

REVISED



Travis County Commissioners Court Agenda Request

Meeting Date: April 17, 2012

Prepared By/Phone Number: Scott Wilson, 854-1182

Elected/Appointed Official/Dept. Head: Cyd Grimes

Commissioners Court Sponsor: Judge Biscoe

Agenda Language: Approve Modification No. 7 to Contract No. 07T00173VC, Securus Technologies, Inc., for Inmate Pay Phone Services.

- **Purchasing Recommendation and Comments:** Purchasing concurs with department and recommends approval of requested action. This procurement action meets the compliance requirements as outlined by the statutes.

On August 28, 2007, the Commissioners Court approved a contract with Securus Technologies, Inc., for inmate and public pay phone services. The initial term of the contract was October 1, 2007 through September 30, 2008.

This modification will provide a new Automated Information Services (AIS) solution as additional services. The AIS replaces the current interactive voice response system which is past its useful life and needs to be upgraded or replaced. A replacement system would cost around \$300,000, but Securus Technologies has offered a solution at no cost to the County.

In consideration for the AIS, Securus Technologies has requested that the current contract be extended. Because the County does not expend any county funds under this contract, the Purchasing Act does not require the County to use a competitive solicitation to extend the term of the contract. Therefore, the County is willing to extend the contract for an additional four (4) one-year option periods with up to three (3) additional one (1) month periods at the end of each option.

Prior to November 1, 2011 the debit card rate for all domestic call types was \$.50 per minute. However, after April 1, 2012, the debit card rate for all domestic call types shall be \$1.00 per call plus \$.60 per minute.

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to Cheryl Aker in the County Judge's office, Cheryl.Aker@co.travis.tx.us by Tuesdays at 5:00 p.m. for the next week's meeting.

Modification No. 6, approved by the Purchasing Agent on October 27, 2011, extended the contract through October 31, 2012.

Modification No. 5, approved by Commissioner's Court on October 19, 2010, extended the contract for another twelve (12) months through October 31, 2011 and add the FCC2 functionality.

Modification No. 4, approved by the Purchasing Agent on September 27, 2010, extended the contract through October 31, 2010.

Modification No. 3, approved by the Purchasing Agent on September 29, 2009, extended the contract through September 30, 2010.

Modification No. 2, approved by Commissioner's Court on November 25, 2008, lowered the Annual Guarantee Revenue from \$1,600,000 to \$1,100,000.

Modification No. 1, approved by the Purchasing Agent on September 24, 2008, extended the contract through September 30, 2009.

AGENDA REQUEST DEADLINE: All agenda requests and supporting materials must be submitted as a pdf to Cheryl Aker in the County Judge's office, Cheryl.Aker@co.travis.tx.us by Tuesdays at 5:00 p.m. for the next week's meeting.



Travis County Courthouse, Austin, Texas

TRAVIS COUNTY INFORMATION TECHNOLOGY SERVICES

Joe Harlow, Chief Information Officer

700 Lavaca, Suite 500, P. O. Box 1748, Austin, Tx 78767 (512) 854-9372 Fax (512) 854-4401

DATE: February 24, 2012

MEMORANDUM

TO: Cyd Grimes, C.P.M.-Travis County Purchasing Agent

FROM: Joe Harlow, Chief Information Officer *[Signature]*

SUBJECT: Recommendation to Modify the Inmate and Pay Phone Services Contract, No. 07T00173VC with Securus Technologies to provide the services of an Integrated Voice Response (IVR) system and to extend this contract through October 31, 2016.

Proposed Motion:

Recommendation to Modify the Inmate and Pay Phone Services Contract, No. 07T00173VC with Securus Technologies to provide the services of an Integrated Voice Response (IVR) system and to extend this contract through October 31, 2016.

