

PHONE HARDWARE REQUIREMENTS

Respond to each item below:

1. **The vendor will have full responsibility to install and service the telephone system at all DOC prison facilities and work releases at no cost to the Department. 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. Securus currently has five fulltime Field Service Technicians (FST) in Washington state. These technicians will continue to maintain and service our communication system and hardware in Washington, including WA DOC. Two of the technicians are onsite at Pierce County and King County, while the other three travel throughout the State. The dedicated Washington FSTs all live in Washington State, with one recently relocating to Washington to better support our client facilities in Washington.

Securus can also provide FSTs dedicated exclusively to WA DOC if requested. We suggest having a discussion concerning the number of such dedicated FSTs needed during our upcoming vendor presentation on October 28, including how providing such dedicated FSTs might affect our financial offer.

2. **Phones must be installed in the number and locations reasonably required by DOC. 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. In addition, Securus will monitor phone counts throughout the contract period to ensure an adequate number of phones are in place and providing acceptable accessibility to phones at each location

3. **Equipment shall be serviceable and in good condition. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Our offer includes the installation of all new equipment to the latest generation of the NextGen Secure Communications Platform™ (NextGen SCP™) incarcerant telecommunications system. This upgrade will be a "turn-key" solution owned and maintained throughout by Securus through the life of the contract. Securus will provide all additional wiring, cabling, conduit, cross-connects, jacks, plates, and related hardware, necessary for the system to operate at no cost to the WA DOC. Securus assigns fully

qualified, factory-trained field technicians to inspect shipped equipment, and install and maintain NextGen SCP for the duration of the contract period.

Maintenance

It is Securus standard operating procedure (SOP), that our Field Service Technicians perform Preventative Maintenance (PM) at least every site every site once a month. Upon awarding of the contract Securus will work with WA DOC personnel to create a customized Preventative Maintenance schedule. Preventative Maintenance includes:

- Inspecting and testing of individual phones/terminals and associated hardware
- Cleaning out the system filters
- Testing system features and functionality
- Performing workstation(s) inspections.

Additionally, our FSTs also perform preventative maintenance whenever they are dispatched to the site for any reason. Upon resolving the primary issue, the Field Service Technician will perform a system check to detect any unreported issues. Problems identified during this check are addressed by the FST during the same visit unless additional parts are required to resolve the issue.

- 4. Equipment classified as demonstrators, prototypes, or discontinued are not acceptable. 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.

- 5. The equipment shall be the latest model offered and must be tried, proven, and in current use. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Our offer includes the installation of all new equipment to the latest generation of the NextGen Secure Communications Platform™ (NextGen SCP™) incarcerant telecommunications system.



The Industry Standard

Securus' incarcerant telephones are the strongest and most reliable units available, are designed specifically for the prison environment, and are FCC approved.

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility.

Based on the needs of WA DOC, we will use a combination of the Wintel® brand telephones and sPhone XL in order to provide phone calls and video visitations.

6. The body and handset of the phone must be corrections grade. Describe how Vendor will meet this requirement.

Vendor's response:

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

Both our standard telephone set and our video visitation terminal are made with detention grade hardened steel which provides rugged vandal resistant telephone housing designed for incarcerant use.



All our units have an armored handset cord assembly which includes a steel lanyard and four 24-gauge Teflon wires with spade conductors. It is secured with a 14-gauge retainer bracket for maximum vandal resistance. This combination makes it is that our handset cords will withstand at least 800 pound of longitudinal tension.

Specifications:

- Grade 304 stainless steel—the standard “18/8” stainless, making it one of the most versatile and widely used stainless steel types
- Interlock style
- 1000-pound (454-kilogram) linear pull test load

7. Hard-wired handset cords are to be 24” in length with corrections grade cords. Other lengths should be provided at DOC’s request at no additional charge. 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.

8. Each phone is to be equipped with a calling instruction plate which will inform the incarcerant that DOC personnel may monitor, time and restrict service from the telephones, and that use of the telephone constitutes consent to these terms. The plate should be written in both English and Spanish, and to be maintained in legible condition during the term of the contract. At DOC's option the calling instructions may be placed next to the offender telephone at a DOC approved location. 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.

Securus will provide durable printed dialing instructions at each incarcerant telephone location in English, Spanish, and the other languages specified by the DOC. These instructions include the warning that calls are being recorded and monitored and that use of the telephone constitutes consent to these terms. Securus will maintain these calling plate instructions throughout the term of the contract.

