

SECTION J - RATES AND FEES

OPTION 1 IPTS REQUIRED FREE CALLS (FIXED COST)		OPTION 2 IPTS ALTERNATIVE FREE CALLS (LEASE)	
Category	Cost Per Minute	Category	Cost Per Minute
Rates to Incarcerated Persons or Called Party		Rates to Incarcerated Persons or Called Party	
All Domestic Calls	N/A	All Domestic Calls	N/A
International	N/A	International	N/A
<p>In Option 1, Proposer shall: 1) Propose a fixed annual cost amount that shall be payable by City in equal monthly increments covering the scope of the RFP associated with the IPTS & optional VVS. All calls and video visits, including international calls, shall be processed as free through the IPTS or VVS scheduling program.</p>		<p>In Option 2, Proposer shall: 1) Propose a flat per-incarcerated person telephone & video station lease fee that shall be payable by City on a per station basis covering the scope of the RFP associated with the IPTS & optional VVS. The per-incarcerated person telephone & video station lease rate shall be applied to new incarcerated person telephone installations. All calls and video visits, including international calls, shall be processed as free through the IPTS or VVS scheduling program.</p>	
<p>IPTS/OPTIONAL VVS RATE PROPOSAL</p>		<p>IPTS/OPTIONAL VVS LEASE PROPOSAL</p>	
Category	Amount	Category	Amount
Fixed cost for IPTS/optional VVS:	\$52,800.00	Lease cost for IPTS/optional VVS (Per Telephone & Video Station):	\$122.00
	Interval		Interval
	Month		Month

FAILURE TO SIGN BELOW WILL DISQUALIFY PROPOSER'S PROPOSAL

To the best of my knowledge and belief, the information presented in this proposal is true and complete. I further acknowledge a continuing obligation to update the proposal if material discrepancies are discovered. Failure to do so may result in this proposal being disqualified from further consideration.

Proposer Name: Securus Technologies, LLC
 Authorized Representative: [Signature]
 Signature: [Signature]

Date: 2/3/20

CERTIFICATION OF COMPANY HEADQUARTERS ADDRESS

* I certify that my company is headquartered at the following address: 4000 International Parkway, Carrollton, TX 75007
 (Address, City, State, and Zip)

I will notify the County and City of San Francisco and the San Francisco Customer if my company's headquarters moves*

Proposer Name: Securus Technologies, LLC
 Authorized Representative: [Signature]
 Signature: [Signature]

Date: 2/3/20

Securus Financial Offer Summary

Securus has thoughtfully designed a fully compliant, solution-based proposal to support and serve the City and County of San Francisco, the Sheriff's Department and the constituents you serve in your goal to provide no cost communication services to help reduce recidivism. Securus has provided solutions to eliminate costs and, by extension, reduce recidivism by increasing the communication options available to those incarcerated without reducing services. **The solution is designed to deliver proven efficiencies, provide advanced investigative capabilities while offering multiple communications methods, all at no cost, to the entire incarcerated population and their loved ones.** These features and capabilities, coupled with our communications platform, will meet the safety, security, inmate calling and video visitation needs of the City and County of San Francisco, the Sheriff's Department, local law enforcement and the stakeholders you serves throughout the term of the agreement. Securus seeks a collaborative partnership with the City and County that brings its leading-edge technology applications and best practices from its superior market position in more than 3,450 agencies throughout the country. Together, Securus wants to bring its expertise and experience to the City and County of San Francisco through an on-going relationship. We will work with you to continually improve the products and services we deliver on your behalf and evolve as your needs evolve.

Our powerful communication systems, automation services, and proven investigative tools, used nationwide by law enforcement -- in local, state and national agencies -- will deliver proven results to the San Francisco Sheriff's Department by **increasing operational efficiencies** while **also eliminating operational costs** while **enhancing service options** to inmates, their family and friends. Correctional officers will also be safer and better equipped to serve and protect their communities armed with the technology, tools and solutions that allow them to focus on the agency's core mission and their day-to-day primary duties. Securus will deliver a turnkey solution backed by over **33 years** of experience in this industry. Our dedicated project management team provides a seamless transition to our system, including any necessary integration; and our highly-trained, specialized support team will ensure that the County reaps all the benefits of its new systems. We are committed to delivering industry leading inmate communication solutions, process automation and unequalled law enforcement tools -- all within the required timeframe, meeting ADA compliance requirements, and with the proper internal and agency staff training to ensure that the entire City, County and Sheriff's organizations can utilize the most advanced systems available in the marketplace today.

Provided below is a summary highlighting the key solutions of our offer. Securus' complete solution includes all of the software and hardware required by the RFP, as well as a number of advanced value-added solutions and services to advance the City and County's Investigative Tool Kit. Each value-added technology will drive greater efficiencies, deliver higher returns on investigative activities, and provide a full

incarcerated calling and video visitation at no cost which will be made available to every eligible inmate.

Solution Benefits

Securus has the **technology, experience, and financial resources** needed to deliver the industry's leading communications solution. Our solutions allow our partners to effectively and efficiently protect the communities they serve.