Summary and Staff Recommendation:

Travis County Sheriff Office, TCSO, current IVR system is in need of an upgrade or replacement. It is an eight year old system and is showing signs of a failing system. To upgrade or replace this system is estimated to cost about \$300,000. Securus, our Inmate Phone-partner, has a solution that is hosted in Denver CO, is willing to add this service to the contract at no cost to Travis County. Securus only requested that Travis County extend the existing contract to October 30, 2016.

Budgetary and Fiscal Impact:

The revenue for FY12 is an annual amount of \$881,817 based on a 60.3% commission rate. The following is the next four year proposed commission rate:

Year	Commission Percentage	Minimum Annual Guarantee (MAG)
November 1, 2012 – October 30, 2013	61.0%	Based on previous 12 months ending June 30, 2012
November 1, 2013 – October 30, 2014	61.7%	Based on previous 12 months ending June 30, 2013
November 1, 2014 – October 30, 2015	62.4%	Based on previous 12 months ending June 30, 2014
November 1, 2015 – October 30, 2016	63.1%	Based on previous 12 months ending June 30, 2015

This contract will continue to fund the Contract Compliance part-time position.

Issues and Opportunities:

TCSO IVR system is past its useful life and needs to be upgraded or replaced. Travis County reached out to the current vendor to find out what needs to occur to upgrade this system. The vendor provided that the upgrade package would cost about \$300,000. ITS also reached out to Securus to see if they had a program that was part of their friends and family communication package. Securus has a solution that can meet TCSO requirements.

There is a scope of work that will need to be accomplished before this can become operational. Currently, the plan is that this will be operational six months after the approval of this contract modification.

There will be another contract modification that will allow Securus and TCSO to take advantage of Video Visitation between friends and family. When the details of the requirements are completed there will be another service that will be added to this contract.

Background:

Securus and its predecessor companies have served Travis County as its inmate phone vendor for more than 10 years. The current agreement was approved by Commissioners Court on August 28, 2007 pursuant to RFP # P070173-VC issued on April 2, 2007. The agreement provides for an annual guaranteed payment as prepaid commission for inmate phone services, commissions from pay phones at County facilities, and funds for a Contract Liaison. This service provides telephone access privileges for Travis County inmates and additionally serves as a management tool for inmate populations. This service additionally provides the opportunity for providing Travis County with other products or services that will enhance the Sheriff's operation along with assisting with communication between friends and families of inmates held in the Travis County Jail. A request to renegotiate this agreement was brought before and approved by Commissioners Court on October 28, 2008.

Required Authorizations:

LEGAL:	Barbara Wilson, County Attorney's Office
PURCHASING:	Bonnie Floyd, Scott Wilson, Purchasing Department
BUDGET:	Katie Gipson, Planning and Budget Office

Cc: Sheriff Greg Hamilton, TCSO; Major Darren Long, TCSO; Captain Lisa Brown, TCSO; David Jungerman, Auditor; Sean O'Neal, Auditor; Walter LaGrone, ITS

MODIFICATION OF CONTRACT NO 07T00173VC for Inmate Pay Phone Services **PAGE 1 OF 12 PAGES**

ISSUED BY: PURCHASING OFFICE 700 LAVACA, 8 th FLOOR AUSTIN, TX 78701	PURCHASING AGENT ASST: Scott Wilson TEL NO: (512) 854-9700 FAX NO: (512) 854-9185	DATE PREPARED: February 17, 2012
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ISSUED TO: Securus Technologies, Inc. Attn: Robert Pickens 14651 Dallas PKWY, Ste. 600 Dallas, Texas 75254	MODIFICATION NO.: 7	EXECUTED DATE OF ORIGINAL CONTRACT: August 28, 2007
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ORIGINAL CONTRACT TERM DATES: October 1, 2007 through September 30, 2008 CURRENT CONTRACT TERM DATES: November 1, 2011 through October 31, 2012

FOR TRAVIS COUNTY INTERNAL USE ONLY:
Original Contract Amount: \$ 1,600,000 Current Modified Amount \$ _____

DESCRIPTION OF CHANGES: Except as provided herein, all terms, conditions, and provisions of the document referenced above as heretofore modified, remain unchanged and in full force and effect.

