance personnel, and non-local employees can access buildings and critical areas only with an escort. Vendors may access buildings and critical areas only during working hours and also require an escort.

- 12) Duration of data storage. What is Vendor's experience working with various retention schedules under one contract? For how long does Vendor typically store client data?**

**Vendor's response:**

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

Securus does not limit the communication data storage time. Since every site's requirements are different, Securus works with each facility customer to define their optimal data storage timeframe. Typically, communication detail records are stored for

seven years, generally call recordings are stored for up to 90 days, and video visitation sessions are stored for up to 180 days.

## Extending Expiration Dates

NextGen Secure Communications Platform™ (NextGen SCP™) can be used to extend the expiration of a recording. At times, investigators may not want recordings from active investigations to be purged from the system—regardless of the recording retention policy in effect. Authorized users can protect a recording from being purged by extending the expiration of the call by 30, 60, or 90 days by clicking the Extend Time icon.

## Extending Call Recordings

The screenshot displays the SECURUS Advanced Search interface. At the top, there is a navigation bar with the SECURUS logo and various menu items like Dashboard, Monitor, Explore, Investigate, Manage, and Admin. Below this is a header for 'ADVANCED SEARCH' with a 'Dynamic Search' option. The main content area shows search results for communication date ranges from 09-01-2018 04:03 PM to 09-12-2018 11:59 PM. A table lists two results:

Type	Inmate Name (ID)	Other Party	Start Date/Time (PT)	Duration	Notes	Flag
Video	Nizon, Beter (MRK0003)	JOE HIGGS	09-09-2018 8:00:00 AM	00:00		
Phone	Carver, Sam (0080)	1 (817) 896 [redacted]	09-07-2018 12:06:17 PM	08:56		

Annotations with red arrows point to the 'Extend Time' button in the details panel and the 'Carver, Sam' entry in the table. A text box says 'Click "Extend Time" and select the desired timeframe.' Another text box says 'Select the communication record.'

*Current expiration date will be per the terms of the agreement.*

### 13) Data security. How will Vendor insure that data that it transmits to the Department is transmitted securely?

**Vendor's response:**

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

Securus applies a high level of security to protect against cyber crimes. Applications that transmit data across public networks support SSL, Certs, and encryption. Cisco and Fortinet



firewalls, used throughout the network to protect SCP and our customers, create DMZ networks. All servers, laptops and workstations require anti-virus and anti-spyware protection and the latest operating system patches. Securus supports both Bitdefender and Symantec anti-virus.

Access to all Securus server information is done through HTTPS (HTTP over TLS). HTTPS is the use of Transport Layer Security (TLS) as a sub-layer under regular HTTP application layering. The NextGen SCP dashboard encrypts and decrypts user page requests, as well as the pages that are returned by the Web server. The use of HTTPS protects against eavesdropping and man-in-the-middle attacks (an attack where the attacker secretly relays and possibly alters the communication between two parties who believe they are directly communicating with each other). Applications that transmit data across public networks support TLS, Certs, and encryption. Sensitive data is encrypted both at rest and in motion. Securus provides supporting TLS encryption at the application network layer. All web sessions and services are executed via HTTPS using AES 256 encryption. Securus uses both GoDaddy and Entrust SSL certificates for external connections and Microsoft Active Directory Certificate Services for internal SSL connections where needed.

- 14) Destruction of data. The Department will determine when Vendor must destroy or return various categories or types of services-related-data to the Department. How will Vendor ensure destruction or return of all such categories or types of data when required?**

**Vendor's response:**

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

Securus has data purge policies based on the customer needs/contractual commitments. Data is destroyed/purged from the system at the expiration of the purge policy.

Any devices that have stored sensitive and confidential data at any time are required to undergo cryptographic erasure as described within National Institute of Standards and Technology (NIST) SP 800-88r1 prior to disposal or released out of the organization's control. If devices are no longer needed, an approved vendor is contracted for the destruction of the device after sanitization efforts have taken place.

- 15) Describe any tools or techniques offered by Vendor to reduce Department's mail processing time.**

**Vendor's response:**

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

To reduce the Department's mail processing time, Securus offers our Digital Mail System, which will allow WA DOC to convert physical mail into electronic communications, and JPay Email, which provides a convenient alternative to physical mail to incarcerated's and their loved ones, whereby reducing the volume of physical mail the Department processes.

## Securus Digital Mail Center



Securus understand that contraband is one of the many items that plague today's correctional facilities. Ensuring that contraband stays outside of facility walls allows for a safer environment for both facility staff and incarcerated.

With Securus' Digital Mail Center solution, facilities control contraband introduction through the postal mail delivered to your facility.

Converting physical postal mail into electronic communications creates measurable results:

- Dramatically improves investigative intelligence
- Eliminates contraband entering through postal mail
- Eliminates operational burden on corrections staff from processing postal mail
- Immediate notifications to staff and investigators when particular incarcerated receive mail creates timely intelligence
- Reduction in staffing costs or ability to relocate staff to other critical areas

The Securus Digital Mail Center eliminates contraband entering correctional agencies through the postal service by scanning physical mail and delivering it electronically to incarcerated through Securus' ConnectUs incarcerated terminals and Tablets. The Digital Mail Center software allows authorized Provider staff or correctional agency staff to scan certain physical mail and electronically deliver it to incarcerated through Securus' Digital Mail Center Dashboard. The Securus Digital Mail Center Dashboard then provides the following capabilities and information:

- Ability to view, approve, reject, and manage scanned mail
- Ability to set alerts when specific incarcerated receive mail
- Audit logs of activity associated with the Securus Digital Mail Center for increased administrative oversight

After the mail has been scanned and reviewed, Digital Mail Center then delivers a scanned copy of the mail electronically that can then be delivered and viewed by the incarcerated individuals through ConnectUs phone terminals and/or Tablets.

Digital Mail Center is also flexible in its configuration, allowing for it to be deployed one of two ways:

- **Securus Managed:** Processing of physical mail can be automated by forwarding all incarcerated mail to Securus' Missouri-based processing center where certified investigative staff then open, scan, and electronically send mail to incarcerated terminals running ConnectUs incarcerated terminals and Tablets for incarcerated to retrieve.
- **Agency Managed:** Alternatively, agencies can choose for Securus to deploy the software only, allowing existing agency mailroom staff to scan and electronically

deliver mail to incarcerant terminals running both ConnectUs incarcerant terminals and Tablets.

Regardless of which mail management system is chosen, all mail is received within the Digital Mail Center Dashboard. Within the Dashboard provides facility staff with a full suite of capabilities:

- View, approve, reject, and manage all scanned mail.
- Ability to create text and email notifications when specific incarcerants receive mail.
- Full audit logs of all activity for increased administrative oversight.
- Easily configurable to automatically release scanned mail to incarcerants, allow for administrative approval for all mail prior to being electronically released and delivered, or require administrative approval for incarcerant-specific mail.
- Manual Transcription creates database of all messages that can be searched for specific words or phrases. NOTE: Manual transcription can be performed by agency staff, however, will not be performed by Securus staff.
- Custom Watch Word List automatically identifies when content is inappropriate. NOTE: Custom Word Watch List active only if agency uses Manual Transcription feature

## Process Details

1. Agency continues to receive '*privileged*' mail at existing location/address. Examples of privileged mail are:
  - a. Legal
  - b. Financial
  - c. Medical
2. Securus will establish P.O. Boxes for appropriate facility mail to be directly sent to Securus' Processing Center, while facility will updates outward facing mailing instructions with new address.
3. Facility will need to update outward facing mailing instructions stating that incarcerant non-privileged mail should be mailed to new Digital Mail Center P.O. Box address.
  - a. Any non-privileged mail that arrives at facility may be sent to the P.O. Box for processing.
    - i. Any envelope that contains traditional 8.5 x 11 paper sizing. Manilla legal style envelopes are included with this as well. We will receive and scan most mail packaging as long as the packaging can be scanned and is not comprised of cardboard or other rigid parchment incapable of running through our scanner, i.e. USPS postal rigid express envelopes that lay flat

but do not bend without creasing would not be accepted and magazines will not be accepted.

