



INCARCERATED INDIVIDUAL TECHNOLOGY  
SERVICES AGREEMENT  
DOC CONTRACT #K11720

BY AND BETWEEN

WASHINGTON STATE  
DEPARTMENT OF CORRECTIONS

AND

SECURUS TECHNOLOGIES, LLC

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### Documents Incorporated by Reference

1. The Original Procurement Notice
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4. DOC Requirements & Securus' Responses to the Requirements, including Pricing
5. DOC Policies, which can be found at <https://doc.wa.gov/information/policies/default.aspx>.

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# INCARCERATED INDIVIDUAL TECHNOLOGY SERVICES AGREEMENT

This Incarcerated Individual Technology Services Agreement ("IITS Agreement" or "Agreement") is made and entered into by and between the Washington State Department of Corrections, an agency of the state of Washington, with a principal place of business at 7345 Linderson Way SW, Tumwater, WA 98501 ("DOC"), and Securus Technologies, LLC, a corporation with a place of business at 4000 International Parkway, Carrollton, TX 75007 ("Vendor"). DOC and Vendor may be collectively referred to as the "Parties," or individually as a "Party" to this agreement.

**WHEREAS**, in July 2019 DOC issued a procurement notice seeking vendors who could provide, implement, support, and maintain an incarcerated individual technology services solution ("IITS" or "Solution") for the benefit of DOC's incarcerated individuals, the incarcerated individuals' friends and family, and DOC (collectively "Users").

**WHEREAS**, on August 5, 2019, Vendor submitted to DOC its written response to the procurement notice. In its response and subsequent discussions and communications, Vendor represented to DOC that Vendor was able to meet DOC's requirements.

**WHEREAS**, Vendor acknowledges that it had sufficient time and opportunity to conduct comprehensive due diligence on the IITS requirements and this IITS Agreement, including the ability to obtain a full understanding and clarification of DOC's Requirements.

**WHEREAS**, Vendor acknowledges that, in reliance on the representations made by Vendor to DOC, DOC selected Vendor and Vendor's solution over other prospective vendors to provide the IITS.

**WHEREAS**, DOC and Vendor want to specify the terms and conditions under which Vendor will provide the IITS to Users.

**NOW, THEREFORE**, in consideration of the foregoing and the mutual covenants and agreements hereinafter set forth, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree to the foregoing and as follows:

## 1. AGREEMENT DOCUMENTS & CONFLICTS IN INTERPRETATION

- 1.1 This Agreement consists of several Attachments, Schedules, and other documents identified in the Table of Contents attached to this agreement or incorporated by reference, collectively the "Agreement Documents."
- 1.2 Complementary Documents. All the Agreement Documents are complementary. If certain work, requirements, obligations, or duties are set out only in one but not in another, Vendor shall carry out the work as though the relevant work, requirements, obligations, or duties had been fully described in all, consistent with the other documents forming the Agreement and as is reasonably inferable from them as being necessary to produce complete results.
- 1.3 Conflicts in Interpretation. In case of any inconsistency, conflict, or ambiguity among the Agreement Documents and their provisions, they are to prevail in the following order, descending from most dominate to most subordinate, provided that, among categories of

documents or provisions having the same rank, the document or provision with the latest date prevails. Information being identified in one document but not in another is not to be considered a conflict or inconsistency. (a) Contract Amendments; (b) the final Agreement Documents, in the order: (1) Project Plan; (2) Statement of Work; (3) General Terms and Conditions and Agreement Schedules; and (4) any other documents attached to this Agreement or incorporated by reference.

## **2. SCOPE**

2.1 This Agreement, including the Agreement Documents, shall apply to the provision of all goods and services by Vendor to Users.

## **3. TERM**

3.1 This Agreement shall commence on the date of last signature and shall expire on January 30, 2028 unless otherwise earlier terminated as provided in this Agreement. This agreement may be extended by mutually executed amendments.

## **4. ENTIRE AGREEMENT; MODIFICATIONS.**

4.1 The Agreement, together with its Schedules, Exhibits, Attachments, and Documents Incorporated by Reference, constitutes the final, complete, and exclusive statement of the agreement of the parties relative to Incarcerated Individual Technology Services and supersedes all previous or contemporaneous oral and written proposals, negotiations, representations, or understandings concerning such subject matter. The Agreement may be modified only pursuant to a writing executed by Vendor and the DOC signing authority, or her or his designee, to be effective against DOC. The parties expressly disclaim the right to claim the enforceability or effectiveness of any oral modifications to this Agreement or any amendments based on course of dealing, waiver, reliance, estoppel, or other similar legal theory.

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**SIGNATURE PAGE**

THIS AGREEMENT is executed by the persons signing below who warrant that they have the authority to execute this Agreement.

**SECURUS TECHNOLOGIES, LLC.**

**DEPARTMENT OF CORRECTIONS**

\_\_\_\_\_  
(Signature)  
Russell Roberts  
\_\_\_\_\_  
(Printed Name)  
Chief Growth Officer  
\_\_\_\_\_  
(Title)  
01/12/2022  
\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature)  
Daryl Huntsinger  
\_\_\_\_\_  
(Printed Name)  
Contracts Administrator  
\_\_\_\_\_  
(Title)  
\_\_\_\_\_  
(Date)

**STATEMENT OF WORK**

This Statement of Work (“SOW”) is by and between the Washington State Department of Corrections (“Department”) and Securus Technologies, LLC (“Vendor”) and is part of DOC Contract No. K11720 by and between the Parties (the “IITS Agreement”). This SOW is coterminous with the IITS Agreement. Vendor will provide the products and services described in this SOW during the Term of the IITS Agreement.

Definitions may be found in Attachment D, Agreement Schedules.

**TELEPHONE SERVICE / CALL MANAGEMENT SYSTEM**

NextGen Secure Call Platform. NextGen Secure Call Platform (“SCP”) allows end users to place calls through its centralized system without the need for conventional live operator services. SCP allows Department to (a) monitor and record calls; (b) prevent monitoring and recording of private calls; (c) limit the duration of calls; (d) maintain call detail records; (e) shut the system on or off. Vendor will be responsible for all billing and collections of calling charges. Vendor will store call recordings for a period of 12 months from the date of recording. The Department may download and store call recordings during that period. The Department is solely responsible for preserving any call recordings beyond that storage period by downloading them to a separate storage medium. SCP will integrate Securus Debit accounts prior to go-live.

Securus Debit. A Securus Debit account is a prepaid account owned by an incarcerated end user which allows incarcerated individuals to call any number as well as maintain funds for media services and other items. Securus Debit is funded either through a transfer from a trust/commissary account or through deposits from friends and family. Once deposited in the Securus Debit account, funds become property of the incarcerated end user. Securus Debit accounts are associated with a personal identification number (“PIN”), and users are required to input a PIN at the beginning of every Securus Debit transaction. Vendor will invoice the Department on a weekly basis for all funding amounts transferred from facility trust/commissary accounts to Securus Debit accounts. The invoice will be due and payable upon receipt.

Calling Rates. Vendor will charge the following calling rates, plus applicable taxes, fees:

<u>Call Destination</u>	<u>Rate</u>
All Domestic Calls	\$0.05 per minute
All International Calls	\$0.05 per minute (Plus the average cost of termination established by the called country)

Vendor will provide two free 20-minute phone calls per incarcerated individual per week, provided that, for any given account, if the free phone calls are not used during that week, the end user will not retain such free calls for that account whenever the next distribution of free phone calls occurs.

Calling Taxes, Fees. In addition to the rates above, Vendor will charge the following taxes, and fees in connection with telephone services:

<u>Fee</u>	<u>Amount</u>
AdvanceConnect or Securus Debit Deposit – Family or Friend Prepaid Service	\$2.00 fee per funding event for up to \$300 deposit is applied only on deposits from friends and family. Transfers from trust accounts to Securus debit from the incarcerated individuals will not be subject to these fees.  *If paid by check or money order, the fee does not apply.
AdvanceConnect Single Call – Family or Friend Prepaid Service	\$2.00 per funding event
Securus Debit – Incarcerated Individual Money Transfer From Trust/Commissary to Securus Debit Account	Pass through cost if charged by Commissary or Trust Provider (Syscon)
Federal Universal Service Fund (“USF”)	Charged per call based on regulatory direction
Federal Cost Recovery Fee	Charged per call based on regulatory direction
Taxes	As required by applicable law or regulation without markup.

Commission on Telephone Calls. Vendor will pay a \$0.02 per minute commission to the Department on each call placed from the Department’s facilities that are subject to charge. Regulatory charges; taxes and fees; federal, state, and/or local charges; transaction, funding, or cost-recovery fees; credits; charges billed by third parties; and promotional programs are excluded. Vendor will remit the Phone Commission for a calendar month on or before the 30th day after the end of the calendar month in which the calls were made.

Calling Equipment. Vendor will install up to 1,720 telephones and the required components and equipment at the Department’s facilities. Securus agrees to install an additional 86 phones at the Department’s discretion.

**ADVANCECONNECT**

AdvanceConnect. A Securus AdvanceConnect account is a prepaid account owned by a called party, tied to their phone number, and allows the called party to receive collect calls from Incarcerated individuals and have the charges deducted automatically from their prepaid account.

AdvanceConnect Single Call. The Securus AdvanceConnect Single Call service allows called parties to connect to their Incarcerated Individual in the event their AdvanceConnect prepaid account does not exist or does not have enough funds to complete a call, without disconnecting the call. Upon receiving an unbillable call from an Incarcerated Individual, the called party will be presented the option to enter a credit/debit card to pay for just



one call or directed to set up or replenish their account at our website or other authorized funding mechanisms. They will be billed the contracted per-minute rate plus applicable government taxes and fees as well as the contracted credit card transaction fee.

### **THREADS**

The THREADS application allows authorized users to analyze corrections and communications data from multiple sources to generate targeted investigative leads. THREADS™ has three main components: data analysis, data review, and data import.

In addition, THREADS offers an optional “community” feature, which allows member correctional facilities to access and analyze corrections communications data from other correctional facilities within the community and data imported by other community members. The Department has not yet elected to opt into the community feature at no cost to the Department.

### **INVESTIGATOR PRO**

Investigator Pro uses continuous voice identification technology to identify the incarcerated end user(s) speaking on a call, detect certain three-way call violations, and help investigators find correlations among calls. Incarcerated end users must participate in a supervised voice model enrollment process.

### **ICER**

The ICER system provides authorized users the means to detect intra- and inter-facility communications between incarcerated end users from multiple sources to generate targeted investigative leads.

### **SECURUS VIDEO CONNECT & TERMINAL SOFTWARE**

Securus Video Connect. Vendor will deploy Securus Video Connect (“SVC”), a web-based video conference system upon implementation. Video connect sessions will be stored for a period of 90 days from the date of recording. The Department may download and store call recordings during that period. The Department is solely responsible for preserving any recordings beyond that storage period by downloading them to a separate storage medium.

Terminal Software. In addition to SVC and the ability to make telephone calls, Vendor’s terminals contain several other applications on either the terminal or the tablet. At the Department’s option, Vendor will deploy its Forms (Grievance), Handbook (.PDF), Third Party Vendor Commissary, Website Education (URL), Videos (.MP4), Self-Op Commissary Ordering, Emergency Visitation, Job Search, and Law Library applications at no additional cost. Similar applications are also available for deployment on tablets. Additional applications may be deployed by mutual agreement of Vendor and the Department. If applicable, Vendor will deploy a Third-Party Vendor Commissary Application, once an agreement has been executed by and between Vendor and the Department’s commissary operator for such application.

Equipment. Vendor will deploy up to 269 terminals and the required components and equipment at the Department’s facilities to support Video Connect service at no cost to the Department. 13 additional terminals, components, and equipment may be deployed at Department’s discretion.

Video Connect Rates. Vendor will charge the following video connect rate:

<u>Session Type</u>	<u>Rate</u>
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Remote	\$4.95 per 30-minute session
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The existing JPay contract includes a promotion (COVID promotion) that provides two free video connect sessions per month. This promotion is set to expire on December 31, 2021. Vendor agrees to extend this promotion until such time as SVC (Securus Video Connect) is installed under this agreement on a site-by-site basis as long as both parties are moving toward implementation of this agreement.

Once SVC system is fully deployed, by facility, Vendor will provide the end users with four free video visitation sessions per incarcerated individual per month, provided that, for any given account, if the free sessions are not used during that month, the end user will not retain any unused free session(s) for that account whenever the next distribution of free sessions occurs.

Video Connect Taxes, Fees, and Surcharges. In addition to the rates above, Vendor will charge the following taxes, fees, and surcharges in connection with Video Connect services:

<u>Fee</u>	<u>Amount</u>
Taxes	As required by applicable law or regulation without markup.

SVC and Visitation Policy. It is the responsibility of the DOC to establish and communicate policies and processes around privacy of incarcerated individual communication. The DOC acknowledges that Securus provides a system that can be configured for private/privileged communications but by default all communications are recorded and stored. If the DOC intends to use the system for private or privileged communications, the responsibility for marking those communication events and or called parties as private/privileged is the responsibility of the DOC. This agreement applies to all forms of communication provided by Securus. With respect to video calling, the DOC acknowledges that the Securus Video calling product is intended to supplement in person visitation and is not intended as a replacement. Policies related to availability of in person visitation is at the sole discretion of the agency and are not defined by Securus.

**VIDEO RELAY SERVICE**

Vendor’s Video Relay Service application (“VRS”) provides a fully integrated video relay service offering into the Secure Call Platform (SCP) allowing critical call controls to be maintained. This service allows deaf and hard-of-hearing incarcerated end users the ability to communicate with friends and family via a videoconferencing service. VRS sessions will be provided at no cost to the end user, and Vendor will enable VRS functionality on up to 42 of the 269 ConnectUs terminals provided pursuant to this SOW. VRS may be deployed on more of these terminals if mutually agreed by the parties.

The Department is solely responsible for (a) determining which individuals are eligible to use VRS; (b) configuring SCP to allow access to the VRS application on ConnectUs-enabled terminals; and (c) designating which VRS numbers for which calls are not to be recorded, by marking those numbers as “private” within SCP. Vendor’s third-party vendors shall have the right, in their discretion, to terminate VRS sessions for policy violations or disruptive behavior, including, without limitation, verbal or other abuse of the VRS interpreter.

The highest operable part for any VRS unit must not be over 48 inches from the floor to support access by wheelchair bound customers.

The cost of VRS was considered and included in offering the terms herein.

**TTD/TTY**

Securus will supply and install operational TTY/TDD devices and Captel for incarcerated individuals who are deaf or hard of hearing. The Ultratec Superprint 4425 TTY/TDD phone model will be provided, including, but not limited to the following specifications:

- Electrical plug
- Rechargeable batteries

**TABLETS**

Vendor will upgrade the Department’s current tablet program to Vendor’s Unity tablet program, which will be provided on Vendor’s JP6 hardware platform as follows:

Unity Tablet Program. Securus will provide a tablet to all Department-approved end users. Securus will deploy the infrastructure necessary to provide quality of service to support the users. The Department will own any wiring and network cable associated with this installation; however, any other infrastructure will be owned by Securus.

The tablet will offer access to a variety of content, some of which is accessible at no cost and some of which is rented or purchased by the end user, including but not limited to eBooks, educational, religious, and vocational materials, songs, games, movies, podcasts, and television episodes. The tablets also offer access to other Securus services, such as telephone service, and eMessaging.

Securus will provide Department designated staff with Securus command and control tablets or software solution for the purpose of management and control of the tablet system.

Securus grants end users a limited license to use the tablets and content as contemplated by the IITS Agreement and this SOW during the Term of the IITS Agreement, but all tablets and content will remain under the ownership of, as applicable, Securus or its licensors.

The cost of the devices and infrastructure was considered and included in offering the other terms in this SOW, including but not limited to the prices offered to end users in connection with Securus’ services. Securus will provide the tablets at no cost to the Department or to the incarcerated individual.

Unity Tablet Rates. Vendor will charge the end user rates described in the following table:

<b>Rate / Charge Description</b>	<b>Rate</b>	<b>Unit</b>	<b>Additional Information / Clarification</b>
JP6 Tablet (Initial Deployment)	No cost	Per Tablet	Securus will provide a JP6 tablet to all Department-approved end users; there will not be a charge for the device itself.  Each device will include one set of headphones, a case, and a charger. Charging carts will be made available in locations without access to electrical outlets.
JP6 Tablet (Fee for Broken Unit)	\$129.99	Per Unit	In the event that the Department determines through the disciplinary process the JP6 Tablet is broken due to malicious use or intentional

			damage by the user, the fee for replacement is \$129.99.
Gummy Earbuds with Microphone	\$14.99	Per unit	Securus Security recommends that only Securus issued audio and voice components should be used on the Securus wireless devices. The use of non-Securus audio and voice components could compromise the quality of sound on Securus wireless devices.
JP6s 7" Power Adapter	\$15.99	Per unit	
Keyboard	\$19.99	Per unit	
JP6s 7" Screen Protector	\$5.99	Per unit	
JP6s 7" Tablet Case	\$5.99	Per unit	
Additional Device Accessories	Varies by accessory	Per unit	Additional accessories may be offered and sold with the Department's approval.
Music	\$0.69 - \$1.99	Per song	Users may access songs during the term of their incarceration. Available content is periodically updated / changed and is subject to third-party licensing agreements with content providers.
Music Albums	\$0.99 - \$14.99	Per album	Users may access songs during the term of their incarceration. Available content is periodically updated / changed and is subject to third-party licensing agreements with content providers.
Movies	Free - \$9.99	Per movie	Users have 30 days to view the content and 48 hours to view the content once the "play" button is pushed. Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Television Episodes	\$1.70 - \$2.28	Per episode	Users have 30 days to view the content and 48 hours to view the content once the "play" button is pushed. Available content is periodically updated and is subject to third-party licensing agreements with content providers.
eBooks	No cost	Per book	Users may access eBooks during the term of their incarceration. Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Premium eBooks	Free - \$14.99	Per book	Users may access eBooks during the term of their incarceration. Available content is periodically updated and is subject to third-party licensing agreements with content providers.

Audio Books	Free to \$19.00	Per book	Users may access audio books during the term of their incarceration. Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Games	Free - \$8.98	Per game	Upon rental, users may access games during the term of their incarceration. Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Newsstand	\$5.99	Per month	Upon rental, users may receive daily news feed for 30 days. Available content is updated daily during the length of the subscription.
Law Library Access	No cost		Securus will provide access to the Department's law library provider on all tablets, provided that the proposed integration is technically practicable and subject to agreement of terms between Securus and the law library provider.  The Department is responsible for any and all costs associated with licensing the law library solution from its law library provider.
Additional Securus Services			Other accessible Securus services which have rates and fee structures otherwise specified in the Contract (such as telephone calling and eMessaging) will be offered on the tablets based on the rates and fees otherwise provided in the SOW for those services.
Other Types of Premium and No Cost Content	To be mutually agreed by the Department and Securus		
Music Content Transfer	Incarcerated Individual Release and New Vendor		Securus agrees that tablet users need to access the music they purchased upon release or transition to a new provider. <ul style="list-style-type: none"> <li>o Upon incarcerated individual release, a USB will be provided upon request with all available music.</li> <li>o Upon transition to a new vendor, available music will be converted into a transferrable mp3 format and transmitted using secured FTP to the new vendor. Securus will also provide the new vendor with the ISRC codes of the music held by Users.</li> <li>o The new vendor is subject to the license transfer terms and conditions of the content provider.</li> </ul>

			<ul style="list-style-type: none"> <li>Securus agrees to review any changes in the content retrieval and delivery process with the Department on a quarterly basis.</li> </ul>
<b><u>OPTIONAL SUBSCRIPTION PRICING (WHEN AVAILABLE)</u></b>			At Department's option, and when commercially available, Vendor will enable subscription pricing plans for premium content. The pricing and compensation associated with these plans will be subject to negotiation and mutual agreement of Vendor and the Department at the time of deployment, but Vendor expects the approximate final pricing to be as follows:
Movies – 30 Day Subscription	\$12.46	Per 30-day period	Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Music – 30 Day Subscription	\$23.38	Per 30-day period	Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Games – 30 Day Subscription	\$9.34	Per 30-day period	Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Premium eBooks – 30 Day Subscription	\$23.38	Per 30-day period	Available content is periodically updated and is subject to third-party licensing agreements with content providers.
Audio Books – 30 Day Subscription	\$30.00	Per 30-day period	Available content is periodically updated and is subject to third-party licensing agreements with content providers.

**Tablet Taxes, Fees, and Surcharges.** In addition to the rates above, Vendor will charge the following taxes, fees, and surcharges in connection with tablet services:

<b><u>Fee</u></b>	<b><u>Amount</u></b>
Automated or Live Deposit	\$2.00 per funding event
Check or Money Order	No Cost
Taxes	As required by applicable law or regulation without markup.

**Commission on Premium Content Purchases.** Vendor will pay a 25.8% commission (the "Tablet Commission") on the revenue earned through the purchase of music, albums, movies, games, TV shows, premium e-books,

audio books and newsstand premium content on those tablets and excludes applicable taxes/fees/surcharges. Vendor will remit the Tablet Commission for a calendar month on or before the 30th day after the end of the calendar month in which the tablet transactions occur.

Commission on Subscription Based Purchases. Vendor will pay 35.9% commission on the revenue earned through the purchase of 30-day subscriptions associated with music, movies, games, premium e-books and audio books and excludes applicable taxes/fees/surcharges. Vendor will remit the Tablet Commission for a calendar month on or before the 30th day after the end of the calendar month in which the tablet transactions occur.

Tablet Hardware Refresh. No later than 36 months after full deployment of the JP6 tablets contemplated by this SOW, Vendor will replace the deployed tablets with Vendor’s most updated market-available model of tablet hardware. In order to share the cost of financing the tablet hardware refresh contemplated by this SOW, Vendor will assess \$2.50 per Incarcerated Individual per month, based on average daily population for a total of 36-months, to be deposited into a hardware refresh fee fund. This fee will be deducted from commission otherwise owed by Vendor under this agreement and will not be charged to incarcerated individuals.

Securus agrees to provide a quarterly itemized report of the hardware refresh fee fund. DOC may request, and Securus agrees to provide, an audit of the hardware refresh fee fund annually.

Any funds from the hardware refresh fee fund account not otherwise used for future hardware refresh will be remitted to Department.

**EMESSAGING**

eMessaging. Vendor’s eMessaging application (“eMessaging”) allows for two-way electronic communication between friends and family and an incarcerated end user. Users purchase eMessaging “stamps,” which are used to fund the transmission of an electronic message according to the following chart:

<u>Type of Message (When Available)</u>	<u>Number of Stamps</u>	<u>Notes</u>
Electronic Message (eMessage)	1 stamp per message	
Photo	1 stamp per photo	Limit of 5 photos per eMessage; 3 MB / photo limit
eCard	1 stamp per eCard	Limit of 5 eCards per eMessage
VideoGram	4 stamps per VideoGram	

Different types of attachments can also be combined in a single transmission. The facility can access a web-based portal that enables message review and can approve and reject a message or attachment based on the facility’s policies and criteria. Friends and family must send and receive messages using either the Securus mobile app or their inbox at [www.securustech.net](http://www.securustech.net) and must have a free Securus Online account to access. Approved messages and attachments are accessible through tablets and SVC terminals.

Availability of eMessages: With the exception of those messages that the users have intentionally deleted, Securus will make available to all incarcerated individuals and friends and family all messages that the user has received, including those that were previously received on the JPay platform.

Future Releases and Modifications. With the Agency’s agreement, Vendor may (a) issue future releases of eMessaging which contain additional features and functionalities; or (b) modify the pricing contained herein.

Department Review of eMessages. The Department is solely responsible for review and approval of eMessages, including attachments (if applicable and permitted by the Department) , to ensure they meet Department policy. Vendor will use machine translation to translate eMessages written in Spanish into English for the sole purpose of the Department’s review. The Department acknowledges that machine translation is not 100% accurate and that such machine-translated messages may contain grammatical and other errors. Vendor makes no representations or warranties regarding the accuracy or reliability of such machine translation.

eMessaging Rates. Vendor will provide e-Messaging at no cost to the Department. Friends and family members can purchase a book of stamps specific to a facility in the following quantities and at the following cost:

<u>Number of Stamps in Book</u>	<u>Stamp Book Price (Plus transaction fees and all applicable taxes)</u>
6	\$2.00
20	\$5.00
35	\$7.50
60	\$10.00

Where available, using funds in a Securus Debit account, incarcerated end users can purchase a book of stamps in the following quantities:

<u>Number of Stamps in Book</u>	<u>Stamp Book Price (Plus applicable taxes)</u>
6	\$2.00
20	\$5.00
35	\$7.50
60	\$10.00

Vendor will provide each incarcerated individual with fifty-five (55) free stamps on the first of each month which must be used by the end of each month. Stamps will not roll over from month to month. Stamps are nontransferable and are not refundable. Free stamps will be allocated on the first of each month to each eligible incarcerated individual as determined by the WA DOC.

Once the system is fully deployed, by facility, Vendor will provide incarcerated individuals with fifteen (15) free stamps in the first partial month of service which must be used by the end of the month. Stamps are nontransferable and are not refundable. Fifty-five (55) free stamps will be allocated on the first of next full month and each subsequent month to each eligible ii as determined by the WA DOC.

e-Messaging Taxes, Fees, and Surcharges. In addition to the rates above, Vendor will charge the following taxes, fees, and surcharges in connection with eMessaging services:

<u>Fee</u>	<u>Amount</u>
Automated or Live Deposit (Friends and Family)	\$2.00 per funding event
Check or Money Order	No Cost



Taxes	As required by applicable law or regulation without markup.
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**INSTALLATION AND DEPLOYMENT SCHEDULE**

The IITS will be implemented in phases, with the first phase occurring at the two women’s facilities (WCCW and MCCCW). The first phase will be a “proof of concept” that will provide the Department and end users with important information about the adequacy of the Securus platform to address the needs of the Department, incarcerated individuals, and the friends and families of incarcerated individuals. Later phases of the implementation are dependent on the success of the proof of concept as further detailed in Attachment E, Project Plan.

No products or services associated with installation and deployment schedule activities may be deployed/implemented until the Vendor receives a Notice to Proceed from the Department. Unless otherwise agreed by the Parties, the rates and fees identified in this contract may only be implemented upon go live for each facility.

Vendor will deploy the products and services in this SOW based on the installation schedule detailed in the Project Plan

**SERVICE LEVEL TERMS**

Vendor will follow the service level terms attached hereto as Attachment B, Service Level Terms

**MISCELLANEOUS**

THE PARTIES AGREE THIS CONTRACT AND ANY ATTACHMENTS REMAIN UNAFFECTED BY ANY CLICKWRAP AGREEMENTS OR UPDATES TO CLICKWRAP AGREEMENTS TO WHICH DOC IS SUBJECTED DURING THE TERM OF THIS AGREEMENT.

1. Investigations Personnel. Vendor will reimburse the Department for the cost to cover the salaries and benefits of four investigators. These personnel will be Department personnel and will not be employed by or have any contractual relationship with Vendor.
2. Dedicated Service Technicians. Vendor will provide two field personnel dedicated solely to Department operations. No more than 50% should be gone at one time.
3. Tablet Administrators. Vendor will provide a minimum of five tablet administrators. One tablet administrator will be hired and ready to provide service at Proof of Concept facilities. Each tablet administrator will be assigned a work location/geographical region based on mutual agreement by Department and Vendor.
4. Ownership of Products and Services and Grant of License to the Department. Other than as specifically set forth herein, Vendor does not grant or otherwise convey any license or other ownership right in or to its software applications or any technology or intellectual property rights associated with its software applications. Vendor grants Department a personal, limited, non-exclusive, non-transferable license (without the right to sublicense) to access and use the products and services solely as contemplated by the IITS (the “Department License”).
5. Additional Terms of Department License. In connection with the Department License, the Department agrees that (a) it will not resell, assign, or otherwise transfer the products and services or any portions thereof; (b) it will only use the products and services for lawful purposes and will not transmit, retransmit, or store material associated with the products and services in violation of any federal or state laws or regulation; (c) it will not

provide access to the products and services to third parties; (d) it will not connect the products and services to any products that Vendor did not furnish or approve in writing; (e) it will not create derivative works based on the products and services; (f) it will not disassemble, reverse engineer, decompile, or otherwise attempt to reveal the code, trade secrets, or know-how underlying the products and services or allow any third party to do so; (g) it will not remove, obscure, or alter any intellectual property right or confidentiality notices or legends appearing in or on any aspect of any products and services; (h) it will be responsible for distributing and assigning licenses to Department end users (e.g. Department staff and contractors. This does not include incarcerated individuals or friends and family); and (i) it will monitor and ensure that its licensed end users comply with these terms.

6. Grant of License from Department to Vendor. The Department grants Vendor the exclusive right and license to install, maintain, and derive revenue from its products and services at all facilities under the Department's authority now and in the future during the term of this SOW. Subject to the remaining terms and conditions of this SOW, and upon successful implementation of the IITS at all the facilities, Vendor and, as applicable, its subsidiaries, will be the sole and exclusive provider of incarcerated end user 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) and incarcerated end user software applications at all correctional facilities now or in the future under the authority of Department and to the exclusion of any other third party providing such services, including without limitation, Department's employees, agents, or subcontractors.

7. Third-Party Software. The deployment of certain features and functionalities within Vendor's products and services which utilize third-party content or services may require a direct agreement between the Department and the third party as a condition which must be fulfilled prior to deployment. For the initial deployment of goods and services the only third-party agreements thought to potentially require execution are with LexisNexis and a commissary provider, if any.

8. Private Communications. The Department may designate certain communications (for example, attorney or clergy communications) as "Private" within certain of the products and services. The Department acknowledges and agrees that it has the sole discretion, authority, and responsibility to designate certain communications as Private, and that Vendor has no discretion, authority, or responsibility to make such designations, unless done so at the Department's instruction.

9. Implementation. This document describes the technology services and related goods provided by Vendor for the benefit of incarcerated individuals and their friends and family, and to the Department. Securus agrees to include housing units (cells), indoor and outdoor recreation areas (including yards and dayrooms), and infirmaries in the implementation of all goods and services as further detailed in the attached heat maps.

10. Adding, Removing, or Changing Goods or Services. Changes related to security features/services or emergency fixes will be communicated to DOC. All significant additions, removals, or changes to the goods or services provided under this contract shall be communicated to impacted users. If the addition, removal, or change represents an addition, removal, or change to what is in this SOW or elsewhere in the contract documents, an amendment will need to be mutually agreed and executed in writing between Securus and the Department. Pricing for goods and services may not change without an amendment to the Contract. All known changes will be reviewed and discussed during Quarterly Business Reviews conducted by Securus.

11. Biometric Identifiers and Compliance with Washington Law. DOC is required to abide by RCW 40.26.020 and applicable DOC policy regarding the collection, storage, agency use and notification requirements regarding biometric identifiers as defined in RCW 40.26.020. In compliance with this law, Securus agrees to assist DOC in maintaining compliance by agreeing as follows:

- a. Securus shall have a verbal admonishment or contractual term prior to the connection of any call or any session with a Washington based incarcerated individual where any Biometric Identifier would be collected, the admonishment or contractual term must notify what Biometric Identifier(s) will be

collected, specify the purpose and use of the Biometric identifier, and allow the individual to decline the terms and terminate the session prior to collection or accept the terms and continue with the call or session.

- b. Securus shall maintain records detailing which callers or users accepted the terms of Section 12. a. and will maintain this record on behalf of DOC for the duration of the retention of the Biometric Identifier. DOC may request copies of these records as needed to maintain compliance with RCW 40.26.020.
- c. Securus agrees not to sell or otherwise commercialize Biometric Identifiers so as to limit their use solely for the investigative or law enforcement purpose for which they are collected.
- d. Securus agrees to treat data containing Biometric Identifiers as Category 3 data and protect it consistent with Exhibit E: Data Security Requirements.

12. Representations and Warranties. Vendor represents and warrants that, unless modified in this SOW or other contract document, Securus will provide the goods and services as described in its response to Department requirements.

13. Clickwrap Exceptions for Incarcerated Individuals and Friends and Family (Third Parties).

Notwithstanding the provisions of any clickwrap agreement between Securus and incarcerated individuals or friends and family of incarcerated individuals, should a dispute arise between these Third Parties and Securus, Securus agrees to allow Third-Parties the option to litigate or arbitrate under Washington state law with venue proper in any appropriate federal or state court in Washington.

## JPAY PAYMENT SERVICES

**1. Payment Services.** Vendor will implement and provide certain services to the Department to make available to individuals and organizations posting funds or satisfying obligations to the Department (each singularly, a “Payer” or collectively, “Payers”) for the duration of the IITS Agreement. Vendor hereby delegates any and all of the services to be provided or obligations to be performed (“Payment Services”) under this JPay Payment Services Exhibit (“Exhibit”) to its affiliate, JPay LLC (“JPay”) and the Department accepts JPay as an approved subcontractor. The Department understands and agrees that while Vendor shall be responsible for the performance of JPay, JPay will provide the Payment Services. JPay shall as applicable (i) provide the Department with training, implementation, documentation, and electronic and telephonic support at JPay’s expense; (ii) cause funds paid to be forwarded electronically to such account as the Department designates within two banking days after transaction authorization; and (iii) provide such other Payment Services as described herein. In the event of a conflict between the terms of this Exhibit and the terms of the Agreement, the terms of this Exhibit shall control.

**2. Service Fees.** Service Fees for Payment Services shall be charged as follows:

### **Money Transfers from Family and Friends into Incarcerated Individual Trust Accounts**

<u>Money Transfer Service Type</u>	<u>Amount Transferred</u>	<u>Fee</u>
Online/Kiosk/Mobile	\$0.01 to \$20.00	\$3.25
Online/Kiosk/Mobile	\$20.01 to \$100.00	\$7.25
Online/Kiosk/Mobile	\$100.01 to \$200.00	\$8.95
Online/Kiosk/Mobile	\$200.01 to \$300.00	\$10.95
Phone/IVR	\$0.01 to \$20.00	\$3.25
Phone/IVR	\$20.01 to \$100.00	\$7.95
Phone/IVR	\$100.01 to \$200.00	\$8.95
Phone/IVR	\$200.01 to \$300.00	\$10.95
Cash Locations (MoneyGram and Other)	\$0.01 to \$5,000.00	\$6.95
Check or Money Order	\$0.01 to \$300.00	No Cost

**ALL SERVICE FEES ARE NONREFUNDABLE.**

**3. Reimbursement.** In case of any duplicate, inaccurate, or erroneous payment by JPay to the Department, and upon notification by JPay to the Department of such duplicate, inaccurate, or erroneous payment, verification of which is provided to the Department, the Department agrees to promptly reimburse JPay for the payment.

**4. Specifications.** Card transfers can be made online at [www.JPay.com](http://www.JPay.com), on JPay’s mobile app, by phone at (800) 574-JPAY, or at any walk-in MoneyGram location. If requested, JPay shall integrate with the Department’s Case Management System software provider at no charge to the Department.

**5. Banking.** The Department authorizes JPay to credit/debit the Department’s bank account via ACH for all credit/debit card and cash payments. JPay shall assume full liability for delivery of all funds indicated in the daily payment report provided to the Department.

**6. Enrollment.** The Department shall provide such information or consents as JPay may require in order to establish the Payment Services.

**7. Service Promotion.** All services JPay provides under this Amendment shall be provided under the JPay brand. The Department agrees to work with JPay to promote the Payment Services through posters, flyers, and the Department's website.

**8. Fraud or Forgery.** If any Payer is shown to have committed fraud or forgery in utilizing the Payment Services for currency, any obligation Payer attempted to pay or deposit Payer attempted to make by such fraud or forgery shall be deemed unpaid and due or owing to the Department solely and exclusively by Payer or such deposit shall be deemed invalid, as the case may be.

**9. Disputes and Chargebacks.** JPay shall be responsible for handling all transaction disputes raised by Payers associated with the use of the Payment Services. JPay shall further be responsible for all chargebacks initiated not more than 180 days after the completion of a transaction. If JPay determines that a chargeback may be inappropriate, JPay expects the Department to provide reasonable assistance in any challenge JPay makes to the chargeback. JPay reserves the right to adjust service and security levels as JPay reasonably deems necessary to maintain payment security and integrity.

**10. Disclaimers and Limitations of Liability.** ALL DISCLAIMERS AND LIMITATIONS OF LIABILITY STATED IN THIS AGREEMENT RELATING TO THE PERFORMANCE OF THE SERVICES UNDER THIS AGREEMENT SHALL APPLY WITH EQUAL EFFECT TO JPAY AND THE PAYMENT SERVICES GENERALLY. NEITHER VENDOR NOR JPAY GUARANTEES THAT SERVICES SHALL BE PROVIDED ERROR-FREE OR UNINTERRUPTED. NEITHER VENDOR NOR JPAY ACCEPTS RESPONSIBILITY FOR THE SECURITY OF DATA ON SYSTEMS OTHER THAN THOSE CONTROLLED BY VENDOR OR JPAY. VENDOR AND JPAY LIABILITY WITH RESPECT TO PAYMENTS PROCESSED HEREUNDER IS LIMITED TO MAKING PAYMENTS IN THE AMOUNTS AUTHORIZED. OTHER THAN WARRANTIES EXPLICITLY MADE IN THIS EXHIBIT, VENDOR AND JPAY DISCLAIM ALL WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE PAYMENT SERVICES. WITH THE EXCEPTION OF CONSEQUENTIAL DAMAGES RELATED TO UNAUTHORIZED ACCESS, USE, OR DISCLOSURE OF CONFIDENTIAL INFORMATION, NO PARTY SHALL BE LIABLE FOR INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE DEPARTMENT BEARS RESPONSIBILITY FOR ANY ADMINISTRATIVE ACTIONS IT MAY TAKE IN CONNECTION WITH THE SERVICES PROVIDED UNDER THIS EXHIBIT.

**11. Miscellaneous.** There are no third-party beneficiaries to this Exhibit except for terms herein specifically related to treatment of incarcerated individuals or friends and family of incarcerated individuals by JPay. Any party is excused from performance under this Exhibit and shall not be liable for any delay in performance or non-performance, in whole or in part, caused by the occurrence of any contingency beyond the control of the non-performing party including, but not limited to, work stoppages, fires, civil disobedience, riots, rebellions, terrorism, loss of power or telecommunications, flood, storm, Acts of God, and similar occurrences. A waiver of any portion of this Exhibit must be in writing and signed by the party to be charged and shall not be deemed a waiver or renunciation of any other portions. Rights and obligations under this Exhibit which by their nature should survive will remain in effect after termination or expiration of the Agreement or termination of the Payment Services. In the event that any provision of this Exhibit is adjudicated by any court of competent jurisdiction to be invalid, illegal, void, or unenforceable, all other provisions of this Exhibit shall remain in full force and effect.

**12. Completeness.** This Exhibit is the entire agreement between the parties and expresses the complete understanding of the parties, superseding all prior or contemporaneous agreements with regard to the subject matter herein. This Exhibit may not be altered, amended or modified except in a writing incorporated hereto and signed by the parties, provided, however, that JPay may revise the terms of this Exhibit if required to comply with law, regulation, or industry rules and JPay provides prompt notice to the Department of such change(s).