This modification is made by Securus Technologies, Inc. ("Contractor") and Travis County, Texas ("County").

Recitals

When County distributed a Request for Proposals (RFP # P070173-VC) from qualified companies for the delivery of inmate and public pay telephone services and other communications services for the Travis County Jail System, Contractor submitted the proposal that was determined to be the best evaluated offer for inmate and public pay telephone services and other communications services for the Travis County Jail System.

The Contractor has offered to implement an Automated Information Service for the Travis County Sheriff's Office in consideration for the County's increase in the County's options to extend this contract without solicitation from four to eight. The functionality Contractor has offered is to be integrated with the existing County systems. Now, therefore, the Contractor and County agree as follows:

Amendment

1. AMENDMENT OF DEFINITIONS. Pursuant to Attachment D, section 12, effective October 1, 2011, section 1.1 is amended by adding the following definitions at the location noted below:

1.1 The definition of "Annual Option" is inserted at the beginning of 1.0 DEFINITIONS:

1.05 "Annual Option" means the County's unilateral right to extend this contract for the number of additional one (1) year terms listed in 2.2.

Note to Vendor:
 Complete and execute (sign) your portion of the signature block section below for all copies and return all signed copies to Travis County.
 DO NOT execute and return to Travis County. Retain for your records.

LEGAL BUSINESS NAME: _____	<input type="checkbox"/> DBA
BY: _____ SIGNATURE	<input type="checkbox"/> CORPORATION
BY: _____ PRINT NAME	<input type="checkbox"/> OTHER
TITLE: _____ ITS DULY AUTHORIZED AGENT	DATE: _____

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ CYD V. GRIMES, C.P.M., CPPO, TRAVIS COUNTY PURCHASING AGENT	

TRAVIS COUNTY, TEXAS	DATE: _____
BY: _____ SAMUEL T. BISCOE, TRAVIS COUNTY JUDGE	

1.2 The definition of "Monthly Option" is inserted between the end of 1.6 and the beginning 1.7 in 1.0 DEFINITIONS:

1.65 "Monthly Option" means the County's unilateral right to extend this contract for up to three (3) additional one (1) month periods at the end of the initial term or any Annual Option.

1.3 The definition of "Travis County Jail System" is inserted between the end of 1.11 and the beginning 1.12 in 1.0 DEFINITIONS:

1.115 "Travis County Jail System" means the Travis County Jail in downtown Austin, the Travis County Correctional Facility in Del Valle, the Central Booking Facility and any other detention areas operated by the Travis County Sheriff's Office during the term of this Contract.

2. AMENDMENT OF TERM OF CONTRACT. Pursuant to Attachment D, section 12, effective October 1, 2011, section 2.2 is deleted and the following sections 2.2 through 2.6 inclusive are inserted in its place:

2.2 Annual Option Periods County has the option to extend this contract for eight (8) additional one (1) year terms to be effective beginning at 11:59:59 p.m. on the following dates:

- 2.2.1 First option, September 30, 2008
- 2.2.2 Second option, September 30, 2009, and
- 2.2.3 Third option, September 30, 2010.
- 2.2.4 Fourth option, October 31, 2011,
- 2.2.5 Fifth option, October 31, 2012,
- 2.2.6 Sixth option, October 31, 2013,
- 2.2.7 Seventh option, October 31, 2014, and.
- 2.2.8 Eighth option, October 31, 2015,

2.3 At the end of the initial term or at the end of any of the Annual Options, County may unilaterally extend this contract for three (3) additional one (1) month periods. County has the right to exercise all or a portion of the Annual Options or Monthly Options in any order or combination it deems necessary. If County exercises any Annual Option after exercising any Monthly Option in any year, the Annual Option for that year shall begin at the end of the last Monthly Option exercised that year and the beginning of any Annual Option exercised in subsequent years shall begin twelve months after the previous Annual Option began.