- b. Mailing costs will fall on the responsibility of the facility.
4. Securus processing center receives mail
5. Within 48 hours of receipt, processing center will open the mail and inspect for contraband or any suspicious material.
  - a. If contraband is found: Suspicious material given to local law enforcement and mail will not be scanned. Agency will be notified by Guarded Exchange that contraband was found. If contraband was discovered after mail is scanned, then the letter will be “revoked” and a notification will be sent to the agency.
6. Approved mail, including envelop and content, will be scanned into the DMC system
7. Contents of mail will be placed back in envelop to store/file for 30 days. After 30 days, mail will be destroyed.
8. Customizable mail handling directives

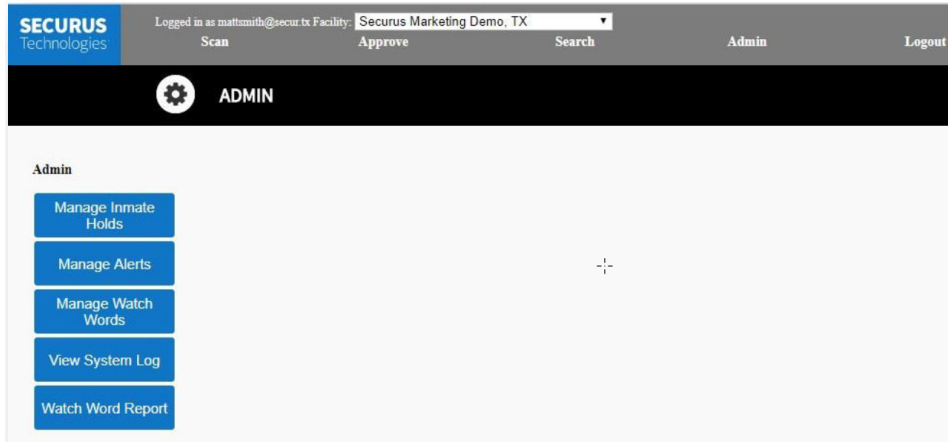
All information associated with the letter, including sender name, time, date, address, and content, are stored for the life of the contract. This creates permanent investigative intelligence that is impossible to achieve through standard physical mail processing. The facility may also determine whether physical mail that has been processed will be returned back to the facility or destroyed. Contraband will be delivered to local law enforcement for processing and facilities may request that a case be opened for senders of contraband material. If mail originating from an attorney's office or other private/privileged establishments is received, it is immediately sent back to the correctional agency for physical deliver in order to ensure attorney/client privilege is maintained

## Digital Mail Center User Dashboard

The dashboard is easy to use and provides critical capabilities and information such as:

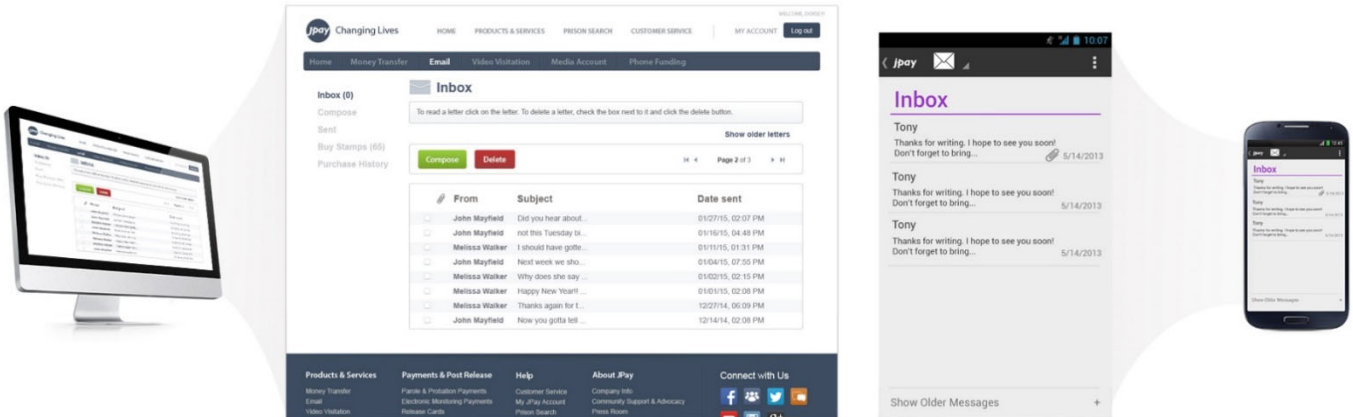
- Easily view, approve, reject, and manage all scanned mail.
- Set and Manage Alerts
- Set Incarcerant Holds
- Custom Watch Word List
- Full audit logs of all activity for increased administrative oversight.

# User Dashboard



## JPay Email

*View your inbox on JPay.com or on your smartphone*



In 2004, JPay began offering our email service to state prison clients and has since expanded this system to 18 state Departments of Corrections across the country. Hundreds of thousands of users have sent and received tens of millions of emails, photo and video attachments, and eCard greetings.

Family and friends access this service online at JPay.com and from our iPhone and Android mobile apps. Family and friends must initiate a conversation in order for an incarcerant to respond. This opt-in system prevents unwanted incarcerant contact. Incarcerants access their email via the kiosk in their housing unit and from their tablet. Once a message is received, the incarcerant can respond or compose a message to that contact. The

incarcerant's response is then available on the customer's smartphone app or at JPay.com. Customers can delete incarcerant contacts at any time to prevent future correspondence.

All messages are paid for with virtual stamps, which are available in bundles and always cost less than a traditional postage stamp. Stamp purchasing is simple and never interferes with composing and sending of email messages. Another feature JPay offers is free transferal of stamps between customers and incarcerants, if the DOC approves. In addition, a customer can pay for the incarcerant's reply when drafting an email so the incarcerant can respond whether he has stamps in his account or not.

With JPay's email system in place, facility staff no longer need to expend valuable resources examining letters for inappropriate content or contraband. Efforts can then be redirected to more urgent issues, as computer systems analyze incoming and outgoing correspondence. Facility staff can still screen and approve messages manually before release to the recipient. Over the years, this system has been instrumental in a handful of recaptures, stopped many messages that were STG threat-related, deciphered many encoded messages, and much more.

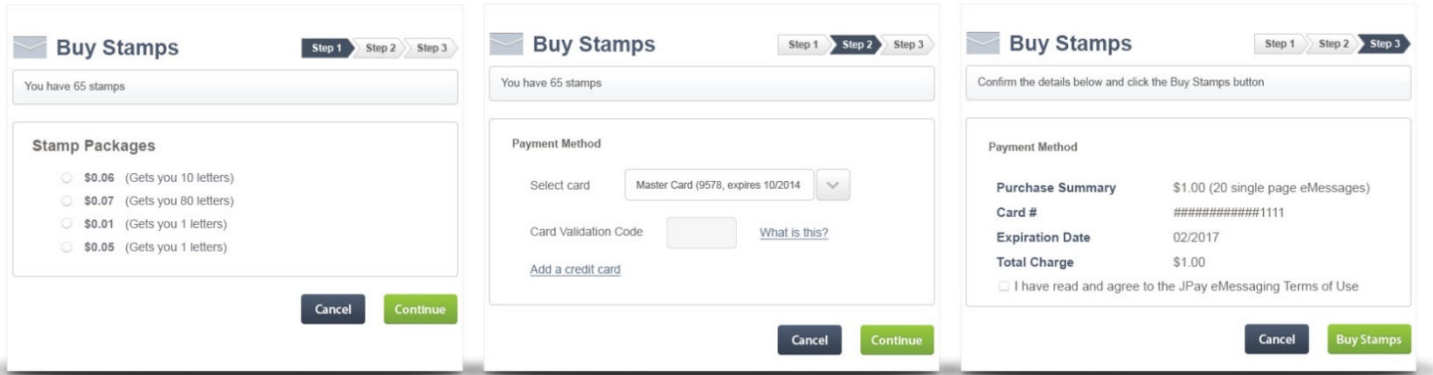
## **Stamps**

Customers and incarcerants buy and use virtual stamps to send emails, attachments, VideoGrams, and eCards through our service. Customers purchase stamps on our web site and on their mobile device using a credit/debit card. Incarcerants purchase stamps via the incarcerant kiosk using their trust account or JPay Media Account.