## DATA SECURITY REQUIREMENTS

1. **Definitions.** The words and phrases listed below, as used in this Exhibit, shall each have the following definitions:
  - a. "AES" means the Advanced Encryption Standard, a specification of Federal Information Processing Standards Publications for the encryption of electronic data issued by the National Institute of Standards and Technology (<http://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.197.pdf>).
  - b. "Authorized Users(s)" means an individual or individuals with a business need to access DOC Confidential Information, and who has or have been authorized to do so.
  - c. "Business Associate Agreement" means an agreement between DOC and a contractor who is receiving Data covered under the Privacy and Security Rules of the Health Insurance Portability and Accountability Act of 1996. The agreement establishes permitted and required uses and disclosures of protected health information (PHI) in accordance with HIPAA requirements and provides obligations for business associates to safeguard the information.
  - d. "Category 3 Data" is Confidential information is information that is specifically protected from either release or disclosure by law. This includes, but is not limited to:
    1. Personal information as defined in RCW 42.56.590 and RCW 19.255.10.
    2. Information about public employees as defined in RCW 42.56.250.
    3. Lists of individuals for commercial purposes as defined in RCW 42.56.070
    4. Information about the infrastructure and security of computer and telecommunication networks as defined in RCW 42.56.420.
  - e. "Category 4 Data" is data that is confidential and requires special handling due to statutes or regulations that require especially strict protection of the data and from which especially serious consequences may arise in the event of any compromise of such data. Data classified as Category 4 includes but is not limited to data protected by: the Health Insurance Portability and Accountability Act (HIPAA), Pub. L. 104-191 as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH), 45 CFR Parts 160 and 164; the Family Educational Rights and Privacy Act (FERPA), 20 U.S.C. §1232g; 34 CFR Part 99; Internal Revenue Service Publication 1075 (<https://www.irs.gov/pub/irs-pdf/p1075.pdf>); Substance Abuse and Mental Health Services Administration regulations on Confidentiality of Alcohol and Drug Abuse Patient Records, 42 CFR Part 2; the Uniform Health Care Information Act, RCW 70.02; the Washington State Criminal Records Privacy Act, RCW 10.97; and/or Criminal Justice Information Services, 28 CFR Part 20.
  - f. "Cloud" means data storage on servers hosted by an entity other than the Contractor and on a network outside the control of the Contractor. Physical storage of data in the cloud typically spans multiple servers and often multiple locations. Cloud storage can be divided between consumer grade storage for personal files and enterprise grade for companies and governmental entities. Examples of consumer grade storage would include iTunes, Dropbox, Box.com, and many other entities. Enterprise cloud vendors include Microsoft Azure, Amazon Web Services, and Rackspace.

- g. "Encrypt" means to encode Confidential Information into a format that can only be read by those possessing a "key"; a password, digital certificate or other mechanism available only to authorized users. Encryption must use a key length of at least 256 bits for symmetric keys, or 2048 bits for asymmetric keys. When a symmetric key is used, the Advanced Encryption Standard (AES) must be used if available.
- h. "FedRAMP" means the Federal Risk and Authorization Management Program (see [www.fedramp.gov](http://www.fedramp.gov)), which is an assessment and authorization process that federal government agencies have been directed to use to ensure security is in place when accessing Cloud computing products and services.
- i. "Hardened Password" means a string of at least eight characters containing at least three of the following four character classes: Uppercase alphabetic, lowercase alphabetic, numeral, and special characters such as an asterisk, ampersand, or exclamation point.
- j. "Mobile Device" means a computing device, typically smaller than a notebook, which runs a mobile operating system, such as iOS, Android, or Windows Phone. Mobile Devices include smart phones, most tablets, and other form factors.
- k. "Multi-factor Authentication" means controlling access to computers and other IT resources by requiring two or more pieces of evidence that the user is who they claim to be. These pieces of evidence consist of something the user knows, such as a password or PIN; something the user has such as a key card, smart card, or physical token; and something the user is, a biometric identifier such as a fingerprint, facial scan, or retinal scan. "PIN" means a personal identification number, a series of numbers which act as a password for a device. Since PINs are typically only four to six characters, PINs are usually used in conjunction with another factor of authentication, such as a fingerprint.
- l. "Portable Device" means any computing device with a small form factor, designed to be transported from place to place. Portable devices are primarily battery powered devices with base computing resources in the form of a processor, memory, storage, and network access. Examples include, but are not limited to, mobile phones, tablets, and laptops. Mobile Device is a subset of Portable Device.
- m. "Portable Media" means any machine readable media that may routinely be stored or moved independently of computing devices. Examples include magnetic tapes, optical discs (CDs or DVDs), flash memory (thumb drive) devices, external hard drives, and internal hard drives that have been removed from a computing device.
- n. "Secure Area" means an area to which only authorized representatives of the entity possessing the Confidential Information have access, and access is controlled through use of a key, card key, combination lock, or comparable mechanism. Secure Areas may include buildings, rooms or locked storage containers (such as a filing cabinet or desk drawer) within a room, as long as access to the Confidential Information is not available to unauthorized personnel. In otherwise Secure Areas, such as an office with restricted access, the Data must be secured in such a way as to prevent access by non-authorized staff such as janitorial or facility security staff, when authorized Contractor staff are not present to ensure that non-authorized staff cannot access it.
- o. "Trusted Network" means a network operated and maintained by the Contractor, which includes security controls sufficient to protect DOC Data on that network. Controls would include a firewall between any other networks, access control lists on networking devices such as routers and

switches, and other such mechanisms which protect the confidentiality, integrity, and availability of the Data.

- p. "Unique User ID" means a string of characters that identifies a specific user and which, in conjunction with a password, passphrase or other mechanism, authenticates a user to an information system.
- q. "Biometric identifier" means any information, regardless of how it is captured, converted, stored, or shared, based on an individual's retina or iris scan, fingerprint, voiceprint, DNA, or scan of hand or face geometry, except when such information is derived from:
  - (i) Writing samples, written signatures, photographs, human biological samples used for valid scientific testing or screening, demographic data, tattoo descriptions, or physical descriptions such as height, weight, hair color, or eye color;
  - (ii) Donated organ tissues or parts, or blood or serum stored on behalf of recipients or potential recipients of living or cadaveric transplants and obtained or stored by a federally designated organ procurement agency;
  - (iii) Information captured from a patient in a health care setting or information collected, used, or stored for health care treatment, payment, or operations under the federal health insurance portability and accountability act of 1996; or
  - (iv) X-ray, roentgen process, computed tomography, magnetic resonance imaging (MRI), positron emission tomography (PET) scan, mammography, or other image or film of the human anatomy used to diagnose, develop a prognosis for, or treat an illness or other medical condition or to further validate scientific testing or screening.

2. **Authority.** The security requirements described in this document reflect the applicable requirements of Standard 141.10 (<https://ocio.wa.gov/policies>) of the Office of the Chief Information Officer for the state of Washington, [WA DOC Policy 280.310 – Information Technology Security](#); [WA DOC Policy 280.515 – Data Classification and Sharing](#); the terms and conditions set forth in this Agreement; and all applicable state and federal laws in its treatment of WA DOC Data

3. **Administrative Controls.** The Contractor must have the following controls in place:

- a. A documented security policy governing the secure use of its computer network and systems, and which defines sanctions that may be applied to Contractor staff for violating that policy.
- b. Any data center security controls must meet or exceed those expected by the Federal Information Security Management Act (FISMA) for low to moderate impact systems as described in FIPS 199 and 200, and in the most current release of National Institute of Standards and Technology (NIST) Special Publications SP800- 53, including all other referenced NIST publications.
- c. Contractor warrants that all data collected, processed, routed, and/or stored by or through the service, or third-party service providers, remains at all times within the United States.
- d. If the Data shared under this agreement is classified as Category 4, the Contractor must be aware of and compliant with the applicable legal or regulatory requirements for that Category 4 Data.
- e. If Confidential Information shared under this agreement is classified as Category 4, the Contractor must have a documented risk assessment for the system(s) housing the Category 4 Data.



4. **Authorization, Authentication, and Access.** In order to ensure that access to the Data is limited to authorized staff, the Contractor must:
- a. Have documented policies and procedures governing access to systems with the shared Data.
  - b. Restrict access through administrative, physical, and technical controls to authorized staff.
  - c. Ensure that user accounts are unique and that any given user account logon ID and password combination is known only to the one employee to whom that account is assigned. For purposes of non-repudiation, it must always be possible to determine which employee performed a given action on a system housing the Data based solely on the logon ID used to perform the action.
  - d. Ensure that only authorized users are capable of accessing the Data.
  - e. Ensure that an employee's access to the Data is removed immediately:
    - (1) Upon suspected compromise of the user credentials.
    - (2) When their employment, or the contract under which the Data is made available to them, is terminated.
    - (3) When they no longer need access to the Data to fulfill the requirements of the contract.
  - f. Have a process to periodically review and verify that only authorized users have access to systems containing DOC Confidential Information.
  - g. When accessing the Data from within the Contractor's network (the Data stays within the Contractor's network at all times), enforce password and logon requirements for users within the Contractor's network, including:
    - (1) A minimum length of 8 characters, and containing at least three of the following character classes: uppercase letters, lowercase letters, numerals, and special characters such as an asterisk, ampersand, or exclamation point.
    - (2) That a password does not contain a user's name, logon ID, or any form of their full name.
    - (3) That a password does not consist of a single dictionary word. A password may be formed as a passphrase which consists of multiple dictionary words.
    - (4) Password reuse is tracked against and prohibits the previous 24 passwords.
  - h. When accessing Confidential Information from an external location (the Data will traverse the Internet or otherwise travel outside the Contractor's network), mitigate risk and enforce password and logon requirements for users by employing measures including:
    - (1) Ensuring mitigations applied to the system don't allow end-user modification.
    - (2) Not allowing the use of dial-up connections.
    - (3) Using industry standard protocols and solutions for remote access. Examples would include RADIUS and Citrix.
    - (4) Encrypting all remote access traffic from the external workstation to Trusted Network or to a component within the Trusted Network networks (using key lengths of 128 bits or greater)

Algorithm modules validated by the National Institute of Standards and Technology (NIST) [Cryptographic Module Validation Program \(CMVP\)](#) are required. The traffic must be encrypted at all times while traversing any network, including the Internet, which is not a Trusted Network.

- (5) System application access prompts for re-authentication or performs automated session termination after no more than 20 minutes of inactivity. System application session termination values can be set on a per-customer basis.
  - (6) Ensuring use of Multi-factor Authentication to connect from the external end point to the internal end point. Authentication mechanisms must meet or exceed those described in the most recent version of NIST SP 800-63 for information requiring assurance level 3 or higher. One of the authentication factors should be provided by a device separate from the computer gaining access.
  - (7) Ensuring all system and service accounts use Enterprise Active Directory or a similar centralized authentication and authorization mechanism. If authentication methods such as SQL authentication are required by the system, Contractor uses credentials secured during transmission through encrypted sessions such as TLS1.2 (or greater) or IPsec, and in storage using a secure hash method validated by the National Institute of Standards and Technology (NIST). Within 72 hours of a request from DOC, Contractor must provide documentation showing how the credentials are secured during all transmissions using encrypted sessions such as TLS or IPsec, and in storage using a secure hash method validated by the National Institute of Standards and Technology (NIST).
- i. Passwords or PIN codes may meet a lesser standard if used in conjunction with another authentication mechanism, such as a biometric (fingerprint, face recognition, iris scan) or token (software, hardware, smart card, etc.) in that case:
- (1) The PIN or password must be at least 5 letters or numbers when used in conjunction with at least one other authentication factor
  - (2) Must not be comprised of all the same letter or number (11111, 22222, aaaaa, would not be acceptable)
  - (3) Must not contain a "run" of three or more consecutive numbers (12398, 98743 would not be acceptable)
- j. If the contract specifically allows for the storage of Confidential Information on a Mobile Device, passcodes used on the device must:
- (1) Be a minimum of six alphanumeric characters.
  - (2) Contain at least three unique character classes (upper case, lower case, letter, number).
  - (3) Not contain more than a three consecutive character run. Passcodes consisting of 12345, or abcd12 would not be acceptable.
- k. Render the device unusable after a maximum of 10 failed logon attempts.
- l. Ensure the system/service supports single sign-on for state government employees, and external users by integrating the system's authentication mechanisms with the Washington State Enterprise

Active Directory and Secure Authentication Gateways (post listeners are typically used for processing the gateway host headers).

- m. Utilize application authentication controls that are consistent with those described in the most recent version of NIST SP 800-63 for information requiring assurance level 2 or higher.

5. **Protection of Data.** The Contractor agrees to store Data on one or more of the following media and protect the Data as described:

- a. **Hard disk drives.** For Data stored on local workstation hard disks, access to the Data will be restricted to Authorized User(s) by requiring logon to the local workstation using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards.
- b. **Network server disks.** For Data stored on hard disks mounted on network servers and made available through shared folders, access to the Data will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on disks mounted to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.

For DOC Confidential Information stored on these disks, deleting unneeded Data is sufficient as long as the disks remain in a Secure Area and otherwise meet the requirements listed in the above paragraph. Destruction of the Data, as outlined below in Section 8 Data Disposition, may be deferred until the disks are retired, replaced, or otherwise taken out of the Secure Area.

- c. **Optical discs (CDs or DVDs) in local workstation optical disc drives.** Data provided by DOC on optical discs which will be used in local workstation optical disc drives and which will not be transported out of a Secure Area. When not in use for the contracted purpose, such discs must be Stored in a Secure Area. Workstations which access DOC Data on optical discs must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.
- d. **Optical discs (CDs or DVDs) in drives or jukeboxes attached to servers.** Data provided by DOC on optical discs which will be attached to network servers and which will not be transported out of a Secure Area. Access to Data on these discs will be restricted to Authorized Users through the use of access control lists which will grant access only after the Authorized User has authenticated to the network using a Unique User ID and Hardened Password or other authentication mechanisms which provide equal or greater security, such as biometrics or smart cards. Data on discs attached to such servers must be located in an area which is accessible only to authorized personnel, with access controlled through use of a key, card key, combination lock, or comparable mechanism.
- e. **Paper documents.** Any paper records must be protected by storing the records in a Secure Area which is only accessible to authorized personnel. When not in use, such records must be stored in a Secure Area.
- f. **Remote Access.** Access to and use of the Data over the State Governmental Network (SGN) or Secure Access Washington (SAW) will be controlled by DOC staff who will issue authentication credentials (e.g. a Unique User ID and Hardened Password) to Authorized Users on Contractor's staff. Contractor will notify DOC staff immediately whenever an Authorized User in possession of such credentials is terminated or otherwise leaves the employ of the Contractor, and whenever an

Authorized User's duties change such that the Authorized User no longer requires access to perform work for this Contract.

**g. Data storage on portable devices or media.**

- (1) Except where otherwise specified herein, DOC Data shall not be stored by the Contractor on portable devices or media unless specifically authorized within the terms and conditions of the Contract. If so authorized, the Data shall be given the following protections:
  - (a) Encrypt the Data.
  - (b) Control access to devices with a Unique User ID and Hardened Password or stronger authentication method such as a physical token or biometrics.
  - (c) Manually lock devices whenever they are left unattended and set devices to lock automatically after a period of inactivity if this feature is available. Maximum period of inactivity is 20 minutes.
  - (d) Apply administrative and physical security controls to Portable Devices and Portable Media by:
    - i. Keeping them in a Secure Area when not in use,
    - ii. Using check-in/check-out procedures when they are shared, and
    - iii. Taking frequent inventories.
- (2) When being transported outside of a Secure Area, Portable Devices and Portable Media with DOC Confidential Information must be under the physical control of Contractor staff with authorization to access the Data, even if the Data is encrypted.

**h. Data stored for backup purposes.**

- (1) DOC Confidential Information may be stored on Portable Media as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. Such storage is authorized until such time as that media would be reused during the course of normal backup operations. If backup media is retired while DOC Confidential Information still exists upon it, such media will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.
  - (2) Data may be stored on non-portable media (e.g. Storage Area Network drives, virtual media, etc.) as part of a Contractor's existing, documented backup process for business continuity or disaster recovery purposes. If so, such media will be protected as otherwise described in this exhibit. If this media is retired while DOC Confidential Information still exists upon it, the data will be destroyed at that time in accordance with the disposition requirements below in Section 8 *Data Disposition*.
- i. Cloud storage.** DOC Confidential Information requires protections equal to or greater than those specified elsewhere within this exhibit. Cloud storage of Data is problematic as neither DOC nor the Contractor has control of the environment in which the Data is stored. For this reason:
- (1) DOC Data will not be stored in any consumer grade Cloud solution, unless all of the following conditions are met:

- (a) Contractor has written procedures in place governing use of the Cloud storage and Contractor attests in writing that all such procedures will be uniformly followed.
  - (b) The Data will be Encrypted while within the Contractor network.
  - (c) The Data will remain Encrypted during transmission to the Cloud.
  - (d) The Data will remain Encrypted at all times while residing within the Cloud storage solution.
  - (e) The Contractor will possess a decryption key for the Data, and the decryption key will be possessed only by the Contractor and/or DOC.
  - (f) The Data will not be downloaded to non-authorized systems, meaning systems that are not on either the DOC or Contractor networks.
  - (g) The Data will not be decrypted until downloaded onto a computer within the control of an Authorized User and within either the DOC or Contractor's network.
- (2) Data will not be stored on an Enterprise Cloud storage solution unless either:
- (a) The Cloud storage provider is treated as any other Sub-Contractor, and agrees in writing to all of the requirements within this exhibit; or,
  - (b) The Cloud storage solution used is FedRAMP certified.
- (3) If the Data includes protected health information covered by the Health Insurance Portability and Accountability Act (HIPAA), the Cloud provider must sign a Business Associate Agreement prior to Data being stored in their Cloud solution.

**6. System Protection.** To prevent compromise of systems which contain DOC Data or through which that Data passes:

- a. Systems containing DOC Data must have all security patches or hotfixes applied within 3 months of being made available.
- b. The Contractor will have a method of ensuring that the requisite patches and hotfixes have been applied within the required timeframes.
- c. Systems containing DOC Data shall have an Anti-Malware application, if available, installed.
- d. Anti-Malware software shall be kept up to date. The product, its anti-virus engine, and any malware database the system uses, will be no more than one update behind current. These anti-malware practices must meet or exceed those described in NIST SP800-40.
- e. The architecture must provide continuous monitoring of both internal and external activity for anomalies and identify, report, and defend against security intrusions before data is compromised.
- f. Contractor shall conduct penetration tests at least once every 24 months, system vulnerability assessments at least monthly, and application vulnerability assessments prior to the production release of any changes to source code.
- g. Contractor has implemented application/system development practices consistent with the current version of NIST SP800-64 for low to moderate impact systems, and warrants the software does not

contain any of the Open Web Application Security project (OWASP) top 10 vulnerabilities - [https://www.owasp.org/index.php/Main\\_Page](https://www.owasp.org/index.php/Main_Page)

h. Contractor will implement within 18 months of contract date a practice of systematic collection, monitoring, alerting, maintenance, retention, and disposal of security event logs and application audit trails. Logs and audit trails are written to an area inaccessible to system users and are protected from editing. At a minimum the logs and audit trails will provide historical details on all transactions within the system that are necessary to reconstruct activities. Including recording; type of event, date, time, account identification and machine identifiers for each logged transaction. Audit and log files can be analyzed by type in order to find emerging issues or trends. Contractor has settings triggering an immediate notification to appropriate system administrators for severe incidents. Logs are secured against unauthorized changes. At a minimum, logs must be retained for a period of 60 days.

(1) The data centers are designed to withstand worst-case events and maintain 99.99% availability. The data centers, managed and staffed by a carrier-class data center host, meet or exceed the Telecommunications Industry Association's (TIA) standard number 942 for Tier 4 (highest availability) data centers, including:

- Multiple power delivery paths
- Ability to withstand a 96-hour power event

Critical data is stored on backups that are archived at a secure remote location to help facilitate a quick recovery in the event of an unexpected event that results in downtime or data loss. Backups are executed and rotated on a daily, weekly, monthly, quarterly, semi-annual, and annual basis.

Backups are stored in three tiers:

- On premise
- Secondary data center
- Offline/ Offsite

## 7. Data Segregation.

a. DOC Data must be segregated or otherwise distinguishable from non-DOC data. This is to ensure that when no longer needed by the Contractor, all DOC Data can be identified for return or destruction. It also aids in determining whether DOC Data has or may have been compromised in the event of a security breach. As such, one or more of the following methods will be used for data segregation.

- (1) DOC Data will be kept on media (e.g. hard disk, optical disc, tape, etc.) which will contain no non-DOC Data. And/or,
- (2) DOC Data will be stored in a logical container on electronic media, such as a partition or folder dedicated to DOC Data. And/or,
- (3) DOC Data will be stored in a database which will contain no non-DOC data. And/or,

- (4) DOC Data will be stored within a database and will be distinguishable from non-DOC data by the value of a specific field or fields within database records.
- (5) When stored as physical paper documents, DOC Data will be physically segregated from non-DOC data in a drawer, folder, or other container.

b. When it is not feasible or practical to segregate DOC Data from non-DOC data, then both the DOC Data and the non-DOC data with which it is commingled must be protected as described in this exhibit.

8. **Data Disposition.** When the contracted work has been completed or when the Data is no longer needed, except as noted above in Section 5.b, Data shall be returned to DOC or destroyed. Media on which Data may be stored and associated acceptable methods of destruction are as follows:

Data stored on:	Will be destroyed by:
Server or workstation hard disks, or  Removable media (e.g. floppies, USB flash drives, portable hard disks) excluding optical discs	Using a "wipe" utility which will overwrite the Data at least three (3) times using either random or single character data, or  Degaussing sufficiently to ensure that the Data cannot be reconstructed, or  Physically destroying the disk
Paper documents with sensitive or Confidential Information	Recycling through a contracted firm, provided the contract with the recycler assures that the confidentiality of Data will be protected.
Paper documents containing Confidential Information requiring special handling (e.g. protected health information)	On-site shredding, pulping, or incineration
Optical discs (e.g. CDs or DVDs)	Incineration, shredding, or completely defacing the readable surface with a coarse abrasive
Magnetic tape	Degaussing, incinerating or crosscut shredding

9. **Notification of Compromise or Potential Compromise.** Contractor shall implement incident response practices consistent with NIST SP 800-61. The actual compromise of DOC Data must be reported to the DOC Contact designated in the Contract within three (3) business days of discovery. If no DOC Contact is designated in the Contract, then the notification must be reported to the DOC Contracts and Legal Affairs office at docclacontracts@doc1.wa.gov. Contractor must also take actions to mitigate the risk of loss and comply with any notification or other requirements imposed by law or DOC.

10. **Data shared with Subcontractors.** If DOC Data provided under this Contract is to be shared with a subcontractor, the Contract with the subcontractor must include all of the data security provisions within this Contract and within any amendments, attachments, or exhibits within this Contract. If the Contractor cannot protect the Data as articulated within this Contract, then the contract with the subcontractor must be submitted to the DOC Contact specified for this contract for review and approval.

11. **System Audit Requirements.** Contractor has completed a recent independent security audit by a SOC 2 Type 2 accredited firm of their development and operational practices, or that an independent security

audit by an accredited firm will be completed within 6 months after contract execution. This audit must include vulnerability assessments, and penetration tests, and confirm compliance with the security requirements herein. The audit should include any specific data center facility where the service is deployed, and all failover facilities unless those facilities provide their own SOC 2 Type 2 audit.

12. **Disaster Recovery.** Within 18 months of contract date, contractor shall document, test and maintain a disaster recovery plan including an alternate facility to assure the system/service is recovered within 24 hours of a force majeure event. The recovery plan must protect against more than 24 hours of DOC data being lost.



## SERVICE LEVEL TERMS

Vendor shall provide Support and Maintenance Services for each component of the Solution in accordance with its general support offering to its customers and the terms set forth in this Service Level Agreements Schedule, provided that, in the event of a conflict between Vendor's general support offering and the terms and conditions set forth in this Schedule, the terms and conditions of this Schedule shall control. These Service Level Terms shall only apply during the term of the Agreement.

### I. FRIENDS AND FAMILY SUPPORT PROCEDURES

Customers can use Vendor's toll-free number to either speak to a live agent or use an intuitive, automated interactive voice response system to help them with their needs. The call is initially answered by Vendor's IVR system to help identify the caller's needs.

If needed, a caller can reach a live agent through menu options on the phone. Live agent support is available to friends and family members seven days a week, 24 hours a day, and 365 days a year. Vendor's Friends and Family Call Center (SFFCC) has US-based personnel that provide customer service to friends and family members of our incarcerated population. Our Call Center operations are split between a 130+ seat call center located in Carrollton, TX, and an additional 60 associates that are sourced from our partnership with Televerde, which provides incarcerated women the opportunity to build relevant skills while providing services to friends and family.

Vendor's agents can help customers with Vendor's services, including but not limited to the following issues:

- Setting up and funding accounts
- Making payment arrangements
- Obtaining information on credit limits
- Resolving complaints
- Blocking and unblocking numbers
- Reviewing call durations and history
- Learning about MoneyGram® options
- Learning about Western Union® options
- Receiving information on new services
- Confirming originating facility
- Reviewing account balances
- Answering questions and helping customers with refund requests
- Managing account notifications

Vendor offers both English speaking and Spanish speaking agents.

**Escalations**

Should an end user want to escalate a refund request or other complaint, they can ask to speak to a SFFCC representative at the next higher level who can further escalate resolution procedures:

**SFFCC Escalation Levels**

- Level 1 – Associate
- Level 2 – Supervisor
- Level 3 – Manager
- Level 4 – Director

Levels	Time Periods	Description
Level 1 – Associate	10 – 15 mins from start of call.	The Associate will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 2 – Supervisor	15 – 60 mins from start of call.	The Supervisor will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 3 – Manager	2 - 6 hours from start of call.	The Manager will attempt to de-escalate and resolve the call, before escalating to the next level.
Level 4 - Director	24 hours from start of call.	The Director will take the appropriate steps to solution the complaint for an end user.

For added convenience, Vendor offers personal account access via [www.securustechnologies.com](http://www.securustechnologies.com), IVR, and the Securus mobile app. Online FAQ’s are also available to help friends & family members.

**Performance Standards**

Performance Standard	Performance Credit
SFFCC will answer 75% of all friends and family calls within two minutes or less after a live operator has been requested, with an abandonment rate of less than 10%.	For any given month where Vendor fails to achieve the commitments, Vendor will provide one free telephone call and one free stamp per incarcerated individual in addition to the free call(s) and stamp(s) they will already be receiving per the terms of this agreement.
Satisfactory User Satisfaction Score from Annual Survey (Friends and Family)	<b>Vendor will achieve an aggregate average satisfaction of &gt; 85%.</b>  Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey

	will then be initiated to determine if performance has improved.
Damage, inaccessibility, or permanent loss to eMessages, photos, or videograms, not due to end user actions (example: user deleted content).	1 free stamp per damaged, inaccessible, or permanently lost item, not to exceed one hundred (100) stamps per account per calendar year.
<p>Credits for:</p> <ul style="list-style-type: none"> <li>• Video visit fails or overall performance quality is poor.</li> </ul> <p>Credits will be processed by Securus within 48-hours.</p>	<p>Securus is responsible for investigating claims regarding failed video visits and/or poor video visit performance quality.</p> <p>Should the failed video visit and/or video visit performance issue be something caused by Securus' products, including hardware, software, and/or networks, or reasonably within Securus control, Securus will issue a credit equal to the value of the video visit.</p> <p>To request a refund due to failed and/or poor performance quality video visit, the customer will send a credit request form to Securus and Securus will investigate to determine if video visit was determined to have failed and/or was of poor Securus performance quality, a credit equal to the cost of the video visit will be issued within 48 hours.</p> <p>Failed video visit and/or performance issues determined to be related to family or friend network services, equipment, and/or actions are beyond Securus control and a credit would not be given.</p>

**II. INCARCERATED INDIVIDUAL SUPPORT PROCEDURES**

**Incarcerated Individual Reporting of Tablet Issues**

Incarcerated individuals can self-report tablet related issues directly to Vendor through the **Services application** on their tablets. Utilizing this app, incarcerated individuals can search a list of frequently asked questions that will help them resolve most issues themselves, or they can submit a Support Request that informs Vendor of the issue they are experiencing.

**Ticket Limit**

Incarcerated individuals shall be able to open 1 ticket at a time but may not have more than 10 open tickets at a time and only 1 ticket per specific issue. Incarcerated individuals will be provided an automated assistant to address routine issues. This automated assistant will be available 24x7x365 and will provide instructions on how to overcome basic service issues, as well as answer simple questions.

**The Service Level commitment for an incarcerated individual’s Support Request:**

<b>Tablet Issue Type</b>	<b>Priority Levels</b>	<b>Resolution Timeframe</b>	<b>Details</b>
Tablet – Hardware	P1	Average five (5) days to resolve	The ticketing CRM will prioritize hardware tickets over non-hardware issues. Any delays caused by WA DOC associated with the distribution of replacement tablets or other equipment/accessories will not be part of resolution timeframes.
Tablet – Media/Other	P2	Average five (5) days to resolve	The ticketing CRM will prioritize non-hardware tickets after hardware tickets have been reviewed/resolved.

**Performance Standards**

<b>Performance Standard</b>	<b>Performance Credit</b>
The Service Level commitment for an incarcerated individual’s Support Request will average five days to resolve.	For any given month where Vendor fails to achieve the commitments, Vendor will provide one free telephone call and one free stamp per incarcerated individual.
Satisfactory User Satisfaction Score from Annual Survey (Incarcerated Individuals)	<b>Vendor will achieve an aggregate average satisfaction of &gt; 85%.</b>  Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey will then be initiated to determine if performance has improved.

<p>Damage, inaccessibility, or permanent loss to eMessages, photos, or videograms, not due to end user actions (example: user deleted content).</p>	<p>1 free stamp per damaged, inaccessible, or permanently lost item, not to exceed one hundred (100) stamps per incarcerated individual per calendar year.</p>
<p>Credit for:</p> <ul style="list-style-type: none"> <li>Purchased content is unable to be downloaded within 48 hours or does not work as intended (e.g. music is missing, game does not start, music file is corrupted, etc.), not due to end user actions (example: user deleted content).</li> </ul> <p>Credit will be processed within standard SLA guidelines.</p>	<p>Securus will replace the content (e.g music) if the content is still available in which case no refund or credit will be provided.</p> <p>In the event the content is no longer available, the incarcerated individual will receive a refund equal to the original cost of the content and will receive 1 free credit for whatever content the requested refund is for.</p>

**III. GENERAL INFORMATION**

**Customer Service**

The Securus Friends and Family Call Center provides account establishment, account management and billing customer service to the friends and families of incarcerated individuals. Securus Correctional Billing Service has in-house trained customer service specialists on staff to handle customer calls 7 days a week, 24 hours per day. In addition, customers may also use a web-based customer service portal or check balances or fund accounts with our automated telephone support system featuring a state-of-the-art Integrated Voice Response (IVR) system.

Service Availability. Securus will provide the infrastructure, goods, and services needed to provide consistent service availability including during high traffic periods. In no event shall services be noticeably impacted by high traffic, including impacts to making calls or consuming content.

**Refunds**

To obtain an account refund for telephone services, end users may contact the Securus Friends and Family Call Center by phone or by email at [www.securustech.net](http://www.securustech.net). For all credit card transactions made by phone or website, full and partial refunds will be applied to the payment source last used. For full refunds on accounts last funded via Western Union, funds will be refunded to the customer through Western Union. For partial refunds on accounts funded via Western Union and for both full and partial refunds on payments mailed to Vendor, a check will be mailed via the U.S. Postal Service. Vendor does not charge refund fees.

Securus will process refunds no longer than 48 hours from the time of request. The friend or family member can expect to see credit card refunds reflected in 1-2 billing cycles. Refunds by check take 2-3 weeks to be mailed.

Refunds shall be processed in accordance with user agreements and in the event a refund is warranted.

Securus will work with WA DOC to implement automatic credits for consumers who have experienced SVC service issues over a 90-day period that do not meet the committed uptime of 90% availability.

Refunds are issued back to the original credit/debit card for which the transaction(s) was paid for. Once scheduled, a Video Visitation session must be attended during the scheduled time period. Failure to sign on at the scheduled time or signing on late will not extend the session time period for which the user paid. Vendor will comply with the DOC policies surrounding incarcerated individual missed visits and refund eligibility consistent with Securus Terms and Conditions.

All purchased e-messaging postage is non-refundable. Unused postage will not be refunded. If family members transfer stamps to an incarcerated individual, they are owned by the incarcerated individual, must be used, and will not be refunded. If the WA DOC refuses to distribute a message or media attachment to an incarcerated individual, then no refund or replacement postage will be given. Vendor will comply with the DOC policies surrounding refund eligibility.

An end user may not cancel a Money Transfer Payment to an incarcerated individuals Trust account once it has been processed. Under some circumstances, a Payment may not be completed, or the DOC may refuse to accept a Payment. In such cases, JPay will cancel the Payment transaction and refund the principal Payment to the Customer. Any disputes or refund requests relating to lost or misdirected payments must be submitted to JPay within sixty (60) days of the original transaction. All Service Fees are nonrefundable.

### **Customer Service Feedback**

Customers shall be given the ability to rate all customer service interactions on a yes-no rating in the Customer Satisfaction (CSAT) system. The system will prompt the user to answer a simple question related to the ability of the customer service agent to solve the end user's issue. Contractor shall report the average CSAT rating to the Department monthly. Customer service representatives who routinely provide poor service will be removed from providing service to Washington State customers.

### **Ticket Resolution**

Customer service tickets may only be closed in two situations: 1) the customer has explicitly indicated that the issue has been resolved, and/or 2) the customer was provided a resolution and has not responded in 5 business days.

### **Ticket Closure**

Tickets cannot be closed before they are fully resolved. A quarterly quality assurance audit will be performed between DOC and the Vendor in order to validate resolved tickets.

### **Customer Service Reporting**

In addition to the reporting stated above, Securus will report monthly on the following:

1. User support desk ticket report must include the following:
  - a. Number of tickets opened;
  - b. Number of tickets resolved;
  - c. Number of tickets closed;
  - d. Average time to initial response;

- e. Average time to resolution;
- f. Detailed comments for each ticket;
2. SVC report must include the following:
  - a. Number of failed video visits;
3. Average customer feedback;
4. Average customer feedback sorted by customer service rep;
5. Number of failed calls separated by tablet based calls vs. hardware calls;
6. A narrative of specific problem areas including statistics to support the narrative.
7. All customer related reporting shall be made available to Washington's Office of Corrections Ombuds and shall be made available to friends and family.
8. Service availability and downtime by service type and facility.
9. Yearly report on the Securus' SLA performance and total penalties assessed.

### **Quarterly Report Meetings and Dashboard**

Securus agrees to meet quarterly with the Department, a friends and family representative, and an Office of Corrections Ombuds representative to discuss customer service issues.

### **Notice to Users**

Securus will use best efforts to notify users of planned downtime.

### **Notice When Barred**

In the event that an individual will be barred or disallowed from service, it is expected that Securus will use best efforts to provide them written notification in advance of barring them.

## **IV. DOC SUPPORT PROCEDURES**

Vendor provides customer service from its operations center located in Carrollton, Texas. The Securus Technical Support Center (TSC) serves as a single point of contact for facility staff to request service **24 hours a day, seven days a week, 365 days per year**. There are three ways to contact the TSC:

- Telephone: 866-558-2323
- E-Mail: technicalsupport@securustech.net
- Fax: 800-368-3168

The TSC uses a call distribution system to manage the flow of inbound calls, automatically routing calls directly to our support technicians in a skills-based, platform specific manner. Vendor establishes response times and service level agreements that accomplish our objective of providing timely resolution to each request.

Technicians assign each service request an initial priority level, each with resolution and escalation timelines. Every effort will be made to resolve the problem remotely within the designated timeframes, and Vendor resolves most service requests during the initial request. If necessary, a field service technician is dispatched to the facility to expedite resolution.

The TSC uses an event tracking system that logs, tracks, manages, and assures appropriate response to all service requests. The service request generates a trouble ticket with priority level assignment that drives diagnosis and response processes. The support technician performs initial problem diagnosis and isolation procedures, determines the nature of the problem and either resolves the problem or engages an appropriate party for problem resolution. The TSC retains ownership of all service requests and is responsible for the escalation and update functions.

Below are the applicable Service Response Times and Escalations associated with:

- Securus Telephone Service
- Securus Video Connect Service
- Securus Unity Tablet Service

### Securus Service Response Times and Escalations

\*\*WA DOC Expectations include individual units, areas of coverage, and/or facilities and not overall system capabilities across all facilities. Any indication of system failures described in the below, affecting multiple individuals or areas must be addressed with the appropriate priority level described below. (Example: Securus receives multiple calls concerning the wi-fi system being down in the outside rec area of MCC).

Priority Level	Service Priority Description	Response Time	Customer Communication Guideline	Resolution Time	Escalations
P1	<p>A P1 is any event or defect that significantly impacts the ability of users to use the solution or exposes the users to liability and there is no workaround.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Video visits completely degraded and/or not working</li> <li>• Phone service completely degraded and/or not working.</li> <li>• Wi-Fi availability in a unit is</li> </ul>	2 hours	Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.	24 hours	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager &amp; Field Service Manager            Director, Customer Success &amp; Director, Field Operations            Chief Operating Officer</p>



	<p>degraded and/or not working.</p> <ul style="list-style-type: none"> <li>Media delivery system is not delivering service and/or not working.</li> </ul>				
<p>P2</p>	<p>A P2 is any event or defect that adversely impacts the ability of users to use the solution or exposes the users to liability and there is no workaround. The system is able to be used, but there are adverse impacts to users.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>A defect in the system is causing emails not to be received until 24-hours after they should have been received. (Email receipt delay).</li> <li>A defect that causes increased download time for movies or content.</li> <li>A defect that causes information</li> </ul>	<p>6 hours</p>	<p>Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.</p>	<p>36 hours</p>	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager &amp; Field Service Manager  Director, Customer Success &amp; Director, Field Operations  Chief Operating Officer</p>

	to display incorrectly.				
P3	<p>A P3 is any event or defect that causes minor problems to occur that could be circumvented without difficulty or disruption to users. Something is out of order but can be resolved in a simple way with nominal impact.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• A problem with a phone that could be circumvented by using another phone.</li> <li>• A problem with a terminal that could be circumvented at another terminal.</li> </ul> <p>If the problem is unable to be resolved in a simplistic way, it is elevated to P2.</p>	12 hours	Securus Technical Support Center notifies the facility when the service issue is responded to and reviewed. If a service technician is required, then Securus Dispatch or a Field Service Technician contacts the customer with an estimated time of arrival.	72 hours	<p>If response is delayed, escalation procedures within Securus' Management Team are activated to ensure appropriate resources are allocated to resolve the service request</p> <p>Technical Support Manager &amp; Field Service Manager          Director, Customer Success &amp; Director, Field Operations          Chief Operating Officer</p>

**IV. SOLUTION PERFORMANCE STANDARDS AND PERFORMANCE CREDITS**

The Performance Standards set forth below shall apply to the functioning of the IITS Solution and excludes failures of network and equipment not in the control of Vendor. The Performance Credits set forth below are the amounts DOC can elect to assess Vendor. DOC shall evaluate each instance of non-performance related to a failure of Vendor to meet the Performance Standards, and will determine, in its discretion, whether to assess the Performance Credits.

The remedies set forth below are not the sole and exclusive remedy of DOC for a failure of the IITS Solution to meet the Performance Standards. Additional remedies are set forth in the Agreement.

In the event of repeated failures to comply with the Performance Standards, Vendor's Chief Technology

Officer and, if desired, Chief Executive Officer shall meet with DOC to discuss Vendor's proposed solution to the problem.

<b>Performance Standard</b>	<b>Performance Credit</b>
Contractor will provide timely customer service to DOC based on the Service Response Times and Escalations noted above	Assess \$100.00 per day for each day past the applicable priority level time specified that a response has not been provided; 60-Day cap.
Satisfactory User Satisfaction Score from Annual Survey (DOC)	<p><b>Vendor will achieve an aggregate average satisfaction of &gt; 85%.</b></p> <p>Failure to meet this standard will result in Securus being required to provide the Department a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve customer satisfaction. A follow-up survey will then be initiated to determine if performance has improved</p>
For each facility, each facility's telephones shall remain operative (at least 90% of the phones are operative, other than for scheduled maintenance)	\$500.00 for each hour that the failure continues beyond 6 hours.
For each facility, each facility's tablets and video connect systems (including terminals) shall remain operative (at least 90% of the tablets and video connect systems are remain operative, other than for scheduled maintenance).	\$125.00 per day if resolution is not completed within 24 consecutive hours; 60 Day cap.
Vendor will comply with the Project Plan.	For vendor-caused delays, delay credits shall equal \$2,500.00 per calendar day for the first ten calendar days, and then \$5,000.00 per calendar day for each calendar day of delay thereafter. In no event during implementation will delay credits exceed \$100,000.00.
Damage, inaccessibility, or permanent loss to communication records, including but not limited to Call Detail Records (CDRs) and recorded communications.	\$125.00 per record.

Securus systems and interfaces shall remain accessible to the DOC at all times; except for those periods where scheduled or emergency maintenance is being conducted.	Assess \$500.00 for each hour that the failure continues beyond 6 hours.
The Contractor shall provide training throughout the term of the Contract within 15 Days for each of the DOC's request(s) for the training.	The Contractor will be assessed \$125.00 per Day for each Day past the 15 Day requirement.