2.4 If County exercises any of these Annual Options or Monthly Options, all provisions of this contract, including the commissions payable by Contractor and excluding the term, shall remain unchanged and in full force and effect.

2.5 County may exercise an Annual Option no sooner than ninety (90) days before the end of the then current contract term. County may exercise a Monthly Option

no sooner than thirty (30) days before the end of the then current contract term. If County fails to exercise any of these options, this contract automatically expires at the end of the then last option exercised.

2.6 The total term of this contract, including the Annual Options and the Monthly Options, shall not exceed one hundred twenty-one (121) months.

3. AMENDMENT OF ANNUAL GUARANTEED PAYMENT. Pursuant to Attachment D, section 12, effective November 1, 2011, section 4.2 is deleted and the following sections 4.2 through 4.2c are inserted in its place:

4.2 Annual Guaranteed Prepayment for Inmate Telephone Services before November 1, 2011 For each option year after the first contract term, the Annual Guaranteed Payment for inmate telephone services shall be adjusted so that it equals the Commission Percentage shown in the table below for that option year times the annual gross revenue for collect inmate phone calls during the preceding twelve months ending June 30.

Year:	Commission Percent:	Minimum Annual Guarantee (MAG)
First Option October 1, 2008-September 30, 2009	60.3%	\$1,600,000
Second Option October 1, 2009-September 30, 2010	60.3%	Based on previous 12 months ending June 30, 2009
Third Option October 1, 2010-October 31, 2011	60.3%	Based on previous 12 months ending June 30, 2010
Fourth Option November 1, 2011- October 30, 2012	60.3%	\$881,817.61
Fifth Option November 1, 2012- October 30, 2013	61.0%	Based on previous 12 months ending August 31, 2012
Sixth Option November 1, 2013- October 30, 2014 unless Monthly Option(s) is/are exercised and then this option begins at the end of the last Monthly Option exercised and continues for 12 months	61.7%	Based on previous 12 months ending August 31, 2013
Seventh Option November 1, 2014- October 30, 2015 unless Monthly Option(s) is/are exercised and then this option begins at the end of the last Monthly Option exercised and continues for 12 months	62.4%	Based on previous 12 months ending August 31, 2014
Eighth Option November 1, 2015- October 30, 2016 unless Monthly Option(s) is/are exercised and then this option begins	63.1%	Based on previous 12 months ending August 31, 2015

at the end of the last Monthly Option exercised and continues for 12 months		
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4.2.1 On October 1, 2007, Contractor shall pay County \$1,600,000 as pre-paid commissions on revenue from all inmate telephones services.

4.2.2 Before October 15, 2008, Contractor shall pay County \$975,000 and before December 1, 2008, Contractor shall pay County the remainder of the Annual Guaranteed Payment for the first option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.3 On October 1, 2009 and on the first of each of the following eleven months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the second option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.4 On October 1, 2010 and the first of each of the following twelve months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the third option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.5 On November 1, 2011 and on the first of each of the following eleven months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment of \$881,817.61 for the fourth option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.6 On the first day of the fifth option and on the first of each of the following eleven months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the fifth option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.7 On the first day of the sixth option and the first of each of the following twelve months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the sixth option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.8 On the first day of the seventh option and the first of each of the following twelve months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the seventh option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.9 On the first day of the eighth option and the first of each of the following twelve months, Contractor shall pay County one twelfth of the Annual Guaranteed Payment for the eighth option year as pre-paid commissions on revenue from all inmate telephones services.

4.2.10 In any option year, when the commissions earned in that option year exceed the total amount paid during that option year, Contractor shall pay County the amount of the commissions earned but not pre-paid no later than sixty days after the end of that option year. If commissions do not exceed the total amount paid during that contract year, Contractor is not entitled to have any of the pre-paid commissions returned.