A one-page email (about 5,000 characters) costs one stamp. Longer messages require additional stamps and users are asked to confirm extra stamp expenditure before sending the email. Each added recipient and attachment also adds one stamp to the cost.

## **Buying stamps on JPay.com**

To purchase stamps on the web, the user simply selects a stamp package to purchase from the Stamps section in the user menu. The user can choose a bundle size that corresponds to their anticipated usage. The more stamps purchased, the lower the per stamp cost. As soon as the transaction is completed, the customer can begin sending emails.



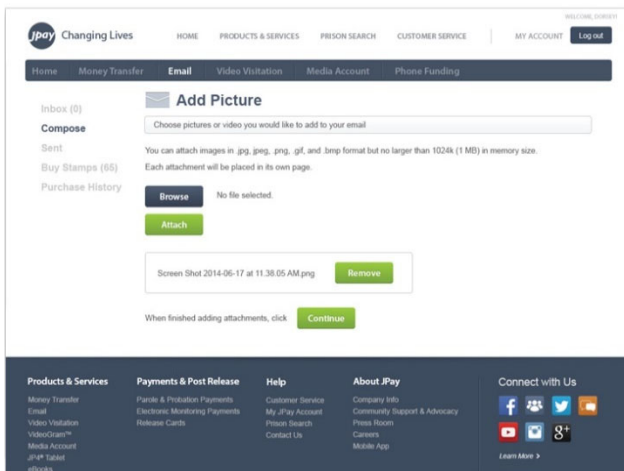
## Buying Stamps via the App

Just like the website, the mobile app requires the customer to have stamps in order to send email. To buy stamps, the customer chooses a stamp package, selects and confirms the payment method and taps "Purchase."

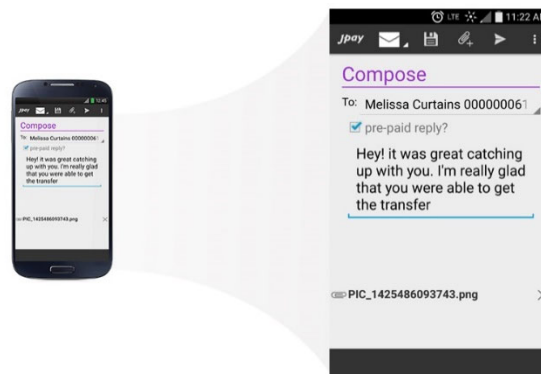
## Photo Album

Customers can attach photos to their emails. Incarcerants can view the photos on the kiosk and download them to their tablets. The photo viewer on the tablet allows incarcerated to manage a digital photo album of hundreds of photos. From the kiosk, incarcerated can also submit a request to the facility for a printout of a photo attachment, enabling them to have a physical copy of the attachment if the DOC approves.

### *Attach a photo to your email*



### *Include an attachment on your smartphone*



## Email Review

All incoming and outgoing email is routed to the Facility System for facility staff review and approval before release. Each email is automatically screened for content and if certain criteria are met, the message is flagged for special review. Even if a message has no questionable content, staff can still hold each message for review and approval before releasing it to the recipient.












## How It Works

Our flagged email review process is in place at 18 state correctional agencies. As a result, their investigators receive accurate and relevant intelligence and their mailroom staffs are not bogged down reviewing and approving emails that do not pose a security threat.

Once a word list is set, we monitor the flow of emails and continually provide the DOC with metrics on the frequency and type of words being flagged. For example, the word "kill" seems to be a likely inclusion in a flagged word list, but it actually does not provide valuable intelligence because it is part of many common expressions such as "kill my appetite" or "just killing time" and appears in more than 10% of all email traffic. In fact, it actually hampers the mailroom's ability to identify and escalate real threats and delays the delivery of email. Conversely, seemingly innocent words such as "disciple" or "greendot" often appear in letters referencing criminal/gang activity.

Flagged emails require staff approval before being delivered to the recipient's inbox. All messages containing attachments are automatically flagged for review. Messages are then presented in "Buckets" depending on status. For example, all messages that contained words flagged by the dictionary or user watch lists would reside in the "Requires Approval" bucket as shown below.

## Letter Delivery

Inbound	Outbound
 <a href="#">Requires Approval</a> (190) Click to view letters pending approval	 <a href="#">Requires Approval</a> (3) Click to view letters pending approval
 <a href="#">Ready To Print/Release</a> (2867) Click to view, ready to release and ready to print letters	 <a href="#">Ready To Print</a> (1) Click to view, ready to release letters
 <a href="#">Printed</a> (0) Click to view and reprint printed letters	 <a href="#">Released</a> (N/A) Click to view released letters
 <a href="#">Released</a> (N/A) Click to view released letters	 <a href="#">Sent To Security</a> (N/A) Click to view and approve letters sent to security
 <a href="#">Sent To Security</a> (N/A) Click to view and approve letters sent to security	 <a href="#">Censored</a> (N/A) Click to view censored letters
 <a href="#">Censored</a> (N/A) Click to view censored letters	



An email auditing feature tracks all staff activity so supervisors can see who approves and releases individual messages. Emails can be flagged for various reasons such as:

- Word List - Flagged because a word from the "flagged word" list was used
- Watch List - Flagged because an incarcerant or customer is on a watch list
- Contains a photo attachment
- Contains a VideoGram

JPay will work closely with DOC staff and investigators to ensure the DOC reaps all the benefits of these investigative capabilities.

### Approval Process

Approved DOC staff can either release the message to the recipient or request additional review. Typically, agencies predetermine who performs any additional review of an email to determine if it is a security threat. That team, usually investigators, can release the email or return it to the sender. In addition, the email can be indefinitely detained or discarded entirely. The DOC user has the option to notify the customer and/or incarcerant if and why the message was discarded.

To save time and keep the mailroom operating at the highest levels of efficiency, we created an "Approve All" feature. If messages go through the screening process and are not flagged by a watch list, the messages can be automatically released to the incarcerant.

### Editable Dictionary

Facility staff can pre-populate the system with words, key phrases, or character strings that flag and restrict an email from being received by the intended recipient until it is reviewed. Staff members can manage the word dictionary and user watch lists, or have us administer the system. All changes occur in real time and are populated system-wide instantly. Entire dictionaries, single words or phrases, suspicious incarcerants, or customers can be established statewide or shared by region or by facility.

### Word Filtering Page

Word (s) to Appy  
[Add+](#) | [Search](#)

Facility

Word	Active Since	Facility	Status
Gallo	12/20/07	Wisconsin Prison	ACTIVE
Gang	12/04/07	Wisconsin Prison	ACTIVE
Ganga	01/08/12	Wisconsin Prison	ACTIVE
Gangsta	11/29/13	Wisconsin Prison	ACTIVE
Gangstah	12/02/07	Wisconsin Prison	ACTIVE
Gangster	12/02/07	Wisconsin Prison	ACTIVE

## Alert Options

DOC staff can choose to receive alerts if any flagged phrases or words appear in an email passing through the system. The DOC user will receive an email alerting them to the presence of a flagged word and the DOC user can then log into the system and administer it accordingly.