Note 1: For \$ denominated support credits, no support credit shall exceed ten percent (10%) of the total gross revenue for the month(s) in which the non-compliance occurred.

Note 2: For \$ denominated support credits, any time more than one support credit is being applied, the total adjustment shall not exceed 10% of the total Gross Revenue for the month(s) in which the non-compliance occurred.

Note 3: For \$ denominated support credits, total support credits in a fiscal year shall not exceed 10% of the total Annual Gross Revenue in that fiscal year.

Note 4: Support credits will not apply if non-compliance is determined to be a force majeure event as documented in the contractual agreement.

Note 5: A single non-compliant event that implicates multiple support credits will be assessed at only the costliest performance measure.

Note 6: Failure to meet any performance standards three times within a calendar year will result in Securus being required to provide an Executive Summary to WA DOC that includes a performance enhancement plan, detailing the actions that will be taken at 30, 60, and 90 days to improve the identified issues, including timelines for remedy.

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# 1 PROJECT SERVICES

## 1.1 Documentation Services

### 1.1.1 *Statements of Work, Project Plan, and Joint Resource Plan.*

For all projects (implementations, upgrades, infrastructure changes, etc.) under this Agreement the Parties shall jointly create the following: A statement of work ("*Statement of Work*"), a project plan ("*Project Plan*"), and a joint resource plan ("*Joint Resource Plan*"). The Project Plan and Joint Resource Plan shall be updated and maintained by Vendor in accordance with the requirements in this Section and pursuant to applicable quality standards, and each updated Project Plan and Joint Resource Plan shall be subject to written approval by DOC. Additionally, changes to the Project Plan must be made in accordance with DOC's change control process. Changes to a Statement of Work shall be made through a Change Order or amendment, as may be agreed to by the Parties.

#### 1.1.1.1 Statement of Work.

1.1.1.1.1 Each Statement of Work shall include, as applicable:

- (i) A general description of the Vendor services;
- (ii) A complete description of the scope and responsibilities of each of the Parties;
- (iii) A complete description of any assumptions applicable to the scope of services; any assumptions not initially identified cannot be later claimed by Vendor as an assumption in the project;
- (iv) Descriptions of Deliverables, including dependent Deliverables, in such detail as requested by DOC, and the Party responsible for creating and/or providing input to the Deliverable;
- (v) Other mutually agreed terms.

#### 1.1.1.1.2 *Completeness of Services and Products*

Vendor represents and warrants to DOC that, as of the Effective Date of this Agreement: (a) Vendor has identified in the attached Statement of Work all software, hardware, services and other items required to: (i) implement the Incarcerated Individual Technology Services "IITS," which is the combined goods and services as described in the statement of work and Requirements Responses; (ii) provide ongoing services to DOC, DOC Incarcerated Individuals, and friends and family of those individuals; and (iii) achieve the DOC Requirements, the Performance Standards, and other requirements as set forth in this Agreement.

#### 1.1.1.1.3 *Special Provisions Relating to Scope*

The Parties acknowledge that there may be additional activities and tasks that are not reflected in this Agreement, but are nonetheless advisable, necessary, or required to successfully implement and provision of the IITS. If there is a disagreement as to which Party is responsible for a given activity, task or subtask, the matter shall be referred to the Vendor Account Executive and the DOC Project Manager for resolution, and they will use as guidelines in resolving the matter whether the activity, task or subtask was reasonably related and/or linked to a Party's stated responsibilities in the IITS Statement of Work

and/or IITS Project Plan.

**1.1.1.1.4 Assumptions**

The Assumptions set forth in the Statements of Work identify the complete list of assumptions applicable to the IITS and relied on by the Parties in developing the IITS Statements of Work. If an assumption is determined to be no longer valid, then a Party may assert that the assumption will result in an out-of-scope activity or event, entitling that Party to activate the Change Order procedures.

**1.1.1.2 Project Plan.**

Each Project Plan shall include all Vendor (including any subcontractors) and DOC (or its Third Party) activities and tasks. Each Project Plan will be agreed to by the Parties prior to project initiation, and shall include, as applicable:

- (i) Commencement and completion dates for the project;
- (ii) All Critical Milestone and Deliverable events and Deliverable Due Dates and Critical Milestone Due Dates (with such Critical Milestones being identified by a different color and with the phrase "Critical Milestone" in the Project Plan so that users can search on such term);
- (iii) All entrance and exit criteria for determining whether a critical milestone has been completed.
- (iv) All other milestones, activities, tasks and subtasks, along with their dependencies;
- (v) For each grouping or subgrouping of Solution components, identify the activities that are related to other groupings or subgrouping of Solution components, including any activities that affect another grouping or subgrouping, *e.g.*, design activities of one grouping of application components may need to be designed considering the implementation of another grouping or subgrouping, *etc.*;
- (vi) Sufficient description of all activities, tasks and subtasks (including DOC-only responsibilities) to be performed by Vendor, DOC or responsible Third Party, and the location of such activities, tasks and subtasks; and
- (vii) The dates, duration, and locations of Project Status Meetings and contract compliance meetings.

The initial Project Plan may be preliminary at the time of development, and accordingly, a more detailed Project Plan may need to be developed by the Parties as the project proceeds. Any such final IITS Project Plan shall be subject to the terms of **Section 2.1.1**.

Securus will be responsible for managing and updating the Project Plan as changes are made to such Plan, and any updates to the Plan must be submitted with the Project Status Report. Changes to the Project Plan approved by DOC shall be made by Vendor. Any proposed changes to the Project Plan that are not approved by DOC shall be recorded by Vendor in the next succeeding Project Status



Report. Unless otherwise agreed by DOC, if Vendor proposes any changes to dates for any activities or tasks in the Project Plan, the original time interval for such commencement and completion of such activity or task shall be used for the proposed re-set commencement date. By way of example, if system integration testing stage is originally established with a 2-week timeframe between the commencement and completion dates, and the commencement date for system integration testing is required to be adjusted, the proposed re-set dates must honor the 2-week time interval and the adjusted completion date for system integration testing must be 2 weeks after the commencement date. DOC shall not be required to consider any proposal to compress timeframes for activities or tasks.

## 1.2 Project Management Services

For any and all IITS projects now or in the future, Vendor shall act as the project manager and shall perform all customary duties of a project manager, including performing the day-to-day project management duties, managing the provision and coordination of the Services provided by Vendor, reporting on the progress of or delays involving Vendor and/or DOC, and managing to complete the project on-time and at no cost to DOC. Without limiting the generality of the foregoing, Vendor shall provide the following project management Services.

### 1.2.1 Project Management and Other Meetings

On the dates and locations specified in the Statement of Work and/or Project Plan and other dates as reasonably requested by DOC, the Vendor Project Manager, the DOC Project Manager, and other appropriate representatives of the Parties shall discuss the status of the project ("*Project Status Meetings*"). In accordance with agreed to timeframes, Vendor shall create and distribute to all meeting participants, a meeting agenda, and send the Project Status Report electronically to DOC. At each Project Status Meeting, the Parties shall review the Project Status Report and discuss any existing or newly discovered Issues, Risks, and Defects impeding progress towards project goals, any proposed changes to Critical Milestones or Deliverable Due Dates and other Issues relevant to the project. Vendor shall keep minutes of the meetings and shall include such minutes in the next Project Status Report.

In addition, Vendor shall create, maintain, update, and circulate to applicable personnel a separate schedule that identifies the time, place, location, and participants for all Project Status Meetings, other status meetings, team meetings, executive briefings, and other meetings relating to the project. For all Vendor-arranged or conducted meetings: (a) Vendor shall discuss and mutually agree with DOC on dates for meetings in advance with all key personnel from DOC who need to attend such meetings to avoid scheduling the meetings when there are scheduling conflicts, and conflicts of availability for key personnel of DOC; and (b) Vendor shall prepare all meeting materials and make them available to the meeting attendees sufficiently in advance of the meeting to permit time for review by the recipients.

### 1.2.2 Project Status Reports and Feedback.

#### 1.2.2.1 General

The Project Status Report shall be signed by the Vendor Project Manager and include:

- (i) Excerpts from project Issue and Risk logs based on escalation criteria;
- (ii) A separate section identifying the accomplishments and Issues encountered since the last Project Status Report, and suggestions and proposed actions for dealing with and

resolving such Issues, including identifying and explaining actual delays and expected delays, and the impact of such Due Date delays and expected delays, relating to the Statement of Work, Project Plan, and Deliverable Due Dates and Critical Milestone Due Dates;

- (iii)** A separate section identifying previously-reported Issues and Defects, the date such Issue or Defect was previously reported, and the action taken to address such Issues and Defects – if no action was taken by either Party, Vendor shall identify which Party was required to act and identify that such Party did not take action;
- (iv)** The percent complete for each Deliverable, Critical Milestone and other milestones and the effort remaining and/or estimated number of hours required to complete each Deliverable, Critical Milestone and other milestones;
- (v)** Thirty (30) and sixty (60) day forecasts identifying all the activities and tasks and estimated number of hours required of the project teams and the expected Deliverables and other outputs, which forecasts must be consistent with the timeframes set forth in the IITS Project Plan;
- (vi)** A cumulative summary and status of each Change Request, Change Response, and Change Order, and a determination as to whether response time frame commitments are being met;
- (vii)** Compliance with Deliverable Due Dates and Critical Milestone Due Dates, and whether any Delay Credits or other financial consequences are incurred, earned back or due;
- (viii)** Status of any requests for additional Vendor Personnel;
- (ix)** Status of any proposed changes to any other Schedules, Exhibits or Attachments to this Agreement or any proposed amendments to this Agreement;
- (x)** Tasks and activities accomplished, and Deliverables completed since last Project Status Report, tasks, activities and Deliverables planned for completion and delivery between the issuance of the current Project Status Report and the next Project Status Report and the dependencies of such tasks, activities and Deliverables;
- (xi)** A list of the action items that arose from the last Project Status Meeting and the status of such items; and
- (xii)** Such other matters as one Party may request of the other.

Issues, Risks, and Defects that may arise shall be timely reported by one Party to the other and logged. Vendor shall include in the Project Status Reports any delays by DOC and/or Third Parties or other circumstances as well as any Issues, Risks, and Defects that are reported by DOC to Vendor. For any delays caused by DOC (including any failures by DOC personnel to fulfill DOC responsibilities), Vendor shall identify the delay and/or the specific activity, task, or subtask in the Project Plan that DOC has not completed on time. DOC shall have the right to assume that Vendor is not aware of any Issues, Risks, and Defects unless Vendor specifically identifies such Issues, Risks,

and Defects in the Project Status Reports.

No Issues, Risks, or Defects shall be deleted or removed from the Project Status Report, Issue and Risk Log, or Defect Log, respectively, until such Issue or Risk or Defect has been resolved to DOC's reasonable satisfaction and DOC agrees to remove the Issue, Risk, or Defect from the Project Status Report, Issue and Risk Log or Defect Log, as applicable.

**1.2.2.2 Feedback and Updates.**

DOC shall have the right, but not the obligation to provide feedback and comment on any Project Status Report provided by Vendor. If DOC provides written feedback and comment to a Project Status Report, Vendor shall incorporate into and address such feedback and comment in the next Project Status Report.

**1.2.3 Issues and Risks Management.**

Vendor shall identify and report on all Issues and Risks, whether such Issues and/or Risks are identified by Vendor or DOC, which arise during the project. Without limiting the generality of the foregoing, Vendor shall:

- (a)** Populate the Issues and Risk Log as soon as Vendor or DOC identifies an Issue or Risk;
- (b)** For each Issue and Risk identified, propose to DOC a mitigation plan to eliminate or mitigate the Issue and/or Risk, and upon approval, Vendor shall include the mitigation plan in the Issues and Risk Log;
- (c)** Monitor all outstanding Issues and Risks, and report on whether the previously approved mitigation efforts have been or are being undertaken and then assess whether the mitigation efforts are successful or need further revision; and
- (d)** Provide the current, updated Issues and Risk Log to the DOC Project Manager on no less than a weekly basis, and such updated Log shall be included with the Project Status Report.

**1.2.4 Defects Management.**

Vendor shall use a Defect Log to provide defect management Services. Without limiting the generality of the foregoing, Vendor shall:

- (a)** Populate the Defect Log as soon as Vendor or DOC identifies a Defect and prior to the certification of any Critical Milestone; to the extent the Vendor's tool is used for the Defect Log, Vendor shall provide DOC with the ability to directly input Defects;
- (b)** For each Defect identified, propose to DOC a corrective/mitigation plan to eliminate or mitigate the Defect, and upon approval by DOC, Vendor shall include the corrective/mitigation plan in the Defect Log;
- (c)** Monitor all outstanding Defects, work with Vendor's resources and report on whether the previously approved corrective/mitigation efforts have been or are being undertaken and then assess whether the corrective/mitigation efforts are successful or need further revision; and
- (d)** Provide the current, updated Defect Log to the DOC Project Manager on demand as well as on a weekly basis, and such updated Defect Log shall be included with the Project Status Report.

**1.2.5 Financial Status Management.**

DOC may create a project budget for use in managing a project. If DOC develops a project budget, Vendor will provide data inputs during the project as required to populate such project budget based on Deliverables, Critical Milestones, and milestones.

**1.2.6 Contract Compliance Meetings**

Vendor and DOC shall meet approximately monthly to discuss the Parties' compliance with this Agreement and resolve any compliance or related Issues.

**1.2.7 Addressing Inadequate Personnel Planning or Availability of Personnel.**

Inadequate personnel planning and/or availability of personnel can have a significant negative impact on the ability to meet Deliverable Due Dates and Critical Milestone Due Dates. Inadequate personnel planning can result from, among other things, Vendor not accurately representing the types or number of personnel needed by DOC to complete its tasks and activities, DOC not hiring or having its personnel available when needed, and delays on the part of Vendor that have the effect of requiring DOC to attempt to accomplish too many tasks in a compressed timeframe (e.g., in order to meet a Critical Milestone). If the lack of personnel needed to complete the tasks and activities for a given Critical Milestone is based on or linked to Vendor delays such as not completing prior activities when required, providing Deliverables late or other issues, then Vendor shall identify such Issue in a Project Status Report and work with DOC to determine whether: (a) DOC personnel can be effectively reallocated in a manner that will not jeopardize the ability to meet other timeframes or obligations in the project (current or future); (b) timeframes for any particular task or activity, other than the timeframes for completing any stage of testing the Solution, can be accelerated; (c) if time frames (other than for testing) can be accelerated, whether it is prudent or consistent with industry practices to do so (if it is not prudent or consistent with industry practices, then DOC shall be under no obligation to agree to any such acceleration); or (d) there is any other impact on the project. If it is determined that Vendor was the cause of the delay (based on any of the above reasons or otherwise), then Vendor shall be responsible for the additional costs and expenses involved in either hiring additional DOC-personnel, providing additional Vendor personnel to accelerate performance, or both. If the reason for the need for additional DOC personnel is attributable to DOC, then DOC shall be responsible for such additional costs and expenses, and if the solution is additional Vendor personnel, DOC shall only be obligated to the extent a Change Order is signed by DOC.

**1.2.8 Implementation Delays.**

A Critical Milestone will be achieved successfully when DOC verifies in writing that the activities, events and/or Deliverables that comprise such Critical Milestone have met all applicable certification criteria and DOC has signed the applicable Deliverables Certification Form (**Schedule 3**). Subject to the further terms of this Section, if DOC reasonably determines that Vendor is likely to fail to meet a Critical Milestone Due Date or a Deliverable Due Date, or if Vendor already has failed to meet a Critical Milestone Due Date or Deliverable Due Date, then:

**(a) Additional Personnel.**

At DOC's option, Vendor shall provide to DOC, at no additional cost, additional Vendor personnel required or necessary to timely achieve the Deliverable Due Date and/or Critical Milestone Due Date, or, if Vendor has already failed to meet one (1) or more Deliverable Due Dates and/or Critical Milestone Due Dates, complete the Critical Milestone(s) or Deliverable(s) as soon as practicable, provided that any adjustment of a Critical Milestone Due Date shall not operate to adjust any future Critical Milestone Due Date unless specifically agreed to in writing by DOC; and

**(b) Delay Credits**

DOC shall be entitled to receive credits in the amounts and pursuant to the terms and conditions set forth in the Project Plan for each day that Vendor fails to timely achieve a Critical Milestone Due Date on the original missed Critical Milestone Due Date ("**Delay Credits**"). The Parties agree that the Delay Credits are not to be construed as a penalty or an exclusive remedy. If a Critical Milestone Due Date is reset pursuant to a mutually agreed Change Order, such reset Due Date shall not operate or be construed to automatically waive any Delay Credits unless DOC specifically agrees in writing in connection with such reset Due Date that DOC waives the applicable Delay Credits. Vendor shall have the ability to earn back the Delay Credits associated with a Critical Milestone if the next succeeding Critical Milestone Due Date (on an unadjusted basis) is met. Delay Credits associated with Production Use and Project Completion cannot be earned back by Vendor.

DOC's acceptance of additional personnel or Delay Credits as provided in **Section 1.2.8** shall not be construed or implied to limit or constitute a waiver of any of DOC's rights as provided in **Section 5**. Vendor shall not be obligated to provide additional personnel at no additional cost or to provide Delay Credits to DOC to the extent Vendor's failure to achieve any Critical Milestone is caused by DOC or its Third Party's delays or a Force Majeure Event that was not capable of being mitigated.

**1.2.9 Use of Vendor Implementation Methodologies**

Vendor has recommended using certain proprietary and non-proprietary methodologies for the IITS implementation ("**Vendor Implementation Methodologies**," as further described in the Project Plan). Vendor represents to DOC that, based on its due diligence conducted prior to the Effective Date, the Vendor Methodologies are appropriate, sufficient, and applicable to the services required to complete the implementation with quality Deliverables on-time. Based on such representation, DOC has agreed that such methodologies will be used in the implementation. However, if DOC or Vendor determine that one or more of the Vendor Methodologies are impeding the progress of the implementation or are negatively impacting the quality of Deliverables, on-time performance, or other considerations, then Vendor shall adjust, modify or change the Vendor Methodologies to address the negative impact on the implementation, and any such changes to the Vendor Methodologies shall be subject to a no cost Change Order in order to make such changes effective.

**1.3 Change Order Procedures.**

**1.3.1 General.**

Strict project management control processes and the documentation of changes are all important components of project management discipline. Accordingly, with respect to any changes that will result in an out-of-scope activity, a change to a Deliverable Due Date or Critical Milestone Due Date, or a reduction in the scope of activities, a Change Order will be required pursuant to this Section and any additional change control processes as may be mutually agreed to by the parties. For purposes of this Agreement, an out-of-scope activity is an activity that is not identified or contemplated in the applicable Statement of Work or Project Plan, or otherwise addressed as part of the work to be performed in connection with an amendment.

**1.3.2 Change Orders.**

Change Orders may be initiated by either party and shall be requested through a change request ("**Change Request**") and can be initiated by either party. DOC and Vendor shall each bear their own costs in preparing and analyzing the Change Request and Change Response. The form of the Change Request is attached as **Schedule 2**.

### **1.3.2.1** DOC-Generated Change Requests.

Within three (3) business days following receipt of any DOC Change Request, Vendor shall acknowledge that it has received the Change Request and that the appropriate Vendor representative(s) are working on a response. Within ten (10) business days for a Change Request involving a request by DOC to change one (1) or more Deliverable Due Dates or Critical Milestone Due Dates and within seven (7) business days for all other Change Requests, following Vendor receipt of such DOC Change Request, Vendor shall update the Change Request form to include its response ("*Change Response*") describing in detail:

- (i)** Any additional Services to be performed as a result of the Change Request and/or Services that are no longer required as a result of the Change Request;
- (ii)** The effect, if any, that any such additional or deleted Services shall have on the Statement of Work and/or Project Plan; and
- (iii)** Any other information relating to the Change Request that may reasonably be requested by DOC.

If Vendor believes the Change Request is particularly complex Vendor shall provide written notice to DOC as soon as possible and no later than the initial seven (7) day period alerting DOC of the need for a longer period of time to respond and the additional time proposed. DOC shall, in good faith, entertain any such request for an extension, and may provide such extension at its discretion, provided that Vendor acknowledges that DOC is not required to provide an extension that would significantly jeopardize the overall project timeline or inability to meet a critical business timeframe.

If DOC accepts a Change Response, the parties shall finalize the Change Response form and once signed shall constitute a "*Change Order*." If DOC rejects or does not respond to such Change Response, Vendor shall proceed to fulfill its obligations as originally agreed under this Agreement.

Compliance with the timeframes set forth herein are important to ensure that Issues that need to be solved with a Change Order are processed on a timely basis. Accordingly, if Vendor repeatedly fails to abide by the timeframes, or fails to process any Change Requests relating to Critical Milestone or Deliverable Due Dates in a manner that will or may cause significant delays, then DOC shall be entitled to a credit equal to Five Thousand Dollars (\$5,000) per day (which credit Vendor shall pay directly to DOC), until Vendor provides the Change Response required herein.

### **1.3.2.2** Vendor-Generated Change Requests.

For Vendor-generated Change Requests, DOC shall review and evaluate such request and provide feedback to Vendor during the next succeeding Project Status Meeting. To the extent such Change Request identifies an out-of-scope Service not necessitated due to a DOC delay, additional value-added Services or other similar items, DOC shall not be obligated to provide a written response to such request.

### **1.3.2.3** DOC and its Third Party-Caused Delays.

If DOC or a DOC Third Party fails or is unable to fulfill the roles specified in this Agreement when required, DOC acknowledges that delays may result which may require that a Change Request be generated and processed by Vendor. Recognizing that delays can have a significant impact on meeting timelines and costs, both parties will identify any DOC or DOC Third Party delays as soon as such party becomes aware of such delay or the probability that the delay will occur. Vendor shall

timely issue a Change Request not to exceed ten (10) business days from the date Vendor becomes aware the need to change a milestone, and DOC shall timely respond to such Change Request not to exceed ten (10) business days. Under no circumstances shall costs or expenses incurred by Vendor due to DOC or DOC Third Party-Caused Delays be charged to DOC.

#### **1.3.2.4 Delays Caused by Both Parties.**

If there is a delay in a project that results from a failure of both parties to fulfill their respective roles specified in this Agreement, and such delay, in the opinion of either party, results in the need for a Change Order, the parties shall meet to discuss the delay, including the events, facts and/or circumstances related to the delay. In making a determination on the relative contributions to a delay, the parties shall consider the degree to which a party's non-performance of predecessor responsibilities had on the ability of the other party to perform its responsibilities. By way of example, if DOC does not timely approve the testing plan needed for the testing of a Solution, any delays associated with the failure to deliver the Solution on a timely basis will be attributed to the earlier failure to timely approve the testing plan, and, if this Agreement specifies that Vendor was the party to test the Solution, the inability of Vendor to perform testing of such Solution within the timeframe provided will not be attributed to Vendor. If needed, the parties shall meet to discuss which party caused the delay, the events, facts or circumstances leading up to the delay, the accumulated effects (of both DOC, DOC Third Parties and Vendor) of prior missed dates for activities, tasks and sub-tasks, and whether a Force Majeure Event caused or contributed to the delay. Because of the impact of the determination of responsibility in causing the delay can have on the assessment of Delay Credits, if the parties cannot agree on the allocation of responsibility for the delay or appropriate Change Order, the matter shall be escalated to the Executive Sponsors for resolution.

### **1.3.3 *Special Provisions Relating to Change Orders for Changes to Deliverable Due Dates and Critical Milestone Due Dates.***

Deliverable Due Dates and Critical Milestone Due Dates shall not be changed at any time prior to Project Completion without the prior written consent of DOC and pursuant to an amendment or Change Order, the form of which will be determined by DOC.

#### **1.3.3.1 Vendor-Proposed Changes.**

If Vendor proposes a change in a Deliverable Due Date or Critical Milestone Due Date, it shall submit a Change Request along with a detailed explanation of the basis for the Change Request, an updated Project Plan reflecting all adjusted dates, including the adjusted Deliverable Due Date and/or Critical Milestone Due Date and, if there is an impact on the scope of Services, a revised Statement of Work (or portion thereof), highlighting the proposed text change. If the Change Request is due to a DOC or a DOC Third Party caused delay, Vendor shall specify in detail the failure or inaction by DOC or its Third Party, provided, however, if the reason there is a DOC or Third Party delay is that predecessor responsibilities of Vendor were not performed which resulted, in whole or in part, in the DOC or Third Party delay, Vendor shall not be entitled to claim a delay on the part of DOC or the Third Party. If the Change Request is due to a Force Majeure Event, Vendor shall identify the Force Majeure Event and explain what steps or measures Vendor took to mitigate the effect of the Force Majeure Event. A Change Request is not complete, and nor shall DOC be required to review a Change Request without the foregoing information and revised documents. In addition, any delay by Vendor which results in a disruption to the allocation of personnel to be provided by DOC shall not be a basis for Vendor to claim delays on the part of DOC, and any such disruption to DOC personnel shall be identified in the Project Status Report. If the DOC Project

Manager disagrees that such Change Request is warranted, the matter shall be escalated to the Executive Sponsors for resolution.

**1.3.3.2 DOC-Proposed Changes.**

If DOC proposes a change in a Deliverable Due Date or Critical Milestone Due Date, the parties shall meet to discuss the proposed date changes and Vendor shall prepare a Change Request along with the items referenced in **Section 1.3.3.1**.

**1.3.4 Administration of Change Orders.**

The Vendor Project Manager and the DOC Project Manager or designee shall be authorized to administer the Change Order process set forth in this **Section 1.3**.

**1.4 Personnel.**

**1.4.1 DOC Personnel.**

DOC will appoint a DOC Project Manager and other project leadership as determined by DOC who will be responsible for coordinating DOC's resources and personnel and have overall responsibility for ensuring DOC's performance of its responsibilities. The DOC Project Manager may designate other DOC personnel or agents as their designees.

**1.4.2 Vendor Personnel.**

Vendor shall provide sufficient, qualified personnel to perform Vendor's obligations, including: (a) if necessary for the project given its size and/or complexity, a Project Director; and (b) one or more Vendor Project Managers. The Project Director and Project Managers are collectively referred to as the "**Key Personnel**". All Key Personnel shall be available as reasonably requested by DOC. At DOC's request, Vendor shall provide DOC with a list of Vendor personnel, which list shall include professional qualifications for each person listed. DOC shall have the right to approve, in its sole discretion, all Key Personnel, whether Key Personnel are providing Services on-site or off-site. If DOC does not provide such approval, then Vendor shall not assign such personnel to provide Services to DOC.

**1.4.3 Experience of Vendor Personnel.**

Key Personnel and other personnel assigned by Vendor to provide Services to DOC (other than administrative personnel) shall have the qualifications listed below. If Vendor wants to assign personnel to DOC's account that do not meet all of the following qualifications, such assignment shall require the prior written approval of DOC, which approval may be withheld in DOC's sole discretion. If DOC does not provide its prior written approval of such personnel, then Vendor shall not assign such personnel to provide Services to DOC, whether on-site or off-site.

Qualifications of Vendor personnel shall include:

- (a)** At least four (4) years' experience in project management for project managers (certification as a Project Management Professional (PMP) is preferred), two (2) years' experience in project management for midlevel project personnel, and twelve (12) months of experience for basic project personnel as an employee of Vendor;
- (b)** Specific experience with other customers in the Vendor Implementation Methodologies;
- (c)** Participation in on-time, on-budget, successful projects of similar size and scale in the same role and with the same responsibilities as such personnel has under this Agreement;



- (d) With respect to personnel assigned to technical matters, certification in the technologies used in the project, including the specific release or version levels of the software being implemented;
- (e) At least one (1) reference from a recent project of a similar size and scale stating that such personnel consistently met expectations and fulfilled their role and responsibilities effectively; and
- (f) Eighteen (18) months experience working with similar solutions.

#### **1.4.4 Removal of Vendor Personnel by DOC.**

If DOC has concerns regarding Vendor personnel assigned to a project and DOC believes that the concern is capable of being corrected, DOC shall bring such concerns to the attention of the Vendor Project Director, and if the concern is with the Vendor Project Director, then with the Vendor Executive Sponsor. Vendor shall have a period of seven (7) days following such disclosure to resolve any concerns with respect to such person in a manner that is reasonably satisfactory to DOC. If Vendor is unable to resolve the concern within such seven (7) day period to DOC's satisfaction, then Vendor shall remove such person and provide a replacement as soon as reasonably possible thereafter, not to exceed fourteen (14) days following the seven (7)-day correction period, taking into consideration such person's duties and responsibilities. Nothing contained in this Section shall restrict DOC from immediately removing Vendor's personnel if Vendor's personnel is engaging in a manner that is unlawful, non-compliant with DOC Policies, or other exigent circumstances exist that require immediate removal.

#### **1.4.5 Removal/Reassignment of Personnel by Vendor.**

Except upon DOC's prior written consent, which consent may be withheld in DOC's sole discretion, Vendor shall not remove (other than upon termination of employment or a reason outside of Vendor's control) from a DOC project or temporarily reassign any Vendor personnel to another Vendor client until such time as such personnel have completed all of their assigned responsibilities under this Agreement.

#### **1.4.6 Transition.**

In the case of a removal or vacancy of Key Personnel for any reason, the terms of **Section 1.4** shall apply to any replacement personnel; the proposed replacement personnel shall possess comparable experience and training as the Vendor personnel to be replaced; and Vendor shall replace such personnel within eight (8) days. To the extent the replaced personnel remains employed by Vendor, the replacement personnel shall work with the replaced personnel during a mutually agreed transition period, the duration of which shall be determined based on the duties and responsibilities of the person actually to be replaced, and all costs and expenses associated with educating and training the Vendor replacement personnel shall be borne by Vendor. Additionally, following the transition period and for the pendency of the project provided the personnel continues to be employed by Vendor, the replaced personnel shall continue to be available by telephone to answer any project-related questions.

#### **1.4.7 Key Personnel Vacancies.**

If there is a vacancy in a Key Personnel position beyond the timeframe set forth in **Section 1.4.4**, DOC shall be entitled to a credit in the amount of Five Thousand Dollars (\$5,000) per day, which credit Vendor shall pay directly to DOC. In addition, a vacancy in a Key Personnel position shall not be a basis for Vendor to claim any excused failure to meet a Deliverable Due Date and/or Critical Milestone Due Date. The Key Personnel for the implementation are set forth in the Statement of Work.

#### **1.4.8 Vendor Personnel Listing.**

Upon the commencement of this Agreement, Vendor shall provide DOC with a comprehensive written listing of all Vendor personnel providing Services (including employees, subcontractors, agents, and

management and upper management personnel in oversight roles), which shall include:

- (a)** An organizational chart and hierarchy diagram;
- (b)** Names and titles of all such personnel;
- (c)** The roles and responsibilities of all such personnel;
- (d)** Contact information for all such personnel (*e.g.*, address, e-mail, cell phone number, office phone number, *etc.*);
- (e)** Work location for all such personnel;
- (f)** Duration of assignment of such personnel (*e.g.*, from and to dates, from and to milestones); and
- (g)** Percentage of allocation of all personnel (in the event that any Vendor personnel are not full-time on DOC's account).

Vendor shall maintain and update this listing as the information and/or personnel change during the course of this Agreement.

**1.4.9 Identification Credentials.**

Each party shall have the right to require the other party's employees, agents, representatives and subcontractors to exhibit identification credentials issued by such party in order to access the other party's facilities.

**1.4.10 Facility Rules.**

All Vendor employees, agents, representatives and subcontractors shall, while on DOC's premises, comply with all DOC Policies and facility rules, copies of which shall be made available to Vendor upon request. Vendor shall ensure that any of its personnel performing work on DOC's premises, or accessing DOC's computer systems do so with DOC's advance permission and according to all applicable security and workplace-related DOC Policies, including the Security Policies and Procedures. Vendor shall not stop, delay or interfere with DOC's day-to-day operations without the prior written consent of an authorized DOC representative.

**1.4.11 Damage to Buildings, Grounds or Other Furnishings.**

Vendor shall be responsible for any damage or injury to the buildings, grounds, physical property or other furnishings of the State by Vendor's employees, representatives and/or agents. Vendor shall report the occurrence of any such damages or injuries to the DOC building/facilities manager.

**1.4.12 Collocation.**

Vendor personnel, including permitted subcontractors, may co-locate with DOC personnel, and any DOC subcontractors, in DOC facilities as available, as required by DOC and as set forth in this Agreement and, as reasonably determined by DOC after consultation with Vendor, such personnel will be provided a desk, storage cabinet, and connection to the Internet. To the extent Vendor personnel use their own equipment (*e.g.*, laptops, PDAs, *etc.*) such equipment shall be subject to and require compliance with DOC Policies, including the Security Policies and Procedures.

**1.5 Support and Maintenance Services.**

Vendor shall provide Support and Maintenance Services for the IITS. To the extent Vendor's obligations include the implementation of a Third Party Solution, Vendor shall be responsible for causing and providing support and maintenance services from the Third Party Solution provider (such services are referred to as the "*Third Party Support and Maintenance Services*").

## 2 DELIVERABLES, SOLUTIONS, TOOLS AND UTILITIES, AND TRAINING

### 2.1 Deliverables.

#### 2.1.1 *Review and Certification of Deliverables.*

Each Deliverable shall be in a form, format, and in such detail as is necessary to: (a) in the case of Deliverables in respect of which specifications have been developed, cause it to conform to such specifications; or (b) in the case of Deliverables in respect of which specifications have not been developed, considering the purpose of the Deliverable, cause it to be reasonably acceptable to DOC; and (c) be of fit quality (the applicable acceptance criteria for a Deliverable under the foregoing subsections shall constitute the "*Certification Criteria*" for the purposes of this Section). Prior to delivery to DOC, Vendor shall perform a systematic review of each Deliverable and shall, at the time of delivery to DOC, confirm in writing that the Deliverable conforms to the Certification Criteria. Following receipt of the applicable Deliverable and within the review period that is applicable to the Deliverable (or if none is specified, within a reasonable period of time) (the "*Review Period*"), DOC shall review the Deliverable. If the Deliverable does not conform to its Certification Criteria, DOC promptly will notify Vendor of the deficiencies, but no later than within the Review Period, and Vendor promptly will modify the Deliverable and resubmit it to DOC for its review. The process described above will repeat until the Deliverable conforms to its Certification Criteria, and once this condition is met the Deliverable will be certified by DOC. To the extent the failure of the Deliverable to conform to the Certification Criteria was caused by Vendor, Vendor shall perform its obligations relating thereto without cost or expense to DOC. The parties acknowledge that certain Deliverables and events, such as completing design and configuration documents, will be subject to further activities, such as unit, systems integration and user acceptance testing. If, upon testing or other confirmation process, a Deliverable or event that was previously certified does not meet the intended functionality due to a Vendor error or design flaw, then the corrections required will be provided by Vendor at no cost to DOC. If the previously certified Deliverable does not meet the intended functionality due to a change in DOC's requirements or a DOC error in communicating its requirements, then any correction shall be subject to a chargeable Change Order. Any extensions of time permitted by DOC where the Certification Criteria are not met do not waive any rights or remedies DOC has with respect to an Event of Default for failure of Vendor to meet a Critical Milestone Due Date.

If there is substantial but not complete conformance to the Certification Criteria and Vendor wants DOC to partially certify completion of the Deliverable or event, Vendor shall submit a Change Request to DOC. Based on factors such as the degree to which the specific Certification Criteria have been completed, the progress of the project to date, the impact on the project or Solution if the project were to proceed without completing the Deliverable or event, the history in Vendor completing prior Certification Criteria on time, *etc.*, will determine whether DOC considers the Change Request.

#### 2.1.2 *Certification Form.*

Upon certifying any Deliverable submitted by Vendor, DOC shall provide Vendor with written certification of such Deliverable by the signing of the Certification Form set forth in **Schedule 3** by either the DOC Project Manager or designee. No other form of certification, such as email communications, oral

information or otherwise, shall be effective for purposes of certification, payment or otherwise, and shall not be effective against DOC.

### **2.1.3 Ownership of Deliverables.**

- (a) Ownership of Non-Software Based Deliverables.** Subject to Vendor's rights under **Section 2.1.4**, the Vendor will retain ownership of equipment (e.g. network equipment, phones, tablets, etc.) excluding cabling.
- (b) Ownership of Integrations, Interfaces, Extensions, and Other Software-Based Deliverables.** If Vendor incorporates Integrations, Interfaces, Extensions, or other software-based Deliverables into its generally available Solution offering to its customers, then all such Integrations, Interfaces, Extensions and other software-based Deliverables developed by Vendor shall be owned solely and exclusively by Vendor. All other Integrations Interfaces, Extensions, or other software-based Deliverables paid for by Vendor will be owned by Vendor, otherwise the Interfaces Extensions, or other software-based Deliverables will be owned by DOC.
- (c) Work-For-Hire.** In developing a Deliverable that is owned by DOC, the parties agree that such ownership shall inure to the benefit of DOC from the date of the conception, creation or fixation of the Deliverable in a tangible medium of expression, as applicable, and that all newly created copyright aspects of such Deliverables shall be considered "works-made-for-hire" within the meaning of the Copyright Act of 1976, as amended. If and to the extent such Deliverables, or any part thereof, are not considered "works-made-for-hire" within the meaning of the Copyright Act of 1976, as amended, Vendor shall be deemed to have expressly assigned to DOC all exclusive right, title and interest in and to such Deliverables without further consideration, and Vendor agrees to promptly execute all such documents as may be requested by DOC to evidence and/or perfect DOC's Intellectual Property Rights therein.

### **2.1.4 Pre-Existing and Independently Developed Intellectual Property.**

Each party (and/or its Third Party licensors) is and shall remain the owner of all right, title and interest in and to that party's Intellectual Property Rights that existed prior to the Effective Date and in and to that party's Intellectual Property Rights that may be independently developed by such party on or after the Effective Date.

### **2.1.5 Third Party Agreements.**

Any agreement entered into by Vendor and a Third Party in connection with Deliverables under this Agreement shall include the same terms as those appearing in **Section 2.1.3** to ensure that DOC obtains the same rights in the works generated under such Third Party agreement.

## **2.2 IITS License**

### **2.2.1 Grant of License.**

Subject to the further terms and conditions of this Agreement, Vendor grants to DOC a non-exclusive, non-transferable (except as permitted under the terms set forth in **Section 10.12**), unlimited use, user and user type in connection with its business operations, non-assessable, worldwide, multi-site and Enterprise-Wide license for DOC and their Authorized Users to: (a) use the IITS and the Documentation; and (b) with Vendor's consent and participation, which shall not be unreasonably or unnecessarily

withheld, adapt the Solution and combine the Solution with Third Party Solutions. For purposes of this Agreement and without limiting the generality of the foregoing, the term "*Enterprise-Wide*" shall mean the right to use the Solution across the entire spectrum of business and operational activities involving DOC, directly or indirectly, including any and all growth of DOC.

### **2.2.2 Construction and Interpretation of License and Right to Use Terms.**

Furthermore, in the event Vendor develops future limitations, qualifications and/or restrictions in how it licenses the Solution to its customers, such future limitations, qualifications and/or restrictions shall have no effect on the scope of the Solution license granted herein to DOC, and Vendor expressly disclaims the right to claim otherwise.

### **2.2.3 Restrictions.**

Other than the rights granted to DOC herein, no Intellectual Property Rights to the Solution are transferred to DOC under this Agreement. DOC shall not disassemble, reverse compile, reverse engineer or otherwise translate the Solution.

## **2.3 Documentation.**

### **2.3.1 General.**

For each component of the Solution, Vendor shall provide to DOC Documentation that is reasonably detailed and complete and that accurately describes the functional and operational characteristics of the Solution. Vendor shall provide to DOC updated versions of all such Documentation as soon as reasonably practical following its release by Vendor, but in no event later than ten (10) business days following delivery of any New Versions to DOC. Updated Documentation will be at least as detailed as the Documentation issued to DOC with any initial Solution delivery. For any Integrations, Interfaces, Extensions and other software-based Deliverables, the Integration, Interface, Extension or other software-based Deliverable shall internally document in the source code of the Deliverable, instructions and pointers on how the Integration, Interface, Extension or other software-based Deliverable operates, and replicates such instructions and pointers in separate written Documentation. All such Documentation must be written in sufficient detail to enable a reasonably skilled programmer to review the Documentation and enable the programmer to support, maintain, modify, compile and retrofit such Deliverables without the assistance of Vendor.