4. AMENDMENT OF EQUIPMENT UPGRADES. Pursuant to Attachment D, section 12, effective April 17, 2012, section 6.0 is amended by adding the following section 6.6 at the end of subsection 6.5.

6.6 Service Enhancements Contractor shall provide the service enhancements described and listed in the Statement of Work attached to Modification 7 of Contract Number 07T00173VC and incorporated in this contract in compliance with the timing described in that Statement of Work. If installation of any of the Enhancements is delayed by County or other entities outside of Contractor control, the period of time for installation is increased by the number of days of such delay. Time is of the essence in this contract.

5. AMENDMENT OF MAINTENANCE OF EQUIPMENT. Pursuant to Attachment D, section 12, effective April 17, 2012, section 7.0 is amended by adding the following section 7.6 at the end of subsection 7.5.

7.6 General Maintenance of Inmate Phone System in All Facilities Contractor shall maintain the inmate phone system in all facilities as described and listed in Part 3 of the Statement of Work attached to Modification 7 of Contract Number 07T00173VC and incorporated in this contract in compliance with the timing described in that Statement of Work on a timely basis.

6. AMENDMENT OF CALL RECIPIENT CONCERNS. Pursuant to Attachment D, section 12, effective November 1, 2011, section 8.0 is amended by adding the following section 8.7.7 at the end of subsection 8.7.6.

8.7.7 Before November 1, 2011, the debit card rate for all domestic call types shall be \$.50 per minute. After April 1, 2012, the debit card rate for all domestic call types shall be \$1.00 per call plus \$.60 per minute.

7. AMENDMENT OF VALUE ADDED SERVICES. Pursuant to Attachment D, section 12, effective April 17, 2012, the contract is amended by adding the following sections 13A. AUTOMATED INFORMATION SERVICES at the end of section 13.0

13A. AUTOMATED INFORMATION SERVICES

13A.1 AIS Contractor shall perform in a timely manner the Automated Information System activities described and listed in Part 1 of the Statement of Work attached to Modification 7 of Contract Number 07T00173VC and incorporated in this contract for all current and future County correctional properties, buildings, and facilities used by the Sheriff's office in accordance with the terms and conditions of this contract; in compliance with the assurances, certifications, and all other statements made by Contractor in its Statement of Work.

13A.2 Installation Contractor shall install test and turn-up and train staff on the AIS in compliance with the Statement of Work attached to Modification 7 of Contract Number 07T00173VC.

13A.3 Support of AIS Contractor shall support all aspects of the AIS system to include doing the following:

- Ensure AIS uptime availability of 99%, apart from scheduled downtime for maintenance, to be tracked and reset on a monthly basis.
- Provide support coverage seven days a week, 24 hours per day
- Provide ability to contact support team by 800-number, pager and email
- After receipt notice of the System Event, respond to the System Event within
 - One to two hours for a Priority Event
 - Twenty four hours for a Priority 2 Event
 - Seventy two hours for a Priority 3 Event
- Assign a tracking number to the support incident with a resolution plan communicated within 24 hours
- Allow unlimited script changes and recordings
- Provide new releases of product documentation
- Provide quarterly system review teleconferences which include a recap of all incidents and resolutions and outstanding issues

8. AMENDMENT OF ATTACHMENTS. Pursuant to Attachment D, section 12, effective April 17, 2012, the contract is amended by adding the following sub-subsection at the end of section 18.1.12:

18.1.13 Attachment M, Statement of Work (5 pages) attached to Modification 7 of this Contract Number 07T00173VC

9. AMENDMENT OF ATTACHMENTS. Pursuant to Attachment D, section 12, effective April 17, 2012, the contract is amended by deleting section 18.2 in its place:

18.2 Resolution of Conflict in Document If there is any conflict within this contract, it is to be construed so that:

18.2.1 The modification executed on the latest date overrides all previous modifications.

18.2.2 Modifications of the part of the initial contract in which this subsection is located override that part of the initial contract.