## Watch Lists

When a customer or incarcerant sends an email, our system scans it for customer or incarcerant names on a predefined, customizable watch list. An alert is automatically sent to the DOC investigator via email, detailing the customer name, incarcerant name, and ID. The investigator can then approve or deny the message accordingly, depending upon DOC parameters.

Facility staff can easily place any incarcerant or customer onto a watch list. The DOC can even add customers to a watch list for specific products such as email, a combination of products such as money and email. Facility staff can customize their own alerts based on incarcerant and customer activity. For example, a staff member may choose to receive an alert if multiple incarcerants are receiving email from one customer. The system will alert the staff member via email whenever this customer uses our system to send money or emails to an incarcerant. This introduces an unprecedented level of detection capability to correctional staff.

- 16) Vendor must agree to DOC's SLA terms attached as IITS General Requirements Attachment 1 – SLA Terms. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges and accepts this requirement.

- 17) Vendor must agree to DOC's security requirements as stated in the attached IITS General Requirements Attachment 2 – Vendor Security Expectations and as may be revised at DOC's discretion. Acknowledge Vendor's acceptance of this requirement.**

**Vendor's response:**

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

Securus acknowledges and accepts this requirement.

# ATTACHMENT A – PROPOSED IMPLEMENTATION PLAN

Washington DOC				
ID	Task Name	Duration	Start	Finish
0	<b>Washington DOC</b>	<b>90 days</b>	<b>Mon 11/4/19</b>	<b>Mon 3/9/20</b>
1	<b>1 WA DOC NEW, ITS</b>	<b>60.13 da</b>	<b>Mon 11/4/19</b>	<b>Mon 1/27/20</b>
2	<b>1.1 Inmate Phone System Installation &amp; Cut-Over</b>	<b>60.13 da</b>	<b>Mon 11/4/19</b>	<b>Mon 1/27/20</b>
3	<b>1.1.1 Project Initiation Phase</b>	<b>2 days</b>	<b>Mon 11/4/19</b>	<b>Wed 11/6/19</b>
4	1.1.1.1 Host internal project review and kick-off meeting	4 hrs	Mon 11/4/19	Mon 11/4/19
5	1.1.1.2 Team with Sales Account Manager to host kick-off call with SECURUS Inmate Telephone System	4 hrs	Tue 11/5/19	Tue 11/5/19
6	1.1.1.3 Complete Telephone Equipment Inspection for Inmate Locations	1 day	Tue 11/5/19	Wed 11/6/19
7	<b>1.1.2 Project Planning Phase</b>	<b>6 days</b>	<b>Wed 11/6/19</b>	<b>Thu 11/14/19</b>
8	1.1.2.1 Update Engineering based on site survey information	4 hrs	Wed 11/6/19	Wed 11/6/19
9	1.1.2.2 Identify resources needed to complete tasks and objectives	4 hrs	Thu 11/7/19	Thu 11/7/19
10	1.1.2.3 Create ticket assignments for necessary departments	4 hrs	Thu 11/7/19	Thu 11/7/19
11	1.1.2.4 Host internal review to determine scheduling options	4 hrs	Fri 11/8/19	Fri 11/8/19
12	1.1.2.5 Host review with current services provider to discuss transition plan	4 hrs	Fri 11/8/19	Fri 11/8/19
13	1.1.2.6 Create project in the Install Portal and setup notifications/alerts	8 hrs	Mon 11/11/19	Mon 11/11/19
14	1.1.2.7 Kick-off Discussions for Automated PIN Imports / OMS Integration	0.5 days	Tue 11/12/19	Tue 11/12/19
15	1.1.2.8 Review field service access/scheduling & telecom vendor scheduling options with Project Team	0.5 days	Tue 11/12/19	Tue 11/12/19
16	1.1.2.9 Produce updated project schedule	4 hrs	Wed 11/13/19	Wed 11/13/19
17	1.1.2.10 Securus Project Team and WA DOC Project Plan Review	4 hrs	Wed 11/13/19	Wed 11/13/19
18	1.1.2.11 Finalize Telecom Provisioning, Material Delivery, and Field Service schedules	4 hrs	Thu 11/14/19	Thu 11/14/19
19	<b>1.1.2.12 Securus &amp; WA DOC Team Meeting - Touch Point</b>	<b>1 day</b>	<b>Mon 11/11/19</b>	<b>Mon 11/11/19</b>
20	1.1.2.12.1 Review telecom and hardware delivery schedules	4 hrs	Mon 11/11/19	Mon 11/11/19
21	1.1.2.12.2 Produce updated project plan and review with WA DOC Team	4 hrs	Mon 11/11/19	Mon 11/11/19
22	<b>1.1.2.13 Customer Data Management</b>	<b>0.75 day</b>	<b>Wed 11/13/19</b>	<b>Wed 11/13/19</b>
23	1.1.2.13.1 Coordinate transition activities with incumbent	2 hrs	Wed 11/13/19	Wed 11/13/19
24	1.1.2.13.2 Site specific voice prompts & tag lines	2 hrs	Wed 11/13/19	Wed 11/13/19
25	1.1.2.13.3 Upload blocked number files	2 hrs	Wed 11/13/19	Wed 11/13/19
26	1.1.2.13.4 Upload free and privileged number files	2 hrs	Wed 11/13/19	Wed 11/13/19
27	<b>1.1.3 Project Execution Phase</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
28	<b>1.1.3.1 Airway Heights</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
29	<b>1.1.3.1.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
30	1.1.3.1.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
31	1.1.3.1.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
32	1.1.3.1.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
33	1.1.3.1.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
34	<b>1.1.3.1.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
35	1.1.3.1.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
36	1.1.3.1.2.2 Confirm Telecom Test & Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
37	1.1.3.1.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
38	1.1.3.1.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
39	1.1.3.1.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
40	<b>1.1.3.1.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
41	1.1.3.1.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
42	1.1.3.1.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
43	1.1.3.1.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
44	1.1.3.1.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
45	1.1.3.1.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
46	1.1.3.1.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
47	<b>1.1.3.1.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
48	1.1.3.1.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
49	1.1.3.1.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
50	1.1.3.1.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
51	<b>1.1.3.1.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
52	1.1.3.1.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
53	<b>1.1.3.1.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
54	1.1.3.1.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
55	<b>1.1.3.1.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
56	1.1.3.1.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
57	1.1.3.1.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
58	1.1.3.1.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
59	1.1.3.1.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
60	1.1.3.1.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
61	<b>1.1.3.2 Cedar Creek</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
62	<b>1.1.3.2.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
63	1.1.3.2.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
64	1.1.3.2.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
65	1.1.3.2.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
66	1.1.3.2.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
67	<b>1.1.3.2.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>