### **2.3.2 Additional Documentation.**

Documentation shall include detailed user level descriptions of the changes in a release and the impact of such changes, detailed, comprehensive and complete technical release notes that identify all changes in a release and/or New Version. Vendor agrees to continually work to improve and enhance the level of detail contained in its Documentation.

## **2.4 Integrations, Interfaces, Extensions and Other Software-Based Deliverables.**

### **2.4.1 Development of Integrations, Interfaces, Extensions and Other Software-Based Deliverables.**

Vendor shall develop, deliver, install, test and implement at DOC the Integrations, Interfaces, Extensions and other software-based Deliverables identified in and in accordance with the terms and conditions of this Agreement. Custom-developed Integrations, Interfaces, Extensions and/or other software-based Deliverables shall be considered a Deliverable, subject to the terms of **Section 2.1**. Within ten (10) days after certifying completion of an Integration, Interface, Extension or other software-based Deliverable, Vendor shall provide Documentation to DOC that includes in the source code of the Deliverable, instructions, and pointers on how the Integration, Interface, Extension, or other software-based

Deliverable operates, and in separate written Documentation, all of the foregoing instructions and pointers as well as all API documentation, record layouts, design documentation, functional specifications, technical specifications, data transformations and data aggregations used in creating the Deliverable. All such Documentation must be written in sufficient detail to enable a reasonably skilled programmer to review the Documentation and enable the programmer to support, maintain, modify, compile and retrofit such Deliverables without the assistance of Vendor. DOC's receipt of such Documentation shall in all instances be a condition of Project Completion, and DOC shall not be obligated to make and/or shall be excused from making any payment due to Vendor at Project Completion until all such Documentation is received and accepted by DOC. To the extent Vendor's obligations under this Agreement include implementing a Third Party Solution, then during the pendency of such project and through Project Completion, Vendor shall retrofit, install and implement any previously developed and/or implemented Integrations, Interfaces, Extensions and other software-based Deliverables that are needed to be updated to operate with any New Versions of the Third Party Solution provided by the Third Party, all for no additional cost or expense to DOC.

**2.4.2 Cooperation on Integrations and Interfaces.**

Vendor acknowledges that DOC is working with a number of Third Parties to develop, maintain and support various DOC systems and that it may be necessary to implement one or more Integrations and Interfaces between and among the Solution and such systems. Vendor shall cooperate and work with DOC and such Third Parties, as applicable, to implement and use standard Integrations and Interfaces or develop and implement custom developed Integrations and Interfaces, in accordance with the terms of this Section, as necessary to allow information to pass from DOC's systems to the Solution, and vice-versa. Such cooperation may include, among other things, Vendor's attendance at meetings with DOC personnel and/or Third Parties and making available to DOC and Third Parties Vendor's API specifications, data schemas and other Documentation required for the development of the Integrations and Interfaces. Vendor shall attend DOC-requested telephonic meetings upon two (2) business days' notice by DOC and DOC-requested in-person meetings at DOC upon four (4) business days' notice by DOC. All such cooperation and meeting participation provided by Vendor during the pendency of or in connection with any project concerning the implementation of a Solution (by Vendor or a Third Party) shall be at no additional cost or expense to DOC.

**2.5 Training and Education; Knowledge Transfer.**

**2.5.1 Training and Education.**

**2.5.1.1 General.**

Vendor shall provide to DOC, at no cost, training and education for the Solution pursuant to Vendor's response to DOC's training requirements. The timing and sequence of any training and education shall be incorporated into the Project Plan at such point in time or times where the training and education is appropriate and relevant to project activities. Training and education shall be provided at one or more locations as set forth in the Project Plan. At the conclusion of each class, Vendor shall provide each of the attendees with a survey to elicit responses as to the adequacy and sufficiency of the instructor, training materials, computerized facilities and other matters relevant to determine whether the class objectives were met and were otherwise satisfactory. Vendor shall compile the results and provide the results to the DOC Project Manager.

**2.5.1.2 Re-Performance of Training Classes.**

Using the responses from the surveys above, if a specific training course is not performed to DOC's reasonable satisfaction, whether because the instructor for the training course did not perform to

DOC's reasonable satisfaction, the training materials supplied by Vendor were not relevant to DOC's environment and/or the training was otherwise not satisfactory to DOC, then at DOC's request, Vendor shall promptly re-perform, at no cost to DOC, the class with a different instructor who is qualified to teach the subject matter and/or correct the deficiencies or lack of relevancy in the training materials. If Vendor disagrees with DOC's assessment, the matter shall be referred to the Executive Sponsors for resolution.

### **3 SUPPORT AND MAINTENANCE**

#### **3.1 General.**

Vendor's obligations to support, enhance, and maintain the Solution ("*Support and Maintenance Services*") are set forth primarily in **Schedule 5** and **Attachment B, Service Level Terms**. Support and Maintenance Services obligations with respect to the Solution shall commence and shall be made available to Users commencing on the effective date of this agreement and shall continue for the longer of: (a) the term of this agreement and (b) as long as Vendor makes goods and services available to Users (referred to as the "*Support Term*").

#### **3.2 User Satisfaction Surveys.**

As part of Vendor's annual ongoing Support and Maintenance Services, Vendor shall develop one (1) or more User surveys designed to elicit feedback from Users regarding their satisfaction with the Solution. Such User surveys shall be appropriately tailored to specific groups of Users and be subject to DOC's prior review and approval. User surveys for Friends and Family and Incarcerated Individuals will be provided to Office of the Corrections Ombuds for input prior to distribution.

#### **3.3 Technical User Satisfaction Surveys.**

As part of Vendor's annual ongoing Support and Maintenance Services, Vendor shall develop one (1) or more technical user surveys designed to elicit feedback from DOC's technical support staff regarding their satisfaction with the Support and Maintenance Services provided by Vendor. Such technical user surveys shall be subject to DOC's prior review and approval.

#### **3.4 Satisfaction Survey Review.**

Vendor shall report the results of the User and technical user surveys separately by categories of respondents. Each year the Vendor Account Executive shall review the results of each survey with DOC within thirty (30) days following the mutually agreed deadline for completion and return of the survey. During each such review session, Vendor shall submit a communication plan to DOC for its review and approval that shall include, at a minimum, updates to the Users and technical users regarding the results of the satisfaction surveys. Not later than thirty (30) days following each review session, Vendor shall provide to DOC an action plan for addressing any problem areas identified in the survey results.

#### **3.5 Support for Integrations, Interfaces, Extensions and Software-Based Deliverables.**

##### ***3.5.1 Developed During Implementation to Meet DOC Requirements Existing as of the Effective Date.***

Included in implementation and without requiring an additional charge, are implementation Services and the development and support and maintenance of Integrations, Interfaces, Extensions and other software-based Deliverables needed or required to meet the DOC Requirements.

**3.5.2 *Implementing New Versions and Retrofitting of Integrations, Interfaces, Extensions and Other Software-Based Deliverables to New Versions.***

Included in this Agreement and without requiring an additional charge, are implementation Services related to installing and implementing any New Versions of the Solution elected to be implemented by DOC. Vendor's obligations include as part of its responsibilities under this Section and for no additional fee, the retrofitting and maintaining the compatibility of any Integrations, Interfaces, Extensions and other software-based Deliverables (whether previously developed and/or implemented, or to be developed and/or implemented) to or with such New Version.

**3.5.3 *Developed During the Implementation to Meet Changes Not Otherwise Covered Under Sections 3.5.1 or 3.5.2.***

For any changes other than those addressed by **Sections 3.5.1 or 3.5.2**, the parties will use the Change Order procedure to process any such changes.

**4 REPRESENTATIONS, WARRANTIES AND COVENANTS**

**4.1 Functionality and Performance Warranties.**

**4.1.1 *Solution Functionality.***

Vendor represents and warrants to DOC that the Solution:

- (a)** shall operate in accordance with the Documentation, and shall perform all such functions without any Level 1 Defects or Level 2 Defects;
- (b)** is designed to and shall not require multiple user sign-ons and forced signoffs within, across and among all product lines, including future components of the Solution from and after the Effective Date;
- (c)** shall have the same "look and feel" within a product line;
- (d)** shall either share a common database used across components of the Solution, or if there are multiple databases, the data among such databases is coordinated, synchronized or otherwise managed by the Solution without the need for a separate interface; and

Vendor represents and warrants to DOC that the Solution shall, as implemented by Vendor, meet all the functionality requirements and shall perform all such functions without Material Defects. In recognition of DOC's desire to avoid having to determine in the case of a Material Defect, whether the Material Defect was caused by a Third Party Solution provider or by Vendor's implementation of the Solution, Vendor shall take such actions as are necessary to correct the Material Defects. If the Material Defect is caused by a Third Party Solution provider (*i.e.*, a Solution-based Material Defect), Vendor will coordinate the submission of a trouble ticket with the Third Party Solution provider. If the Third Party Solution provider has a patch or other solution to the Solution-based Material Defect and such patch or other solution is readily or timely available, then Vendor shall directly apply such patch or other solution. If there is no readily available and/or timely patch or other solution to the Solution-based Material Defect, Vendor will take such actions as are needed to cure the Material Defect. Such cure may involve a temporary



workaround or fix if the Third Party Solution provider indicates that a future patch or solution may be available and then provides such patch or other solution, then, if elected by DOC, Vendor shall implement such patch or other solution. Services provided by Vendor to correct or provide a workaround to a Solution-based Material Defect shall not be chargeable to DOC if it relates to the Documentation or a DOC Requirement existing as of the effective date of the this Agreement, and otherwise shall be chargeable to DOC on a time and materials basis at the Project Rate or Service Rates, as applicable. For any Solution implemented by Vendor in which the Vendor or an Affiliate of Vendor developed, Vendor shall be fully responsible for correcting any Material Defects.

The terms of this Section are effective on the Effective Date and shall remain in effect with respect to particular Solution for as long as DOC is paying for Support and Maintenance Services.

#### **4.1.2 Solution Performance**

Vendor represents and warrants to DOC that the Solution(s) shall operate in accordance with the Performance Standards and in the event the Solution fails to operate in accordance with the Performance Standards, DOC shall be entitled, in addition to DOC's other rights and remedies in this Agreement, to the Performance Credits set forth in **Attachment B, Service Level Terms**.

#### **4.1.3 Disabling Codes**

The terms of this Section shall apply to any Deliverables provided by Vendor, other than Third Party Solutions. Subject to the foregoing, and Except where required by DOC, Vendor represents and warrants to DOC that Deliverables provided by Vendor do not contain and Users shall not receive from any Vendor data transmission (including any connection to any Vendor website or bulletin board), any virus, trap door, back door, timer, clock, counter, time lock, time bomb, Trojan horse, worms, file infectors, malware, rootkits, boot sector infectors or other limiting design, instruction or routine including surveillance software or routines or data gathering or collecting software or devices that could, if triggered, erase data or programming, collect data in a surveillance or other capacity (except where required by DOC), have an adverse impact on the Solution, or cause the Solution or any component thereof to become inoperable or otherwise incapable, in whole or in part, of being used in the full manner for which the software was intended to be used (a "**Disabling Code**"). If Vendor introduces a Disabling Code, at its sole cost and expense, Vendor shall, as applicable: (a) take all steps necessary to test for the presence of Disabling Codes; (b) remove the Disabling Code; (c) install and implement a new copy of Deliverable at DOC, if applicable, without the presence of the Disabling Code; and (d) restore any and all data and programming lost by DOC, Incarcerated Individuals, and Incarcerated Individuals' friends and family as a result of such Disabling Code (such restoration shall include, if needed, on-site technical assistance to extract data from corrupted data files, restoration of backup media, data log analysis, and the like). This warranty shall survive the expiration or termination of this Agreement.

#### **4.1.4 Warranty Regarding Comprehensiveness of this Agreement and Sufficiency of Due Diligence.**

In order to avoid out-of-scope changes to the project to be performed Vendor makes the following representations and warranties: As of the effective date of this Agreement: (a) Vendor will provide all the software, services and other items required to: (i) implement the Solution described therein; and (ii) meet the DOC Requirements and Performance Standards (if applicable); (b) all such software, services and other items are included or referenced in this Agreement; and (c) there are no other products that are required to meet the Requirements or Performance Standards (if applicable). Vendor shall further represent and warrant to DOC that, upon entering into this Agreement, that it will have properly identified the amount of personnel resources required to complete its obligations; the Services to be

provided by Vendor are the only services required to meet the DOC Requirements and Performance Standards (if any); and there are no other services (*i.e.*, optional or needed additional services) that are omitted but necessary to meet such requirements. Without limiting the applicability or generality of the foregoing, Vendor represents to DOC that, with respect to this Agreement, it will have performed sufficient due diligence activities to properly determine, subject to the Assumptions set forth in the Statement of Work, the software, products and scope of services required to successfully meet the DOC Requirements and Performance Standards. Vendor acknowledges that, subject to the Assumptions, the above representations and warranties are a material factor influencing DOC's decision to enter into, and that DOC materially relied upon such representations and warranties when it entered into this Agreement.

#### **4.1.5 Exclusions.**

Vendor shall not be responsible for a breach of the representations and warranties set forth in **Section 4.1** to the extent such breach is caused by: (a) any alterations of or additions to the Solution performed by a party other than Vendor or a Third Party not acting on Vendor's behalf (such as a Third Party software manufacturer), at its direction or with its approval; or (b) use of the Solution in a configuration not set forth in the Documentation or an approved configuration.

#### **4.1.6 Correction of Failure to Meet Functionality and Performance Warranties.**

Upon any failure to comply with the representations, warranties and/or covenants set forth in **Sections 4.1.1 through 4.1.3**, within forty-eight (48) hours following Vendor's receipt of written notice from DOC of a failure at a Level 1 Defect level and within ten (10) calendar days following Vendor's receipt of written notice from DOC of a failure at a Level 2 Defect level, Vendor shall: (a) for a failure to comply with **Sections 4.1.1 or 4.1.3**, repair, replace or correct, at Vendor's sole cost and expense, the applicable component of the Solution or Deliverable, as applicable; and (b) for a failure to comply with **Section 4.1.2**, provide any additional Services, software or equipment that may be necessary to meet any agreed to Performance Standards; provided that with respect to a Level 1 Defect, within the forty-eight (48) hour period referenced above, Vendor shall provide a temporary workaround that alleviates the Level 1 Defect and within five (5) calendar days of Vendor's receipt of notice from DOC of a Level 1 Defect, Vendor shall provide plan of action, acceptable to DOC, for permanent resolution. The remedies set forth in this Section shall be in addition to any other rights and remedies that may be available to DOC. Upon any failure to comply with the representations, warranties and/or covenants set forth in this Section, within the applicable time frames specified in this Agreement or within five (5) days if such time frames are not applicable to the breach, in each case following receipt of written notice from DOC of such failure, Vendor shall repair, replace or correct, at Vendor's sole cost and expense, the applicable component(s) of the Solution, including by providing any additional software and/or services that may be necessary. The remedies set forth in this Section shall be in addition to any Performance Credits and/or any other rights and remedies that may be available to DOC.

#### **4.1.7 Certification of Third Party Equipment and Software.**

##### **4.1.7.1 General.**

If DOC acquires any Third Party software and/or equipment to operate with the Solution that has been previously recommended by Vendor or previously certified by Vendor (whether for DOC or any other customer of Vendor) then such software and/or equipment shall be deemed certified by Vendor for DOC's use and such use shall not affect the warranties set forth herein. If DOC acquires

any Third Party software and/or equipment that has not been recommended by Vendor in a written configuration or previously certified by Vendor (whether for DOC or any other customer of Vendor), then DOC may submit such Third Party software and/or equipment for certification by Vendor in order to assure conformance with Vendor's reasonable specifications. Certification of Third Party software and/or equipment shall begin as soon as reasonably possible, but in no event later than ten (10) business days following DOC's request. Upon certification by Vendor, such Third Party software and/or equipment shall be deemed qualified to operate with the Solution without affecting the warranties set forth herein.

#### **4.1.7.2 Technical Alternatives.**

If Vendor determines that the Third Party software and/or equipment cannot be certified, Vendor shall provide DOC with a written explanation detailing the technical reasons why the software or equipment cannot be certified. If the technical issues are addressable in a commercially reasonable manner (such as acquiring technical proficiency in the technology to enable certification to be achieved) and the parties can address such issues (or, in the case of DOC, DOC makes an offer to address the technical issue), then the certification will proceed and the software or equipment will be certified upon addressing the technical issues. If the parties determine that the technical issues cannot be reasonably addressed then the parties shall work to develop a modified or alternative configuration or technology so that certification can proceed, and upon the adoption of such modification or alternative configuration or technology by DOC, Vendor will provide its certification.

#### **4.1.7.3 Retrofitting Previously Certified Technology.**

If DOC migrates to a later release of a previously certified configuration or technology under this Section, at DOC's request and for an additional Service fee, Vendor will provide technical assistance to DOC and/or re-certify the configuration or technology.

#### **4.1.8 Design and Scalability Limitations**

Vendor represents and warrants to DOC that there are no software design or scalability limitations that would restrict the transaction volumes presently and for a period of fifteen (15) years assuming a compounded growth of five percent (5%) per year. Vendor further represents and warrants to DOC that it has performed such due diligence as is required to ensure that none of these limitation are reasonably expected to be exceeded by DOC.

### **4.2 Services Warranty.**

Vendor represents and warrants to DOC that it shall perform all Support and Maintenance Services and other Services in accordance with industry practices and standards generally applicable to such Support and Maintenance Services; provided, however, that where this Agreement specifies a particular standard or criteria for performance, this warranty is not intended to and does not diminish such standard or criteria for performance.

### **4.3 Open Systems Warranty and Covenants.**

Vendor represents and warrants to DOC that, as of the Effective Date, the Solution (including Integrations, Interfaces, Extensions and other software-based Deliverables) is Compliant with current versions of IEEE

802.3, 802.11(wireless), industry standards for wave form transmissions ANSI X3T9.5 (FDDI Specifications), EIA/TIA 568A (building wiring specifications), TCP/IP protocols, HTTP/HTTPs standards and other standards that may be set forth in this Agreement. Vendor covenants that the Solution and future releases and version of the Solution shall be Compliant with such standards, as such standards are updated from time-to-time. For purposes of this Agreement, the term "*Compliant*" shall mean that the Solution is compatible with the applicable standard and is able to utilize fully each and every feature and functionality of that release level without workarounds or additional programming. The representations and warranties set forth in this Section shall remain in effect for as long as this Agreement is not terminated.

#### **4.4 Third Party and Mobile Warranties.**

Vendor represents and warrants to DOC that it has tested or shall have tested at the time of installation all Third Party Solutions supplied by Vendor and determined that such Third Party Solution meets the representations and warranties set forth in this Agreement. With respect to mobile and/or Third Party components of the Solution, Vendor represents, warrants and covenants to DOC that Third Party terms and conditions relating to the use of mobile devices are consistent with and do not violate any Laws, the Mobile Standards and/or DOC Policies. The representations and warranties set forth in this Section shall survive the expiration or termination of this Agreement.

#### **4.5 Intellectual Property Warranty.**

The terms of this Section shall apply to any Deliverables provided by Vendor, other than Third Party Solutions. Subject to the foregoing, Vendor represents and warrants to DOC that such Deliverables and DOC's use of such Deliverables does not and shall not infringe upon any Intellectual Property Right of any Third Party. Vendor further represents and warrants to DOC that there is, and there shall be, no actual or threatened suit against Vendor by any Third Party based on an alleged violation of any right specified in the preceding sentence that would affect the quiet use and enjoyment of the Deliverables by DOC, Incarcerated Individuals, and Incarcerated Individuals' friends and family. This representation and warranty shall survive the expiration or termination of this Agreement.

#### **4.6 Warranty of Authority.**

Each party represents and warrants to the other that it has the right to enter into this Agreement and, in the case of Vendor, there is not and there shall not be any outstanding assignments, grants, licenses, encumbrances, obligations or agreements that relate to any Deliverables (whether written, oral or implied) that are inconsistent with this Agreement and the rights granted or transferred herein. This representation and warranty shall survive the expiration or termination of this Agreement.

#### **4.7 Pending Litigation Warranty.**

Vendor represents and warrants to DOC that there is, and there shall be, no action, suit, claim, investigation or proceeding pending, or the basis for any action, suit, investigation or proceeding, and to the best of Vendor's knowledge, there is no action, suit, claim, investigation or proceeding, or the basis for any action, suit, investigation or proceeding, threatened against, by or affecting Vendor, its Affiliates or the Solution in any court, or by or before any federal, state, municipal or other governmental department, commission, board, bureau, agency or instrumentality, domestic or foreign, or before any arbitrator of any kind that, if adversely determined, might affect Vendor's ability to enter into this Agreement and perform all of its obligations therein.

#### **4.8 Offshoring.**

Vendor represents, warrants and covenants to DOC that Vendor shall not, except as may otherwise be approved in advance by DOC in writing: (a) perform any of its obligations under this Agreement from locations, or using employees, contractors and/or agents, situated outside the United States; or (b) directly or indirectly (including through the use of subcontractors) transmit any User Data outside the United States; or (c) allow any User Data to be accessed by contractors and/or agents from locations outside the United States. If a Contract document provides that Services may be provided offshore, to the extent any Law enacted after the Effective Date or any policy or circumstances exist or are created which have, or may have, an adverse impact on DOC with respect to legal compliance or its relationships with the State, its unions or otherwise, Vendor acknowledges and agrees that, to the extent technically feasible and commercially reasonable, it shall change the delivery of any affected offshore Services in a manner which enables DOC to avoid such adverse impact; or if the foregoing objective cannot be met to the satisfaction of the parties, then the parties shall engage in good faith negotiations to arrive at a mutually agreeable reasonable alternative. Further, in any case where access to DOC Data is permitted outside the United States, Vendor shall: (a) comply with the Security Policies and Procedures relating to network and security; (b) implement software controls to permit "view only" access to DOC Data, which controls shall prohibit downloading, printing, copying and/or further transmitting or transferring DOC Data; (c) inform any personnel with access to DOC Data of the restrictions contained herein; (d) implement a program to monitor compliance with the terms contained herein; and (e) immediately notify DOC of any violations of these terms and conditions. To the extent that an Authorized User is physically located outside of the United States and requests access to the Solution or Support and Maintenance Services from Vendor, Vendor's provision of access to the Solution or Support and Maintenance Services to such user physically located outside the United States shall not constitute a breach of this Section provided that Vendor otherwise complies with the terms of this Section.

#### 4.9 DOC Data.

Vendor represents and warrants to DOC that it shall not collect, use, store, display and/or transmit DOC Data (including in a summary, extracted, redacted, or de-identified form) other than as necessary to fulfill its obligations under this Agreement. Vendor shall not restrict in any manner, DOC's access or ability to download DOC Data, and shall provide any access or other codes to permit DOC to access and download at its option, at any time and without the requirement to notify Vendor.

#### 4.10 Conflicts of Interest.

Vendor represents and warrants to DOC that neither the Vendor, nor any of its Affiliates or authorized subcontractors, nor any of their employees, has, shall have, or shall:

- (a)** Acquire, any contractual, financial, business or other interest, direct or indirect, that would conflict in any manner or degree with Vendor's performance of its duties and responsibilities to DOC, Incarcerated Individuals, and Incarcerated Individuals' friends and family under this Agreement or otherwise create an appearance of impropriety with respect to this Agreement.
- (b)** Use the authority provided or to be provided under this Agreement to improperly obtain financial gain for Vendor, any of its Affiliates, any of their employees, or any member of the immediate family of any such employee.
- (c)** Use any User Information acquired in connection with this Agreement to obtain financial gain for Vendor, any of its Affiliates, any of their employees, or any member of the immediate family of any such employee.
- (d)** Accept anything of value based on an understanding that the actions of Vendor, any such

Affiliates or any such employees on behalf of DOC would be influenced thereby; and neither Vendor nor any of its Affiliates shall attempt to influence any DOC employee by the direct or indirect offer of anything of value.

- (e) Pay or agree to pay any person, other than *bona fide* employees working solely for Vendor or such Affiliates or any of Vendor's subcontractors, any fee, commission, percentage, brokerage fee, contingent fee, gift or any other consideration, that is contingent upon or resulting from the award or execution of this Agreement. If Vendor fails to comply with this Section, DOC shall have the right to either cancel this Agreement without liability to DOC or, in DOC's discretion, recover from Vendor the full amount of such commission, percentage, brokerage fee, contingent fee, gift or other consideration.

#### 4.11 Compliance with Federal and State Programs.

With respect to Vendor and Vendor's employees providing Services to DOC:

- (a) Vendor represents and warrants that neither Vendor nor any of its employees is currently ineligible to participate in federal or state procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate.
- (b) Vendor shall immediately disclose to DOC if it or any of its employees is debarred, suspended, excluded or otherwise declared ineligible to participate in federal or state procurement or non-procurement programs.
- (c) Vendor shall immediately disclose to DOC if Vendor or any of its employees is proposed for exclusion, debarment or suspension from participation in any federal or state procurement or non-procurement program.
- (d) DOC has the right to immediately terminate this Agreement for cause and without further liability to DOC if Vendor becomes ineligible to participate in federal or state procurement or non-procurement programs because of being excluded, debarred, suspended or otherwise declared ineligible to participate.

If any of the occurrences described above, Vendor shall provide written notice immediately to DOC in accordance with **Section 10.1**.

#### 4.12 Additional Representations and Warranties.

Additional representations and warranties may be set forth in an amendment.

#### 4.13 Material Misstatements or Omissions.

No representation or warranty by a party that is contained in this Agreement or that may be contained in any amendment, Schedule, Exhibit, Addendum, or Attachment contains any untrue statement of a material fact or omits to state a material fact necessary to make the statements and facts contained herein or therein not materially misleading.

## 5 TERMINATION

### 5.1 Termination

**5.1.1 Termination for Convenience.**

DOC shall have the right to terminate this Agreement, in whole or in part without cause and for its convenience and without further liability (except as provided in this Section) upon ninety (90) days prior written notice to Vendor. Upon Vendor's receipt of written notice of termination pursuant to this Section, to the extent not previously delivered, Vendor shall deliver to DOC all Deliverables developed by Vendor, whether completed or in draft form, and the terms of **Section 2.1.3** shall apply.

**5.1.2 Termination Due to Insufficient Funding or Resources**

If there is insufficient funding, DOC and Vendor shall meet and discuss adjusting the time frames for the delivery of the Services in a manner such that the Services can be provided to DOC, but with different time frames based on the projected future funding. The parties will negotiate in good faith for a period of up to ninety (90) days (or longer by mutual agreement). If, at the end of such agreed ninety (90) day period the parties have reached mutually acceptable terms, such terms will be memorialized in a written amendment to this Agreement. If the parties have not reached mutually agreeable terms, DOC may either elect to continue this Agreement with respect to the Services, or terminate this Agreement without further liability or penalty.

**5.1.3 Survival.**

Any terms of this Agreement that would, by their nature or through the express terms of this Agreement, survive the expiration or termination of this Agreement shall so survive, including the terms of **Sections 2.1.3, 2.1.4, 2.5, and Articles 4 through 10.**

**5.2 Events of Default.**

The following events shall constitute "**Events of Default**," and the occurrence of any one (1) or more of such Events of Default shall constitute a material breach of this Agreement that shall afford the non-breaching party the rights and remedies set forth in this Article:

- (a)** Vendor's failure to achieve any Critical Milestone or complete a Phase by the applicable Critical Milestone Due Date or Phase Certification date, which failure shall constitute a Vendor Event of Default unless such failure: (i) was caused by DOC or its Third Party's delays or a Force Majeure Event that was not capable of being mitigated; or (ii) is cured by Vendor within twenty (20) days after its receipt of written notice of such breach;
- (b)** Vendor's failure to correct a Level 1 Defect or provide a workaround reasonably acceptable to DOC within the timeframes set forth in this Agreement, and if no timeframe is specified, then within five (5) days;
- (c)** A party's material breach of any other representation, warranty, obligation or covenant set forth in this Agreement, which material breach shall constitute an Event of Default by the non-performing party, provided further that: (i) such failure is not cured within the applicable time frames, if any, set forth in this Agreement, or if no time frame for curing such breach is specified, then within twenty (20) days following the nonperforming party's receipt of written notice of such failure; or (ii) if the breach reasonably cannot be cured within the time frames specified in the foregoing **subsection (i)**, the non-performing party has failed to provide to the other party within ten (10) days following its receipt of written notice of such failure a written plan to cure such failure that is acceptable to such other party in its sole discretion;
- (d)** Vendor's material breach of its Support and Maintenance Services obligations, which material

breach shall constitute a Vendor Event of Default;

- (e)** Vendor's failure to secure and/or maintain insurance coverage as specified in **Section 10.5**, provided that such failure is not cured by Vendor within twenty (20) days following receipt of written notice of such failure, which failure shall constitute a Vendor Event of Default;
- (f)** Vendor's failure to obtain DOC's consent prior to any assignment of this Agreement by Vendor as required under **Section 10.12**, which failure shall constitute a Vendor Event of Default;
- (g)** A party's breach of its confidentiality obligations set forth in **Article 9**, which shall constitute an Event of Default by the breaching party;
- (h)** The institution of bankruptcy, receivership, insolvency, reorganization or other similar proceedings by or against Vendor or any parent Affiliate of Vendor under any Law if such proceedings have not been dismissed or discharged within twenty (20) days after they are instituted; the insolvency or making of an assignment for the benefit of creditors or the admittance by Vendor or any parent Affiliate of Vendor of any involuntary debts as they mature; the institution of any reorganization arrangement or other readjustment of debt plan of Vendor or any parent Affiliate of Vendor; or any corporate action taken by the Board of Directors of Vendor or any parent Affiliate of Vendor in furtherance of any of the above actions, which shall constitute a Vendor Event of Default; or
- (i)** If Vendor or any parent Affiliate of Vendor makes an assignment of all or substantially all of its assets for the benefit of creditors, or Vendor's or any parent Affiliate of Vendor's Board of Directors takes any corporate action by in furtherance of the above action, which shall constitute a Vendor Event of Default.

### **5.3 Rights and Remedies of Vendor Upon an Event of Default of DOC.**

Upon the occurrence of a DOC Event of Default, Vendor shall be entitled to all of the remedies described below in this Section. In addition, if one (1) or more events as described in **Section 5.2** occur that would give rise to a DOC Event of Default but DOC has effected a cure within the applicable time frames set forth in **Section 5.2**, if any, or thereafter, then Vendor nonetheless shall be entitled to the remedies set forth in **subsections (b) and (c)** below.

- (a)** Subject to DOC's rights as set forth below, fully or partially terminate this Agreement; and/or
- (b)** Any other additional remedies that may be set forth in an amendment.

Notwithstanding anything contained herein to the contrary, Vendor expressly waives and disclaims any right or remedy it may have under any existing or future Laws or otherwise to: (a) de-install, disable, or terminate DOC's use of or access to the Solution or any portion thereof or interfere with DOC's quiet enjoyment of the Solution, before a final, non-appealable judicial order has been issued terminating DOC's license or access and use rights; or (b) terminate, suspend or withhold any Services prior to any termination of the entire Agreement and expiration of the Transition Period, or exercise any other form of self-help remedy.

### **5.4 Rights and Remedies of DOC Upon an Event of Default of Vendor.**

Upon the occurrence of a Vendor Event of Default, DOC shall be entitled to all of the remedies described



below in this Section. In addition, if one (1) or more events as described in **Section 5.2** occur that would give rise to a Vendor Event of Default but Vendor has effected a cure within the applicable time frames set forth in **Section 5.2**, if any, or thereafter, then DOC nonetheless shall be entitled to recover damages from Vendor.

- (a) Fully or partially terminate this Agreement, a Schedule or Exhibit thereto, the Statement of Work or other document, or the affected line or category of Services being; and/or
- (b) Recover damages from Vendor; and/or
- (c) Obtain from Vendor transition Services in accordance with **Section 5.5**; and/or
- (d) Any other additional remedies that may be set forth in an amendment.

#### 5.5 Transition Services.

Upon an expiration or a complete or partial termination of this Agreement, one (1) or more Exhibits, and/or one (1) or more lines or categories of Services for any reason, DOC shall have the right, at DOC's option, for up to twelve (12) months (the "*Transition Period*"), to all or any combination of the following:

- (a) Continue to receive from Vendor all Support and Maintenance Services;
- (b) If DOC will be transitioning to a new system or software solution (irrespective of whether DOC's license to use any Solution has been terminated as provided in **Section 5.3**), receive from Vendor all Services reasonably necessary to effectuate an orderly transition to such new system or software solution, including:
  - (i) Providing assistance to DOC in transferring data files to an industry-standard format designated by DOC;
  - (ii) Meeting with the successor system supplier, either in person or by telephone, as requested by DOC;
  - (iii) Providing to DOC all data formats, data definition file layouts and schematics;
  - (iv) Providing to DOC functional and technical specifications, and the source code and related documentation (including internally documented and separated documented instructions and materials) for Integrations, Interfaces, Extensions and other software-based Deliverables if any; and
  - (v) Providing to DOC such other materials and information as may be needed or required by DOC to effectuate the transition; and
- (c) Obtain from Vendor the transfer of Knowledge.

All Services provided by Vendor during the Transition Period shall be provided at no cost to DOC. Notwithstanding the foregoing, if this Agreement, or an affected line or category of Services being provided is completely or partially terminated due to the occurrence of a Vendor Event of Default, Vendor shall provide such transition Services at no cost to DOC.

## 6 LIMITATIONS ON LIABILITY

6.1 DOC's liability to Vendor for a given claim will not exceed the amount paid by Vendor to DOC in the 6 month period preceding the event giving rise to the claim.

## 7 INDEMNIFICATION

### 7.1 General.

Subject to the further terms of this Section, Vendor (the "*Indemnifying Party*") shall assume all risk of and responsibility for, and shall indemnify, defend and hold harmless DOC, the State and their respective officers, employees, contractors, officials, consultants, volunteers, representatives, agents, attorneys, successors and assigns (collectively, the "*Indemnified Parties*") from and against all claims, demands, suits, actions, recoveries, judgments and actual costs and expenses (including all attorneys', advisors and consultant fees and costs) in connection therewith on account of any Third Party claim arising out of or relating to: (a) bodily injury, including death, and real property and tangible personal property damage arising from or resulting directly or indirectly from the Solution, Services, or Deliverables provided under this Agreement and/or from the acts or omissions of the employees, agents or representatives of Vendor and/or its subcontractors; (b) any failure of Vendor or its employees, agents and/or representatives to comply with the terms of **Article 9**; (c) any failure of Vendor or its employees, agents and/or representatives to comply with the obligations set forth in **Section 10.15**; (d) Vendor's failure to deliver to DOC modifications to meet Regulatory Requirements as required prior to the compliance date of such Regulatory Requirements, provided that DOC has had sufficient time in advance of such compliance date to adequately test and deploy such modifications; (e) a breach of Vendor's obligations set forth in this Agreement which results in a fine or penalty to an Indemnified Party; or (g) the negligence or willful misconduct of the employees, agents or representatives of Vendor and/or its subcontractors in the performance of its or their obligations under this Agreement. The indemnity provisions in this Section shall not be limited by reason of any insurance coverage required under this Agreement. Vendor's indemnity obligations under this Section may be reduced to the extent DOC is found to have been contributorily negligent.

### 7.2 Infringement.

Subject to the further terms of this Article, Vendor shall indemnify, defend and hold harmless the Indemnified Parties from and against any claim asserted or any claim, suit or proceeding brought by a Third Party against the Indemnified Parties alleging that the Deliverables or any part thereof, or DOC's use of the Deliverables constitutes a misappropriation of any proprietary or trade secret information or an infringement of any patent, copyright, trademark or other Intellectual Property Right. Vendor shall pay all damages awarded or agreed to settlement payments, and any actual costs and expenses, including attorneys' fees, litigation costs (including the costs and expenses of any appellate bonds) arising from any such claim and incurred by the Indemnified Parties; provided, however, that the Indemnified Parties, after receiving notice thereof, promptly shall advise Vendor of any such claim, suit or proceeding and, at Vendor's expense, cooperate with Vendor in the defense thereof. If Vendor reasonably believes that any such claim, suit or proceeding may be successful, Vendor shall, at no additional cost to the Indemnified Parties, either: (a) procure for the Indemnified Parties the right to continue using the portion of the Deliverables subject to such claim, suit or proceeding; or (b) replace or modify the Deliverables so that it no longer is subject to any such claim, suit or proceeding while maintaining equivalent or better functionality and performance capabilities. No undertaking of Vendor under this Section shall extend to any alleged infringement or violation to the extent that such infringement or violation arises from adherence to design modifications, specifications, drawings, or written instructions that Vendor is specifically directed by DOC to follow or relates to uses of the Deliverables in combination with other systems, furnished either by Vendor or others, which combination was not recommended or otherwise approved by Vendor, where the lack of the combination would not, in

and of itself, be infringing.

### **7.3 Industrial Insurance Immunity Waiver.**

Vendor waives its immunity under Title 51 RCW (Industrial Insurance) to the extent required to indemnify, defend, and hold the Indemnified Parties harmless under this Agreement.

### **7.4 Procedures for Indemnification.**

#### **7.4.1 General.**

Promptly after becoming aware of same, the Indemnified Parties shall notify Vendor of any Third Party claim covered under the terms of **Sections 7.1** or **7.2**, as applicable, for which the Indemnified Parties seek indemnification.

#### **7.4.2 Defense.**

The defense counsel selected by the Indemnifying Party shall be reasonably acceptable to the Indemnified Parties. Vendor acknowledges that, as a State entity, DOC is represented by the Attorney General's Office of the state of Washington which must approve of and appoint the Indemnified Parties' defense counsel as special assistant Attorneys General of the state of Washington.

#### **7.4.3 Settlement of Claims.**

Vendor shall not settle any claim, suit, or action without the prior written consent of DOC and/or the office of the Attorney General of the state of Washington, as required.

#### **7.4.4 Survival; No Limitations on Liability.**

The terms of this Section shall survive any expiration or termination of this Agreement. Notwithstanding anything contained in this Agreement to the contrary, the terms of any limitations on liability clauses contained in this Agreement shall not apply to Vendor's indemnification obligations under this Article.

## **8 DISPUTE RESOLUTION**

### **8.1 Administrative-Level Issue Resolution.**

If a dispute relating to this Agreement arises between the parties, the Vendor Account Executive and a representative of DOC may, but shall not be obligated to, meet and attempt to resolve the dispute. If the parties are unable to resolve the dispute within ten (10) days after the initial request for a meeting, or if the parties do not agree to invoke this level of dispute resolution, then the parties may seek to resolve the dispute through an executive-level performance review as provided in **Section 8.2**.

### **8.2 Executive-Level Issue Resolution.**

For disputes that are not resolved at the level specified in **Section 8.1**, the Executive Sponsors may, but shall not be obligated to, meet and attempt to resolve the dispute. If such representatives are unable to resolve the dispute within five (5) business days after the parties have commenced negotiations, or ten (10) days have passed since the initial request for negotiations at this level, or if the parties do not agree to invoke this level of dispute resolution, then the parties may seek to resolve the dispute through mediation as hereinafter provided or, if the parties do not agree to submit the dispute to mediation, to seek any and all rights and

remedies that may be available to them as provided in this Agreement.

### **8.3 Voluntary, Non-Binding Mediation.**

If the prior levels of dispute resolution are not invoked or are unsuccessful, the parties may, but shall not be obligated to, mutually agree in writing to submit the dispute to non-binding mediation. Unless otherwise agreed by the parties, mediation must occur within thirty (30) days after the parties agree to submit the dispute to mediation. The parties mutually shall select an independent mediator experienced in systems of the type in dispute, and each shall designate one or more representatives to meet with the mediator in good faith in an effort to resolve the dispute. The specific format for the mediation shall be left to the discretion of the mediator and the designated party representatives and may include the preparation of agreed upon statements of fact or written statements of position furnished to the other party.

### **8.4 Redress in Court.**

Informal dispute resolution under this Article shall not be a pre-condition to any action by a party to enforce its rights under this Agreement.

### **8.5 Continued Performance; No Tolling of Cure Periods.**

Except where clearly prevented by the area in dispute, the parties shall continue performing their obligations under this Agreement while the dispute is being resolved as provided in this Article, unless and until the dispute is resolved or until this Agreement is terminated. The time frame for a party to cure any breach of the terms of this Agreement shall not be tolled by the pendency of any dispute resolution procedures.