18.2.3 The part of the initial contract in which this subsection is situated overrides all attachments;

18.2.4 Attachment D overrides Attachments A, B, C, F, G, H, I and M;

18.2.5 Attachment E overrides Attachments A, B, C, F, G, H, and I;

18.2.6 Any conflict within Attachments A, B, C, H or M results in the application of the provision most favorable to County;

18.2.7 Attachments A, B, C, H and M override Attachments F, G and I;

18.2.8 Attachment F and I override Attachment G;

18.2.9 Attachments J, K, and L are forms completed by Securus and are used only to determine compliance with provisions of the part of the contract and other attachments.

10.0 INCORPORATION OF SOW Attachment M, the Statement of Work for Automated Information Services (AIS) composed of 5 pages and attached to this Modification 7 of Contract Number 07T00173VC is made part of this contract and constitutes promised performance by Contractor in accordance with 3.0 of this contract.

11.0 INCORPORATION OF CONTRACT AND RATIFICATION. Contractor and County hereby incorporate this amendment into the contract as amended by Modifications One, Two and Six. Contractor and County hereby ratify all of the terms and conditions of the Contract as amended.

Statement of Work – Implementation of Automated Information Services AIS and Continuation of Inmate Phone System

Part 1--Automated Information Services (AIS)

The Automated Information Services are provided through the telephone system at Travis County. These services allow the public, including relatives of inmates, attorneys and other interested persons, to obtain information about warrants, inmates, and general jail information. Installation of Automated Information Services (AIS) by Contractor includes the following standard features and development of customization items at no cost to County and maintenance of the AIS for the term of this Contract:

Standard AIS Features:	
Allow all callers access to both inmate information and jail information	Allow callers to transfer to live representative
Provide allowed visitation times to the public	Provide the capacity to recognize voice input for menu selection and data search by public and inmate callers.
Allow authorized County staff the ability to make unlimited script changes and recordings	Provides the public with phone account information and the ability to fund/open an account to pay for telephones calls from inmates
Provide Integration with the current County Jail Management System (JMS) –through a Flat file	Allow inmates access to general information
Provides the capacity to recognize inmate name through the spoken name rather than spelling the name to increase user acceptance	Allow the public access to inmate court date information

The JMS integration does not require changes to the current export file. Contractor will use the existing data file and replicate all features and enhance the Automated Information services to provide information about Visitation and Court Date.

Based on County’s unique needs and our understanding of your network and hardware, Contractor will customize the AIS system to integrate with the Jail Management System and Record Management Warrant application as follows:

Statement of Work – Implementation of AIS

AIS Customization Requirements:

I. The current Phone Integration

- a. IVR Selections on Cisco Contact Center
 - i. All Calls hit Cisco First
 - ii. Callers select IVR 1 or IVR 2 from Cisco, Cisco forwards calls to respective local DID or toll free provided by Telerus
 - iii. Callers direct dial extensions from Cisco
 - iv. AIS transfers exception callers to Cisco, County provides DID

II. The changes needed to affect data integration that Contractor is to provide

- a. IVR #1: Inmate Case Flat files are transferred from County Network to Telerus Data Center every 15 min.
- b. IVR #2: Warrant Flat files are transferred from County Network to Telerus Data Center in intervals to be determined based on the frequency with which this information changes . Note: this file is anticipated to be separate from above.