- **FREE** quarterly upgrades to all systems
- Secure remote access anytime and anywhere
- Interagency investigative information sharing
- Secure remote access anytime and anywhere
- Over 50 standard reports

Security Features

- Personal IDs and passwords
- Access rights granted based on duties and roles
- Ability to disable phones 24/7 remotely or through manual intervention

Data Centers

- Co-located in Dallas and Atlanta
- Redundant architecture with 99.99% uptime
- Automated Monitoring, Escalation and Resolution

Service and Maintenance

- **Dedicated on-site technician**
- Unparalleled Installation and cut-over process
- Local technicians available 24/7
- All necessary integrations
- **24/7/365** technical support
- **24/7/365** family members and friends support
- Comprehensive Project Management services to handle integrations and project turn up. Securus guarantees our ability to integrate and provide system interoperability to the County and or other systems as necessary.
- **Free** onsite training for the life of the contract

Secure Communications Platform (SCP)

The most widely deployed platform in the industry with over 2,700 installations

Over 700 features including:

- Anywhere/Anytime SCP User Interface
- Multilingual capability
- Called Party Bill to Name / Address identification
- Schedule templates for Inmates and Staff
- Inmate and Staff permissions templates
- Crime Tip Line
- Free calls
- Control of prohibited and blocked calls
- Key word search
- Call monitoring, recording and forwarding
- Court Admissible recording files sharing via email Link with proprietary player included

Fraud Management

- Numerous Covert Alert for real-time intelligence
- 3-way detection (patented) monitoring or blocking
- **Industry's only Proven Voice Biometric Identification that identifies every inmate on every call, reports on PIN theft and identifies offending Inmate, identifies called party and what inmates they've talked to.**
- Chain calling elimination
- Switch-hook dialing prevention
- Re-dialing limitations
- Extra digit dialing prevention patented
- Remote call forwarding monitoring and blocking
- Voice overlay messaging
- Over 50 standard reports

Securus patented features **Will Increase Investigative Return** without inflated rates or unfair processes for your community.

Included Investigative Solutions

Designed to assist law enforcement and corrections agencies collect, consolidate, visualize, store, and distribute information in real time to support their needs for immediate access to critical data.

- **ICER** Identify and notification of all Inmate to Inmate calls, whether within your facilities or to any of the other 2,700 Securus Facilities Nationwide. **Uncover Inmate to Inmate Conversations.**
- **THREADS** SCP Embedded data analytics software that analyses all the ITS call data but also any other data relevant to an investigation. Illustrates linkages and patterns and delivers actionable intelligence and leads that assists in solving investigations.

Automated Information Services

Automated Information Services (AIS) is the Industry's leading IVR (Interactive Voice Response) system, automating many manual processes and Answering Frequently Asked Questions Automatically through integration with JMS and other county Systems. Saving staff dollars by automating a simple, repetitive process.

- **Answer Frequently Asked Questions**-Through integration with the City/County's JMS and other systems, AIS can automate the answers to many of the questions that tie up officers' time unnecessarily today. These questions will be answered for both the public and inmates.
- **Route Calls** - If calls cannot be answered through Automation, they still have the opportunity to be routed to the appropriate department for handling.
- **Account Setup** - AIS can also help friends and family set up Accounts, add funds and change settings (N/A)
- **Inmate Voicemail** - AIS also provides Inmates with voicemail adding another revenue stream for the county.

Secure Video Visitation (SVV) with ConnectUs Applications

Expands the services offered through our multi-function terminals providing those incarcerated the ability to access applications without having to move through the facility for visitation and other necessary reasons.

More than 6,000 terminals deployed nationwide at nearly 250 facilities. Save man-hours escorting offenders to visitor areas, and increasing security and safety of officers while providing advanced incarcerated application access for ease of communication with the facility population.

Some notable optional features are:

- Automated appointment scheduling
- Live monitoring and recording
- Multi-session live monitoring
- Remote video visitation
- On-site face and face visitation scheduling
- Inmate initiated and scheduled visitation
- Banner and video messages
- Grievance filing
- Commissary ordering (Keefe)
- Inmate Handbook
- eMessaging
- Inmate Requests
- Fully integrated Video Relay Service (VRS)



Some notable additional features are:

- Law Library
- Inmate Videos
- Jobview
- Video Relay Services

City and County Funded Cost options

Option	Description	Amount	Interval
1	Fixed Cost	\$52,800	Monthly
2	Lease	\$122.00	Monthly

Closing

Securus has worked hard to develop an offer that fully serves the needs of the City and County of San Francisco and its constituents while including all of the required hardware/software and integrations, while also providing calling and video visitation at no cost to those incarcerated. We understand the goal of advancing communications and fully support your direction.

We are committed to providing an offer that incorporates all of your requirements, providing world class technology to automate processes with dedicated on-site and in state support to back it up. We have proposed an aggressive monthly amount due for both the Fixed Cost and Lease options for consideration. We recognize that the City and County may wish to propose modifications to our offers and we are willing to be flexible in any and all negotiations to best support your operational goals today and going forward. Securus respectfully requests the privilege of serving the City and County of San Francisco and the Sheriff's Department, and looks forward to establishing a long term, mutually beneficial partnership.