## **9 DATA RIGHTS, CONFIDENTIALITY AND SECURITY**

### **9.1 Ownership of and Access to Data.**

Each party is and shall remain the owner of all right, title and interest in and to any data that it owned prior to the Effective Date, and in and to any data to which it may hereafter acquire ownership. Without limiting the generality of the foregoing, DOC shall own all right, title and interest in and to DOC Data. Except as otherwise provided in this Agreement, no party shall be obligated to convey any right, title and/or interest in any data to the other. At all times, DOC shall have access to any DOC Data retained or held in possession by Vendor, and such data shall be exportable and downloadable at no additional cost or expense to DOC.

### **9.2 Confidential Information.**

#### ***9.2.1 Uses of Confidential Information.***

The Receiving Party shall not directly or indirectly use the Disclosing Party's Confidential Information except as necessary to perform the Receiving Party's obligations and/or exercise the Receiving Party's rights under this Agreement.

#### ***9.2.2 Safeguarding Confidential Information.***

The Receiving Party shall exercise the same degree of care and protection with respect to Confidential Information that the Disclosing Party uses with respect to its own Confidential Information, but in all events at least a reasonable degree of care.

#### ***9.2.3 Disclosures of Confidential Information.***

Except as permitted under this **Section 9.2.3**, the Receiving Party shall not directly or indirectly publish,

transmit, release, disclose or otherwise make available the Disclosing Party's Confidential Information to any other person without the prior written consent of the Disclosing Party, which consent may be withheld in the Disclosing Party's sole discretion. Notwithstanding the foregoing:

- (a) the Receiving Party may disclose the Disclosing Party's Confidential Information only as expressly permitted under the terms of this Agreement;
- (b) DOC may disclose Vendor's Confidential Information to:
  - (i) Authorized Users; and
  - (ii) Third Parties who or that have a need to know in connection with the Solution or Services or the exercise or enforcement of rights or obligations under this Agreement, provided that each such Third Party has executed a confidentiality agreement with DOC that includes within the scope of the confidential information thereunder the portions of the Vendor Confidential Information that will be disclosed or, for Third Parties that have not signed a confidentiality agreement with DOC as of the Effective Date, such Third Party executes a Confidentiality Agreement and Non-Disclosure Agreement;
- (c) Vendor may disclose DOC Confidential Information to employees and approved subcontractors of Vendor that have a need to know in connection with the Solution or Services, provided that the employees and agents have executed: (i) a confidentiality agreement with Vendor containing confidentiality provisions no less protective than the terms contained herein (and including within the scope of the confidential information thereunder the portions of the DOC Confidential Information that will be disclosed);
- (d) Vendor may disclose DOC Confidential Information to authorized subcontractors that have a need to know in connection with the Services, provided that: (i) such subcontractor executes a Subcontractor Confidentiality and Non-Disclosure Agreement; and (ii) the employees and agents of such subcontractor have executed a confidentiality agreement with subcontractor containing confidentiality provisions no less protective than the terms contained herein (and including within the scope of the confidential information thereunder the portions of the DOC Confidential Information that will be disclosed);
- (e) the Receiving Party may disclose the Disclosing Party's Confidential Information to the Receiving Party's accountants, attorneys, financial advisors and other similar advisors that have a need to know such Confidential Information;
- (f) provided the disclosure is made in accordance with **Section 9.3**, DOC may disclose Vendor Confidential Information pursuant to a public records request;
- (g) provided the disclosure is made in accordance with **Section 9.4**, the Receiving Party may disclose the Confidential Information of the Disclosing Party to the extent legally required to disclose;
- (h) provided the disclosure is made for the purposes set forth in **Section 9.5**, DOC may disclose Vendor Confidential Information to other states and governmental institutions.

### **9.3 Public Records Disclosures.**

Vendor acknowledges that DOC is a public organization and that the terms and conditions of this Agreement and other Vendor information including Vendor Confidential Information, Documentation and Deliverables may be subject to disclosure under applicable Law, including Washington State's Public Records Act (RCW 42.56). If such a disclosure request is made of DOC, DOC shall, generally within ten (10) business days prior to release, notify Vendor of any such request, in order to provide Vendor time to seek judicial relief if it believes such information should not be released. Subject to a court of competent jurisdiction issuing an order prohibiting such release or the requesting party notifying DOC in writing prior to DOC's planned release that it has rescinded its request for disclosure, DOC shall release and disclose all requested information without liability therefore.

### **9.4 Legally Required Disclosures.**

If the Receiving Party or any of its employees or agents are requested or required (by oral questions, interrogatories, requests for information or documents in legal proceedings, subpoena, civil investigative demand or other similar process) to disclose any of the Confidential Information of the Disclosing Party, the Receiving Party, to the extent permitted by Law: (a) shall not disclose the Confidential Information without providing the Disclosing Party with reasonable prior written notice of any such request or requirement so that the Disclosing Party may seek a protective order or other appropriate remedy and/or waive compliance with the provisions of this Agreement; (b) if, in the absence of a protective order or other remedy or the receipt of a waiver by the Disclosing Party, the Receiving Party or any of its employees are nonetheless, in the written opinion of the Receiving Party's counsel (a copy of which opinion shall be delivered to the Disclosing Party), legally compelled to disclose Confidential Information to any tribunal or otherwise stand liable for contempt or suffer other censure or penalty, the Receiving Party or its employees may, without liability hereunder, disclose to such tribunal only that portion of the Confidential Information that such counsel advises the Receiving Party that it is legally required to disclose; and (c) shall exercise its best efforts to preserve the confidentiality of the Confidential Information, including by cooperating with the Disclosing Party to obtain an appropriate protective order or other reliable assurance that confidential treatment shall be accorded the Confidential Information by such tribunal.

### **9.5 Information Sharing.**

DOC intends to share information with other states and governmental institutions to promote best practices. The types of information shared by DOC with other states and governmental institutions may include design documents, technical specifications, functional specifications, reports and report formats, workflow processes, policies and procedures, printed training and education materials, computer-based training and education materials, Integrations, Interfaces, Extensions, other software-based Deliverables, implementation strategies, configuration strategies and recommendations, screen shots and queries and job descriptions. Vendor shall permit DOC to share the above types of Vendor Confidential Information relating to the Solution with other such institutions for such purposes.

### **9.6 Notification and Mitigation.**

If the Receiving Party becomes aware of any unauthorized use or disclosure of the Confidential Information of the Disclosing Party, the Receiving Party shall, within 48 hours of discovery, notify the Disclosing Party of all facts known to it concerning such unauthorized use or disclosure and shall mitigate any potential harm and further use or disclosure of such Confidential Information.

### **9.7 Return of Confidential Information.**

Subject to the further terms of this Section, and except as otherwise permitted under this Agreement, at any time upon written request by the Disclosing Party, the Receiving Party promptly shall: (i) return to the Disclosing Party, or at the Disclosing Party's request, delete or destroy, all Confidential Information (and all copies thereof) of the Disclosing Party then in its possession or control, in whatever form, or, in the case of a written request by the Disclosing Party, the Confidential Information specified in such request as then in the Receiving Party's possession or control, in whatever form; and (ii) unless the Disclosing Party otherwise consents in writing, deliver to the Disclosing Party, or at the Disclosing Party's request, delete or destroy, any copies, duplicates, summaries, abstracts or other representations of any such Confidential Information or any part thereof, in whatever form, then in the possession or under the control of the Receiving Party. Notwithstanding the foregoing: (iii) the Receiving Party may retain copies of the Disclosing Party's Confidential Information to the extent required by Law and/or to the extent otherwise permitted under this Agreement; and (iv) if any return, deletion or destruction of Confidential Information will have an adverse effect on a party's ability to exercise its rights and/or perform its obligations under this Agreement, then the parties shall discuss reasonably available alternatives to such return, deletion or destruction.

## 9.8 Security.

### 9.8.1 Data Security Program.

Vendor shall maintain in effect at all times a comprehensive data security program that includes reasonable and appropriate administrative, technical and physical security measures designed to detect, prevent and mitigate the risk of identity theft and protect against the destruction, loss, unauthorized access, disclosure, use and/or alteration of data (whether or not encrypted), including DOC Confidential Information, in Vendor's possession or under Vendor's control, and which shall be no less rigorous than those measures that are required to be maintained by Vendor or DOC to comply with applicable Laws. Vendor will provide the data security program to DOC for its review, and DOC shall have the right to provide feedback and comment on Vendor's data security program.

### 9.8.2 Security Breaches.

If Vendor discovers or is notified of the destruction, loss and/or unauthorized access, disclosure, use and/or alteration of information or any attempt to access Information that is reasonably likely to result in the destruction, loss and/or unauthorized access, disclosure, use and/or alteration of any information (each such event, a "*Security Event*"), Vendor shall without undue delay and unless prohibited by Law: (a) notify DOC of the Security Event within 48 hours; (b) investigate the Security Event and provide reasonable cooperation with DOC's investigation of the Security Event, including periodic updates with respect to Vendor's investigation of the Security Event; (c) if the source of the Security Event is not within the control of Vendor, provide reasonable cooperation with DOC's development of a risk assessment, root cause analysis and corrective action plan, including DOC's mitigation and remediation activities; and (d) comply to the extent applicable to Vendor's personnel, and provide reasonable cooperation with DOC in complying with, the requirements of all applicable Personal Information Laws and other applicable Laws. If the source of the Security Event is within the control of Vendor's personnel, Vendor shall: (e) promptly provide a written report to DOC that sets forth Vendor's risk assessment, root cause analysis and corrective action plan; (f) implement the corrective action plan and mitigate the effects of the Security Event as soon as practicable; and (g) provide DOC periodic updates with respect to Vendor's mitigation and corrective action efforts.

### 9.8.3 Personal Information and Data Breach Notification Laws.

Vendor acknowledges that Confidential Information may include Personal Information pertaining to residents in Washington State and other states that have enacted Personal Information and Data Breach

Notification Laws. Having acknowledged the foregoing, in addition to its obligations set forth in **Section 9.8.2**, Vendor shall comply with the requirements of all applicable Personal Information and Data Breach Notification Laws. In the event of any unauthorized access, disclosure, or use of Confidential Information held by Vendor or its subcontractors, Vendor shall bear the costs incurred by DOC and/or any Agency in complying with its or their legal obligations relating to such unauthorized access, disclosure or use of Confidential Information, including the reasonable costs of providing notices, a toll-free call center/help desk, credit monitoring services and identity theft insurance to affected individuals for up to two (2) years. Nothing contained herein shall be deemed to release Vendor from its indemnification obligations as set forth in **Article 7**.

**9.8.4 HIPAA.**

If Vendor (or any subcontractor) will, or will likely, have access to protected health information (as defined in the regulations promulgated under the Health Insurance Portability and Accountability Act of 1996, as amended, "**HIPAA**") of DOC, Vendor and any applicable subcontractor(s) shall execute the then-current form of Business Associate Agreement of DOC.

**9.8.5 Survival.**

The terms of this Article shall survive the expiration or termination of this Agreement.

**9.9 Compliance with DOC Security Policies and Procedures, Vendor Information Security Officer, and Security Certifications.**

**9.9.1 Compliance with Security Standards, Policies, and Procedures.**

Vendor shall comply with: (i) the security requirements and obligations required by applicable Law; (ii) the DOC Security Policies and Procedures; (iii) policies, procedures, and guidelines of the Washington State Office of the Chief Information Officer, which can be found at [www.ocio.wa.gov/policies](http://www.ocio.wa.gov/policies); (iv) Vendor's security standards, policies, guidelines and procedures, provided that DOC Security Policies and Procedures shall take precedence over any inconsistencies or conflicts with Vendor's security standards, policies, guidelines and procedures (**subsections (i) through (iv)** are collectively referred to as the "**Security Policies and Procedures**").

**9.9.2 Vendor Information Security Officer Responsibilities.**

Vendor shall designate a corporate officer ("**Information Security Officer**") who shall, at no cost or expense to DOC:

- (i)** Be responsible to ensure Vendor's initial and on-going compliance with the Security Policies and Procedures;
- (ii)** At least once every six (6) months, and at any other time requested by DOC, provide a written certification to DOC confirming Vendor's compliance with the Security Policies and Procedures; and
- (iii)** Upon DOC's request, meet with the DOC Chief Information Security Officer to discuss Vendor's certification, the Security Policies and Procedures, or other related matters. The Vendor Information Security Officer's participation shall not be chargeable to DOC.

**9.9.3 Security Certifications.**

Vendor represents and warrants to DOC that: (i) Vendor is certified under ISO (International Organization



for Standardization) and IEC (International Electrotechnical Commission) ISO/IEC 27000, series of Information Security Management Systems standards ("*ISO Security Standards*"); and (ii) the IITS Solution is certified and in full compliance with the Payment Card Industry Data Security Standards ("*PCI DSS*"); and Vendor shall maintain such certifications on an on-going basis. Vendor shall provide DOC with a copy of such certifications upon request. Vendor shall provide DOC with full and complete copies of any ISO Security Standards and PCI DSS audits and reviews, and other security audits, reports and reviews, whether conducted internally by Vendor or through a Third Party, within five (5) days of a request by DOC and within twenty (20) days of Vendor's receipt of such audits, reports and reviews. If there are deficiencies cited and/or recommendations made, the Vendor Information Security Officer, the Vendor Executive Sponsor and other appropriate personnel from Vendor shall meet to review the deficiencies and recommendations and develop a plan of action to address such items. The implementation of any measures to address deficiencies and/or recommendations shall not be chargeable to DOC.

## 10 MISCELLANEOUS

### 10.1 Notices.

Any written notice required or permitted to be delivered pursuant to this Agreement (other than project-related notices that may be sent by email) shall be in writing and shall be deemed delivered: (a) upon delivery if delivered in person; (b) three (3) business days after deposit in the United States mail, certified mail, return receipt requested, postage prepaid; (c) upon transmission if sent via e-mail or fax, with a confirmation copy sent via overnight mail; or (d) one (1) business day after deposit with a national overnight courier, in each case addressed to the following address or to such other addresses as may be specified by a party upon notice given to the other party:

If to DOC:

Washington State Department of Corrections  
7345 Linderson Way SW  
Tumwater, Washington 98501  
Attention: Tom Fithian  
Email: [tpfithian@doc1.wa.gov](mailto:tpfithian@doc1.wa.gov)

With a copy to:

Contracts Administrator  
Washington State Department of Corrections  
7345 Linderson Way SW  
Tumwater, Washington 98501

If to Vendor:

Securus Technologies, LLC  
4000 International Parkway  
Carrollton, TX 75007  
Attn: General Counsel  
Email: [legalnotice@securustechnologies.com](mailto:legalnotice@securustechnologies.com)

## 10.2 Definitions and Construction

Capitalized terms used herein shall have the meanings ascribed to them in **Schedule 1** or as defined in this Agreement. The words "include," "including," and variations thereof, will not be deemed to be terms of limitation, but rather will be deemed to be followed by the words "without limitation." Any reference herein to a particular Article or Section number (e.g., "Article 7" or "Section 7.1"), shall be deemed a reference to all Sections of this Agreement that bear sub-numbers to the number of the referenced in the Article or Section (e.g., a reference to Article 6 includes Sections 6.1 through 6.15, and a reference to Section 9.7 includes reference to Sections 9.7.1, 9.7.2, etc.). The terms "hereof," "hereunder," "herein" and words of similar import will refer to this Agreement as a whole and not to any particular provision of this Agreement. Definitions in this Agreement apply equally to the singular and plural forms of the defined terms. Unless otherwise expressly specified, all references to "days" without any designation of "calendar" or "business" will be deemed to be references to calendar days and not business days. All references to "business days" shall mean Monday through Friday, excluding Holidays. When calculating the time period before which, within which, or following which any act is to be done or step taken pursuant to this Agreement, the date that is referenced in calculating such period will be excluded (for example, if an action is to be taken within two (2) days of a triggering event and such event occurs on a Tuesday then the action must be taken by Thursday). If the last day of a business day period is a non-business day, the period in question will end on the next succeeding business day.

## 10.3 New Products Through Acquisition.

Following the Effective Date, if Vendor acquires a company which has an existing agreement with DOC to provide services or products, DOC shall have the option to treat such services and/or products as being provided or licensed under this Agreement, subject to any pre-existing license restrictions associated with such products as documented in the contract between DOC and the acquired company.

## 10.4 Audits and Requests for Records.

### *10.4.1 Financial Audits.*

At any time up to and including six (6) years following the termination of this Agreement, DOC (itself or through its Third Party auditor or a State auditor) shall have the right upon reasonable advance written notice and on an annual basis to fully audit the books and records of Vendor to the extent reasonably necessary to confirm the accuracy and appropriateness of all invoices issued under this Agreement, including all supporting details, and to verify compliance with applicable Laws. All such audits shall be conducted between the hours of 8:00 a.m. and 5:00 p.m. Pacific Time. If any audit demonstrates that Vendor has overcharged or undercharged DOC, then either: (a) Vendor promptly shall refund the overcharges to DOC; or (b) following receipt of Vendor's invoice, DOC shall pay the undercharge to Vendor. Further, if any overcharge is in excess of five percent (5%) of the aggregate charges incurred during the period to which the audit relates, then Vendor shall reimburse DOC for the reasonable costs and expenses incurred to conduct such audit.

### *10.4.2 Operational and Security Audits by DOC.*

Upon prior written notice to Vendor, Vendor shall make available to DOC and its auditors and inspectors (including internal and external personnel) for the purpose of performing such audits or inspections access at all reasonable times to: (a) the data and records relating to the Services and Vendor's other obligations under this Agreement; and (b) Vendor's internal controls and systems as may be reasonably necessary to examine Vendor's performance of the Services and compliance with its duties,

responsibilities and obligations under this Agreement including the safeguarding of DOC Data and compliance with the Security Policies and Procedures and the terms set forth in **Section 9.9**. Vendor shall provide to such auditors such assistance and support as they may reasonably request. If any audit reveals deficiencies, Vendor shall review the findings with DOC. If DOC and Vendor mutually agree that there are deficiencies to be corrected, Vendor shall prepare and deliver to DOC a detailed plan that is reasonably acceptable to DOC for correcting all such deficiencies.

**10.4.3 Washington State Audits.**

Any audits permitted by Law or permitted under this **Section 10.4** may be conducted by the State or a Third Party on its behalf. Vendor shall provide to the State such assistance and support as reasonably requested. If any audit reveals deficiencies, Vendor shall review the findings with the State and DOC and Vendor shall prepare and deliver to the State and DOC a detailed plan that is reasonably acceptable to correct all such deficiencies.

**10.4.4 Resolutions of Disagreements with Audits.**

If the results of an audit are disputed, the Executive Sponsors shall meet to attempt to resolve the matter. If the Executive Sponsors cannot resolve the matter, either party may require that the matter be submitted to an independent, nationally recognized, reputable auditing firm ("**Independent Auditor**") to review the results of the audit and whether the deficiencies in dispute exist. The cost of the Independent Auditor shall be shared equally by the parties. If requested by such Independent Auditor, each party shall permit such firm to conduct interviews of applicable personnel and engage in such other due diligence activities to verify whether such deficiencies exist and/or the audit findings can be confirmed. The Independent Auditor shall be tasked by the parties to issue a written opinion on its findings and such written opinion shall be binding on the parties with respect to the deficiencies cited therein. If the written opinion of the Independent Auditor confirms deficiencies with respect to Vendor, Vendor shall prepare and deliver to DOC a detailed plan that is reasonably acceptable to DOC for correcting all such deficiencies. Vendor shall implement all such corrections within the time frame set forth in the plan. Vendor shall bear all costs and expenses associated with correcting all deficiencies. Any audits shall be conducted so as to be non-disruptive to a parties operations and business. User-level access may be granted to DOC applications to support such audits, and if necessary, will be coordinated between the parties.

**10.4.5 Maintenance of Records.**

Vendor and its subcontractors shall maintain books, records, documents and other evidence relating to this Agreement, including Vendor performance, Minority and Women's Business Enterprise participation, protection and use of DOC Data and DOC's Confidential Information, and accounting procedures and practices which sufficiently and properly reflect all direct and indirect costs of any nature invoiced in the performance of this Agreement. Vendor shall retain all such records for six (6) years after the expiration or termination of this Agreement. Records involving matters in litigation related to this Agreement shall be kept for either one (1) year following the termination of litigation, including all appeals, or six (6) years from the date of expiration or termination of this Agreement, whichever is later. Where Vendor ordinarily and regularly in the course of business creates and maintains its books, records, documents and other evidence relating to this Agreement electronically, Vendor shall retain such electronically stored information in an electronic format that remains usable, searchable, retrievable and authentic for the periods set out herein, unless the parties specifically agree in writing to an alternative. Vendor shall incorporate in its subcontracts with subcontractors the terms and conditions of this Section.

Books, records, documents, and other evidence of accounting procedures and practices related to Vendor's cost structure, including overhead, general and administrative expenses, and profit factors shall be excluded from DOC's or its auditors' review unless the cost or any other material issue under this Agreement is calculated or derived from these factors.

## 10.5 Insurance.

### *10.5.1 Required Coverages.*

At Vendor's sole cost and expense, Vendor shall procure and maintain in effect from and after the Effective Date and for the duration of the Agreement the insurance coverages described in the attached **Schedule 4**. Insurance may be maintained with one or more carriers, each of which must: (a) be authorized to do business in the State of Washington or be eligible surplus lines insurers acceptable to DOC and having agents in Washington upon which service of process may be made; and (b) have a financial strength rating of A- or better and a financial size category of A-XIII or better, each as reported in the most recent edition of Best's Insurance Reports (or any successor or replacement rating agency). Any insurance or self-insurance available to DOC shall be in excess of, and non-contributing with, any insurance that Vendor is required to procure and maintain. Vendor hereby waives its right of subrogation with respect to DOC, and each policy must include a waiver of subrogation in favor of DOC and the State. Vendor's insurance policies shall apply on a primary basis. To the extent that claims are paid under any insurance coverage resulting in a reduction of the remaining coverage amounts, Vendor shall procure additional insurance as needed to continually meet and maintain the coverage amounts set forth on **Schedule 4**.

### *10.5.2 Additional Insureds and Evidence of Coverage.*

By endorsement to all liability policies, except for the Professional Liability/Errors & Omissions and Internet Policies insurance and Industrial Insurance, DOC and the State shall be named as additional insureds for all liability arising from this Agreement. On or before the Effective Date, thereafter upon each insurance policy renewal, and otherwise promptly following DOC's request from time-to-time, Vendor shall provide DOC with certificates of insurance, together with copies of all applicable endorsements (by endorsement cross-liability of all insureds), evidencing Vendor's compliance with the requirements set forth in this **Section 10.5**. If at any time during the period when insurance is required by this Agreement, an insurer fails to comply with the requirements of this Agreement, as soon as Vendor has knowledge of any such failure, Vendor shall immediately notify DOC and immediately replace such insurance with insurance meeting this Agreement requirements set forth herein. Within ten (10) business days following Vendor's receipt of DOC's written request, Vendor shall provide (or cause to be provided) to DOC a certified copy of any insurance policies that are required under this **Section 10.5**.

### *10.5.3 Claims-Made Coverage.*

If and to the extent any insurance coverage required under this Agreement is purchased on a "claims-made" basis, such insurance must: (a) cover the acts or omissions of Vendor and any subcontractors, as applicable, up through and including the date that this Agreement has terminated and any Transition Periods have expired; and (b) be continuously maintained by Vendor, with full prior acts coverage, for at least six (6) years beyond the date that this Agreement has terminated and any Transition Periods have expired.

### *10.5.4 Notice of Cancellation.*

Vendor shall procure (or cause to be procured) endorsement(s) to its insurance policies that identify DOC as a scheduled party to receive written notice thirty (30) days in advance of the cancellation of any

insurance required hereunder.

**10.5.5 Subcontractor Insurance.**

If Vendor elects to have an approved subcontractor provide any Services to DOC, prior to providing any such Services, Vendor must furnish to DOC a certified copy of the applicable insurance policy or policies reflecting coverages of the type and amount agreed upon by Vendor and DOC. Additionally, if an approved subcontractor provides Support and Maintenance Services, Vendor's insurance policies must specifically cover all of such subcontractor's Support and Maintenance Services, and Vendor must provide documentation from the applicable underwriter, acceptable to DOC in its sole discretion, confirming such coverage.

**10.6 Approval of Service Subcontractors.**

Vendor shall obtain DOC's prior written consent, which DOC may withhold in its sole discretion, before entering into an agreement with any subcontractor who may be retained by Vendor to provide Services of any kind under this Agreement. DOC may condition the approval of any subcontractor on the receipt of the proposed subcontract between Vendor and the subcontractor, to ensure that the subcontracted Services or other items are adequately covered. If DOC determines, in its sole discretion, that any previously-approved Vendor subcontractor is not satisfactorily performing its obligations, DOC reserves the right to require Vendor to replace such subcontractor with another subcontractor or Vendor to directly perform such obligations. Vendor shall ensure that all such subcontractor agreements include provisions naming DOC as a direct and intended third party beneficiary or otherwise granting DOC the right to directly enforce Vendor's rights against such subcontractor and provisions substantially the same as those set forth in **Section 2.1.3** (where applicable) and **Sections 7 and 9** of this Agreement. DOC shall not be bound by the terms of such agreements entered into by Vendor, and such agreements shall not contain any obligations with respect to DOC, including a guarantee of payments to such subcontractor. Any approval by DOC of Vendor's right to use a subcontractor shall be conditioned upon the following: (a) the agreement between Vendor and subcontractor not imposing or seeking to impose any liabilities or obligations on DOC, including the pass throughs of any termination fees, damages or costs in the event Vendor is required to replace the subcontractor; (b) DOC's ability to obtain a full assignment of such agreement upon written notice by DOC to the subcontractor following any default by Vendor under this Agreement; (c) all employees of the subcontractor being subject to the terms and restrictions of **Article 1**; (d) Vendor being responsible for managing all subcontractor relationships; (e) Vendor being liable for the acts and omissions of any subcontractor under this Agreement; (f) DOC and Vendor agreeing to the level and types of insurance to be obtained by subcontractor; (g) Vendor and subcontractor incorporating the terms required by **Section 10.4.5** into their agreement. Vendor agrees that assignment of any subcontractor agreement to DOC shall in no way diminish, reduce, modify or affect Vendor's obligations and liabilities to DOC hereunder, and Vendor shall remain responsible for all such obligations and liabilities. Vendor further agrees that it shall indemnify, defend and hold harmless the Indemnified Parties for the actions of its subcontractors.

**10.7 Notice of Financial Impacts.**

Vendor shall provide written notice to DOC within five (5) business days following the occurrence of any event that will or may be likely to have a material adverse impact upon Vendor's ability to perform its obligations hereunder, including Vendor's breach of any significant contract, default of any credit agreement, denial of significant funding requests and/or the filing of a significant lawsuit against Vendor, and promptly (but in no event longer than ten (10) business days) thereafter shall meet with DOC to discuss Vendor's ability to continue to perform its obligations under this Agreement in light of such event.

**10.8 Agency.**

No party shall make any representations or warranties or incur any liability on behalf of the other. No party is the agent, representative or partner of the other party. The parties agree that Vendor is an independent contractor, that neither Vendor nor its employees, subcontractors and/or agents are employees of DOC and that DOC shall not, on their behalf: withhold income or other taxes; provide Industrial Insurance; participate in group insurance plans which may be available to employees of DOC; participate in or contribute to any public employees retirement system; accumulate vacation leave or sick leave; or provide unemployment compensation coverage. Neither Vendor nor its employees, subcontractors and/or agents are employees of DOC, and accordingly, none of them are entitled to any of the compensation, benefits, rights, or privileges of employees of DOC.

#### **10.9 Severability.**

If any provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this Agreement.

#### **10.10 Waiver; Waiver of Non-Competition.**

No delay or omission by a party to exercise any right occurring upon any non-compliance or default by the other party with respect to any of the terms of this Agreement shall impair any such right or power or be construed to be a waiver thereof. A waiver by any of the parties of any of the covenants, conditions or agreements to be performed by the other shall not be construed to be a waiver of any succeeding breach thereof or of any covenant, condition or agreement herein contained. Additionally, Vendor irrevocably waives any rights which it may have, by contract or otherwise, to require another person or entity to refrain from submitting a bid or proposal to, or providing products or services to, DOC or the State, and Vendor further agrees that it will not in the future, directly or indirectly, induce or solicit any person or entity to refrain from submitting a bid or proposal to, or providing products or services to, DOC or the State.

#### **10.11 Governing Law; Exclusive Jurisdiction.**

The Agreement, and all the rights and duties of the parties arising from or relating in any way to the subject matter of this Agreement or the transaction(s) contemplated by it, shall be governed by, construed and enforced only in accordance with the Laws of the state of Washington, without regard to the conflict of law rules of any jurisdiction. Any claim against DOC shall be initiated by Vendor within one (1) year after the claim arises, or be barred. Any suit or proceeding relating to this Agreement shall be brought only in the State courts located in Thurston County, Washington. **THE PARTIES EACH CONSENT TO THE SOLE AND EXCLUSIVE PERSONAL JURISDICTION AND VENUE OF THE STATE COURTS LOCATED IN THURSTON COUNTY, WASHINGTON.**

#### **10.12 Binding Nature and No Assignment.**

The Agreement or any of its provisions shall not be assigned, delegated or transferred, including a Change of Control which shall be deemed to be a transfer, in whole or in part, by either party without the prior written consent of the other party. The Agreement shall be binding on the parties and their successors and permitted assigns.

#### **10.13 Counterparts.**

The Agreement may be executed in one (1) or more duplicate originals, all of which together shall be deemed one and the same instrument.

#### 10.14 Public Announcements.

Without the prior written consent of DOC, which consent may be withheld in DOC's sole discretion, Vendor shall not make or publish, directly or indirectly, any statements, articles, public or private announcements (including any announcement made via e-mail or any posting on the Internet or any Vendor website), media releases, press conferences, advertising or similar publicity in any form relating to the fact that the parties have entered into this Agreement, the name, image or logo of DOC or any Agency (or any variation or combination of such name, image or logo), as well as the name or image of any DOC employee or contractor of DOC. Without limiting the generality of the foregoing, Vendor shall not, without DOC's prior written approval: (a) make any references to Third Parties that DOC is a customer of Vendor; (b) include or make any reference to DOC or DOC's name in any proposals to Third Parties; or (c) provide DOC contact information to existing or prospective customers of Vendor.

#### 10.15 DOC Policies.

Vendor, its employees, agents and permitted subcontractors shall comply with all DOC policies, procedures, orders and directives (whether in final or "draft" form) including those set forth in the State Travel Policy found in the Washington State Administrative and Accounting Manual (currently set forth in <http://www.ofm.wa.gov/policy/10.htm>) (collectively, the "*DOC Policies*"). Vendor personnel will conduct themselves in a manner that is consistent with preserving DOC's reputation and their staff will not engage in any actions or behaviors that could result in negative attention from the public, press, legislature or DOC customers. Vendor acknowledges and agrees that the DOC Policies may change from time-to-time and that DOC may add, delete and/or change the DOC Policies in its discretion.

#### 10.16 PREA – Custodial and Sexual Misconduct

This Agreement provision shall apply to any person having contact with incarcerated individuals under Department of Corrections (DOC) jurisdiction.

A. Authorities

In the performance of services under this Agreement, Vendor shall comply with all federal and state laws and Department policies regarding sexual misconduct including, but not limited to, the Prison Rape Elimination Act of 2003 (PREA); RCW 72.09.225, Sexual misconduct by state employees, contractors; RCW 9A.44.010, Definitions; RCW 9A.44.160 Custodial sexual misconduct in the first degree; RCW 9A.44.170, Custodial sexual misconduct in the second degree; DOC 490.800, Prevention and Reporting of Sexual Misconduct; DOC 490.850, Response to Investigation of Sexual Misconduct, and DOC 610.025, Sexual Abuse, Sexual Assault, and Staff Sexual Misconduct.

B. Definitions

1. Sexual Misconduct includes, but is not limited to, offender-on-offender sexual assault, sexual abuse, and consensual sex acts. It also includes Custodial Sexual Misconduct, Staff Sexual Misconduct, Staff Misconduct of a Sexual Nature, and Sexual Harassment as defined below.
2. Custodial Sexual Misconduct or Staff Sexual Misconduct shall mean the following acts when performed by Department employees, contract workers, or volunteers and directed toward any offender under Department Jurisdiction.
  - a. Engaging in sexual intercourse with an offender. Sexual intercourse shall include (a) vaginal intercourse, anal intercourse, and oral intercourse as well as the

penetration of an offender's vagina or anus with an object, when such penetration is not performed for the purpose of providing medical care or is not authorized by Department policy for the purpose of maintaining security, or (b) allowing an offender to engage in sexual intercourse, as defined above, with any contract worker or volunteer.

- b. Without a legitimate penological purpose, intentionally physically touching, either directly or through clothing, the genitalia, anus, groin, thighs, or buttocks of an offender or the breasts of a female offender.
  - c. Without a legitimate penological purpose, compelling or permitting an offender to touch, either directly or through clothing the genitalia, breasts, or buttocks of an employee, contract worker, or volunteer.
  - d. Kissing an offender, or allowing oneself to be kissed by an offender, (this does not include an uninvited surprise kiss by an offender).
  - e. Knowingly exposing one's genitals, breasts, or buttocks to an offender.
  - f. Observing without legitimate penological purpose an offender's partially or fully naked body or an offender engaging in a sexual act with him/herself or another offender (not to include inadvertent or unavoidable observation).
  - g. Making threats, bribes, or acts of coercion toward an offender for the purpose of causing an offender to engage in any of the acts prohibited in this section.
  - h. Taking one or more substantial steps toward engaging in or performing any of the acts prohibited in this section.
  - i. Helping another person perform any of the acts prohibited in this section by acting or failing to act to aid in the commission of such act, with the knowledge that the action or inaction will promote or facilitate the prohibited act.
3. Staff Misconduct of a Sexual Nature shall mean the following acts when performed by Department employees, contract workers, or volunteers and directed at any offender under Department jurisdiction for the purpose of gratifying the sexual desire(s) of any person or getting an offender to engage in staff sexual misconduct, or that have sexual undertones.
- a. Making any of the following: Comments about an offender's body intended to abuse, humiliate, harass, degrade, arouse, or gratify the sexual desires of any person. Sexually oriented statements or gestures in the presence of an offender. Demeaning statements based on gender in the presence of an offender.
  - b. Staff, contractor, vendor, or volunteer-on-offender sexual harassment; inappropriate relationships; exchange of personal information or items of financial or sentimental value; threatening, intimidating, coercing, or using abusive language towards an offender for other than legitimate corrections purposes; cross gender pat searches; and
  - c. Failing to report suspected or known sexual misconduct or other acts prohibited by this Agreement provision; and discouraging, preventing, or otherwise interfering



with good faith reporting of sexual misconduct where an offender is the alleged victim.

4. Sexual Harassment shall mean deliberate or repeated, unsolicited verbal statements or comments of a sexual nature directed to any individual, including demeaning references to gender or derogatory comments about body or clothing, or repeated profane or obscene language or gestures.

C. Vendor Requirements include, but are not limited to:

1. Adhering to the DOC zero tolerance standard for sexual misconduct, whether or not consensual.
2. Maintaining boundaries and professionalism at work and when in direct contact with incarcerated individuals.
3. Ensuring that all staff who have unsupervised access to incarcerated individuals under DOC jurisdiction have PREA/Sexual Misconduct training that includes:
  - a. Department policies on Prevention and Reporting of Sexual Misconduct, DOC 490.800 and Response to Investigation of Sexual Misconduct, DOC 490.850;
  - b. The meaning of Department jurisdiction;
  - c. The prohibitions against engaging in behaviors described in Section B, Definitions, above;
  - d. Signs of sexual misconduct in both victims and predators;
  - e. Reporting requirements and investigation procedures for suspected or known instances of sexual misconduct;
  - f. The resources available to offender/victims of sexual misconduct;
  - g. The confidentiality requirements associated with assisting offender/victims; and
  - h. The consequences of failing to conform to all requirements of this Section C, which include, but are not limited to:
    - 1) Removal of person(s) from proximity to incarcerated individuals;
    - 2) Removal of person(s) from contract work at DOC;
    - 3) Agreement termination;
    - 4) Criminal and or civil prosecution;
    - 5) Liability for damages to the offender/victim.

#### 10.17 **Compliance with Laws; Compliance with Civil Rights.**

With respect to its obligations under this Agreement, Vendor shall at all times comply with all applicable Laws, including DOC Data breach notice statutes, RCW 19.255.010 and RCW 42.56.590, federal and applicable state nondiscrimination Laws, including Title VII of the Civil Rights Act, 42 U.S.C. §12101 *et seq.*, the Americans with Disabilities Act ("*ADA*") and Title 49.60 RCW, Washington Law Against Discrimination, the Gramm-Leach-Bliley Act ("*GLB*"), HIPAA, and all rules, regulations and policies promulgated thereunder, including the commitment to negotiate in good faith any sub-agreements that may be required to be entered into by the parties pursuant to such Laws, and any and all obligations to obtain similar protections in or institute safeguards with respect to any Third Party agreements and/or arrangements. Vendor shall comply with all Laws governing the importation, exportation or transfer of technology across national boundaries, shall obtain all necessary permits and governmental authorizations and approvals necessary to the performance of this Agreement. Vendor shall ensure that any of its personnel performing work on DOC's premises or accessing DOC's computer systems do so with DOC's permission and according to all applicable DOC Policies. Vendor's noncompliance, or refusal to comply, with any applicable Law shall constitute an Event of Default pursuant to **Section 5.2(c)** and DOC shall have the rights and remedies set forth in **Section**

5.4, additionally Vendor may be declared ineligible for further contracts with DOC or the State.

#### 10.18 **Waiver of UCITA.**

The parties agree that the Uniform Computer Information Transactions Act or any substantially similar law enacted as part of the law of the State or any other state ("**UCITA**"), shall not apply to this Agreement and, to the extent that UCITA is applicable, the parties agree to opt-out of the applicability of UCITA pursuant to the opt-out provision(s) contained therein, if any.

#### 10.19 **Binding, Irrevocable Offer.**

Vendor agrees that the signed Agreement by Vendor constitutes a binding, irrevocable offer to DOC on the terms and conditions set forth herein which shall remain in full force and effect through and including December 31, 2021, or such later date as may be agreed to in writing by the parties. The Agreement shall only become an effective and binding agreement upon DOC's execution and delivery of a copy of this Agreement to Vendor.

#### 10.20 **No Construction Against Drafter.**

The parties agree that any principle of construction or rule of Law that provides that an agreement shall be construed against the drafter of the agreement in the event of any inconsistency or ambiguity in such agreement shall not apply to the terms and conditions of this Agreement.

#### 10.21 **Attorneys' Fees.**

In the event of litigation or other action brought to enforce contract terms, each party agrees to bear its own attorney fees and costs.

#### 10.22 **Third-Party Beneficiaries**

Incarcerated individuals and friends and family of those incarcerated individuals are third-party beneficiaries to this Agreement and, with respect to the goods and services intended to be provided to them by the Vendor, are entitled to the rights and benefits hereunder and may enforce against the vendor the provisions hereof as if they were parties hereto.

#### 10.23 **Equality in Compensation**

- A. The Vendor must ensure that similarly employed individuals in its workforce are compensated as equals, consistent with the following:

Employees are similarly employed if the individuals work for the same employer, the performance of the job requires comparable skill, effort, and responsibility, and the jobs are performed under similar working conditions. Job titles alone are not determinative of whether employees are similarly employed.

Vendor may allow differentials in compensation for its workers based in good faith on any of the following:

- i. A seniority system; a merit system, a system that measures earnings by quantity or quality of production, a bona fide job-related factor or factors, or a bona fide regional difference in compensation levels.

- ii. A bona fide job-related factor or factors may include, but not be limited to, education, training, or experience, that is: consistent with business necessity, not based on or derived from a gender-based differential, and accounts for the entire differential.
  - iii. A bona fide regional difference in compensation level must be: consistent with business necessity, not based on or derived from a gender-based differential, and account for the entire differential.
- B. This Contract may be terminated if the Department or the Department of Enterprise Services determines that the Vendor is not in compliance with this provision.