As a security measure, Securus will use materials and techniques appropriate for the corrections environment that explains the process in a clearly defined and easy to read manner.

Sample Dialing Instructions in English and Spanish

This Call is Being Recorded	Esta Llamada va Hacer Gravada
<p>DIALING INSTRUCTIONS</p> <p>Press '1' for English</p> <p>For a collect call, press '1'</p> <p>For a debit call, press '2'</p> <p>TIPS Hotline, press '8'</p> <p>Enter your PIN number</p> <p>Enter your area code and phone number</p> <p>You may hear silence during the acceptance of your call. Please continue to hold.</p>	<p>INSTRUCCIONES PARA LLAMADA</p> <p>Marque '2' para español</p> <p>Para llamada a cobrarse, marque '1'</p> <p>Para llamada de débito, marque '2'</p> <p>Para línea de aviso secreto, marque '8'</p> <p>Marque su número de identificación personal</p> <p>Marque su número de teléfono, incluya su código local o lada</p> <p>Vas a oír silencio mientras aceptan su llamada. Continúe esperando por favor.</p>

9. Describe the phone equipment (i.e. brand, model, specifications) Vendor will install if Vendor is awarded a contract:

Vendor's response:

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

Securus' incarcerant telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Based on the needs of WA DOC, we will

use a combination of a couple different phone models in order to provide phone calls and video visitations:

- Wintel® brand telephones
- sPhone XL – Securus’ Video Video Visitation Terminal

Coming soon is the XL2, which will be the latest terminal for communications.

Wintel® Brand Telephones

Securus’ incarcerant telephones are the strongest and most reliable units available and are designed specifically for the prison environment. Securus is proposing Wintel® brand phone model. The following information is the manufacturer-provided telephone specifications:

The Industry Standard

These phones are the overwhelming choice for state prison systems, the Federal Bureau of Prisons, county, and city facilities nationwide because of their proven reliability, durability, and flexibility. The telephone units are line-powered and require no external wiring, backup batteries, or electrical outlets at the telephone locations.

The following information is the manufacturer-provided telephone specifications:

Features/Options

The proposed phone models include the following features:

- Built-in user-controlled volume “LOUD” button for ADA-mandated volume control (user must have control of volume amplification, AND volume must reset to normal with hang up to meet ADA requirements)
- Cold rolled steel provides rugged vandal resistant telephone housing designed for incarcerant use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hook switch lever withstand abuse and vandalism



- Armored handset cord is equipped with a steel lanyard (1000-pound pull strength) and secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: 1DATE05BITC-254, IC: 3267A-ITC254

Securus installs each incarcerant telephone in an incarcerant population area with minimum exposed conduit or none at all. The unit mounts directly to the wall or a backboard. Telephone removal requires the use of a special security tool. All caps are epoxy sealed to eliminate removal.

sPhone XL

The Securus Video Visitation terminal is a correctional-facility grade, tamper-proof steel enclosure. The hardware is wall mounted unit equipped with a built-in shatter resistant touch screen, a high- resolution video camera with integrated lighting, and tamper-proof, heavy molded plastic handset with an armor-reinforced cord for audio communication, and surge protection.

The proposed sPhoneXL terminals include, at a minimum, the following:

- A detention grade hardened steel enclosure
- One detention grade audio handset per terminal for the incarcerant, and two detention grade audio handsets per terminal for the public
- A shatter resistant LCD monitor with integrated camera
- Enclosures which prevent spills from entering
- Terminals that do not have any openings exposed to the user, including all wiring and ventilation holes
- Terminals without any external hinges
- Terminals are powered by 110 VAC, low voltage DC, or IEEE802.3at (PoE Plus).
- Rounded tops and corners
- Terminals with built-in LED lighting that automatically activates during video visitation sessions and automatically ends when the video visitation session completes and/or disables during all other functions
- Terminals that use standards based videoconferencing CODEC



- Terminals with multiple mounting methods: wall, table, pedestal or cart. All mounting options use standard industry or better methods
- Options for powering the units on and off