Washington DOC				
ID	Task Name	Duration	Start	Finish
68	1.1.3.2.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
69	1.1.3.2.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
70	1.1.3.2.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
71	1.1.3.2.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
72	1.1.3.2.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
73	<b>1.1.3.2.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
74	1.1.3.2.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
75	1.1.3.2.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
76	1.1.3.2.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
77	1.1.3.2.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
78	1.1.3.2.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
79	1.1.3.2.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
80	<b>1.1.3.2.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
81	1.1.3.2.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
82	1.1.3.2.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
83	1.1.3.2.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
84	<b>1.1.3.2.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
85	1.1.3.2.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
86	<b>1.1.3.2.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
87	1.1.3.2.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
88	<b>1.1.3.2.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
89	1.1.3.2.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
90	1.1.3.2.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
91	1.1.3.2.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
92	1.1.3.2.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
93	1.1.3.2.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
94	<b>1.1.3.3 Clallam Bay</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
95	<b>1.1.3.3.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
96	1.1.3.3.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
97	1.1.3.3.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
98	1.1.3.3.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
99	1.1.3.3.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
100	<b>1.1.3.3.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
101	1.1.3.3.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
102	1.1.3.3.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
103	1.1.3.3.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
104	1.1.3.3.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
105	1.1.3.3.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
106	<b>1.1.3.3.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
107	1.1.3.3.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
108	1.1.3.3.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
109	1.1.3.3.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
110	1.1.3.3.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
111	1.1.3.3.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
112	1.1.3.3.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
113	<b>1.1.3.3.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
114	1.1.3.3.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
115	1.1.3.3.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
116	1.1.3.3.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
117	<b>1.1.3.3.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
118	1.1.3.3.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
119	<b>1.1.3.3.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
120	1.1.3.3.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
121	<b>1.1.3.3.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
122	1.1.3.3.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
123	1.1.3.3.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
124	1.1.3.3.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
125	1.1.3.3.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
126	1.1.3.3.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
127	<b>1.1.3.4 Coyote Ridge</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
128	<b>1.1.3.4.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
129	1.1.3.4.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
130	1.1.3.4.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
131	1.1.3.4.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
132	1.1.3.4.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
133	<b>1.1.3.4.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
134	1.1.3.4.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
135	1.1.3.4.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
136	1.1.3.4.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
137	1.1.3.4.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
138	1.1.3.4.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
139	<b>1.1.3.4.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
140	1.1.3.4.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
141	1.1.3.4.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
142	1.1.3.4.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
143	1.1.3.4.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
144	1.1.3.4.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
145	1.1.3.4.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
146	<b>1.1.3.4.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
147	1.1.3.4.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
148	1.1.3.4.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
149	1.1.3.4.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
150	<b>1.1.3.4.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
151	1.1.3.4.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
152	<b>1.1.3.4.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
153	1.1.3.4.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
154	<b>1.1.3.4.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
155	1.1.3.4.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
156	1.1.3.4.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
157	1.1.3.4.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
158	1.1.3.4.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
159	1.1.3.4.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
160	<b>1.1.3.5 Larch</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
161	<b>1.1.3.5.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
162	1.1.3.5.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
163	1.1.3.5.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
164	1.1.3.5.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
165	1.1.3.5.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
166	<b>1.1.3.5.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
167	1.1.3.5.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
168	1.1.3.5.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
169	1.1.3.5.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
170	1.1.3.5.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
171	1.1.3.5.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
172	<b>1.1.3.5.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
173	1.1.3.5.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
174	1.1.3.5.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
175	1.1.3.5.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
176	1.1.3.5.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
177	1.1.3.5.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
178	1.1.3.5.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
179	<b>1.1.3.5.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
180	1.1.3.5.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
181	1.1.3.5.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
182	1.1.3.5.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
183	<b>1.1.3.5.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
184	1.1.3.5.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
185	<b>1.1.3.5.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
186	1.1.3.5.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
187	<b>1.1.3.5.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
188	1.1.3.5.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
189	1.1.3.5.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
190	1.1.3.5.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
191	1.1.3.5.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
192	1.1.3.5.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
193	<b>1.1.3.6 Mission Creek</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
194	<b>1.1.3.6.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
195	1.1.3.6.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
196	1.1.3.6.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
197	1.1.3.6.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
198	1.1.3.6.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
199	<b>1.1.3.6.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
200	1.1.3.6.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
201	1.1.3.6.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
202	1.1.3.6.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
203	1.1.3.6.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
204	1.1.3.6.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
205	<b>1.1.3.6.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
206	1.1.3.6.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
207	1.1.3.6.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
208	1.1.3.6.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
209	1.1.3.6.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
210	1.1.3.6.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
211	1.1.3.6.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
212	<b>1.1.3.6.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
213	1.1.3.6.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
214	1.1.3.6.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
215	1.1.3.6.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
216	<b>1.1.3.6.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
217	1.1.3.6.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
218	<b>1.1.3.6.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
219	1.1.3.6.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
220	<b>1.1.3.6.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
221	1.1.3.6.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
222	1.1.3.6.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
223	1.1.3.6.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
224	1.1.3.6.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
225	1.1.3.6.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
226	<b>1.1.3.7 Monroe</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
227	<b>1.1.3.7.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
228	1.1.3.7.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
229	1.1.3.7.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
230	1.1.3.7.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
231	1.1.3.7.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
232	<b>1.1.3.7.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
233	1.1.3.7.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
234	1.1.3.7.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
235	1.1.3.7.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
236	1.1.3.7.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
237	1.1.3.7.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
238	<b>1.1.3.7.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
239	1.1.3.7.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
240	1.1.3.7.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
241	1.1.3.7.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
242	1.1.3.7.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
243	1.1.3.7.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
244	1.1.3.7.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
245	<b>1.1.3.7.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
246	1.1.3.7.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
247	1.1.3.7.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
248	1.1.3.7.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
249	<b>1.1.3.7.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
250	1.1.3.7.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
251	<b>1.1.3.7.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
252	1.1.3.7.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
253	<b>1.1.3.7.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
254	1.1.3.7.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
255	1.1.3.7.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
256	1.1.3.7.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
257	1.1.3.7.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
258	1.1.3.7.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
259	<b>1.1.3.8 Olympic</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
260	<b>1.1.3.8.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
261	1.1.3.8.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
262	1.1.3.8.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
263	1.1.3.8.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
264	1.1.3.8.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
265	<b>1.1.3.8.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
266	1.1.3.8.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
267	1.1.3.8.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
268	1.1.3.8.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
269	1.1.3.8.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
270	1.1.3.8.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
271	<b>1.1.3.8.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>

Washington DOC				
ID	Task Name	Duration	Start	Finish
272	1.1.3.8.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
273	1.1.3.8.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
274	1.1.3.8.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
275	1.1.3.8.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
276	1.1.3.8.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
277	1.1.3.8.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
278	<b>1.1.3.8.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
279	1.1.3.8.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
280	1.1.3.8.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
281	1.1.3.8.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
282	<b>1.1.3.8.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
283	1.1.3.8.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
284	<b>1.1.3.8.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
285	1.1.3.8.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
286	<b>1.1.3.8.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
287	1.1.3.8.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
288	1.1.3.8.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
289	1.1.3.8.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
290	1.1.3.8.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
291	1.1.3.8.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
292	<b>1.1.3.9 Stafford Creek</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
293	<b>1.1.3.9.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
294	1.1.3.9.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
295	1.1.3.9.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
296	1.1.3.9.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
297	1.1.3.9.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
298	<b>1.1.3.9.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
299	1.1.3.9.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
300	1.1.3.9.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
301	1.1.3.9.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
302	1.1.3.9.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
303	1.1.3.9.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
304	<b>1.1.3.9.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
305	1.1.3.9.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
306	1.1.3.9.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
307	1.1.3.9.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
308	1.1.3.9.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
309	1.1.3.9.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
310	1.1.3.9.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
311	<b>1.1.3.9.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
312	1.1.3.9.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
313	1.1.3.9.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
314	1.1.3.9.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
315	<b>1.1.3.9.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
316	1.1.3.9.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
317	<b>1.1.3.9.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
318	1.1.3.9.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
319	<b>1.1.3.9.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
320	1.1.3.9.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
321	1.1.3.9.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
322	1.1.3.9.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
323	1.1.3.9.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
324	1.1.3.9.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
325	<b>1.1.3.10 Washington CC</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
326	<b>1.1.3.10.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
327	1.1.3.10.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
328	1.1.3.10.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
329	1.1.3.10.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
330	1.1.3.10.1.4 Planning functions for Integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
331	<b>1.1.3.10.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
332	1.1.3.10.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
333	1.1.3.10.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
334	1.1.3.10.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
335	1.1.3.10.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
336	1.1.3.10.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
337	<b>1.1.3.10.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
338	1.1.3.10.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
339	1.1.3.10.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19