## AGREEMENT SCHEDULES

## SCHEDULE 1 - DEFINITIONS

Whenever used in the Agreement, including in any Schedules, Exhibits, Attachments, Addenda and other documents attached to the Agreement, the following terms shall have the meaning ascribed to them below. Other capitalized terms used in the Agreement are defined in the context in which they are used and shall have the meanings ascribed therein. The terms defined in this Schedule include the plural as well as the singular.

*"Affiliate"* means any person, firm, corporation (including service corporation and professional corporation), partnership (including general partnership, limited partnership and limited liability partnership), limited liability company, joint venture, association, business trust or other similar entity that, now or in the future, directly or indirectly, controls, is controlled with or by or under common control with Vendor. For purposes of the foregoing, "control" shall mean the direct or indirect control of fifty percent (50%) or more of the voting power to elect directors thereof, or any other entity, the power to direct the management of such entity. Upon request, Vendor shall provide DOC with a list of entities qualifying as Affiliates of Vendor.

*"Agency"* means any agency, office, institution, board, commission, or department of the State of Washington.

*"Agreement"* is referenced in the preamble and means this Vendor Agreement entered into by and between DOC and Vendor, effective as of the Effective Date, inclusive of all schedules, exhibits, and attachments.

*"API"* means an application programming interface.

*"Authorized Users"* means: (a) DOC, any Agency, and their respective employees, and any and all staff, volunteers, prospective employees, vendors, business partners and employees of DOC, any Agency and other governmental organizations (e.g., the federal government) with whom DOC conducts business; (b) Third Party agents, consultants, vendors, auditors and other independent contractors performing services for DOC and/or an Agency; (c) any persons and/or entities to whom or which DOC and/or an Agency provides services; (d) any governmental, accrediting or regulatory bodies lawfully requesting or requiring access to data; (e) a facility manager or outsourcing or hosting services provider; and (f) such other persons as the parties may mutually agree.

*"Change of Control"* means: (a) any transaction or combination of transactions as a result of which either a person, an entity or a group of persons and/or entities that customarily has acted in concert and that presently is in control of a party ceases to be in control of such party; or (b) the sale, transfer, exchange or other disposition (including disposition in full or partial dissolution) of fifty percent (50%) or more of the beneficial ownership (as defined in Rule 13(d) of the Securities Exchange Act of 1934) of the voting power of a party, or of the assets of such

party that constitute a substantial or material business segment of such party; or (c) the divestiture, in whole or in part, of the business unit or division of Vendor that has provided the Services hereunder.

**"Confidential Information"** means: (a) information concerning the other party's business affairs, property and methods of operation that is marked "confidential" and/or "proprietary"; (b) in the case of DOC, regardless of whether such information is marked confidential or proprietary: (i) DOC Data; (ii) any information and materials relating to Third Party Vendors that have provided any part of DOC's and/or any Agencies' information or communications infrastructure; (iii) any information of DOC and/or any Agency that is maintained or stored by or through the Solution; (c) any information, including User information, defined as category 3 or 4 information by the Washington State Office of the Chief Information Officer, and/or (d) to the extent not covered above, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data, law enforcement records, agency source code or object code and agency security data, or other information identifiable to an individual, including Users, that relates to any of the foregoing types of information.

Confidential Information shall not include information that was: (c) in the public domain at the time of disclosure to the Receiving Party; (d) after disclosure, published or otherwise made a part of the public domain through no fault of the Receiving Party; (e) in the possession of the Receiving Party at the time of disclosure to the Receiving Party, if the Receiving Party was not then under an obligation of confidentiality with respect thereto; (f) after disclosure to the Receiving Party, received by the Receiving Party from a Third Party who had a lawful right to disclose such information to the Receiving Party without any obligation to restrict the Receiving Party's further use or disclosure of such information; or (g) independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information. For purposes of this provision, information is in the public domain if it is generally known (through no fault of the Receiving Party) to Third Parties who are not subject to nondisclosure restrictions with respect to such information.

**"Critical Milestone"** means those key Deliverables and key events, to be identified in the Project Agreement or Contract Supplement, as significant project-related milestones, deliverables and events, and can include, for a particular component of the Solution, by way of example, finalization of design, complete configuration, commencement and/or completion of Pre-Live Testing, Production Use and Project Completion.

**"Defect"** means any non-conformance of the Solution to operate in accordance with the Documentation.

**"Deliverables"** means Integrations, Interfaces, Extensions, other software-based programs, Documentation, designs, diagrams, configurations, functional specifications, technical specifications, data transformations, data aggregations, schematics, architectural renderings, prototypes, screen layouts and other documents and materials developed or prepared by Vendor, either alone or jointly with DOC.

**"Disclosing Party"** means the party that, directly or indirectly, has disclosed Confidential Information to the other party.

**"Documentation"** means, collectively, and shall be interpreted in the following order of precedence: (a) first, features or functionality and any special provision relating thereto, if any, as described in a Statement of Work; (b) second, the DOC Requirements; (c) third, Deliverables other than the DOC Requirements; (d) fourth, any Demonstrations and Demonstration Materials; (e) fifth, any RFP Response; and (f) sixth, any user, operations, maintenance, repair and similar manuals that Vendor or other software and/or equipment manufacturers and resellers make generally available to its customers, that relate to the functional, operational and/or performance capabilities of the Solution, as applicable.

**"DOC"** means the Washington State Department of Corrections and any successors and assigns.

**"DOC Related Revenue"** means all revenue generated from DOC related operations and includes revenue from incarcerated individuals and revenue from the friends and family of incarcerated individuals.

**"DOC Requirements"** means the initial DOC Requirements set forth in Schedule 2 of this Agreement except as amended or specifically altered in a Statement of Work.

**"DOC Data"** means any and all data that Vendor, its Affiliates and/or subcontractors receive, generate, collect, store, maintain or process in connection with the performance of the Services or Vendor's other obligations under the Agreement, including Data Protected by Law, provided that DOC Data shall not include (a) Vendor's software or other intellectual property associated with its products and services; (b) any items described in this section that Vendor is required to retain ownership of pursuant to applicable laws or regulations.

**"DOC Security Policies and Procedures"** means the following security standards, protocols, policies and procedures: (a) DOC's security policies and procedures, currently located at <http://ofm.wa.gov/ocio/policies/documents/141.10.pdf>, including the Washington State Office of the Chief Information Officer (OCIO) Securing Information Technology Assets (Standard No. 141.10) dated August 19, 2013; (b) National Institute of Standards and Technology (NIST) Special Publications 800-53 Security and Privacy Controls for Federal Information Systems and Organizations (currently located at <http://csrc.nist.gov/publications/drafts/800-53-rev4/sp800-53-rev4-ipd.pdf>); (c) NIST Special Publication 800-95 Guide to Secure Web Services (currently located at <http://csrc.nist.gov/publications/nistpubs/800-95/SP800-95.pdf>); (d) Open Web Application Security Project (OWASP) Guide to Building Secure Web Applications (currently located at <http://www.um.es/atika/documentos/OWASPGuide2.0.1.pdf>); (e) IRS Publication 1075 Tax Information Security Guidelines For Federal, State and Local Agencies (currently located at <http://www.irs.gov/pub/irs-pdf/p1075.pdf>) and FIPS 140-2 Security Requirements for Cryptographic Modules (currently located at <http://csrc.nist.gov/publications/fips/fips140-2/fips1402.pdf>); and the (f) Payment Card Industry Data Security Standards (PCI DSS) (currently located at [https://www.pcisecuritystandards.org/documents/pci\\_dss\\_v2.pdf](https://www.pcisecuritystandards.org/documents/pci_dss_v2.pdf)), each of which as may be updated from time-to-time.

"**Due Date**" means the date by which a Deliverable or Critical Milestone must be completed.

"**Effective Date**" means the date, if any, on which the Agreement is countersigned by DOC.

"**Extension**" means a configuration or other programming, other than a change to the source code of an application, residing in the Solution to affect a function or feature that is not part of the generally available Solution.

"**Holidays**" means those days on which DOC observes a holiday in a particular calendar year as published from time-to-time by DOC.

"**Intellectual Property Rights**" means any and all rights in and to all copyrights, inventions, patents, trademarks, trade secrets and any other proprietary rights in or to tangible or intangible property recognized in any jurisdiction in the world, whether or not registered or registerable.

"**Interface**" means the programming required to accomplish the coupling of one system, device or program with another system, device or program.

"**Integrate**" or "**Integrating**" means the process of functionally and technically linking together different computing systems and/or software applications so that the linked systems and/or applications Interoperate as a coordinated whole.

"**Integration**" means a software-based Deliverable that Integrates two or more components of the Solution.

"**Interoperate**" or "**Interoperability**" means that computer programs communicate, execute programs or transfer data seamlessly, and without the use of a point-to-point interface or batch or similar process, by and among the other computer programs in which they are intended to communicate.

"**Issue**" means any presently identified event or circumstance that adversely affects the ability of the parties to meet project requirements, or a Deliverable Due Date or Critical Milestone Due Date.

"**Law**" means all existing and future laws, statutes, regulations, rules, administrative codes, ordinances, executive orders, polices, judicial opinions and/or decrees and other decisions having the effect of law (and any amendments thereto) by any federal, state or local government, authority, department or agency in any location that DOC or an Agency conducts business.

"**Level 1 Defect**" means any Defect that significantly impacts the ability of Users to use the Solution, or exposes Users to liability.

"**Level 2 Defect**" means any Defect that adversely affects Users use of the Solution.

"**Level 3 Defect**" means any Defect that causes minor problems to occur with the Solution that can be circumvented without difficulty or disruption to Users' operations.

"**Material Defect**" means a Level 1 Defect or Level 2 Defect.

"**New Version**" means any releases, versions, improvements, modifications, upgrades, updates, fixes and additions to the Solution, no matter how designated, classified or marketed, that the

Vendor or Third Party Solution provider makes available to their customers as part of its Support and Maintenance Services.

**"Performance Credits"** means the financial consequences, if any, associated with failure of the Solution to conform to the applicable Performance Standards.

**"Performance Standards"** means the standards for performance for the Solution.

**"Personal Information"** means: (a) Data from which a natural person can be identified by reference to an identification number, including an individual's Social security number, driver's license number or Washington identification card number, or an account number or credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account; or (b) such other definition as may be set forth in Personal Information and Data Breach Notification Laws.

**"Personal Information Data Breach Notification Laws"** mean any law that regulates the disclosure, handling and/or security of Personal Information, including Washington Revised Statutes Section 19.255.010 *et seq.* and 42.56.590 *et seq.*, or any similar federal or state statute or regulation that exists as of the Effective Date or may be enacted in the future.

**"RCW"** means the Revised Code of Washington.

**"Receiving Party"** means the party that, directly or indirectly, has received Confidential Information from the other party.

**"Regulatory Requirements"** means governmental and quasi-governmental Laws, regulatory requirements, ordinances, policies, administrative codes, edicts, rules, guidelines or standards, and shall include, for purposes of the Agreement: (a) all Laws related to the use and functions of the Solution; (b) the Civil Rights Act (Title VII), the Americans with Disabilities Act (Title I) and Personal Information Laws; and (c) all other standards or guidelines established by committees, agencies or other standards-setting organizations implementing the foregoing regulatory requirements.

**"Risk"** means any potential event that could adversely affect the project's success (scope, resources, effort, quality or schedule) at a future point in time. The impact to the project could take the form of diminished quality of the end product, increased costs, delayed completion or failure.

**"Services"** means any and all services provided to Users by Vendor.

**"Solution"** means all software and hardware licensed or provided by Vendor to Users including: (a) all Vendor-proprietary software (including Integrations, Interfaces, Extensions, other software-based Deliverables, owned by Vendor); (b) all Integrations, Interfaces, Extensions and other software-based Deliverables provided but not owned by Vendor to DOC; (c) all Third Party Solutions; (d) all beta, pre-release or pre-generally available release versions of any of the foregoing; and (e) all New Versions of any of the foregoing.

**"State"** means the state of Washington.



**"Support and Maintenance Services"** means the supporting and maintaining of the Solution and shall include, subject to any additional terms as may be set forth in these Agreement Schedules, the installation and implementation of New Versions of the Solution, and incident and defect resolution. Support and Maintenance Services shall include Third Party Support and Maintenance Services where applicable.

**"Vendor Implementation Methodologies"** shall mean the methodologies used by Vendor to implement the Solution, which methodologies shall be attached to and incorporated into a Project Agreement or Contract Supplement.

**"Third Party"** or **"Third Parties"** means persons, corporations and entities other than Vendor or DOC and includes incarcerated individuals and friends and family of incarcerated individuals

**"Third Party Solution"** means all Third Party software licensed, sublicensed or otherwise provided by a Third Party or by Vendor to DOC under the terms of the Agreement, or any Third Party software that is implemented by Vendor.

**"User"** means DOC, DOC Incarcerated Individuals, and incarcerated individuals' friends and family.

**SCHEDULE 2 - CHANGE ORDER FORM**

Step 1: Change Request Description		
Title:		Change Order #:
Submitted By:	Phone # (Extension):	Date:
<p><b><u>Describe the Nature of the Requested Change:</u></b></p> <p><b><u>In-Scope vs. Out-of-Scope</u></b></p> <p>Is this change within the Project Scope? Yes _____ No _____</p> <p>If Yes, explain basis for determination: _____</p>		

Step 2: Initiation Approval
<p>Written Response by Vendor – Expected Date: _____</p> <p>DOC Signature: _____ Date: _____</p>

Step 3: Scope of Work, Impact Analysis and Cost
<p><b>Part I. Scope – Describe the Work to be Performed by Vendor (Attach Functional Specifications, As Applicable)</b></p>
<p><b><u>Describe the work to be performed by Vendor:</u></b></p>    

## Part II. Impact Analysis

A. Impact on Critical Milestone Due Dates or Deliverable Due Dates? Yes \_\_\_\_\_ No \_\_\_

Comments/Explanation:

\_\_\_\_\_  
\_\_\_\_\_

B. Impact on Other Milestone/Key Dates or Deliverables? Yes \_\_\_ No \_\_\_

Comments/Explanation:

\_\_\_\_\_  
\_\_\_\_\_

C. Impact on DOC's Resources? Yes \_\_\_\_\_ No \_\_\_

Comments/Explanation:

\_\_\_\_\_  
\_\_\_\_\_

**D. Update to Project Agreement or Contract Supplements:** If there are new or revised specifications applicable to this Change Order, or you answered "yes" to any of the above items, you will need to update and attach to this Change Order one (1) or more of the following documents (check which ones are applicable).

Statement of Work

IITS Project Plan

Joint Resource Plan

SOW

DOC Requirements

Other (Please Specify) \_\_\_\_\_

**Part III. Vendor Signature**

**Submitted by: Vendor**

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Signature

Print Name: \_\_\_\_\_

**Step 3. Approval of Change Order by DOC**

**Agreed To: Washington State Department of Corrections**

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Signature

Print Name: \_\_\_\_\_

### SCHEDULE 3 - DELIVERABLE CERTIFICATION FORM

Deliverable Name: \_\_\_\_\_: Deliverable Number: \_\_\_\_\_

Critical Milestone Name: \_\_\_\_\_: Critical Milestone Number: \_\_\_\_\_

DOC certifies that the Certification Criteria for the above referenced Deliverable or Critical Milestone have been fully met.

To be effective against DOC, this form must be signed by the DOC Project Manager (or designees).

\_\_\_\_\_  
Print Name: \_\_\_\_\_, DOC Project Manager

**SCHEDULE 4 - INSURANCE COVERAGES**

[Remainder of this page intentionally left blank]

Type of Insurance Coverage	Minimum Policy Limits		Additional Requirements
	Per Occurrence/Claim	Annual Aggregate	
Industrial Insurance	Per state law requirements	Per state law requirements	The policy shall be written to meet the statutory requirements for the state in which the work is to be performed, including occupational disease. The policy must include a waiver of subrogation in favor of DOC. The policy shall cover all Vendor's employees, including as may be required of an "employer" as defined in Title 51 RCW, and shall be in full compliance with Title 51 RCW.
Employer's Liability	<ul style="list-style-type: none"> <li>• Each Accident: \$1,000,000</li> <li>• Disease, Each Employee: \$1,000,000</li> <li>• Disease, Policy Limit \$1,000,000</li> </ul>	N/A	
Commercial General Liability	\$5,000,000	\$10,000,000	The policy must include a waiver of subrogation in favor of DOC.
Crime Policy	\$3,000,000	\$3,000,000	This coverage to include Employee Dishonesty and (when applicable) Inside/Outside Money and Securities coverages for property or funds owned by the State of Washington or owed to the State of Washington in the care, custody, and control of Contractor, to include electronic theft and fraud protection.
Business Automobile Liability	\$1,000,000	\$5,000,000	The policy must include a waiver of subrogation in favor of DOC.
Professional Liability/Errors & Omissions and Internet Policies	\$20,000,000	\$20,000,000	Must include coverage for Internet professional services, ASP, web portal, security/privacy. The policy must include a waiver of subrogation in favor of DOC.
ID Theft and Cyber Extortion (included in E&O policy described in row above)	\$20,000,000	\$20,000,000	Must include coverage for crisis management and public relations expense. The policy must include a waiver of subrogation in favor of DOC. Cyber Risk Liability, including information theft, computer and data loss replacement or restoration, release of private information, alteration of electronic information, notification costs, credit monitoring, forensic investigation, cyber extortion, crises management, public relations expenses, regulatory defense (including fines and penalties), network security, and liability to third parties from failure(s) of contractor to handle, manage, store, and control personally identifiable information belonging to others.
Umbrella or Excess Liability	\$20,000,000	\$20,000,000	For Industrial Insurance, Employer's Liability, Commercial General Liability and Business Automobile Liability coverages. The policy must include a waiver of subrogation in favor of DOC.

## SCHEDULE 5 - SUPPORT AND MAINTENANCE SERVICES

Vendor shall provide Support and Maintenance Services for each component of the Solution in accordance with its general support offering to its customers and the terms set forth in this Schedule, provided that, in the event of a conflict between Vendor's general support offering and the terms and conditions set forth in this Schedule, the terms and conditions of this Schedule shall control. The terms of this **Schedule** shall only apply during the term of the Agreement. Without limiting the foregoing, Vendor shall provide Support and Maintenance Services for Third Party Solutions that Vendor licenses to Users in accordance with the terms of this Schedule.

**1. Scope of Services.** Vendor shall provide Support and Maintenance Services described in this Schedule to ensure that the Solution functions in accordance with the applicable Performance Standards and to address Incidents as they may arise from time-to-time.

### **1.1 Solution Enhancements.**

**1.1.1 General.** Vendor shall provide all New Versions to DOC, and shall develop and provide to DOC all New Versions necessary to: (a) maintain compatibility with all Third Party Solutions, including New Versions to such Third Party Solutions; (b) maintain compatibility with current, generally available versions of Internet Explorer, Chrome, Firefox, Safari, and other browsers to which Vendor then maintains compatibility (as described in the Documentation) or that are specified in the DOC Requirements to which Vendor has agreed; and (c) maintain compatibility with changes to database, operating system, and other software used in conjunction with the Solution (if applicable). To the extent technically feasible and functionally compatible, Vendor shall maintain compatibility between the Solution and the latest releases of software of Third Party vendors. Vendor shall ensure that all New Versions successfully complete the testing process set forth in **Section 1.1.2** of this **Schedule** prior to delivery to DOC. For purposes herein, Releases are classified by Vendor as of the Effective Date in accordance with the following taxonomy: "X.Y", where "X" represents a new version (a "**Version**") and "Y" represents a new release (a "**Release**"). If Vendor changes the taxonomy of its New Versions and/or the general time intervals in issuing Versions or Releases, then the parties shall apply the new taxonomy on a basis to align to the original taxonomy. For example, if Vendor begins to issue Releases quarterly, then **subsection (c)** above will be deemed to read "8 Releases behind" to align with the annual cycle, *i.e.*, 4 Releases/year x 2 years = 8 Releases. Subject to the right of DOC to remain on back Releases as provided above, DOC acknowledges that future New Versions may require Vendor implementation of additional equipment and/or Third Party software.

**1.1.2 Quality Assurance Testing.** Vendor shall create and maintain one (1) or more test environments as appropriate or advisable to adequately test the Solution provided under the IITS Agreement (and such other Solution in the future as may be mutually agreed to by the parties) and any New Versions. Vendor shall test each New Version in the test environment prior to delivery to DOC in accordance with Vendor's quality assurance process which, at a minimum, shall test for: (a) vulnerabilities and compliance with security obligations, which test results shall be provided to DOC; (b)



operation and performance of the New Version in accordance with the applicable Performance Standards; (c) browser compatibility in accordance with **Section 1.1.1(b)** of this **Schedule**; (d) database and operating system compatibility in accordance with **Section 1.1.1(c)** of this **Schedule**; and (e) any regression problems using existing DOC usage and test cases and test data. Vendor shall correct any Defects and other non-conformities discovered during such testing and shall deliver each New Version to DOC only after such New Version has been approved by Vendor's quality assurance lead. Vendor also shall deliver or make available to DOC contemporaneously with the delivery of each New Version detailed Documentation describing such New Version. With respect to any New Version labeled in writing by Vendor as an emergency fix intended to correct a Level 1 Defect or Level 2 Defect, Vendor shall exercise all commercially reasonable efforts to test such emergency fix in accordance with the requirements of this Section, and in all events shall conduct sufficient and adequate regression testing.

**(i) Special Provisions Relating to Quality Assurance of New Versions.** If, after Vendor delivers the New Version to DOC, DOC experiences Level 1 Defects or Level 2 Defects in a New Version ("**New Version Defects**") that have not been resolved in a reasonable time by Vendor's standard Support and Maintenance procedures, then Vendor shall provide the following personnel and shall comply by the following terms, at no cost to DOC (including weekends) until the New Version Defects are fully debugged and corrected:

**(A)** DOC and the Vendor will have daily status update conference calls until the New Version Defects are resolved.

**(B)** If New Version Defects exist and cannot be resolved for a period of one (1) week or more, the matter shall be escalated via daily conference calls to Vendor's head of engineering, to facilitate closure of such items.

**1.1.3 Process Improvement.** At DOC's request, Vendor shall provide to DOC a detailed description of Vendor's quality assurance process and/or a plan for improving or remedying any problems identified by DOC with respect to Vendor's quality assurance process.

**1.1.4 Special Provisions Pertaining to Deliverables Including Integrations, Interfaces, Extensions and Other Software-Based Deliverables.** At the request of DOC Vendor shall retrofit, and install and implement such retrofits for Integrations, Interfaces, Extensions and other software-based Deliverables to ensure that such then-existing items will be compatible with any New Versions provided by Vendor.

**1.1.5 Obligation to Improve and Enhance the Solution.** In addition to correcting Defects and providing New Versions, Vendor shall make general improvements and enhancements to the Solution from time-to-time to extend the capabilities, functionality and features of the Solution, provided that the nature, extent and timing of all such improvements and enhancements shall be in Vendor's sole discretion. If Vendor discontinues improving and enhancing the Solution as required in the preceding

sentence, then Vendor shall provide to DOC and implement, at no cost to DOC, the successor or replacement product (whether or not such product is owned by Vendor) that is substantially equivalent to the affected Solution in terms of functionality and performance capabilities and reasonably acceptable to DOC, and such replacement product shall be treated as a New Version under the terms of the Agreement.

**1.1.6 Reductions in Functionality.** If Vendor removes, reduces or disables any feature or functionality of Solution that is then being used and that existed prior to such New Version or modification, then at DOC's request and at no cost or expense to DOC, Vendor shall either: (a) provide substantially equivalent replacement functionality that is reasonably acceptable to DOC; or (b) modify, adjust or customize such Solution, and continue to provide Support and Maintenance Services for such modified or customized Solution, so that the applicable feature or functionality remains available to Users along with all of the other features and functionality of the enhanced or modified Solution, provided such replacement or modified or customized Solution shall be treated as an New Version under the terms of the Agreement.

**1.1.7 Protection Against Product Obsolescence.** If following implementation of the Solution, Vendor promotes and/or markets a replacement or successor product to the Solution (including infrastructure) then Vendor shall provide DOC: (a) a license to the replacement or successor product at no cost; and (b) all Services and equipment relating to the implementation of the product.

**1.1.8 New Version Documentation.** Without limiting the other obligations set forth herein, all Documentation for the New Versions shall comply with the terms set forth in **Section 2.3** of the General Terms and Conditions.

**1.2 Regulatory Requirements.** Vendor shall provide Regulatory Modifications to DOC whenever such modifications are mandated or required to meet any Regulatory Requirements and are related generally to the then-existing features or functionality of the Solution. DOC shall notify Vendor of any new state or local Regulatory Requirements affecting DOC after becoming aware of such Regulatory Requirements. Vendor shall provide to DOC fully-tested Regulatory Modifications in accordance with **Section 1.2.2** of this Schedule and within the time frames set forth below so as to enable DOC to adequately test and deploy such Regulatory Modifications.

### **1.3 Third Party Solutions.**

**1.2.1 General.** Vendor shall serve as the primary point of contact for, and shall provide the Defect Analysis for, any Support and Maintenance Services requests initiated by DOC that relate to Third Party Solutions. If Vendor cannot resolve the Defect through its actions as an intermediary, Vendor shall facilitate direct contact between the Third Party and DOC.

**1.2.2 Registration.** If registration of Vendor customers is available by the Third Party product vendor, Vendor shall register DOC with such Third Party product vendor. Upon request by DOC, Vendor shall produce evidence of such registration.

**1.3 Support and Maintenance Services History Tracking System.** Vendor shall maintain a DOC-specific Support and Maintenance Services history, including updated records of DOC's Solution configuration. Vendor shall provide DOC and State auditors with online access to and the ability to extract all such data from Vendor's online issue management system ("**OIMS**"), which shall provide, at a minimum, the following information: (a) the number of User calls received by Vendor's customer support center ("**CSC**") during the reporting period; (b) the date, time and the subject matter of each call; (c) the severity and urgency of the reported Incident or request; and (d) the resolution of each matter, including date and time resolved. All data history and other data related to DOC and residing in Vendor's OIMS or other support tools or trouble ticketing systems shall be and constitute data owned by DOC.

**1.4 System Optimization Assessment.** At DOC's request and at no additional cost to DOC, Vendor and DOC jointly shall conduct an annual audit comprising approximately one (1) week of work effort (involving both on-site and off-site presence) of the use of the Solution, the purpose of which shall be to identify opportunities for improving and maximizing utilization of the Solution ("**System Optimization Assessment**"). Upon the completion of such assessment, the Vendor Executive Sponsor and Vendor Account Executive and other appropriate Vendor representatives shall present Vendor's findings to DOC.

**1.5 Multi-Vendor Sourced Environment.** Vendor acknowledges that the Solution is being deployed as one of several components of DOC's total technology environment. As such, Vendor shall cooperate with DOC and all Third Parties that have services and/or products in DOC's technology environment to minimize the disruptions, Incidents and Defects within DOC's technology environment and interfaced Third Party systems.

**1.6 OWASP Certification.** Every six (6) months and additionally within thirty (30) days of the delivery of any New Version to DOC, Vendor shall certify that the Solution meets applicable OWASP secure coding and testing guidelines.

**1.7 Designated Support Contacts.** DOC shall designate one (1) or more DOC staff to serve as the primary DOC contacts for Vendor's Support and Maintenance Services.

**1.8 Backups and Procedures.** Vendor will be responsible for performing all necessary backups, recovery and required Solution operating procedures.

**1.9 DOC Assistance in Resolving Defects.** DOC shall provide such assistance and cooperate with Vendor in helping to identify and address Defects. If DOC delays providing assistance, the total elapsed time of the delays shall be subtracted from the applicable time intervals in which Vendor is obligated to comply with respect to Performance Credits set forth in **Attachment B, Service Level Terms**.



# **INCARCERATED INDIVIDUAL TECHNOLOGY SERVICES**

## **ATTACHMENT E - PROJECT PLAN**

**DOC CONTRACT #K11720**

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## Securus Acronyms

- ITS (Incarcerated Telephone System)
- SCP (Secure Communication Platform)
- SVC (Securus Video Connect)
- ICER (Inmate Communications Evaluation and Reporting)
- IPRO (Investigator Pro)
- THREADS
- COBP (Commissary Order By Phone)
- OVM (Outbound Voicemail)
- VRS (Video Relay Services)
- J to U (JPay to Unity)
- sBOM (scrubbed Bill of Materials) or BOM (Bill of Materials)

# Details and Resources

## Onsite resource needs and additional information for and during install:

- Kick Off Calls and Weekly Project Updates
  - Kick Off call will be scheduled to go over install plan. Attendees will be Securus Install teams, Contractors, Facility staff members and DOC Project Manager
  - Weekly updates will be discussed during the kick-off calls and agency can provide preference of updates (i.e. via email, Teams meeting, etc.)
- COVID Requirements
  - Company agrees, if applicable to the services within, to abide by the proclamation issued by Governor Jay Inslee On August 9, 2021, and amended on August 20, 2021, requiring, among others, contractors, vendors, suppliers, and volunteers who work on-site for state agencies (including the Washington State Department of Corrections) to be fully vaccinated against COVID-19 before working on DOC premises. The terms of the proclamation as amended may be found here: <https://www.governor.wa.gov/sites/default/files/proclamations/21-14.1%20-%20COVID-19%20Vax%20Washington%20Amendment.pdf>
  - Securus personnel, including any subcontractor personnel, will be required to show proof of vaccination at the point of entry to our facilities.
- Mobilization
  - Up to 3 weeks for install start
- Meeting Location
  - Facility to let us know where the teams should meet daily for entry
- Equipment Storage
  - Securus will need location of shipping address for equipment related to project
  - Designated location where we can store deinstalled equipment throughout the project until collection is arranged
  - Will there be ample onsite storage available? If so, where?
- Trailer
  - Are onsite trailer(s) approved to house install material in the outside parking lot or designated locations approved by site?
- Escorts:
  - Maintenance Personnel with master set of keys to access various locations (i.e. electrical panel, MDF, IDF, roof, etc.).
  - How do we communicate escort needs?
  - Team lead will notify escort at end of shift of next day needs. We will send team schedule weekly as well as any cancellations will be communicated.
  - Generally: One (1) escort the first week and thereafter Two (2) escorts will be needed but based on the amount of team members, we may need a third escort.
  - When is the deadline (i.e. days, time) to submit an escort change/cancellation?
- Who will be our “Point of Contact” per location?
- Clearances:
  - Who is the contact to submit clearances?
  - What is the required form?

- What is the timeline for processing and how do we obtain approved/denied clearance listing?
- Clothing
  - What are the approved clothing and colors?
- Phone, Camera and Laptop Access
  - Team Lead phone and Laptop: These are needed to program equipment and contact remote resources during the project install. Camera is used to take photos of final installation related to close out document.
  - What is the process to obtain approval for team leads to obtain permission to bring these items into the facility?
- Sample of Schedule
  - 1<sup>st</sup> day consists of walkthrough, confirm equipment locations (from original survey notes) and inventory.
  - 2<sup>nd</sup> day will begin install until completion
  - We will recap estimated install timeline and onsite hours
  - Are there limitations to onsite access (i.e. weekend work, overtime, 4x10 shifts, etc.)?
- Final Walk throughs
  - These are completed at the end of the install and sign off from Facility Install point of contact that has reviewed and approve the status of the work performed.
- Pre-Go Live Testing
  - Testers will need access to cellphone and laptop during sessions as well as in case last minute configurations are needed
  - Tablet testing will require access to less than 10 tablets
  - Pre-activation of tablets will require access to all tablets and an applicable testing location where wireless access points are located. We need enough room to unpackage and repackage tablets once completed.
- Go-Live
  - Various team members from Securus may report onsite during go-live (i.e. Field Tech, Account Manager, Field Marketing Analyst, Trainers, etc.) dependent on the size of the go-live need.
  - Go-live team will need access to their laptop and cellphone during this time as they communicate to remote team members supporting the go-live.
  - Teams will visit all units/dorms during the go-live activities and may need to split up to provide coverage in multiple locations at one time.



Phase 1:  
"Proof of Concept"  
Project Plan, Deliverables, and  
Milestones  
WCCW and MCCCW