Technical Specifications

- Light and ruggedized vandal-proof terminals (hardened steel): Best balance between weight and resistance
- Sealed: Dust and Liquids Resistant, spill-proof (accidental or deliberate).
- Assembly elements are hidden: No screws or hinges can be removed and used to manufacture weapons. No doors/compartments that can be opened in the front or on the sides of the unit.
- Rounded edges that reduce the risks of accidental or intentional injuries.
- Abrasion and chemical resistant; the unit can be cleaned using commercial cleaning agents.
- Humidity and corrosion resistant
- Built-in LCD 15" with hardened shatter resistant touch screen
- HD camera, autofocus, (720p @ 30 fps)
- Sphone XL PoE has movable camera with a 2MP (1600x1200) resolution
- Optional hands free terminal with built-in HD video camera, Pan-Tilt-Zoom, 10x optical zoom, 4x digital zoom, 30fps
- Built-in LED lighting system
- Power ON LED indicator
- Magnetically activated pushbutton for on/off power
- Built-in heat sink mounted to the back for heat dissipation
- Built-in protection device against voltage variations
- Vandal-proof handset. Armored cable
- Standard non-proprietary computer components
- All electrical components comply with UL, CE and/ or CSA
- System maintenance via wireless keyboard (Infra Red Access)
- Mother board: Micro/Mini ATX
- Intel Quad Core 2 GHz processor
- Memory: DDR3; RAM 4,096 MB (4 GB)
- Solid State (SSD) Hard drives to reducing moving components and potential failure points.
- Network: Ethernet RJ-45 (CAT5/6)
- Power Options:

- AC: 110V 2 amps
- Low voltage DC: 24 V 8.33 amps
- Power over Ethernet: IEEE802.3at (PoE Plus).

XL2

At the core of incarcerant services is the new XL² Incarcerant Kiosk. Incarcerants use this kiosk to access digital content (music, movies, games, educational materials, and news), compose (or upload) and send email, send eCards, attend video visitation sessions, log into their JPay account, and send grievances to facility staff. It can also support any Securus-based services available via the current sPhone XL terminal and its ConnectUs application suite, which means that a single kiosk installation can handle all of the DOC's offender communications needs.

The kiosk incorporates a standard size keyboard, trackball mouse, and wrist rest space. It accommodates numerous mounting options, such as wall, tabletop, cart, and pedestal.



Kiosk Specifications

- Hardened steel enclosure with anti-vandal security lock and bolts
- Built-in LED Lighting
- Dimensions: 22¾" x 21" x 4¼"
- Weight: 50 lbs. (including PC & networking components)
- High strength scratch-resistant security glass
- Dynamic handset with secured caps and a 32" armored cord

- stainless steel keyboard with trackball and braille keys
- Power - Power over Ethernet, 802.3at (PoE+), 25 watts
- MTBF: 80,000 hours

Encased Components

- 17" LCD hardened touchscreen monitor with integrated privacy screen
- Screen resolution 1280x1024
- 5 megapixel autofocus camera with 2592x1944 max resolution
- Quad core processor
- 4 GB RAM
- 512 GB mSATA hard drive
- Armored USB cable
- Cat6 Ethernet Port

The keyboard and trackball are resistant to liquid, dust, and debris. The keyboard is integrated into a sealed metal base so that its components are spill-proof. The kiosk is also designed so that spilled liquids flow away from important componentry if they do somehow reach the inside of the kiosk. All electrical components are compliant with UL, CE, and/or CSA standards.

Parts can only be removed from a kiosk by a technician. Kiosks are vandal-proof and are treated well because they provide a valuable service to the incarcerated population.

Kiosks have smooth stainless steel surfaces with no sharp edges. If cleaning is necessary, kiosks are easily wiped down since all exterior parts are water-resistant, including the keyboard and handset.

Securus technicians can quickly open the enclosure and swap components. Components are designed and fastened so that the technician can quickly detect a problem and replace a particular component, most of them, or all of them if necessary.

- 10. For work release facilities the phones will need to accept calling cards rather than coins. Describe how Vendor will meet this requirement.**

Vendor's response:

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

Securus can provide WA DOC with prepaid calling cards than can be accepted at phones in work release facilities in accordance with the requirement. However, through our years of experience as an industry leader we have discovered that the best practice alternative to coin payment is inmate debit.

Inmate Debit accounts are incarcerant-owned phone accounts that allow incarcerants to pay for phone calls. Because the incarcerant funds the calls, there is no cost to the called party. Incarcerants can transfer funds from the commissary system to their Inmate Debit calling account.

Debit transactions include the incarcerant's ID and the dollar amount transferred, and are sent electronically from the commissary to Securus' secure SFTP server. The electronic data exchange immediately updates the NextGen SCP interface to show the incarcerant identification and amount of debit time added to their phone account.

Friends and family members can also fund Inmate Debit accounts. Unlike traditional prepaid collect accounts, the incarcerant owns the Inmate Debit account and is not limited to calling only the numbers specified by friends and family members.