Washington DOC				
ID	Task Name	Duration	Start	Finish
340	1.1.3.10.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
341	1.1.3.10.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
342	1.1.3.10.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
343	1.1.3.10.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
344	<b>1.1.3.10.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
345	1.1.3.10.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
346	1.1.3.10.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
347	1.1.3.10.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
348	<b>1.1.3.10.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
349	1.1.3.10.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
350	<b>1.1.3.10.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
351	1.1.3.10.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
352	<b>1.1.3.10.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
353	1.1.3.10.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
354	1.1.3.10.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
355	1.1.3.10.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
356	1.1.3.10.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
357	1.1.3.10.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
358	<b>1.1.3.11 Washington CC for Women</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
359	<b>1.1.3.11.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
360	1.1.3.11.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
361	1.1.3.11.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
362	1.1.3.11.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
363	1.1.3.11.1.4 Planning functions for integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
364	<b>1.1.3.11.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
365	1.1.3.11.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
366	1.1.3.11.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
367	1.1.3.11.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
368	1.1.3.11.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
369	1.1.3.11.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
370	<b>1.1.3.11.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
371	1.1.3.11.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
372	1.1.3.11.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
373	1.1.3.11.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
374	1.1.3.11.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20
375	1.1.3.11.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
376	1.1.3.11.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
377	<b>1.1.3.11.4 OMS/JMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
378	1.1.3.11.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
379	1.1.3.11.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
380	1.1.3.11.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
381	<b>1.1.3.11.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
382	1.1.3.11.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
383	<b>1.1.3.11.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
384	1.1.3.11.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
385	<b>1.1.3.11.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
386	1.1.3.11.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
387	1.1.3.11.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
388	1.1.3.11.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
389	1.1.3.11.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
390	1.1.3.11.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
391	<b>1.1.3.12 Washington State Penitentiary</b>	<b>57.13 da</b>	<b>Thu 11/7/19</b>	<b>Mon 1/27/20</b>
392	<b>1.1.3.12.1 Perform Initial Execution Procedures</b>	<b>0.63 day</b>	<b>Thu 11/7/19</b>	<b>Fri 11/8/19</b>
393	1.1.3.12.1.1 Create orders for telecom provisioning	1 hr	Thu 11/7/19	Thu 11/7/19
394	1.1.3.12.1.2 Create purchase orders for materials	1 hr	Thu 11/7/19	Thu 11/7/19
395	1.1.3.12.1.3 Perform Sarbanes-Oxley compliance approval for all material purchase orders	1 hr	Fri 11/8/19	Fri 11/8/19
396	1.1.3.12.1.4 Planning functions for integration of automated PIN data management	1 hr	Fri 11/8/19	Fri 11/8/19
397	<b>1.1.3.12.2 Site Cutover Installation Planning Activities</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
398	1.1.3.12.2.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
399	1.1.3.12.2.2 Confirm Telecom Test& Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
400	1.1.3.12.2.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
401	1.1.3.12.2.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
402	1.1.3.12.2.5 Review Site schedule and activities with WA DOC Team	1 day	Tue 12/24/19	Wed 12/25/19
403	<b>1.1.3.12.3 Site Equipment Installation Planning Activities</b>	<b>51 days</b>	<b>Mon 11/11/19</b>	<b>Tue 1/21/20</b>
404	1.1.3.12.3.1 Material shipment lead time	30 days	Mon 11/11/19	Mon 12/23/19
405	1.1.3.12.3.2 Confirm material shipments and arrival dates	30 days	Mon 11/11/19	Mon 12/23/19
406	1.1.3.12.3.3 Install inmate telephone equipment	20 days	Mon 12/23/19	Mon 1/20/20
407	1.1.3.12.3.4 Facility Hardware testing to be completed by Securus onsite installation team	20 days	Mon 12/23/19	Mon 1/20/20