# WA DOC JPay to Unity Migration Phase I - Exported Tasks

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1	1	Core Project Plan			204 Days	11/1/21	8/22/22
1.1	2	Acknowledge Ticket Assignment(s)		Project Manager (PM)	2 Days	11/1/21	11/2/21
1.2	3	Search Workfront for Other Projects for Agency (Refer to Workflow Specialist with conflicts)	2ss	Project Manager (PM)	2 Days	11/1/21	11/2/21
1.3	4	Review and Confirm Scope of Work (SOW)	2ss	Project Manager (PM)	2 Days	11/1/21	11/2/21
1.4	5	Request to Telecom Team for Evaluation	4	Project Manager (PM)	2 Days	11/3/21	11/4/21
1.5	6	Make any necessary updates to Project Details > Custom Forms	4	Project Manager (PM)	1 Day	11/3/21	11/3/21
1.6	7	Attach Templates in this order			4 Days	11/3/21	11/8/21
1.6.1	8	Attach Telecom Template Line 23 (ONLY if Telecom says an order is needed)	5	Project Manager (PM)	2 Days	11/5/21	11/8/21
1.6.2	9	Attach Equipment Ordering Template Line 23 (if Needed)	3	Project Manager (PM)	2 Days	11/3/21	11/4/21
1.6.3	10	Attach Securus Debit Template Line 23 (if Needed)	3	Project Manager (PM)	2 Days	11/3/21	11/4/21
1.6.4	11	Attach Products & Feature Templates Line 23 (As Needed)	3	Project Manager (PM)	2 Days	11/3/21	11/4/21
1.6.5	12	Add Additional Sites to GO LIVE tasks for EVERY product/feature	3	Project Manager (PM)	2 Days	11/3/21	11/4/21
1.6.6	13	Update Project Plan, Change Project Status to "Staffing" once Staffed Change to "Active"	11, 9	Project Manager (PM)	1 Day	11/5/21	11/5/21
1.7	14	Staff the Plan			2 Days	11/9/21	11/10/21
1.7.1	15	Assign Implementations Specialist (S) As Needed	7	Implementation Supervisor (SUP)	2 Days	11/9/21	11/10/21
1.7.2	16	Assign Integrations team (C and NT) As Needed	7	Integrations Supervisor	2 Days	11/9/21	11/10/21
1.7.3	17	Assign Implementations Site Engineer (SE) As Needed	7	Implementation Site Engineer (SE) Supervisor	2 Days	11/9/21	11/10/21
1.7.4	18	Assign Field Service Tech resource As Needed	7	Field Service Manager (FSM)	2 Days	11/9/21	11/10/21
1.8	19	Internal Kick Off Call (or Email)	13fs+3d	Project Manager (PM)	1 Day	11/11/21	11/11/21
1.9	20	External Kick Off Call (or Email)	19fs+1d	Project Manager (PM)	1 Day	11/15/21	11/15/21
1.10	21	Baseline Project Plan	20ss	Project Manager (PM)	1 Day	11/15/21	11/15/21
1.11	22	Host Agency Integration Meeting (if Needed)	20fs+2d	Project Manager (PM)	1 Day	11/18/21	11/18/21
1.12	23	ATTACH ALL TEMPLATES HERE			201 Days	11/1/21	8/17/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.1	24	Equipment Ordering and nsta			137 Days	11/16/21	6/2/22
1.12.1.1	25	EQU PMENT-***Set the predecessor of this Equipment Ordering task to Externa Kickoff***	20	Project Manager (PM)	1 Day	11/16/21	11/16/21
1.12.1.2	26	EQU PMENT: Request Heat Mapping			1 Day	11/17/21	11/17/21
1.12.1.2.1	27	EQU PMENT-Request and Receive Heat Mapping (Mission Creek Corrections Center for Women (MCCW))	25	Project Manager (PM)	1 Day	11/17/21	11/17/21
1.12.1.2.2	28	EQU PMENT-Request and Receive Heat Mapping (Washington Corrections Center for Women (WCCW))	25	Project Manager (PM)	1 Day	11/17/21	11/17/21
1.12.1.3	29	EQU PMENT: Request Site Survey			5 Days	11/17/21	11/23/21
1.12.1.3.1	30	EQU PMENT-Request and Receive Site Survey (Mission Creek Corrections Center for Women (MCCW))	25	Project Manager (PM)	5 Days	11/17/21	11/23/21
1.12.1.3.2	31	EQU PMENT-Request and Receive Site Survey (Washington Correction Center for Women (WCCW))	25	Project Manager (PM)	5 Days	11/17/21	11/23/21
1.12.1.4	32	EQU PMENT: Create S-BOM			10 Days	11/24/21	12/9/21
1.12.1.4.1	33	EQU PMENT-Create S-BOM > get Fie d approva > attach S-BOM > "update" PM > reso ve ticket assignment and WF (Mission Creek Corrections Center for Women (MCCW))	30	mp ementation Site Engineers ( SE)	10 Days	11/24/21	12/9/21
1.12.1.4.2	34	EQU PMENT-Create S-BOM > get Fie d approva > attach S-BOM > "update" PM > reso ve ticket assignment and WF (Washington Correction Center for Women (WCCW))	31	mp ementation Site Engineers ( SE)	10 Days	11/24/21	12/9/21
1.12.1.5	35	EQU PMENT: Create NDS and Port Term forms			10 Days	11/24/21	12/9/21
1.12.1.5.1	36	EQU PMENT-Create NDS and Port Termination forms for project (Mission Creek Corrections Center for Women (MCCW))	30	mp ementation Site Engineers ( SE)	10 Days	11/24/21	12/9/21
1.12.1.5.2	37	EQU PMENT-Create NDS and Port Termination forms for project (Washington Correction Center for Women (WCCW))	31	mp ementation Site Engineers ( SE)	10 Days	11/24/21	12/9/21
1.12.1.6	38	EQU PMENT: Assign Ps			1 Day	12/10/21	12/10/21
1.12.1.6.1	39	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Mission Creek Corrections Center for Women (MCCW))	36	mp ementation Site Engineers ( SE)	1 Day	12/10/21	12/10/21
1.12.1.6.2	40	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Washington Correction Center for Women (WCCW))	37	mp ementation Site Engineers ( SE)	1 Day	12/10/21	12/10/21
1.12.1.7	41	EQU PMENT: Emal Port Term and P info to Fie d			1 Day	12/10/21	12/10/21
1.12.1.7.1	42	EQU PMENT-Emal Port Term and P nfo to Fie d (Mission Creek Corrections Center for Women (MCCW))	36	mp ementation Site Engineers ( SE)	1 Day	12/10/21	12/10/21
1.12.1.7.2	43	EQU PMENT-Emal Port Term and P nfo to Fie d (Washington Correction Center for Women (WCCW))	37	mp ementation Site Engineers ( SE)	1 Day	12/10/21	12/10/21
1.12.1.8	44	EQU PMENT: TABLET Network Design Review Meeting			3 Days	12/10/21	12/14/21
1.12.1.8.1	45	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Mission Creek Corrections Center for Women (MCCW))	33	Project Manager (PM)	3 Days	12/10/21	12/14/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.1.8.2	46	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR. S and ROC (Washington Correction Center for Women (WCCW)	34	Project Manager (PM)	3 Days	12/10/21	12/14/21
1.12.1.9	47	EQU PMENT: Financia y Approve S-BOM			1 Day	12/15/21	12/15/21
1.12.1.9.1	48	EQU PMENT-Financia y Approve S-BOM (Mission Creek Corrections Center for Women (MCCW)	33, 45	Project Manager (PM)	1 Day	12/15/21	12/15/21
1.12.1.9.2	49	EQU PMENT-Financia y Approve S-BOM (Washington Correction Center for Women (WCCW)	34, 46	Project Manager (PM)	1 Day	12/15/21	12/15/21
1.12.1.10	50	EQU PMENT: Create Sa es Order and Get nterna Approva			1 Day	12/16/21	12/16/21
1.12.1.10.1	51	EQU PMENT-Create Sa es Order, Attach to Workfront, Get nterna Approva (Mission Creek Corrections Center for Women (MCCW)	48	Project Manager (PM)	1 Day	12/16/21	12/16/21
1.12.1.10.2	52	EQU PMENT-Create Sa es Order, Attach to Workfront, Get nterna Approva (Washington Correction Center for Women (WCCW)	49	Project Manager (PM)	1 Day	12/16/21	12/16/21
1.12.1.11	53	EQU PMENT: Submit Sa es Order to Purchasing/Equipment Shipped			20 Days	12/17/21	1/18/22
1.12.1.11.1	54	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Mission Creek Corrections Center for Women (MCCW)	51	Project Manager (PM)	20 Days	12/17/21	1/18/22
1.12.1.11.2	55	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Washington Correction Center for Women (WCCW)	52	Project Manager (PM)	20 Days	12/17/21	1/18/22
1.12.1.12	56	EQU PMENT: Confirm De ivery			1 Day	1/18/22	1/19/22
1.12.1.12.1	57	EQU PMENT-Confirm a Equipment has been de ivered (Mission Creek Corrections Center for Women (MCCW)	54	Project Manager (PM)	1 Day	1/18/22	1/19/22
1.12.1.12.2	58	EQU PMENT-Confirm a Equipment has been de ivered (Washington Correction Center for Women (WCCW)	55	Project Manager (PM)	1 Day	1/18/22	1/19/22
1.12.1.13	59	EQU PMENT: Schedu e Team to nsta and Configure Equipment.			5 Days	1/19/22	1/26/22
1.12.1.13.1	60	EQU PMENT-Schedu e Equipment nsta tion date/time (Mission Creek Corrections Center for Women (MCCW)	57	Project Manager (PM)	5 Days	1/19/22	1/26/22
1.12.1.13.2	61	EQU PMENT-Schedu e Equipment nsta tion date/time (Washington Correction Center for Women (WCCW)	58	Project Manager (PM)	5 Days	1/19/22	1/26/22
1.12.1.14	62	EQU PMENT: nsta and Configure Equipment at Site			90 Days	1/26/22	6/2/22
1.12.1.14.1	63	EQU PMENT- nsta Equipment at Site (Mission Creek Corrections Center for Women (MCCW)	60	Project Manager (PM)	20 Days	1/26/22	2/23/22
1.12.1.14.2	64	EQU PMENT- nsta Equipment at Site (Washington Correction Center for Women (WCCW)	61	Project Manager (PM)	90 Days	1/26/22	6/2/22
1.12.2	65	Securus Debit			37 Days	11/16/21	1/12/22
1.12.2.1	66	Debit-***Set the predecessor of this task to Externa Kickoff***	20	Project Manager (PM)	1 Day	11/16/21	11/16/21
1.12.2.2	67	Debit-Request appropriate credentia s to access the data feed	66	ntegration Specia list (NS)	3 Days	11/17/21	11/19/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.3	68	Debit-Coordinate data with vendors	67	Integration Specialist (NS)	10 Days	11/22/21	12/7/21
1.12.2.4	69	Debit-Request Great Plains vendor ID	67	Integration Coordinator (C)	3 Days	11/22/21	11/24/21
1.12.2.5	70	Debit- NS Customization review	68	Integrations Validator	3 Days	12/8/21	12/10/21
1.12.2.6	71	Debit-Provision Debit configurations: Account Prefix and SPP	70	Integration Specialist (NS)	10 Days	12/13/21	12/28/21
1.12.2.7	72	Debit-Submit Customer Training Request	70	Project Manager (PM)	1 Day	12/13/21	12/13/21
1.12.2.8	73	Debit-Order Marketing Materials (15 days prior to go live)	70	Project Manager (PM)	1 Day	12/13/21	12/13/21
1.12.2.9	74	Debit-Order Western Union refund information cards (only if Agency has selected refunds via Western Union)	70	Project Manager (PM)	1 Day	12/13/21	12/13/21
1.12.2.10	75	Debit-Verify vendor's permanent ID matches Securus' customer acct for funding	71	Integration Specialist (NS)	1 Day	12/28/21	12/29/21
1.12.2.11	76	Debit- NS Configuration Review	75	Integrations Validator	3 Days	12/29/21	1/4/22
1.12.2.12	77	Debit-Obtain Dialing instructions document from C, send to Agency	75	Project Manager (PM)	1 Day	12/29/21	12/30/21
1.12.2.13	78	Debit-Integration Status Checklist	77	Integration Specialist (NS)	5 Days	12/30/21	1/7/22
1.12.2.14	79	Debit-Obtain incarcerated roster with list of PNs	77	Project Manager (PM)	5 Days	12/30/21	1/7/22
1.12.2.15	80	Securus Debit Go-Live			3 Days	1/7/22	1/12/22
1.12.2.15.1	81	Debit - Go-Live (Mission Creek Corrections Center for Women (MCCW))	78	Project Manager (PM)	3 Days	1/7/22	1/12/22
1.12.2.15.2	82	Debit - Go-Live (Washington Corrections Center for Women (WCCW))	78	Project Manager (PM)	3 Days	1/7/22	1/12/22
1.12.3	83	TS - New - NextGen SCP			141 Days	11/1/21	5/24/22
1.12.3.1	84	TS-New - ***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	11/16/21	11/16/21
1.12.3.2	85	TS-New - Submit Customer Training request "NextGen SCP - Go live training new customers"	84	Project Manager (PM)	1 Day	11/17/21	11/17/21
1.12.3.3	86	TS-New - Request appropriate credentials to access the data feed	85	Integration Specialist (NS)	3 Days	11/18/21	11/22/21
1.12.3.4	87	TS-New - After you submit first SO, submit Customer Training request "NextGen SCP - Pre Go Live"	85	Project Manager (PM)	1 Day	11/18/21	11/18/21
1.12.3.5	88	TS-New - Have Feature Review Call with S to discuss Agency's desired SCP configurations (TS Cut Sheet)	85fs+5d	Project Manager (PM)	1 Day	11/29/21	11/29/21
1.12.3.6	89	TS-New - Create the Facility and Sites in SPP	88	Implementation Specialist (S)	3 Days	11/30/21	12/2/21
1.12.3.7	90	TS-New - Provision and Configure items from the TS Cutsheet	89	Implementation Specialist (S)	2 Days	12/3/21	12/6/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.8	91	TS-New - Coordinate data feed with vendor	86	Integration Specialist (NS)	10 Days	11/23/21	12/8/21
1.12.3.9	92	TS-New - Request Great Plains vendor ID (if Agency will have Securix Debit)	86	Integration Coordinator (C)	3 Days	11/23/21	11/29/21
1.12.3.10	93	TS-New - Request SCP Call Prompts	88	Project Manager (PM)	3 Days	11/30/21	12/2/21
1.12.3.11	94	TS-New - Get Do Not Record (DNR) list from Agency	93	Project Manager (PM)	5 Days	12/3/21	12/9/21
1.12.3.12	95	TS-New - Obtain list of personnel from Agency who will need SCP logons	94	Project Manager (PM)	2 Days	12/10/21	12/13/21
1.12.3.13	96	TS-New - Create User logons	95	Implementation Specialist (S)	3 Days	12/14/21	12/16/21
1.12.3.14	97	TS-New - Notify Agency to look out for Logon email (NG SCP)	96	Project Manager (PM)	1 Day	12/17/21	12/17/21
1.12.3.15	98	TS-New - Confirm Agency has attended the Administrator training	96	Project Manager (PM)	1 Day	12/17/21	12/17/21
1.12.3.16	99	TS-New - Review customization work	91	Integrations Validator	3 Days	12/9/21	12/13/21
1.12.3.17	100	TS-New - Provision configurations and DNR list	99	Integration Specialist (NS)	10 Days	12/14/21	12/29/21
1.12.3.18	101	TS-New - Review configuration work	100	Integrations Validator	3 Days	12/29/21	1/4/22
1.12.3.19	102	TS-New - Verify Account/PIN format matches customer expectations	101	Integration Coordinator (C)	1 Day	1/4/22	1/5/22
1.12.3.20	103	TS-New - Validate Do Not Record list (Data Validation - DNR Form)	100	Implementation Specialist (S)	1 Day	12/29/21	12/30/21
1.12.3.21	104	TS-New - Sign Data Validation - DNR Form and attach to project (NT)	101	Integration Specialist (NS)	1 Day	1/4/22	1/5/22
1.12.3.22	105	TS-New - Sign Data Validation - DNR Form and attach to project (S)	104	Implementation Specialist (S)	1 Day	1/5/22	1/6/22
1.12.3.23	106	TS-New - Sign Data Validation - DNR Form and attach to project (PM)	105	Project Manager (PM)	1 Day	1/6/22	1/7/22
1.12.3.24	107	TS-New - Obtain dialing instructions from C, email them to facility POC	106	Project Manager (PM)	1 Day	1/7/22	1/10/22
1.12.3.25	108	TS-New - Integrations Status Check list is complete	107	Integration Specialist (NS)	5 Days	1/10/22	1/17/22
1.12.3.26	109	TS-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	59	Implementation Specialist (S)	10 Days	1/26/22	2/9/22
1.12.3.27	110	TS-New - Verify Go Live Check list is complete	109	Project Manager (PM)	1 Day	2/9/22	2/10/22
1.12.3.28	111	TS-New - Set flag to active with accurate start date	110	Implementation Specialist (S)	2 Days	2/10/22	2/14/22
1.12.3.29	112	TS-New - Order Marketing Materials	110	Project Manager (PM)	1 Day	2/10/22	2/11/22
1.12.3.30	113	TS - Pre-Go Live Testing (which will include all TS features)			51 Days	2/25/22	5/9/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.30.1	114	TS - Pre Go-Live Testing (Mission Creek Corrections Center for Women (MCCW))	117fs-10d	Project Manager (PM)	1 Day	2/25/22	2/28/22
1.12.3.30.2	115	TS - Pre Go-Live Testing (Washington Corrections Center for Women (WCCW))	118fs-10d	Project Manager (PM)	1 Day	5/6/22	5/9/22
1.12.3.31	116	TS-New - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.31.1	117	TS-New - Go-Live (Mission Creek Corrections Center for Women (MCCW))	110fs+20d	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.3.31.2	118	TS-New - Go-Live (Washington Corrections Center for Women (WCCW))	110fs+70d	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.32	119	AdvanceConnect Sing e Ca			118 Days	12/3/21	5/20/22
1.12.3.32.1	120	ACsing eca -Provision AdvanceConnect Sing e Ca	89	mp ementation Specia list ( S)	2 Days	12/3/21	12/6/21
1.12.3.32.2	121	AdvanceConnect Sing e Ca - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.32.2.1	122	AdvanceConnect Sing e Ca - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 120	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.3.32.2.2	123	AdvanceConnect Sing e Ca - Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 120	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.33	124	Commissary Order by Phone (COBP)			128 Days	11/17/21	5/20/22
1.12.3.33.1	125	COBP-Obtain Agreement from Lega	84	Project Manager (PM)	3 Days	11/17/21	11/19/21
1.12.3.33.2	126	COBP- ntegrate COBP into Commissary VR/Ordering system	125	ntegration Coordinator ( C)	30 Days	11/22/21	1/7/22
1.12.3.33.3	127	COBP-Provide Dia ing nstructions	126	ntegration Coordinator ( C)	3 Days	1/7/22	1/12/22
1.12.3.33.4	128	COBP-Send Dia ing instructions to the Agency	127	Project Manager (PM)	1 Day	1/12/22	1/13/22
1.12.3.33.5	129	COBP-Ensure a items on check list are comp ete	128	Project Manager (PM)	1 Day	1/13/22	1/14/22
1.12.3.33.6	130	Commissary Order by Phone - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.33.6.1	131	Commissary Order by Phone - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 128	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.3.33.6.2	132	Commissary Order by Phone - Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 128	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.34	133	CER			128 Days	11/17/21	5/20/22
1.12.3.34.1	134	CER-Get names/emai s of Agency persone who wi need ogons	84	Project Manager (PM)	10 Days	11/17/21	12/2/21
1.12.3.34.2	135	CER-Provision CER and create user ogons	89	mp ementation Specia list ( S)	2 Days	12/3/21	12/6/21
1.12.3.34.3	136	CER-Submit Customer Training request (you can inc ude it with SCP training request)	135	Project Manager (PM)	1 Day	12/7/21	12/7/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.34.4	137	CER-Ensure a items on check list are complete	136	Project Manager (PM)	1 Day	12/8/21	12/8/21
1.12.3.34.5	138	CER - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.34.5.1	139	CER - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 135	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.3.34.5.2	140	CER - Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 135	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.35	141	PRO			128 Days	11/17/21	5/20/22
1.12.3.35.1	142	PRO-Submit PRO Licensing Request	84	Project Manager (PM)	2 Days	11/17/21	11/18/21
1.12.3.35.2	143	PRO-Notify JLG which enrollment option Agency selected	142	Project Manager (PM)	1 Day	11/19/21	11/19/21
1.12.3.35.3	144	PRO-Determine if SCP Data Cleanup is needed	143	Integration Specialist (NS)	1 Day	11/22/21	11/22/21
1.12.3.35.4	145	PRO-Communicate with vendor (if SCP Data Cleanup is needed)	144	Integration Coordinator (C)	10 Days	11/23/21	12/8/21
1.12.3.35.5	146	PRO-Order Marketing materials and Language Scripts	143	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.3.35.6	147	PRO-Obtain a current list of ACT VE incarcerated individuals with housing unit	146	Project Manager (PM)	5 Days	11/23/21	12/1/21
1.12.3.35.7	148	PRO-Obtain a list of Agency users	147ss	Project Manager (PM)	5 Days	11/23/21	12/1/21
1.12.3.35.8	149	PRO-Schedule Enrollment Event date (Supervised or Mixed)	147	Project Manager (PM)	1 Day	12/2/21	12/2/21
1.12.3.35.9	150	PRO-Confirm with JLG that license is in place at the appropriate data center	149fs+5d	Implementation Specialist (S)	2 Days	12/10/21	12/13/21
1.12.3.35.10	151	PRO-Assign SCP permissions/category for PRO users (if needed)	150	Implementation Specialist (S)	2 Days	12/14/21	12/15/21
1.12.3.35.11	152	PRO-Provision and Configure PRO	151	Implementation Specialist (S)	2 Days	12/16/21	12/17/21
1.12.3.35.12	153	PRO-Provision and Configure enrollment phone(s) (if needed)	152ss	Implementation Specialist (S)	2 Days	12/16/21	12/17/21
1.12.3.35.13	154	PRO-Check population data is correct (15 days before go live)	152	Integration Specialist (NS)	5 Days	12/20/21	12/28/21
1.12.3.35.14	155	PRO-Integration Status Checklist	145	Integration Coordinator (C)	1 Day	12/9/21	12/9/21
1.12.3.35.15	156	PRO-Send go live date to JLG for them to complete the sync (M N MUM 1 week before going live)	154	Project Manager (PM)	1 Day	12/28/21	12/29/21
1.12.3.35.16	157	PRO-Verify Go Live Checklist is complete	156	Project Manager (PM)	1 Day	12/29/21	12/30/21
1.12.3.35.17	158	PRO-Schedule a needed parties for enrollment event	156	Project Manager (PM)	1 Day	12/29/21	12/30/21
1.12.3.35.18	159	PRO-Submit Customer Training request (PRO is trained 30 days after launch)	158	Project Manager (PM)	1 Day	12/30/21	1/3/22
1.12.3.35.19	160	PRO-Enrollment event (Supervised or Mixed on y)	117fs-1d, 156	Project Manager (PM)	1 Day	3/10/22	3/11/22



# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.35.20	161	PRO Go-Live		Project Manager (PM)	50 Days	3/11/22	5/20/22
1.12.3.35.20.1	162	PRO Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 144, 160	Project Manager (PM)	1 Day	3/11/22	3/14/22
1.12.3.35.20.2	163	PRO Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 144, 160	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.36	164	Outbound Voicemail (OVM)			128 Days	11/17/21	5/20/22
1.12.3.36.1	165	OVM-Confirm Agency understands products and wants product quantity defaults	84	Project Manager (PM)	10 Days	11/17/21	12/2/21
1.12.3.36.2	166	OVM-Provision Outbound Voicemail	165	Implementation Specialist (S)	2 Days	12/3/21	12/6/21
1.12.3.36.3	167	Outbound Voicemail - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.36.3.1	168	Outbound Voicemail - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 166	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.3.36.3.2	169	Outbound Voicemail - Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 166	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.3.37	170	THREADS			129 Days	11/17/21	5/24/22
1.12.3.37.1	171	THREADS-Obtain list of users at Agency who will need THREADS access	84	Project Manager (PM)	2 Days	11/17/21	11/18/21
1.12.3.37.2	172	THREADS-Add THREADS to SCP dropdown in SCN	171	Implementation Specialist (S)	1 Day	11/19/21	11/19/21
1.12.3.37.3	173	THREADS-Create user logons	172	Implementation Specialist (S)	2 Days	11/22/21	11/23/21
1.12.3.37.4	174	THREADS-Submit Customer Training request (trained 30 days after go-live)	173	Project Manager (PM)	1 Day	11/24/21	11/24/21
1.12.3.37.5	175	THREADS - Go-Live			51 Days	3/11/22	5/24/22
1.12.3.37.5.1	176	THREADS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117, 174	Project Manager (PM)	1 Day	3/11/22	3/14/22
1.12.3.37.5.2	177	THREADS - Go-Live (Washington Corrections Center for Women (WCCW))	118, 174	Project Manager (PM)	1 Day	5/20/22	5/24/22
1.12.3.38	178	Emergency Call /Visit			140 Days	11/1/21	5/20/22
1.12.3.38.1	179	Emergency Call -Get Agency information		Project Manager (PM)	5 Days	11/1/21	11/5/21
1.12.3.38.2	180	Emergency Call -Provision Emergency Call /Visit	179	Implementation Specialist (S)	2 Days	11/8/21	11/9/21
1.12.3.38.3	181	Emergency Call /Visit - Go-Live			51 Days	3/10/22	5/20/22
1.12.3.38.3.1	182	Emergency Call /Visit on SVC - Go-Live (Mission Creek Corrections Center for Women (MCCW))	117fs-1d, 180	Project Manager (PM)	1 Day	3/10/22	3/11/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.38.3.2	183	Emergency Ca /Visit on SVC - Go-Live (Washington Corrections Center for Women (WCCW))	118fs-1d, 180	Project Manager (PM)	1 Day	5/19/22	5/20/22
1.12.4	184	TABLETS-J-to-U - nsta			163 Days	11/1/21	6/23/22
1.12.4.1	185	TABLETS-J-to-U -Obtain list of JPay apps being used, identify gaps between those and Unity apps	270	Project Manager (PM)	3 Days	11/17/21	11/19/21
1.12.4.2	186	TABLETS-J-to-U -Schedule Meeting With GAMES Product Manager & Development To Determine What Wi & Wi Not Transfer To Unity.	185	Project Manager (PM)	2 Days	11/22/21	11/23/21
1.12.4.3	187	TABLETS-J-to-U -Schedule Meeting With MOV ES/TV SHOW Product Manager to discuss what won't transfer	185	Project Manager (PM)	2 Days	11/22/21	11/23/21
1.12.4.4	188	TABLETS-J-to-U -Schedule Meeting With MUS C Product Manager & Development To Determine What Wi & Wi Not Transfer To Unity	185	Project Manager (PM)	2 Days	11/22/21	11/23/21
1.12.4.5	189	TABLETS-J-to-U -PM hosts Education Team meeting to develop student data migration plan (if needed)	185	Project Manager (PM)	2 Days	11/22/21	11/23/21
1.12.4.6	190	TABLETS-J-to-U -Host Consumer Migration meeting w/So lutions Architect (Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Go dstein, Sean North)	185	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.4.7	191	TABLETS-J-to-U -Consumer Migration preparation activities completed (so F&F can link JPay & Securus Debit Accounts) (Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Go dstein, Sean North)	190	Integration Coordinator (C)	30 Days	11/23/21	1/10/22
1.12.4.8	192	TABLETS-J-to-U -PM Confirms integrations has implemented Consumer Migration plan	191	Project Manager (PM)	1 Day	1/10/22	1/11/22
1.12.4.9	193	TABLETS-J-to-U -Host Securus Debit Conversion meeting w/Sr. Manager Enterprise Integration (Bob Myers-Morgan) to design and communicate Securus Debit conversion	185	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.4.10	194	TABLETS-J-to-U -Confirm completion of preparation for future Securus Debit conversion	193	Project Manager (PM)	1 Day	11/23/21	11/23/21
1.12.4.11	195	TABLETS-J-to-U -Sales provides accessories plan to PM (Earbuds, Chargers, Etc.)	185	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.4.12	196	TABLETS-J-to-U - Submit Customer Training Request - Policy Prep Training.	185	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.4.13	197	TABLETS-J-to-U - Create the Facility and Sites in SPP (if needed)	270fs+10d	Implementation Specialist (S)	2 Days	12/3/21	12/6/21
1.12.4.14	198	TABLETS-J-to-U - Create TabletPhone Group, Enable P NS/PANS in SPP (if necessary)	197ss	Implementation Specialist (S)	2 Days	12/3/21	12/6/21
1.12.4.15	199	TABLETS-J-to-U - (After first SO is submitted) Submit Go Live training request	196fs+10d	Project Manager (PM)	1 Day	12/9/21	12/9/21
1.12.4.16	200	TABLETS-J-to-U - Schedule Field and S to install and configure servers	197fs+10d	Project Manager (PM)	2 Days	12/21/21	12/22/21
1.12.4.17	201	TABLETS-J-to-U - (Securus Debit) Request appropriate credentials to access the data feed	270fs+2d	Integration Coordinator (C)	3 Days	11/19/21	11/23/21
1.12.4.18	202	TABLETS-J-to-U - (Securus Debit) Request Great Plains vendor ID	201	Integration Coordinator (C)	3 Days	11/24/21	11/30/21
1.12.4.19	203	TABLETS-J-to-U - Communicate with vendor for data feed	201	Integration Coordinator (C)	10 Days	11/24/21	12/9/21
1.12.4.20	204	TABLETS-J-to-U - Check P N accounts and formats match across platforms	203	Integration Coordinator (C)	1 Day	12/10/21	12/10/21
1.12.4.21	205	TABLETS-J-to-U - Obtain confirmation Policy Prep Training was completed	196fs+10d	Project Manager (PM)	1 Day	12/9/21	12/9/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.22	206	TABLETS-J-to-U -***TABLETS-Configure Network Equipment (set predecessor to EQUIPMENT- nsta Equipment at Site)**	62	Project Manager (PM)	1 Day	6/2/22	6/3/22
1.12.4.23	207	TABLETS-J-to-U -Confirm onsite network equipment has been installed	206	Project Manager (PM)	1 Day	6/3/22	6/6/22
1.12.4.24	208	TABLETS-J-to-U - Configure network components & verify network connectivity. Send network P info to ROC via ticket Assignment. NOTE* When adding JPs to a site, ENABLE 5Ghz wireless channels.	207	Sr. nsta ation Support Tech (Sr. S)	5 Days	6/6/22	6/13/22
1.12.4.25	209	TABLETS-J-to-U - Verify ROC moved equipment behind firewall and network configurations are correct	208	Sr. nsta ation Support Tech (Sr. S)	2 Days	6/13/22	6/15/22
1.12.4.26	210	TABLETS-J-to-U - Download fresh Importer Sheet from PROTOSS	199	Integration Specialist (NS)	1 Day	12/10/21	12/10/21
1.12.4.27	211	TABLETS-J-to-U - Get P info from SE's Network Data Sheet to add to Importer Sheet	210	Integration Specialist (NS)	1 Day	12/13/21	12/13/21
1.12.4.28	212	TABLETS-J-to-U - Conduct Tablet Cutsheet and Importer Sheet call with Agency	211	Project Manager (PM)	1 Day	12/14/21	12/14/21
1.12.4.29	213	TABLETS-J-to-U - Confirm a information for Importer Sheet and upload to PROTOSS	212	Integration Specialist (NS)	15 Days	12/15/21	1/7/22
1.12.4.30	214	TABLETS-J-to-U - Finalize Tablet Cutsheet, attach to project	212	Project Manager (PM)	1 Day	12/15/21	12/15/21
1.12.4.31	215	TABLETS-J-to-U - Review configuration	213	Integrations Validator	3 Days	1/7/22	1/12/22
1.12.4.32	216	TABLETS-J-to-U -PM provides information to agency; what needs to be posted on their public website for F&F. (Ex. Funding Incarcerated Accounts or Sending eMessages).	199	Project Manager (PM)	1 Day	12/10/21	12/10/21
1.12.4.33	217	TABLETS-J-to-U -PM confirms information on the agency public website is updated Accounts or Sending eMessages).	216	Project Manager (PM)	15 Days	12/13/21	1/5/22
1.12.4.34	218	TABLETS-J-to-U -Develop Plan and receive approval to issue any media credits needed			4 Days	11/22/21	11/29/21
1.12.4.34.1	219	TABLETS-J-to-U -Develop plan for SUBSCRIPTIONS credits if needed	185	Project Manager (PM)	2 Days	11/22/21	11/23/21
1.12.4.34.2	220	TABLETS-J-to-U -Develop plan for GAMES credits if needed	186	Project Manager (PM)	2 Days	11/24/21	11/29/21
1.12.4.34.3	221	TABLETS-J-to-U -Develop plan for MOVIE/TV show credits if needed	187	Project Manager (PM)	2 Days	11/24/21	11/29/21
1.12.4.34.4	222	TABLETS-J-to-U -Develop plan for MUSIC credits if needed	188	Project Manager (PM)	2 Days	11/24/21	11/29/21
1.12.4.35	223	TABLETS-J-to-U - PM Confirms SCP/JPay to Securus Debit Migration is Completed (Must Occur At The End Of A Month)	194	Project Manager (PM)	30 Days	11/24/21	1/11/22
1.12.4.36	224	TABLETS-J-to-U - PM verifies Lantern student data migration plan is established and education team is prepared for Unity conversion	189	Project Manager (PM)	30 Days	11/24/21	1/11/22
1.12.4.37	225	TABLETS-J-to-U - Activate and fund test accounts (48 hours lead time before testing)	215	Integration Specialist (NS)	5 Days	1/12/22	1/19/22
1.12.4.38	226	TABLETS-J-to-U - Create APP Provisioning ticket assignment to IT Operations-Support	213	Project Manager (PM)	3 Days	1/7/22	1/12/22
1.12.4.39	227	TABLETS-J-to-U - Create a Tablets-only SO for Warehouse, (if needed) add accessories (earbud and chargers) order to the ticket	226	Project Manager (PM)	1 Day	1/12/22	1/13/22
1.12.4.40	228	TABLETS-J-to-U - Receive confirmation via ticket that Warehouse finished incarcerated and officer tablets and shipped to site	226	Project Manager (PM)	5 Days	1/12/22	1/19/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.41	229	TABLETS-J-to-U - Obtain list of any additional Agency users who need SCP logons to view tablet transactions	226	Project Manager (PM)	2 Days	1/12/22	1/14/22
1.12.4.42	230	TABLETS-J-to-U - Create additional SCP user Logons (avoid Fridays if possible)	229	Implementation Specialist (S)	2 Days	1/14/22	1/18/22
1.12.4.43	231	TABLETS-J-to-U - Notify Agency to look for logon activation emails	230	Project Manager (PM)	1 Day	1/18/22	1/19/22
1.12.4.44	232	TABLETS-J-to-U - in SPP add URL(s), Forms/Documents (PDFs)	208	Implementation Specialist (S)	2 Days	6/13/22	6/15/22
1.12.4.45	233	TABLETS-J-to-U - in PROTOSS, validate site configs are correct, confirm Private/Public IPs are entered, Load/enable acceptance forms	215	Implementation Specialist (S)	2 Days	1/12/22	1/14/22
1.12.4.46	234	TABLETS-J-to-U - Submit assignment to request testing resource from IT Operations - Tablets (5 days lead time)	227	Project Manager (PM)	2 Days	1/13/22	1/17/22
1.12.4.47	235	TABLETS-J-to-U - Confirm tablet accessories (earbuds, chargers, etc) have been shipped to site and site is ready to distribute them	234	Project Manager (PM)	1 Day	1/17/22	1/18/22
1.12.4.48	236	TABLETS-J-to-U -Load agency PDFs to viewer app. (if PDFs are active on JPay, transfer them over)	232	Implementation Specialist (S)	2 Days	6/15/22	6/17/22
1.12.4.49	237	TABLETS-J-to-U -Confirm SLPs Fully Ready, FortiGate & SLP Are Installed, Provisioning By ROC & Tablet Teams Complete, ROC Has Paced SLP Behind Firewall, Tablets Are Onsite & Charged. Network Update Policy For Tablets To VPN, Remote Debit Active	234	Project Manager (PM)	1 Day	1/17/22	1/18/22
1.12.4.50	238	TABLETS-J-to-U -Suspend Media Services as needed (Chris Douglas)			76 Days	1/26/22	5/12/22
1.12.4.50.1	239	TABLETS-J-to-U -Ensure agency has communicated media suspension plans to incarcerated individuals	341fs-30d	Project Manager (PM)	1 Day	1/26/22	1/27/22
1.12.4.50.2	240	TABLETS-J-to-U -30 Days Before Launch, Suspend Subscriptions (example: Newsstand) To Prevent New Subscriptions	343fs-30d	Project Manager (PM)	1 Day	5/11/22	5/12/22
1.12.4.50.3	241	TABLETS-J-to-U -30 days before launch, disable purchasing of JPay GAMES that won't transfer	343fs-30d	Project Manager (PM)	1 Day	5/11/22	5/12/22
1.12.4.50.4	242	TABLETS-J-to-U -30 days before launch, disable purchasing JPay MOVIES and TV SHOWS that won't transfer	343fs-30d	Project Manager (PM)	1 Day	5/11/22	5/12/22
1.12.4.50.5	243	TABLETS-J-to-U -30 days before launch, disable purchasing new JPay MUSIC if needed	343fs-30d	Project Manager (PM)	1 Day	5/11/22	5/12/22
1.12.4.51	244	TABLETS-J-to-U -Schedule onsite network pre go live testing and heatmapping to confirm infrastructure is ready.	234	Field Service Manager (FSM)	1 Day	1/17/22	1/18/22
1.12.4.52	245	TABLETS-J-to-U -Conduct onsite network pre go live testing and heatmapping to confirm infrastructure is ready.	244	Field Service Manager (FSM)	1 Day	1/18/22	1/19/22
1.12.4.53	246	TABLETS-J-to-U -Schedule tablet app testing session	237	Project Manager (PM)	2 Days	1/18/22	1/20/22
1.12.4.54	247	TABLETS-J-to-U -TABLETS-Con - Conduct Tablet Testing Session(s)	225, 246	Implementation Specialist (S)	5 Days	1/20/22	1/27/22
1.12.4.55	248	TABLETS-J-to-U - Suspend Test Accounts in SCP after testing is complete	247	Implementation Specialist (S)	1 Day	1/27/22	1/28/22
1.12.4.56	249	TABLETS-J-to-U - Conduct internal call to ensure everybody is signed and ready	247	Project Manager (PM)	3 Days	1/27/22	2/1/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.57	250	TABLETS-J-to-U - Verify Go Live Checklist is Complete	249	Project Manager (PM)	1 Day	2/1/22	2/2/22
1.12.4.58	251	TABLETS-J-to-U -Confirm Agency is willing to disable phone app on Day 1 (to improve setup performance)	250	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.59	252	TABLETS-J-to-U - Order Marketing Materials including Materials That Inform Customer To Link JPay & Securus Debit Accounts (Engage Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Go dstein, Sean North)	250	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.60	253	TABLETS-J-to-U - Issue approved credits			1 Day	5/12/22	5/13/22
1.12.4.60.1	254	TABLETS-J-to-U - Issue approved credits for GAMES	241	Project Manager (PM)	1 Day	5/12/22	5/13/22
1.12.4.60.2	255	TABLETS-J-to-U - Issue approved credits for MOVIES	242	Stephanie Sanchez	1 Day	5/12/22	5/13/22
1.12.4.60.3	256	TABLETS-J-to-U - Issue approved credits for MUSIC	243	Project Manager (PM)	1 Day	5/12/22	5/13/22
1.12.4.61	257	TABLETS-J-to-U -Communication Center			26 Days	11/22/21	1/3/22
1.12.4.61.1	258	TABLETS-J-to-U -CommCenter-Verify incarcerated are allowed to submit Tablet Tickets	185	Project Manager (PM)	1 Day	11/22/21	11/22/21
1.12.4.61.2	259	TABLETS-J-to-U -CommCenter-Add to Tablet Cut Sheet	212, 258	Project Manager (PM)	1 Day	12/15/21	12/15/21
1.12.4.61.3	260	TABLETS-J-to-U -CommCenter-Configure Communications Center - Ticketing in Staging	259	Implementation Specialist (S)	10 Days	12/16/21	1/3/22
1.12.4.62	261	TABLETS-J-to-U -Commissary 3rd Party URL			151 Days	11/16/21	6/22/22
1.12.4.62.1	262	TABLETS-J-to-U -3rdPartyURL-Contact Product Mgr, complete Exhibit and Legal signoff	185	Project Manager (PM)	10 Days	11/22/21	12/7/21
1.12.4.62.2	263	TABLETS-J-to-U -3rdPartyURL-Contact vendor to get custom URL	262	Project Manager (PM)	10 Days	12/8/21	12/21/21
1.12.4.62.3	264	TABLETS-J-to-U -3rdPartyURL-Send custom URL to Network Engineering for Testing	263	Project Manager (PM)	10 Days	12/22/21	1/7/22
1.12.4.62.4	265	TABLETS-J-to-U -3rdPartyURL-Provision and Enable ConnectUs icon	264	Implementation Specialist (S)	2 Days	1/7/22	1/11/22
1.12.4.62.5	266	TABLETS-J-to-U -3rdPartyURL-Verify Go Live Checklist items are complete	250, 265	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.62.6	267	TABLETS-J-to-U -Commissary 3rd Party URL - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.62.6.1	268	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	266, 341fs-td	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.62.6.2	269	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	266, 342fs-td	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.62.7	270	TABLETS-J-to-U - ***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	11/16/21	11/16/21
1.12.4.62.8	271	TABLETS-J-to-U -Closing Activities	272	Project Manager (PM)	1 Day	3/10/22	3/11/22
1.12.4.62.9	272	TABLETS-J-to-U -Confirm Regulatory and Billing Tablet assignments are Resolved	341	Project Manager (PM)	1 Day	3/9/22	3/10/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.63	273	Forms and Grievance			162 Days	11/1/21	6/22/22
1.12.4.63.1	274	F&G-***Set the predecessor of this task to External Kickoff***		Project Manager (PM)	1 Day	11/1/21	11/1/21
1.12.4.63.2	275	F&G-Submit Forms & Grievances Customer Training request	274ss	Project Manager (PM)	1 Day	11/1/21	11/1/21
1.12.4.63.3	276	F&G-Obtain additional SCP user names (if needed) from Agency	275	Project Manager (PM)	5 Days	11/2/21	11/8/21
1.12.4.63.4	277	F&G-Enable incarcerated Forms product	275	Implementation Specialist (S)	1 Day	11/2/21	11/2/21
1.12.4.63.5	278	F&G-Enable Grievance Administration feature in SCP, create form, enable on terminals	276, 277	Implementation Specialist (S)	4 Days	11/9/21	11/12/21
1.12.4.63.6	279	F&G-(tablets) add F&G to Tablet Cut Sheet	278	Project Manager (PM)	5 Days	11/15/21	11/19/21
1.12.4.63.7	280	F&G-Verify F&G checklist is complete	278fs+3d	Project Manager (PM)	1 Day	11/18/21	11/18/21
1.12.4.63.8	281	F&G Go-Live			75 Days	3/8/22	6/22/22
1.12.4.63.8.1	282	F&G Go-Live (Mission Creek Corrections Center for Women (MCCW))	280, 341fs-1d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.63.8.2	283	F&G Go-Live (Washington Corrections Center for Women (WCCW))	280, 342fs-1d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.64	284	TABLETS-J-to-U -eMessaging			147 Days	11/22/21	6/22/22
1.12.4.64.1	285	TABLETS-J-to-U -eMSG-Review eMessaging Configuration Options with Agency	185	Project Manager (PM)	5 Days	11/22/21	11/30/21
1.12.4.64.2	286	TABLETS-J-to-U -eMSG-Add to Tablet Cut Sheet	212	Project Manager (PM)	2 Days	12/15/21	12/16/21
1.12.4.64.3	287	TABLETS-J-to-U -eMSG-Build site in <a href="https://emadmin.corp.securustech.net/">https://emadmin.corp.securustech.net/</a>	197	Implementation Specialist (S)	2 Days	12/7/21	12/8/21
1.12.4.64.4	288	TABLETS-J-to-U -eMSG-Provision eMessaging link in SCP to eMessaging	287ss	Implementation Specialist (S)	2 Days	12/7/21	12/8/21
1.12.4.64.5	289	TABLETS-J-to-U -eMSG-Submit Customer Training Request for eMessaging	288	Project Manager (PM)	1 Day	12/9/21	12/9/21
1.12.4.64.6	290	TABLETS-J-to-U -eMSG-Post the Tablet PDF in Secure Services app	288	Implementation Specialist (S)	2 Days	12/9/21	12/10/21
1.12.4.64.7	291	TABLETS-J-to-U -eMSG-Create Facility User accounts (if needed)	287	Implementation Specialist (S)	2 Days	12/9/21	12/10/21
1.12.4.64.8	292	TABLETS-J-to-U -eMSG-Confirm Billing Table has loaded stamp rates (if needed)	250, 288	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.64.9	293	TABLETS-J-to-U -eMSG-set Agency to "Active"	250, 292ss	Implementation Specialist (S)	2 Days	2/2/22	2/4/22
1.12.4.64.10	294	TABLETS-J-to-U -eMSG-Verify Go Live Checklists are complete. Verify All Unity Services Are Reachable	250, 293ss	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.64.11	295	TABLETS-J-to-U -eMSG-Order Marketing Materials	250	Project Manager (PM)	1 Day	2/2/22	2/3/22

