



**Statement of Work**  
**New Mexico Participating Addendum**  
**80-000-19-000069AE Inmate Kiosks & Communications**  
**NASPO Master Agreement #99SWC-S26**  
**SANTA FE COUNTY (NM)**  
**A002909**

This Statement of Work ("SOW") is by and between Santa Fe County ("Customer") and Securus Technologies, Inc., ("Provider") and is made pursuant to the Participating Addendum entered into by the State of New Mexico and Provider executed on March 1, 2019 (the "Participating Addendum"). This SOW is effective as of the last date signed by either party (the "Effective Date").

1. **Term.** The "Initial Term" will begin as of the Effective Date and will end on July 31, 2020. If the Participating Addendum is renewed beyond July 31, 2020, this SOW will renew in a manner that is coterminous with the Participating Addendum. Notwithstanding anything to the contrary, the terms and conditions of this SOW will continue to apply for so long as Provider continues to provide the services after the expiration or earlier termination of this SOW.
2. **Exclusivity.** Provider will be the sole exclusive provider of any existing and future inmate-related communications, whether fixed, mobile or otherwise, including but not limited to voice, video, and data (e.g., phone calls, video calls, messaging, prepaid calling cards, debit calling, and e-mail), inmate software applications (e.g., automated grievance filing system, law library, etc.), and any technology or services covered in this SOW at all existing and future correctional facilities under the authority of Customer and in lieu of any other third party providing such inmate communications, including without limitation, Customer's employees, agents, or subcontractors.
3. **Products and Services.** Pursuant to the Participating Addendum, Provider will provide the products and services described herein during the Term of the SOW. All services in this SOW are included and described in greater detail in Provider's NASPO contract. Any services described in the documents referenced in the Participating Addendum which are not specifically included in this SOW are not included.

#### **INMATE PHONES**

##### **I. Inmate Phones – Total Rates**

Provider will provide Inmate Telephone Services and its Secure Call Platform for all Customer facilities. Provider will charge the calling rates in the following chart:

	<b><u>All Call Types Domestic*</u></b>	<b><u>All Call Types International*</u></b>
Without Law Library	\$0.10 per minute	\$0.15 per minute
With Law Library	\$0.15 per minute	\$0.20 per minute

\*Plus applicable taxes, fees, and the following features described in Footnote 1 of the Inmate Phones tab of Provider's cost proposal: Account Activator, Prepaid Collect Funding, Postpaid Collect – Direct Bill, AdvanceConnect Single Call, and Inmate Debit. These call rates are built using the selected options in this SOW plus the NASPO base rate provided for by the Participating Addendum based on approximately 2,948,000 annual minutes of system usage. These call rates are subject to an annual adjustment in the event Customer's annual minutes of system usage results in a change in the base rate provided for via the NASPO documents incorporated into the Participating Addendum.

In the event inmate debit functionality is deployed, Provider will invoice Customer on a weekly basis for all funding amounts transferred from inmates' facility trust/commissary accounts to Inmate Debit accounts. The invoice will be due and payable upon receipt. Incremental interface costs charged by a third party may apply for inmate debit calls.

## **II. Inmate Phones – Standard Investigative Tools**

Provider will provide the investigative tools selected by Customer in the table below:

<b><u>Investigative Tool</u></b>	<b><u>Description</u></b>
Voice Biometrics	Call Voice Biometrics is a feature that will identify all inmates on a phone call using voice biometric technology.
THREADS with SCP	Analytical software integrated into SCP - with automatic upload and analysis of calling records, trust account funding data along with easy import of retrieved contraband cell phone data - plus much more.
ICER	Identifies inmate-to-inmate communications wherever and whenever they happen.  Automatic detection and reporting of conversations between inmates within a facility or between facilities when inmates are calling same or different numbers.
Cell Phone Call Indication	Cell Phone Call Indication is a feature of SCP that identifies - in the call detail record - a call made to a cell phone by providing the user a wireless icon indicating call to cell phone.

## **III. Inmate Phones – Corrections Solutions**

Provider will provide the Corrections Solutions selected by Customer in the table below:

<b><u>Corrections Solution</u></b>	<b><u>Description</u></b>
Automated Information Services (AIS) <sup>1</sup>	Automated Interactive Voice Response (IVR) system for auto answer of routine questions, with optional voicemail and trust and/or account funding.

## **KIOSKS**

### **I. Kiosk Hardware**

Provider will provide the kiosk hardware selected by Customer in the table below:

<b><u>Type of Unit</u></b>	<b><u>Number</u></b>
Turnkey Kiosk (Video Visitation Terminals)	40

### **II. Kiosk Applications**

Provider will provide the kiosk applications selected by Customer in the table below:

<b><u>Application</u></b>	<b><u>Cost to End User<sup>2</sup></u></b>
Email / Secure Messaging (including attachments)	\$0.25
Inmate Internal Communications	None
Inmate Commissary Ordering	None
Video Visitation	\$5.95 per session
PDF Document Viewing	Free

<sup>1</sup> Standard fees will apply for optional funding and voicemail.

<sup>2</sup> No commission will be paid in connection with these products.

Law Library Access (if deployed by Customer)	Free to direct user, but call rates will be increased as specified in Section I of this SOW.
Video Gram	\$0.75
Snap and Send	\$0.25
Greeting Cards	\$0.25
Free Request to Send Money	None
Free messaging for friend and family when funding an account	None
Jobview	None
Inmate Technology Self-Help Ticketing System	None
Inmate Forms (Grievance)	None
Inmate Handbook (.PDF)	None
Website Education (URL)	None

**EXECUTED as of the Effective Date.**

<p><b>CUSTOMER:</b></p> <p>Santa Fe County</p> <p>By: <u><i>Katherine Miller</i></u></p> <p>Name: <u>Katherine Miller</u></p> <p>Title: <u>Santa Fe County Manager</u></p> <p>Date: <u>7.15.19</u></p>	<p><b>PROVIDER:</b></p> <p>Securus Technologies, Inc.</p> <p>By: _____</p> <p>Name: Robert E. Pickens</p> <p>Title: Chief Executive Officer</p> <p>Date: _____</p>
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**Please return signed contract to:**

4000 International Parkway  
Carrollton, Texas 75007  
Attention: Contracts Administrator  
Phone: (972) 277-0300

Approved as to form  
Santa Fe County Attorney  
By: *[Signature]*  
Date: 7/15/19

*Long Smith for SW*  
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