Washington DOC				
ID	Task Name	Duration	Start	Finish
408	1.1.3.12.3.5 Removal of old equipment and notify incumbent of pickup.	8 hrs	Mon 1/20/20	Tue 1/21/20
409	1.1.3.12.3.6 Review Site Cut-Over schedule and activities with WA DOC Team	8 hrs	Fri 1/17/20	Mon 1/20/20
410	<b>1.1.3.12.4 OMS/IMS Integration / E-Imports Activities</b>	<b>14 days</b>	<b>Wed 11/27/19</b>	<b>Tue 12/17/19</b>
411	1.1.3.12.4.1 Inmate PIN account creation and management	14 days	Wed 11/27/19	Tue 12/17/19
412	1.1.3.12.4.2 Configure IPRO within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
413	1.1.3.12.4.3 Configure Inmate Debit within SCP Platform	14 days	Wed 11/27/19	Tue 12/17/19
414	<b>1.1.3.12.5 Customer training</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
415	1.1.3.12.5.1 Conduct customer training for telephone system and investigative tools	1 day	Tue 1/21/20	Wed 1/22/20
416	<b>1.1.3.12.6 Installation - WA DOC</b>	<b>1 day</b>	<b>Tue 1/21/20</b>	<b>Wed 1/22/20</b>
417	1.1.3.12.6.1 Cut Over - Turn up of telephones to Securus SCP platform	1 day	Tue 1/21/20	Wed 1/22/20
418	<b>1.1.3.12.7 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Wed 1/22/20</b>	<b>Mon 1/27/20</b>
419	1.1.3.12.7.1 Re-Verify all Features working properly	1 day	Wed 1/22/20	Thu 1/23/20
420	1.1.3.12.7.2 Re-Verify phones work, port assignments/call groups set	1 day	Wed 1/22/20	Thu 1/23/20
421	1.1.3.12.7.3 Post Cutover QA Checklist & Test Calls Completed	1 day	Thu 1/23/20	Fri 1/24/20
422	1.1.3.12.7.4 Notify Facility of ITS cutover - system is functioning correctly	1 day	Thu 1/23/20	Fri 1/24/20
423	1.1.3.12.7.5 Cut Sheet distributed to Securus Project Team	1 day	Fri 1/24/20	Mon 1/27/20
424	<b>2 WA DOC Video Visitation and Tablet Installation Project Plan</b>	<b>90 days</b>	<b>Mon 11/4/19</b>	<b>Mon 3/9/20</b>
425	<b>2.1 Installation and Software Configurations for live video visits and tablets</b>	<b>90 days</b>	<b>Mon 11/4/19</b>	<b>Mon 3/9/20</b>
426	<b>2.1.1 Initial Kick-Off Meeting with WA DOC Project Team</b>	<b>3 days</b>	<b>Mon 11/4/19</b>	<b>Thu 11/7/19</b>
427	2.1.1.1 Host internal project review and kick-off meeting	1 day	Mon 11/4/19	Tue 11/5/19
428	2.1.1.2 Sales Account Manager to host kick-off call with SECURUS Video Visitation and Tablet Installation	1 day	Tue 11/5/19	Wed 11/6/19
429	2.1.1.3 Complete video visitation and tablet WAP inspection for inmate locations	1 day	Wed 11/6/19	Thu 11/7/19
430	<b>2.1.2 Identify Locations of Video Visitation Terminals and Tablet WAPs</b>	<b>13 days</b>	<b>Thu 11/7/19</b>	<b>Tue 11/26/19</b>
431	2.1.2.1 Verify Network Cabling and Power	12 days	Thu 11/7/19	Mon 11/25/19
432	2.1.2.2 Schedule network and power installation	1 day	Mon 11/25/19	Tue 11/26/19
433	<b>2.1.3 Telecom Provisioning for WA DOC</b>	<b>34 days</b>	<b>Thu 11/7/19</b>	<b>Wed 12/25/19</b>
434	2.1.3.1 Telecom delivery lead time	30 days	Thu 11/7/19	Thu 12/19/19
435	2.1.3.2 Confirm Telecom Test & Turn-up (T&T) schedule	1 day	Thu 12/19/19	Fri 12/20/19
436	2.1.3.3 Confirm Installation Technical Support schedule for T&T activity	1 day	Fri 12/20/19	Mon 12/23/19
437	2.1.3.4 Confirm Field Service Installation Team schedules for T&T activity	1 day	Mon 12/23/19	Tue 12/24/19
438	2.1.3.5 Review Site schedule and activities with WA DOC Project Team	1 day	Tue 12/24/19	Wed 12/25/19
439	<b>2.1.4 Airway Heights</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
440	<b>2.1.4.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
441	2.1.4.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
442	2.1.4.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
443	2.1.4.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
444	2.1.4.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
445	<b>2.1.4.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
446	2.1.4.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
447	<b>2.1.4.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
448	2.1.4.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
449	2.1.4.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
450	2.1.4.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
451	2.1.4.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
452	2.1.4.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
453	<b>2.1.4.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
454	2.1.4.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
455	2.1.4.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
456	<b>2.1.4.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
457	2.1.4.5.1 Mount WAPs & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
458	2.1.4.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
459	<b>2.1.4.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
460	2.1.4.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
461	2.1.4.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
462	<b>2.1.4.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
463	2.1.4.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
464	2.1.4.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
465	2.1.4.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
466	<b>2.1.4.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
467	2.1.4.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
468	2.1.4.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
469	<b>2.1.4.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
470	2.1.4.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
471	2.1.4.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
472	2.1.4.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
473	<b>2.1.5 Cedar Creek</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
474	<b>2.1.5.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
475	2.1.5.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
476	2.1.5.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
477	2.1.5.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
478	2.1.5.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
479	<b>2.1.5.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
480	2.1.5.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
481	<b>2.1.5.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
482	2.1.5.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
483	2.1.5.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
484	2.1.5.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
485	2.1.5.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
486	2.1.5.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
487	<b>2.1.5.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
488	2.1.5.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
489	2.1.5.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
490	<b>2.1.5.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
491	2.1.5.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
492	2.1.5.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
493	<b>2.1.5.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
494	2.1.5.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
495	2.1.5.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
496	<b>2.1.5.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
497	2.1.5.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
498	2.1.5.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
499	2.1.5.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
500	<b>2.1.5.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
501	2.1.5.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
502	2.1.5.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
503	<b>2.1.5.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
504	2.1.5.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
505	2.1.5.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
506	2.1.5.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
507	<b>2.1.6 Clallam Bay</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
508	<b>2.1.6.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
509	2.1.6.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
510	2.1.6.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
511	2.1.6.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
512	2.1.6.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
513	<b>2.1.6.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
514	2.1.6.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
515	<b>2.1.6.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
516	2.1.6.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
517	2.1.6.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
518	2.1.6.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
519	2.1.6.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
520	2.1.6.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
521	<b>2.1.6.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
522	2.1.6.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
523	2.1.6.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
524	<b>2.1.6.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
525	2.1.6.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
526	2.1.6.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
527	<b>2.1.6.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
528	2.1.6.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
529	2.1.6.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
530	<b>2.1.6.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
531	2.1.6.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
532	2.1.6.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
533	2.1.6.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
534	<b>2.1.6.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
535	2.1.6.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
536	2.1.6.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
537	<b>2.1.6.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
538	2.1.6.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
539	2.1.6.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
540	2.1.6.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
541	<b>2.1.7 Coyote Ridge</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
542	<b>2.1.7.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
543	2.1.7.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
544	2.1.7.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
545	2.1.7.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
546	2.1.7.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
547	<b>2.1.7.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
548	2.1.7.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
549	<b>2.1.7.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
550	2.1.7.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
551	2.1.7.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
552	2.1.7.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
553	2.1.7.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
554	2.1.7.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
555	<b>2.1.7.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
556	2.1.7.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
557	2.1.7.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
558	<b>2.1.7.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
559	2.1.7.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
560	2.1.7.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
561	<b>2.1.7.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
562	2.1.7.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
563	2.1.7.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
564	<b>2.1.7.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
565	2.1.7.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
566	2.1.7.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
567	2.1.7.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
568	<b>2.1.7.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
569	2.1.7.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
570	2.1.7.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
571	<b>2.1.7.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
572	2.1.7.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
573	2.1.7.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
574	2.1.7.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
575	<b>2.1.8 Larch</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
576	<b>2.1.8.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
577	2.1.8.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
578	2.1.8.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
579	2.1.8.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
580	2.1.8.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
581	<b>2.1.8.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
582	2.1.8.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
583	<b>2.1.8.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
584	2.1.8.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
585	2.1.8.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
586	2.1.8.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
587	2.1.8.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
588	2.1.8.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
589	<b>2.1.8.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
590	2.1.8.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
591	2.1.8.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
592	<b>2.1.8.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
593	2.1.8.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
594	2.1.8.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
595	<b>2.1.8.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
596	2.1.8.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
597	2.1.8.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
598	<b>2.1.8.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
599	2.1.8.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
600	2.1.8.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
601	2.1.8.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
602	<b>2.1.8.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
603	2.1.8.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
604	2.1.8.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
605	<b>2.1.8.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
606	2.1.8.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
607	2.1.8.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
608	2.1.8.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
609	<b>2.1.9 Mission Creek</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
610	<b>2.1.9.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
611	2.1.9.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
612	2.1.9.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
613	2.1.9.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
614	2.1.9.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
615	<b>2.1.9.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
616	2.1.9.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
617	<b>2.1.9.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
618	2.1.9.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
619	2.1.9.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
620	2.1.9.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
621	2.1.9.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
622	2.1.9.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
623	<b>2.1.9.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
624	2.1.9.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
625	2.1.9.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
626	<b>2.1.9.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
627	2.1.9.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
628	2.1.9.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
629	<b>2.1.9.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
630	2.1.9.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
631	2.1.9.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
632	<b>2.1.9.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
633	2.1.9.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
634	2.1.9.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
635	2.1.9.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
636	<b>2.1.9.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
637	2.1.9.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
638	2.1.9.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
639	<b>2.1.9.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
640	2.1.9.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
641	2.1.9.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
642	2.1.9.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
643	<b>2.1.10 Monroe</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
644	<b>2.1.10.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
645	2.1.10.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
646	2.1.10.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
647	2.1.10.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
648	2.1.10.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
649	<b>2.1.10.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
650	2.1.10.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
651	<b>2.1.10.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
652	2.1.10.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
653	2.1.10.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
654	2.1.10.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
655	2.1.10.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
656	2.1.10.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
657	<b>2.1.10.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
658	2.1.10.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
659	2.1.10.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
660	<b>2.1.10.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
661	2.1.10.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
662	2.1.10.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
663	<b>2.1.10.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
664	2.1.10.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
665	2.1.10.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
666	<b>2.1.10.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
667	2.1.10.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
668	2.1.10.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
669	2.1.10.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
670	<b>2.1.10.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
671	2.1.10.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
672	2.1.10.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
673	<b>2.1.10.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
674	2.1.10.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
675	2.1.10.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
676	2.1.10.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
677	<b>2.1.11 Olympic</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
678	<b>2.1.11.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
679	2.1.11.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
680	2.1.11.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
681	2.1.11.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
682	2.1.11.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
683	<b>2.1.11.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
684	2.1.11.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
685	<b>2.1.11.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
686	2.1.11.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
687	2.1.11.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
688	2.1.11.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
689	2.1.11.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
690	2.1.11.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
691	<b>2.1.11.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
692	2.1.11.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
693	2.1.11.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
694	<b>2.1.11.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
695	2.1.11.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
696	2.1.11.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
697	<b>2.1.11.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
698	2.1.11.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
699	2.1.11.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
700	<b>2.1.11.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
701	2.1.11.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
702	2.1.11.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
703	2.1.11.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
704	<b>2.1.11.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
705	2.1.11.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
706	2.1.11.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
707	<b>2.1.11.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
708	2.1.11.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
709	2.1.11.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
710	2.1.11.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
711	<b>2.1.12 Stafford Creek</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
712	<b>2.1.12.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
713	2.1.12.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
714	2.1.12.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
715	2.1.12.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
716	2.1.12.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
717	<b>2.1.12.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
718	2.1.12.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
719	<b>2.1.12.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
720	2.1.12.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
721	2.1.12.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
722	2.1.12.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
723	2.1.12.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
724	2.1.12.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
725	<b>2.1.12.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
726	2.1.12.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
727	2.1.12.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
728	<b>2.1.12.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
729	2.1.12.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
730	2.1.12.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
731	<b>2.1.12.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
732	2.1.12.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
733	2.1.12.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
734	<b>2.1.12.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
735	2.1.12.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
736	2.1.12.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
737	2.1.12.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
738	<b>2.1.12.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
739	2.1.12.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
740	2.1.12.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
741	<b>2.1.12.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
742	2.1.12.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
743	2.1.12.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
744	2.1.12.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
745	<b>2.1.13 Washington CC</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
746	<b>2.1.13.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
747	2.1.13.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
748	2.1.13.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
749	2.1.13.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
750	2.1.13.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
751	<b>2.1.13.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
752	2.1.13.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
753	<b>2.1.13.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
754	2.1.13.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
755	2.1.13.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
756	2.1.13.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
757	2.1.13.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
758	2.1.13.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
759	<b>2.1.13.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
760	2.1.13.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
761	2.1.13.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
762	<b>2.1.13.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
763	2.1.13.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
764	2.1.13.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
765	<b>2.1.13.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
766	2.1.13.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
767	2.1.13.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
768	<b>2.1.13.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
769	2.1.13.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
770	2.1.13.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
771	2.1.13.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
772	<b>2.1.13.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
773	2.1.13.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
774	2.1.13.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
775	<b>2.1.13.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
776	2.1.13.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
777	2.1.13.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
778	2.1.13.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
779	<b>2.1.14 Washington CC for Women</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
780	<b>2.1.14.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
781	2.1.14.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19
782	2.1.14.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
783	2.1.14.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
784	2.1.14.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
785	<b>2.1.14.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
786	2.1.14.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
787	<b>2.1.14.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
788	2.1.14.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
789	2.1.14.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
790	2.1.14.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
791	2.1.14.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
792	2.1.14.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
793	<b>2.1.14.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
794	2.1.14.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
795	2.1.14.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
796	<b>2.1.14.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
797	2.1.14.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
798	2.1.14.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
799	<b>2.1.14.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
800	2.1.14.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
801	2.1.14.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
802	<b>2.1.14.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
803	2.1.14.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
804	2.1.14.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
805	2.1.14.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
806	<b>2.1.14.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
807	2.1.14.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
808	2.1.14.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
809	<b>2.1.14.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
810	2.1.14.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
811	2.1.14.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
812	2.1.14.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20
813	<b>2.1.15 Washington State Penitentiary</b>	<b>87 days</b>	<b>Thu 11/7/19</b>	<b>Mon 3/9/20</b>
814	<b>2.1.15.1 Process Hardware Orders for Video Visitation and Tablet Installation</b>	<b>39 days</b>	<b>Thu 11/7/19</b>	<b>Wed 1/1/20</b>
815	2.1.15.1.1 Verify Site Survey Details and retrieval for terminal & equipment need for installation	1 day	Thu 11/7/19	Fri 11/8/19