III. IVR #1: Hierarchy of Inmate and Facility Information within the AIS

- a. Inmate Specific Case Information
 - i. Inmate Search
 1. First, Last Name using Voice Recognition
 - a. Date Of Birth Fallback
 - ii. Design/Development of Custom Charges Feature
 1. Literal Description
 - a. English Text to Speech (TTS)
 - b. Spanish Text to Speech (TTS)
 2. Bond Information
 - a. If bond amount set then amount at which bond has been set
 - b. Type of bond allowed
 3. Cause #
 4. Court Venue of case
 - a. Address of court
 - b. Phone number of court
 5. Information about the period for which the inmate is Sentenced
 6. Projected Release Date of inmate
 - iii. Visitation Information to include if inmate is eligible to receive visits, visitation location and visitation times for inmate
 - iv. Location
 - v. Booking # of inmate
 - b. General Facility Information

Statement of Work – Implementation of AIS

- i. Location and Directions
- ii. Visitation Policies
- iii. Sending Mail Policies
- iv. Sending Money Policies
- v. Property Policies to include rules for retrieval of items from inmate's property and procedure for providing inmate clothing for court appearance.
- vi. Medication/Prescription Policies
- vii. Inmate Phone System Info
- viii. Commonly Requested Phone Numbers
- c. Information about how Funding of the following can be completed on the telephone and implementing that funding for the following accounts
 - i. Constituent Prepaid Phone Account

IV. IVR #2: Warrant Information

- a. Stand-alone IVR available at unique phone number with warrant search and general information
 - i. Allow caller to select English or Spanish
 - 1. Record all voice files in English and Spanish
- b. Warrant specific information across 70,000+ records
 - i. Search for warrants by
 - 1. Date Of Birth, First and Last Name
 - a. Date Of Birth input by speech with fall-back to Dual Tone Multi-Frequency (touch tone)
 - b. Generate dynamic speech recognition grammar based on results of Date Of Birth search
 - 2. Cause #, First and Last Name (no name required if only one wanted individual)
 - a. There may be multiple warrants found with the same cause #
 - i. When there are multiple warrants, generate dynamic speech recognition grammar based on results of Cause # search
 - ii. Warrant information playback
 - 1. Provide caller with next and repeat functionality for each warrant found
 - 2. Provide caller transfer option
 - 3. For each warrant, play the following information using English TTS
 - a. Remarks
 - b. Charge Level
 - c. Court
 - d. Bail Amount

Statement of Work – Implementation of AIS

- e. Bail Type
- f. Issue Date
- c. Warrant General Information
 - i. Frequently Asked Questions like: What do I do if I have a warrant? Where do I resolve a warrant? Can I take care of it by phone?
- d. A method that allows the Warrant data to be refreshed and updated after changes occur by
 - i. Designing a new database for warrant data
 - 1. Database must allow for efficient searches of 70000+ records
 - ii. Developing an application to process and update warrant database with new data at intervals to be determined based on the frequency with which this information changes.

Application must be able to process 70,000+ records in a timely fashion.

Project Timeline for AIS:

All of the items in this Statement of Work including Question and Answer, demonstration, and testing for these items are to be completed within 120 days from the date that Modification 7 of Contract number 07T00173VC is executed by Contractor and Travis County.

Part 2--Inmate Telephone System

The current Inmate Telephone System has been provided by Contractor and Installation of the Inmate Telephone System between execution of Modification 7 of Contract Number 07T00173VC and the end of the Contract includes following items at no cost to County:

- Continual upgrades to new features and functionality with 3 to 4 seamless releases each year.
- The best security of any platform on the market today. County staff and constituents' safety and security is priority one with Contractor.
- Online recording storage, easily accessible via SCP's online user interface to support investigative efforts.
- Remote investigative capabilities for authorized agencies such as the District Attorney's Office and Austin Police Department (others as authorized by Sheriff's Department)
- All continued services, installation, maintenance, and training provided at no cost to County.
- Industry-leading investigative and fraud prevention features, at no cost to the County—including Covert Alert, Crime Tip, Informant Line and many other call features
- Continued use of Voice Biometrics
- Continued use of Secure Instant Mail
- Continued use of Voice Mail
- Continued use of Instant Pay and Text2Connect