Prepaid Calling Cards

Prepaid Calling Cards allow incarcerants, friends, and family members to pay in advance for collect calls. This allows incarcerants to call numbers that are not able to accept a collect call, such as cell phones and international numbers. All facility calling restrictions remain in effect.

The facility can purchase prepaid cards from Securus and resell them to incarcerants. Facilities can sell these cards at numerous points-of-sale including a facility reception window, through the commissary ordering system, and through a Securus lobby vending machine.

Prepaid Calling Cards are available in denominations (\$5, \$10, \$20) and are charged the same rate as traditional collect. Callers can fully deplete funds on the cards. As with all prepaid calling options, cards eliminate bad debt. By allowing incarcerants to call more numbers legally, fraud is reduced.

Securus uses heavy cards stock to prevent their use as a weapon.

The Securus Prepaid Calling Card



11. Phone installed outdoors must have a rain protective cover. Describe how you will meet this requirement.

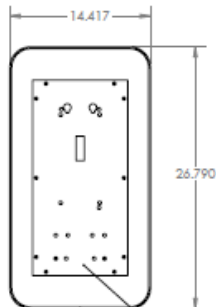
Vendor's response:

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

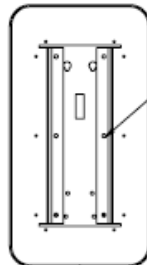
Securus will provide outdoor weatherproofed mountings at any phones installed outdoors. Additionally, the phones are sealed in order to be dust and liquids resistant.

Photo Sample of Securus' Installation

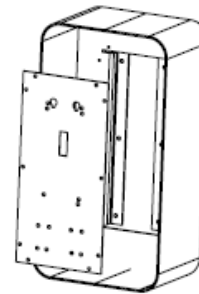




FRONT VIEW PHONE MOUNT PLATE



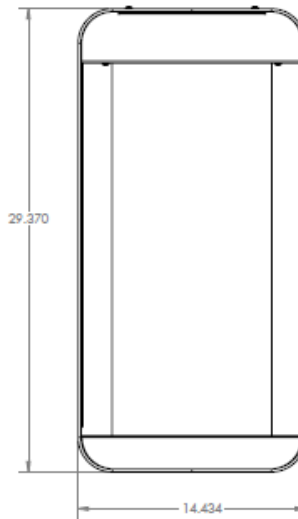
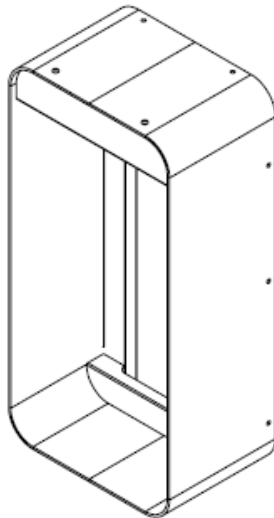
BACK VIEW



LAST SAVED DATE: 4/5/2018

UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN INCHES DIMENSIONS TO SURFACE UNLESS OTHERWISE SPECIFIED TOLERANCES: FRACTIONS DECIMALS				FINISH: CLEAR ANODIZE		TITLE AND BLOCK GROUP ROOM:	
DESIGN	NAME	DATE				TPI 972-276-2901 FAX 972-276-3451 1136 N. FIRST ST. GARLAND, TX. 75040 www.tptexas.com	
CHG						SECURUS JAIL BOOTH	
APPV					DO NOT SCALE DRAWING		
MR					SCALE		
QA					MATERIAL	DWG NO. 45600 WALL MOUNT TMP A3	
					WEIGHT	SHEET 1 OF 1 REVISION A	

2.00



LAST SAVED DATE: 6/13/2017

UNLESS OTHERWISE SPECIFIED: DIMENSIONS ARE IN INCHES DIMENSIONS TO SURFACE UNLESS OTHERWISE SPECIFIED TOLERANCES: FRACTIONS DECIMALS				FINISH: CLEAR ANODIZE		TITLE AND BLOCK GROUP ROOM:	
DESIGN	NAME	DATE				TPI 972-276-2901 FAX 972-276-3451 1136 N. FIRST ST. GARLAND, TX. 75040 www.tptexas.com	
CHG						L3100 ENCLOSURE ASM	
APPV					DO NOT SCALE DRAWING		
MR					SCALE		
QA					MATERIAL	DWG NO. 45518 L3100 Enclosure ASM gen A3	
					WEIGHT	SHEET 1 OF 1 REVISION -	