Washington DOC				
ID	Task Name	Duration	Start	Finish
816	2.1.15.1.2 Create BOM for equipment orders	5 days	Fri 11/8/19	Fri 11/15/19
817	2.1.15.1.3 Process equipment orders and submit to purchasing	3 days	Fri 11/15/19	Wed 11/20/19
818	2.1.15.1.4 Monitor delivery of hardware orders for site location	30 days	Wed 11/20/19	Wed 1/1/20
819	<b>2.1.15.2 Electrical and Cabling installation</b>	<b>50 days</b>	<b>Wed 12/11/19</b>	<b>Wed 2/19/20</b>
820	2.1.15.2.1 Monitor installation of the Electrical and Cabling for all locations	50 days	Wed 12/11/19	Wed 2/19/20
821	<b>2.1.15.3 Instance Setup</b>	<b>8 days</b>	<b>Wed 11/20/19</b>	<b>Mon 12/2/19</b>
822	2.1.15.3.1 Add site - Provisioning of facility configurations	2 days	Wed 11/20/19	Fri 11/22/19
823	2.1.15.3.2 Create admin user and additional users	2 days	Fri 11/22/19	Tue 11/26/19
824	2.1.15.3.3 Configure messaging within Securus platforms	2 days	Fri 11/22/19	Tue 11/26/19
825	2.1.15.3.4 Create locations	2 days	Tue 11/26/19	Thu 11/28/19
826	2.1.15.3.5 Add terminals and enable modules	2 days	Thu 11/28/19	Mon 12/2/19
827	<b>2.1.15.4 Create Flat File</b>	<b>8 days</b>	<b>Mon 12/2/19</b>	<b>Thu 12/12/19</b>
828	2.1.15.4.1 Produce Flat file and test import	4 days	Mon 12/2/19	Fri 12/6/19
829	2.1.15.4.2 Automate flat file export and upload	4 days	Fri 12/6/19	Thu 12/12/19
830	<b>2.1.15.5 Tablet WAP installation</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
831	2.1.15.5.1 Mount WAPS & charging carts	20 days	Wed 1/29/20	Wed 2/26/20
832	2.1.15.5.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
833	<b>2.1.15.6 Terminal Installations</b>	<b>20 days</b>	<b>Wed 1/29/20</b>	<b>Wed 2/26/20</b>
834	2.1.15.6.1 Mount terminals in designated areas	20 days	Wed 1/29/20	Wed 2/26/20
835	2.1.15.6.2 Connect network cable and power on unit	20 days	Wed 1/29/20	Wed 2/26/20
836	<b>2.1.15.7 Terminal and WAP Setup</b>	<b>4 days</b>	<b>Wed 2/26/20</b>	<b>Tue 3/3/20</b>
837	2.1.15.7.1 Video Terminal and Tablet WAP Setup	4 days	Wed 2/26/20	Tue 3/3/20
838	2.1.15.7.2 Configure config file	4 days	Wed 2/26/20	Tue 3/3/20
839	2.1.15.7.3 Change IP (if necessary)	4 days	Wed 2/26/20	Tue 3/3/20
840	<b>2.1.15.8 Quality Control / Checklist Reviews</b>	<b>3 days</b>	<b>Tue 3/3/20</b>	<b>Fri 3/6/20</b>
841	2.1.15.8.1 Controlling and monitoring of terminals and sessions	3 days	Tue 3/3/20	Fri 3/6/20
842	2.1.15.8.2 Training for users for comprehensive understanding of the portals	3 days	Tue 3/3/20	Fri 3/6/20
843	<b>2.1.15.9 Go Live for video visitation sessions</b>	<b>1 day</b>	<b>Fri 3/6/20</b>	<b>Mon 3/9/20</b>
844	2.1.15.9.1 Configure T & C and web services for F & F account creation	1 day	Fri 3/6/20	Mon 3/9/20
845	2.1.15.9.2 Turn up WA DOC for live video visitation sessions	1 day	Fri 3/6/20	Mon 3/9/20
846	2.1.15.9.3 Turn up WA DOC for go Live Tablets	1 day	Fri 3/6/20	Mon 3/9/20