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.64.12	296	TABLETS-J-to-U -eMSG - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.64.12.1	297	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	294, 341fs-1d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.64.12.2	298	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	294, 342fs-1d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.65	299	FY -FY app with Agency Document Manager (not available on JPay)			147 Days	11/22/21	6/22/22
1.12.4.65.1	300	FY -Request and Receive List of Users From Agency	185	Project Manager (PM)	3 Days	11/22/21	11/24/21
1.12.4.65.2	301	FY -Provision agency into the Agency Document Manager porta <a href="https://agencydocs.securustech.net/mgr ndex.php">https://agencydocs.securustech.net/mgr ndex.php</a>	300	mp ementation Specialist (S)	2 Days	11/29/21	11/30/21
1.12.4.65.3	302	FY -Review names on Agency user list to ensure each has System/Custody Account permissions in SCP (makes changes if necessary).	301ss	mp ementation Specialist (S)	2 Days	11/29/21	11/30/21
1.12.4.65.4	303	FY -(tab ets) Add to Tab et Cut Sheet and create ticket assignment to Production Support	301	Project Manager (PM)	3 Days	12/1/21	12/3/21
1.12.4.65.5	304	FY -Send Agency Document Manager porta instructions to POC	302, 303	Project Manager (PM)	1 Day	12/6/21	12/6/21
1.12.4.65.6	305	FY -Verify Go Live Checklist items are complete	304	Project Manager (PM)	1 Day	12/7/21	12/7/21
1.12.4.65.7	306	FY - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.65.7.1	307	FY on TABLETS - Go-Live ((Mission Creek Corrections Center for Women (MCCW))	250fs+24d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.65.7.2	308	FY on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	250fs+98d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.66	309	TABLETS-J-to-U -JobView			132 Days	12/15/21	6/22/22
1.12.4.66.1	310	TABLETS-J-to-U -JobView-Add to Tab et Cut Sheet	212	Project Manager (PM)	2 Days	12/15/21	12/16/21
1.12.4.66.2	311	TABLETS-J-to-U -JobView-Add to Tab et Management Too	310	mp ementation Specialist (S)	2 Days	12/17/21	12/20/21
1.12.4.66.3	312	TABLETS-J-to-U -JobView-Ensure a items on checklist are complete	250, 311	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.66.4	313	TABLETS-J-to-U -JobView - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.66.4.1	314	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	312, 341fs-1d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.66.4.2	315	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	312, 342fs-1d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.67	316	TABLETS-J-to-U -Lantern			147 Days	11/22/21	6/22/22
1.12.4.67.1	317	TABLETS-J-to-U -LANTERN-Engage Education Program Manager	185	Project Manager (PM)	10 Days	11/22/21	12/7/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.67.2	318	TABLETS-J-to-U -LANTERN-Request test student be created for app testing	317	Project Manager (PM)	4 Days	12/8/21	12/13/21
1.12.4.67.3	319	TABLETS-J-to-U -LANTERN-Request Education Team provision Lantern to Tablets	318	Project Manager (PM)	4 Days	12/14/21	12/17/21
1.12.4.67.4	320	TABLETS-J-to-U -LANTERN-Education Team creates user logons	319	Project Manager (PM)	2 Days	12/20/21	12/21/21
1.12.4.67.5	321	TABLETS-J-to-U -LANTERN-Provision and Configure installed equipment	320	Implementation Specialist (S)	2 Days	12/22/21	12/27/21
1.12.4.67.6	322	TABLETS-J-to-U -LANTERN- Finish and U, track expenses	321	Project Manager (PM)	2 Days	12/27/21	12/29/21
1.12.4.67.7	323	TABLETS-J-to-U -LANTERN- Finish and U, generate invoice	322	Project Manager (PM)	2 Days	12/29/21	1/3/22
1.12.4.67.8	324	TABLETS-J-to-U -LANTERN-Go-Live Checklist items are Complete	250, 323	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.67.9	325	TABLETS-J-to-U -Lantern - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.67.9.1	326	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	324, 341fs-1d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.67.9.2	327	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	324, 342fs-1d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.68	328	TABLETS-J-to-U -Law Library			147 Days	11/22/21	6/22/22
1.12.4.68.1	329	TABLETS-J-to-U -LAW LIBRARY-Get Addendum executed (only if Securus is paying)	185	Project Manager (PM)	10 Days	11/22/21	12/7/21
1.12.4.68.2	330	TABLETS-J-to-U -LAW LIBRARY-Obtain custom URL from vendor	329	Project Manager (PM)	5 Days	12/8/21	12/14/21
1.12.4.68.3	331	TABLETS-J-to-U -LAW LIBRARY-(tablets) Add to Tablet Management Tool. (Enter Site ID, Customer ID and URL For Each Entry)	330	Implementation Specialist (S)	2 Days	12/15/21	12/16/21
1.12.4.68.4	332	TABLETS-J-to-U -LAW LIBRARY-Add to Tablet Cut Sheet	330	Project Manager (PM)	3 Days	12/15/21	12/17/21
1.12.4.68.5	333	TABLETS-J-to-U -LAW LIBRARY-Verify Go Live Checklist is complete	250, 332	Project Manager (PM)	1 Day	2/2/22	2/3/22
1.12.4.68.6	334	TABLETS-J-to-U -LAW LIBRARY - Go-Live			75 Days	3/8/22	6/22/22
1.12.4.68.6.1	335	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Mission Creek Corrections Center for Women (MCCW))	333, 341fs-1d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.68.6.2	336	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Washington Corrections Center for Women (WCCW))	333, 342fs-1d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.69	337	TABLETS - PRE GO-LIVE TESTING			75 Days	2/23/22	6/9/22
1.12.4.69.1	338	TABLETS - PRE GO-LIVE TESTING (Mission Creek Corrections Center for Women (MCCW))	341fs-10d	Project Manager (PM)	1 Day	2/23/22	2/24/22
1.12.4.69.2	339	TABLETS - PRE GO-LIVE TESTING (Washington Corrections Center for Women (WCCW))	342fs-10d	Project Manager (PM)	1 Day	6/8/22	6/9/22
1.12.4.70	340	TABLETS - GO-LIVE			76 Days	3/8/22	6/23/22



# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.70.1	341	TABLETS-J-to-U - Go-Live (Mission Creek Corrections Center for Women (MCCW)	250fs+24d	Project Manager (PM)	1 Day	3/8/22	3/9/22
1.12.4.70.2	342	TABLETS-J-to-U - Go-Live (Washington Corrections Center for Women (WCCW)	250fs+98d	Project Manager (PM)	1 Day	6/21/22	6/22/22
1.12.4.70.3	343	TABLETS-J-to-U -PLAN TO HAND OUT TABLETS IN THE AM & CONDUCT 3 WALKTHROUGHS TABLETS GO LIVE	252	Project Manager (PM)	1 Day	6/22/22	6/23/22
1.12.4.70.3.1	344	TABLETS-J-to-U -Disable Phone App On Day 1 to improve / ability to download media content.	251, 341, 342	Project Manager (PM)	1 Day	6/22/22	6/23/22
1.12.4.70.3.2	345	TABLETS-J-to-U -REENABLE and TEST Phone app before team departs site	344ss	Project Manager (PM)	1 Day	6/22/22	6/23/22
1.12.5	346	TABLETS-J-to-U -Deinstall Existing Hardware			37 Days	6/22/22	8/15/22
1.12.5.1	347	TABLETS-J-to-U -PM Coordinates With Warehouse To Determine If Old JPay Equipment Will Be Recycled Or Returned To The Warehouse	342	Project Manager (PM)	30 Days	6/22/22	8/4/22
1.12.5.2	348	TABLETS-J-to-U -PM Schedules Deinstallation With Agency POC, FSM, FST	347	Project Manager (PM)	5 Days	8/4/22	8/11/22
1.12.5.3	349	TABLETS-J-to-U -FST/FSM Notify PM Once Deinstallation is Completed. PM Confirms Agency POC is Satisfied With Deinstallation Work.	348	Project Manager (PM)	1 Day	8/11/22	8/12/22
1.12.5.4	350	TABLETS-J-to-U -PM Notifies ROC/ SE/NOC/Tech Support That Equipment (i.e. Merakis, Rockets, Nanos, etc.) Have Been Deinstalled	349	Project Manager (PM)	1 Day	8/12/22	8/15/22
1.12.6	351	TABLETS-J-to-U -Project Wrap-up	350		2 Days	8/15/22	8/17/22
1.12.7	352	SVC - New install			158.5 Days	11/1/21	6/16/22
1.12.7.1	353	SVC-New - ***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	11/16/21	11/16/21
1.12.7.2	354	SVC-New - Submit Customer Training Request - NextGen SVC - Pre Go Live Webinar	353	Project Manager (PM)	1 Day	11/17/21	11/17/21
1.12.7.3	355	SVC-New - Create site (SPP for NG; SVC for Classic)	353fs+7d	Implementation Specialist (S)	3 Days	11/30/21	12/2/21
1.12.7.4	356	SVC-New - After integrations call, request appropriate credentials to access the data feed	354	Integration Coordinator (C)	3 Days	11/18/21	11/22/21
1.12.7.5	357	SVC-New - Coordinate data feed with vendor and configure	356	Integration Coordinator (C)	10 Days	11/23/21	12/8/21
1.12.7.6	358	SVC-New - Review SVC configurations	357	Integrations Validator	3 Days	12/9/21	12/13/21
1.12.7.7	359	SVC-New - Schedule call with agency for ST to discuss and complete SVC Scheduler	356	Project Manager (PM)	1 Day	11/23/21	11/23/21
1.12.7.8	360	SVC-New - Request list of Agency users who will need SVC logins	359	Project Manager (PM)	2 Days	11/24/21	11/29/21
1.12.7.9	361	SVC-New - After you submit your first SO, submit customer Go Live training request	360	Project Manager (PM)	1 Day	11/30/21	11/30/21
1.12.7.10	362	SVC-New - Send information to Agency on how to open their firewall for SVC monitoring	361	Project Manager (PM)	1 Day	12/1/21	12/1/21
1.12.7.11	363	SVC-New - Create SVC user Logons (avoid Fridays if possible)	360	Implementation Specialist (S)	2 Days	11/30/21	12/1/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.7.12	364	SVC-New - Get Terms and Conditions from Agency	360	Project Manager (PM)	3 Days	11/30/21	12/2/21
1.12.7.13	365	SVC-New - Provision Terms and Conditions	355, 364	Implementation Specialist (S)	2 Days	12/3/21	12/6/21
1.12.7.14	366	SVC-New - Submit Terms and Conditions to be posted on our site	365	Project Manager (PM)	1 Day	12/7/21	12/7/21
1.12.7.15	367	SVC-New - Submit Rates to be posted on our site	366	Project Manager (PM)	2 Days	12/8/21	12/9/21
1.12.7.16	368	SVC-New - Provision the product configurations	358	Integration Coordinator (C)	10 Days	12/14/21	12/29/21
1.12.7.17	369	SVC-New - Configure network equipment	368	Sr. Installation Support Tech (Sr. S)	1 Day	12/29/21	12/30/21
1.12.7.18	370	SVC-New - Validate a SVC data and configurations - last review before go live	368	Integrations Validator	3 Days	12/29/21	1/4/22
1.12.7.19	371	SVC-New - Agency confirms they made firewall changes	362fs+20d	Project Manager (PM)	2 Days	1/3/22	1/4/22
1.12.7.20	372	SVC-New - Add new site in SVC Report Manager (this lists Agency on Securiconline)	370	Implementation Specialist (S)	2 Days	1/4/22	1/6/22
1.12.7.21	373	SVC-New - Integrations Status Checklist is complete	371	Integration Specialist (NS)	5 Days	1/5/22	1/11/22
1.12.7.22	374	SVC-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment installation date/time***	59	Implementation Specialist (S)	5 Days	1/26/22	2/2/22
1.12.7.23	375	SVC-New - Test SVC and a ConnectUs apps BEFORE go live	373	Implementation Specialist (S)	81 Days	2/3/22	5/27/22
1.12.7.23.1	376	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Mission Creek Corrections Center for Women (MCCW))	381fs-15d	Implementation Specialist (S)	1 Day	2/3/22	2/3/22
1.12.7.23.2	377	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Washington Corrections Center for Women (WCCW))	382fs-15d	Implementation Specialist (S)	1 Day	5/27/22	5/27/22
1.12.7.24	378	SVC-New - Verify Go Live Checklist is complete	373	Project Manager (PM)	1 Day	1/12/22	1/12/22
1.12.7.25	379	SVC-New - Order Marketing Materials	378	Project Manager (PM)	1 Day	1/13/22	1/13/22
1.12.7.26	380	SVC New Install - Go-Live			81 Days	2/23/22	6/16/22
1.12.7.26.1	381	SVC - New - Go-Live (Mission Creek Corrections Center for Women (MCCW))	373fs+30d	Project Manager (PM)	1 Day	2/23/22	2/23/22
1.12.7.26.2	382	SVC - New - Go-Live (Washington Corrections Center for Women (WCCW))	373fs+110d	Project Manager (PM)	1 Day	6/16/22	6/16/22
1.12.7.27	383	Video Relay Service (VRS)			158.5 Days	11/1/21	6/16/22
1.12.7.27.1	384	VRS-***Set the predecessor of this task to External Kickoff**		Project Manager (PM)	1 Day	11/1/21	11/1/21
1.12.7.27.2	385	VRS-Submit Customer Training request	384	Project Manager (PM)	1 Day	11/2/21	11/2/21
1.12.7.27.3	386	VRS-Confirm whether an integration with JMS or Commissary is needed, or if Agency will manually designate eligible inmates	385	Project Manager (PM)	1 Day	11/3/21	11/3/21

# WA DOC JPay to Unity Migration Phase I - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.7.27.4	387	VRS-Request AN s (30 Day Lead Time)	385	Project Manager (PM)	1 Day	11/3/21	11/3/21
1.12.7.27.5	388	VRS-(if an integration is needed) Communicate with vendor for data feed	386	Integration Specialist (NS)	15 Days	11/4/21	11/24/21
1.12.7.27.6	389	VRS-Receive confirmation AN s were insta ed during change contro	387fs+30d	Project Manager (PM)	2 Days	12/20/21	12/21/21
1.12.7.27.7	390	VRS-Provision in SPP	389	Implementation Specialist (S)	1 Day	12/22/21	12/22/21
1.12.7.27.8	391	VRS-Confirm a items on Go Live check list are complete	390	Project Manager (PM)	1 Day	12/23/21	12/27/21
1.12.7.27.9	392	VRS - Go-Live			81 Days	2/23/22	6/16/22
1.12.7.27.9.1	393	VRS - Go-Live (Mission Creek Corrections Center for Women (MCCW)	381fs-1d, 391	Project Manager (PM)	1 Day	2/23/22	2/23/22
1.12.7.27.9.2	394	VRS - Go-Live (Washington Corrections Center for Women (WCCW)	382fs-1d, 391	Project Manager (PM)	1 Day	6/16/22	6/16/22
1.12.7.28	395	Incarcerated Scheduled Video Connect ( SVC)			158.5 Days	11/1/21	6/16/22
1.12.7.28.1	396	SVC-***Set the predecessor of this task to External Kickoff***		Project Manager (PM)	1 Day	11/1/21	11/1/21
1.12.7.28.2	397	SVC-Discuss SVC with Agency (Scheduler Ca )	396	Project Manager (PM)	1 Day	11/2/21	11/2/21
1.12.7.28.3	398	SVC-Provision Incarcerated Schedule Video Connect	397	Implementation Specialist (S)	1 Day	11/1/21	11/1/21
1.12.7.28.4	399	SVC-Confirm a items on Go Live check list are complete	398	Project Manager (PM)	1 Day	11/2/21	11/2/21
1.12.7.28.5	400	Incarcerated Scheduled Video Connect - Go-Live			81 Days	2/23/22	6/16/22
1.12.7.28.5.1	401	Incarcerated Scheduled Video Connect - Go-Live (Mission Creek Corrections Center for Women (MCCW)	381fs-1d, 399	Project Manager (PM)	1 Day	2/23/22	2/23/22
1.12.7.28.5.2	402	Incarcerated Scheduled Video Connect - Go-Live (Washington Corrections Center for Women (WCCW)	382fs-1d, 399	Project Manager (PM)	1 Day	6/16/22	6/16/22
1.13	403	Project Wrap-up			1 Day	8/19/22	8/22/22
1.13.1	404	Confirm Regulatory and Billing Table ticket assignments are Resolved	23fs+2d	Project Manager (PM)	1 Day	8/19/22	8/22/22
1.13.2	405	Closing Activities	23fs+2d	Project Manager (PM)	1 Day	8/19/22	8/22/22

# Predictive Heat Maps

## WCCW and MCCCW

## Washington Corrections Center For Women, WA Predictive Heat mapping

### Purpose

5/17/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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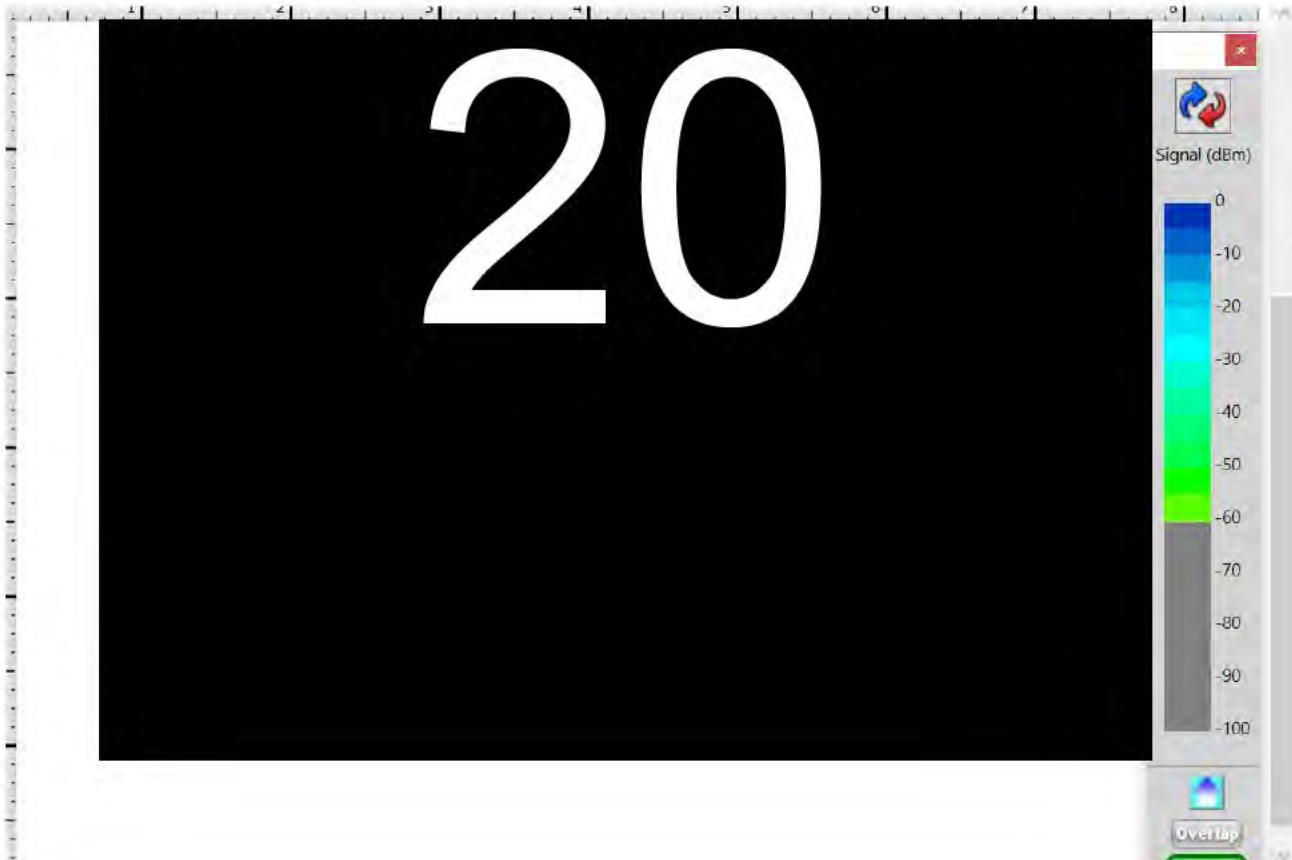
## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for X Unit, J, K, L, and G Unit. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 tier and will need to adjust height on AP. **NOTE: Total AP count for site 81.**

### G Unit East & West

3 levels open center 1<sup>st</sup> floor under overhang in nema box if needed. 2APs per side 4 APs total for 1<sup>st</sup> level.



3<sup>rd</sup> Floor in G unit AP will be hung 5 ft from ceiling and 10-15ft from walkway.  
to cover 3<sup>rd</sup> and 2<sup>nd</sup> level 1 in programs 2 APs per side 5 APs total.



### J, K, & L Unit

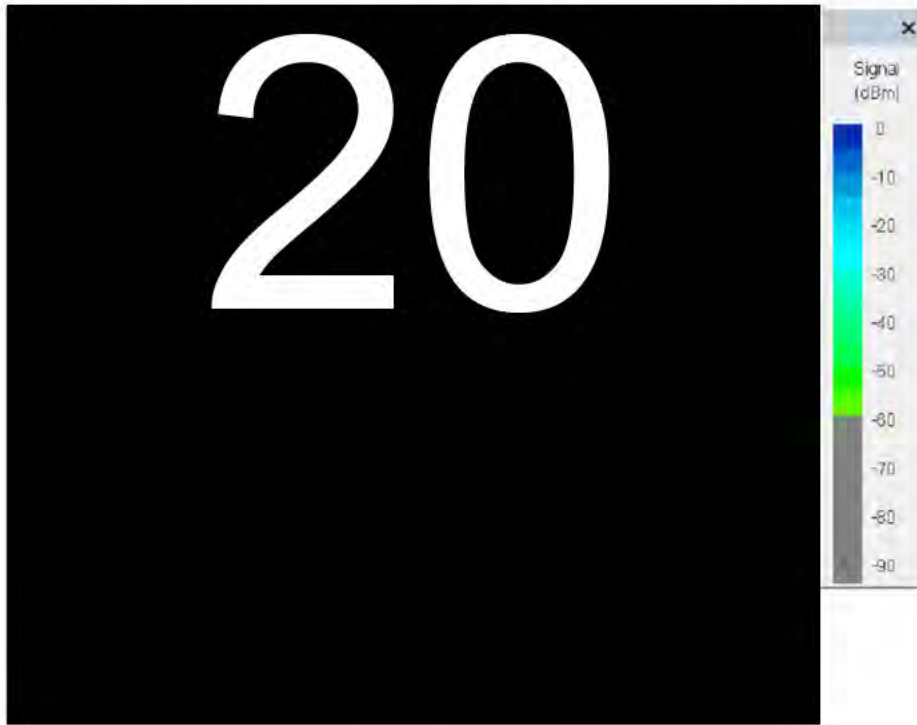
1 level building with 1 AP per wing with day room area. J 9 total APs, K 8 total APs and L with 7 total APs. Any open bay living area will receive 1 AP per. Total for all 3 units are 24 total APs.





### X Unit A/B

2 tier building with 4 AP per wing with open area. 1 AP will be added in the lobby area. 9 total Aps for building. AP will be hung 5 ft from ceiling and 10-15ft from walkway.



hannels

Selected APs 16

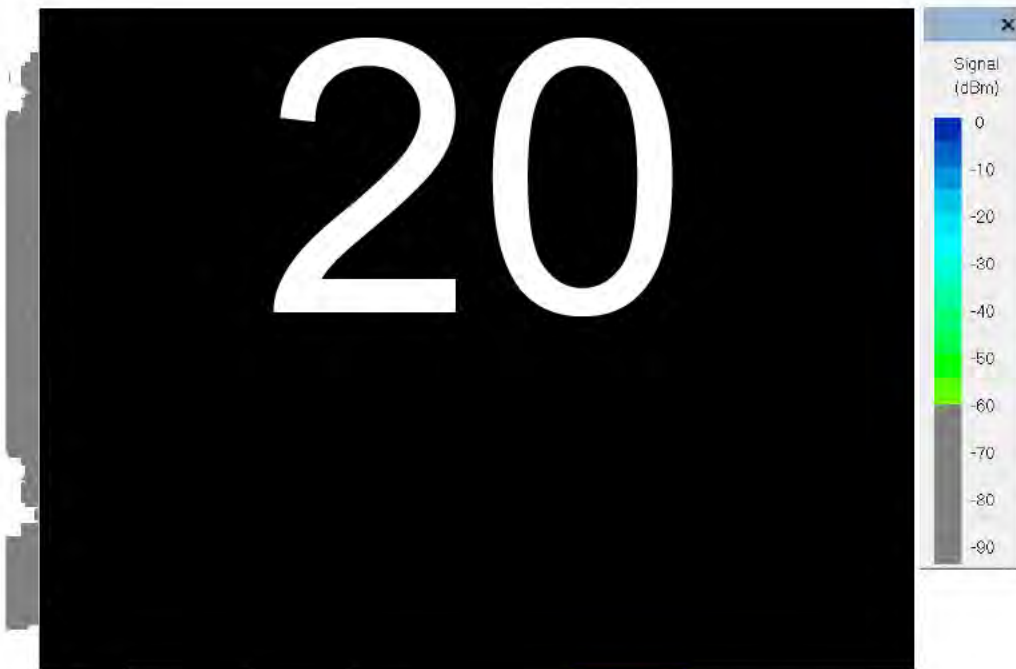
### Z Unit

2 tier building with 12 AP that will cover cells and open area. 3 Aps will cover outdoor rec area. 15 total Aps for building. AP will be hung 5 ft from ceiling and 10-15ft from walkway.



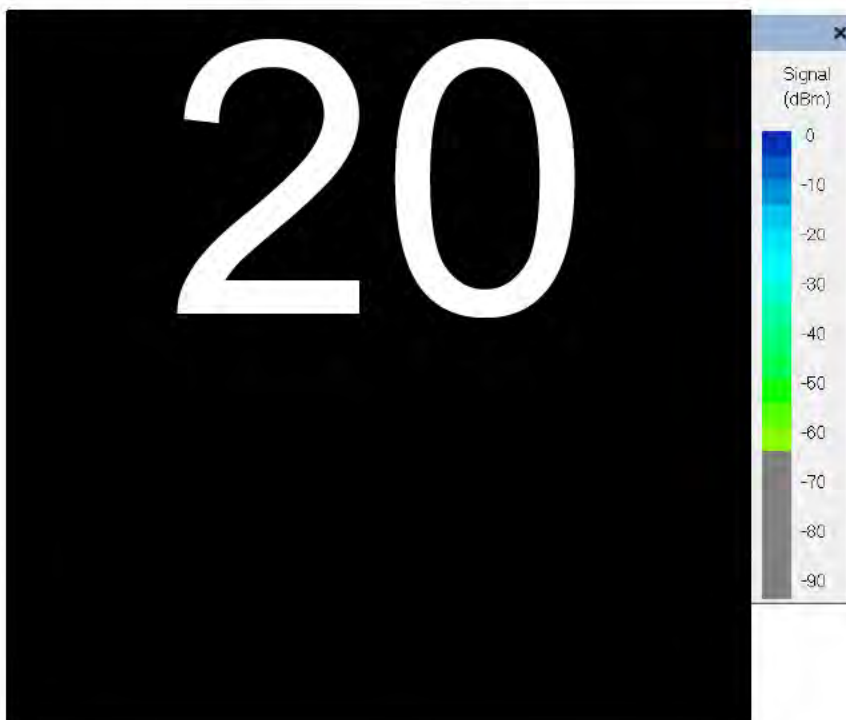
## W Unit

1 level building with 3 AP to cover cells and open area. 3 total Aps for building. AP will be ceiling mounted.



## U Unit Gym

1 level building with 2 AP to cover classrooms ceiling mounted. 2 AP in gym will be mounted on wall with angle mounts 15ft-20ft high. 4 total Aps for building.



## AA Unit Medical

1 level building with cells in medical area. 5 AP will be ceiling mounted to cover cells. 5 total Aps for building.



## Outdoor areas

J, K, and L unit will have 1 on each end of the building to cover outdoor areas. D and X will have 1 on the outside of their units. X and AA will have 2 on the exterior to cover outside areas. 1 AP will be added in the lobby area. 12 total Aps for all outside coverage area.



## Coverage areas

Living area, day rooms

X Unit A/B 1<sup>st</sup> Floor



X Unit A/B 2<sup>nd</sup> Floor



L Unit A/B/C/D

Living area and day room

20

WGW - DIVISION 1  
DTI SECURITY TOOLING  
FORM & BOOK ID - FUGP PLAN

111 1111

20

## G Unit 1<sup>st</sup> Floor

Living area and day room



20

## G Unit 2<sup>nd</sup> Floor

Living area and day room



**Z Unit 1<sup>st</sup> Floor**

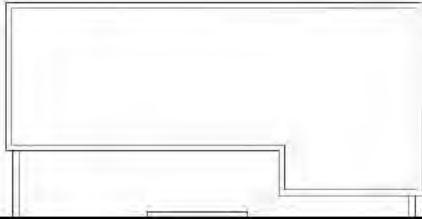
Living area and day room



**W Unit**

Living area and day room

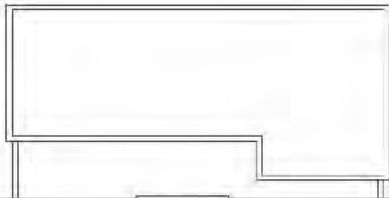




20

**G Unit 3<sup>rd</sup> Floor**

Living area and day room



20

**Z Unit 1<sup>st</sup> Floor**

Living area and day room



## U Unit Gym

Gym and classrooms



## AA Unit Infirmary



20

INDUSTRY PRACTICE - PROJECT PLAN  
SCALE: 1/16" = 1'-0"

### Outdoor Coverage



20

## Mission Creek Corrections Center, WA Predictive Heat mapping

### Purpose

5/10/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for Mission, Bear, and Gold. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 tier and will need to adjust height on AP. **NOTE: Total AP count for site 23.**

### Mission

1 level unit with 4 wings 1 Aps per wing with day room and 2 for open areas. 6 total Aps for building



## Bear and Gold

1 level building with 1 AP per wing with day room area, 10 total Aps for building



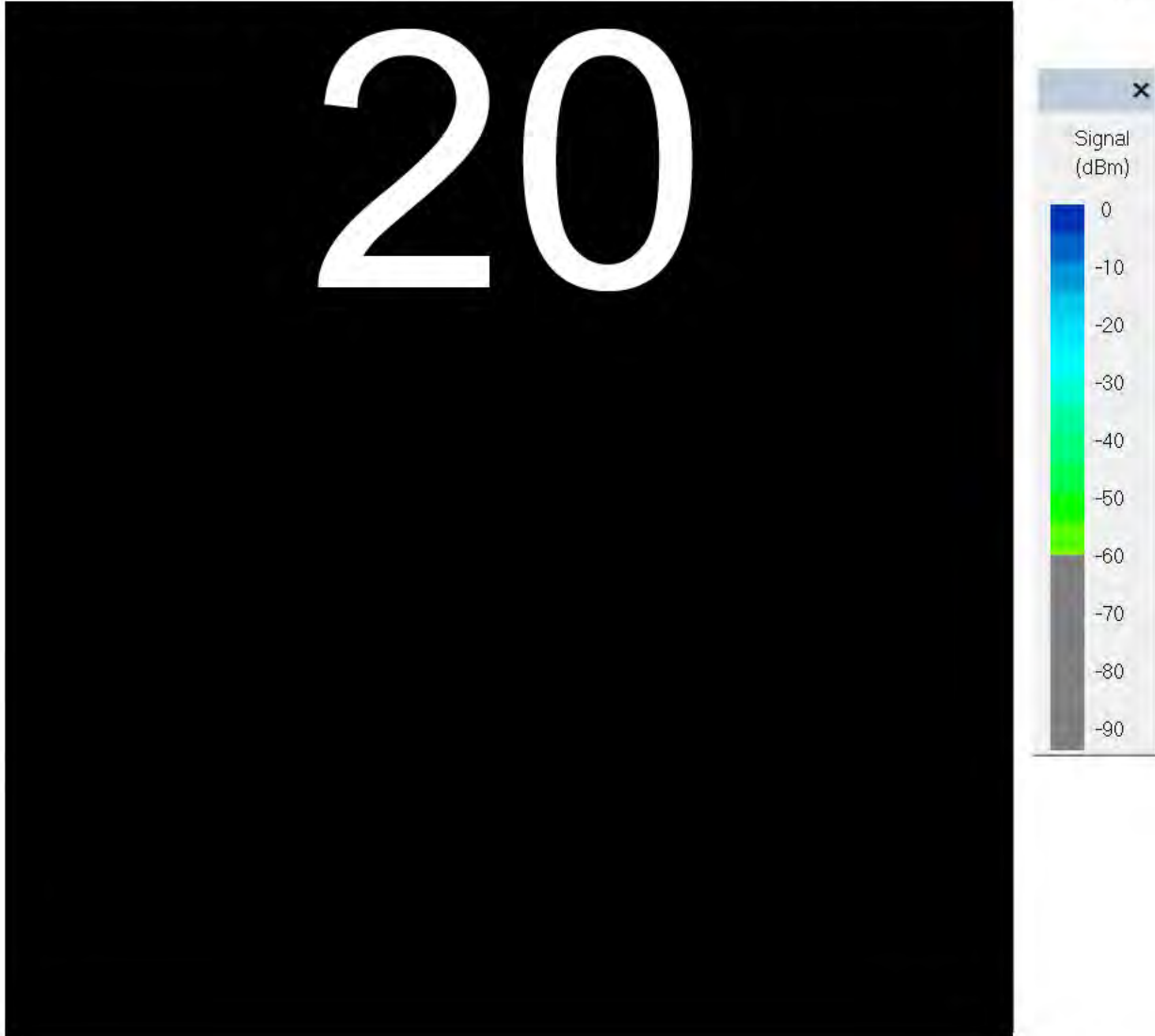
## Gym

1 level building with 2 AP to cover gym floor. 2 total Aps for building



## Outdoor Coverage

2 on building 5, 2 on building 4 and 1 on building 1.5 total Aps for outdoor ground coverage.





**Coverage areas**

Living area, day rooms

**Mission**



**Bear**

Living area and day room



## Gold

Living area and day room



20

## Outdoor coverage



20

# “Proof of Concept” Success Measures and Reporting

## **Duration:**

Securus will first deploy the Securus solution as described in the SOW and requirements documents including the deployment of the new JP6 tablets for each eligible incarcerated individual at Mission Creek Corrections Center for Women (MCCCW) and Washington Corrections Center for Women (WCCW) as determined by DOC policy. The proof-of-concept evaluation period is anticipated to be no longer than 90 days. During the deployment phase at MCCCW and WCCW, Securus will also begin implementation activities at other facilities to pre-position infrastructure and equipment. Following the up to 90-day proof-of-concept period, Securus will implement services at all remaining facilities.

Securus will have deployed one (1) tablet administrator for the purpose of interfacing with incarcerated individuals regarding tablet issues and troubleshooting network related service issues.

Securus will complete all required integration, as proposed, with Washington DOC inmate banking and commissary systems as well as the offender management system to ensure full interoperability between Securus systems and WA DOC legacy systems.

## **Required Results:**

During the Proof of Concept installation and implementation period these metrics will be delivered on a monthly basis during the weekly status meetings (unless frequency is otherwise specified below). After successfully meeting the requirements of the Proof of Concept, Securus will report these measures during the quarterly business meeting.

### Customer Service – Friends and Family

- Friends and family portal: Securus will provide 99% monthly uptime of the Securus portal for friends and family members
- Securus will report the average Customer Satisfaction (CSAT) rating to the Department monthly.

### Customer Service – Incarcerated Individuals – reporting on a monthly basis

- Incarcerated individual’s Support Request resolution times to match annual SLA terms.

### Customer Service – Facility Technical Support

- Service response times and resolution will be achieved as outlined in the Priority 1, 2 and 3 requirements of the Service Level Agreement
- Reporting on a monthly basis
  - User support desk ticket report will include the following:
    - Number of tickets opened;
    - Number of tickets resolved;
    - Number of tickets closed;
    - Average time to initial response;
    - Average time to resolution;

### Unity Tablet Program

- Wireless Access Points (WAPs) will provide 99% monthly uptime
- E-Messaging: all emails will be delivered within one hour of availability in the Securus email system; assumes auto release email
  - E-Mail gaps should not exist, unless deleted by end user
- Securus will provide monthly reporting validating the previous months free stamp distribution data

- Music, Games and other previously purchased content will be delivered to new Unity tablets
  - Content gaps will exist
  - Incompatible content will be identified before installs with like content being made available
  - Credits will be issued to incarcerated individuals for any previously purchased content not able to be delivered

NextGen SCP – Incarcerated Individual Telephone Calling

- Securus will ensure that all Configurations, Integrations, Interfaces, Extensions, and all other software-based deliverables required to be included are deployed.
- A check list of all deliverables included in the Project Plan will be validated and accepted by the Department within 30 days of implementation

Securus Video Connect (SVC)

- Securus will provide monthly reports showing performance measures
- Securus will provide SVC metrics monthly that show overall visits and percentage of visits with issues
  - Better than 95% of visits free of issues on facility side

NexGen SCP:

- 99% uptime guarantee

SVC:

- 99% uptime guarantee

ConnectUS:

- 98% uptime guarantee

Call Center:

- 99% availability guaranteed

Tablet (back office):

- User interface: 99% uptime guarantee
- Network: 99% uptime guarantee
- Platform: 99% uptime guarantee

Mobile Apps:

- 99% uptime guarantee

**NOTE: Uptime percentages are on a monthly basis for a rolling 12-months.**

Phase 2:  
Project Plan Project Plan, Deliverables, and  
Milestones

SCCC, WSP, CRCC, AHCC, MCC, CBCC, OCC, CCCC, LCC, WCC

# WA DOC JPay to Unity Migration Phase II - Exported Tasks

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1	1	Core Project Plan			328.25 Days	9/26/22	1/15/24
1.1	2	Acknowledge Ticket Assignment(s)		Project Manager (PM)	2 Days	9/26/22	9/27/22
1.2	3	Search Workfront for Other Projects for Agency (Refer to Workflow Specialist with conflicts)	2ss	Project Manager (PM)	2 Days	9/26/22	9/27/22
1.3	4	Review and Confirm Scope of Work (SOW)	2ss	Project Manager (PM)	2 Days	9/26/22	9/27/22
1.4	5	Request to Telecom Team for Evaluation	4	Project Manager (PM)	2 Days	9/28/22	9/29/22
1.5	6	Make any necessary updates to Project Details > Custom Forms	4	Project Manager (PM)	1 Day	9/28/22	9/28/22
1.6	7	Attach Templates in this order			4 Days	9/28/22	10/3/22
1.6.1	8	Attach Telecom Template Line 23 (ONLY if Telecom says an order is needed)	5	Project Manager (PM)	2 Days	9/30/22	10/3/22
1.6.2	9	Attach Equipment Ordering Template Line 23 (if Needed)	3	Project Manager (PM)	2 Days	9/28/22	9/29/22
1.6.3	10	Attach Securus Debit Template Line 23 (if Needed)	3	Project Manager (PM)	2 Days	9/28/22	9/29/22
1.6.4	11	Attach Products & Feature Templates Line 23 (As Needed)	3	Project Manager (PM)	2 Days	9/28/22	9/29/22
1.6.5	12	Add Additional Sites to GO LIVE tasks for EVERY product/feature	3	Project Manager (PM)	2 Days	9/28/22	9/29/22
1.6.6	13	Update Project Plan, Change Project Status to "Staffing" once Staffed Change to "Active"	11, 9	Project Manager (PM)	1 Day	9/30/22	9/30/22
1.7	14	Staff the Plan			2 Days	10/4/22	10/5/22
1.7.1	15	Assign Implementations Specialist (S) As Needed	7	Implementation Supervisor (SUP)	2 Days	10/4/22	10/5/22
1.7.2	16	Assign Integrations team (C and NT) As Needed	7	Integrations Supervisor	2 Days	10/4/22	10/5/22
1.7.3	17	Assign Implementations Site Engineer (SE) As Needed	7	Implementation Site Engineer (SE) Supervisor	2 Days	10/4/22	10/5/22
1.7.4	18	Assign Field Service Tech resource As Needed	7	Field Service Manager (FSM)	2 Days	10/4/22	10/5/22
1.8	19	Internal Kick Off Call (or Email)	13fs+3d	Project Manager (PM)	1 Day	10/6/22	10/6/22
1.9	20	External Kick Off Call (or Email)	19fs+1d	Project Manager (PM)	1 Day	10/10/22	10/10/22
1.10	21	Baseline Project Plan	20ss	Project Manager (PM)	1 Day	10/10/22	10/10/22
1.11	22	Host Agency Integration Meeting (if Needed)	20fs+2d	Project Manager (PM)	1 Day	10/13/22	10/13/22
1.12	23	ATTACH ALL TEMPLATES HERE			325.25 Days	9/26/22	1/10/24

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.1	24	Telecom Transport Delivery			47 Days	9/30/22	12/7/22
1.12.1.1	25	TELECOM-***Set the predecessor of this task to "Request to Telecom Team for Evaluation"***	5	Project Manager (PM)	1 Day	9/30/22	9/30/22
1.12.1.2	26	TELECOM-Request Telecom Solution/Solution is delivered			45 Days	9/30/22	12/5/22
1.12.1.2.1	27	TELECOM-Request Telecom Solution (Airway Heights Corrections Center (AHCC))	25ss	Project Manager (PM)	45 Days	9/30/22	12/5/22
1.12.1.3	28	TELECOM-Email Tech Support and Telecom Escalations team that TTU is occurring and equipment may be temporarily down	27	Project Manager (PM)	1 Day	12/6/22	12/6/22
1.12.1.4	29	TELECOM-Install and Provision circuit			1 Day	12/6/22	12/6/22
1.12.1.4.1	30	TELECOM-Install and provision circuit (Airway Heights Corrections Center (AHCC))	27	Field Service Tech (FST)	1 Day	12/6/22	12/6/22
1.12.1.5	31	TELECOM-Notify NOC that Telecom TTU is complete and new telecom circuit is online and in use	30	Sr. Installation Support Tech (Sr. S)	1 Day	12/7/22	12/7/22
1.12.2	32	Equipment Ordering and Install			172 Days	10/11/22	6/15/23
1.12.2.1	33	EQUIPMENT-***Set the predecessor of this Equipment Ordering task to External Kickoff***	20	Project Manager (PM)	1 Day	10/11/22	10/11/22
1.12.2.2	34	EQUIPMENT: Request Heat Mapping			1 Day	10/12/22	10/12/22
1.12.2.2.1	35	EQUIPMENT-Request and Receive Heat Mapping (Washington Corrections Center (WCCM))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.2	36	EQUIPMENT-Request and Receive Heat Mapping (Cedar Creek Corrections Center (CCCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.3	37	EQUIPMENT-Request and Receive Heat Mapping (Larch Corrections Center (LCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.4	38	EQUIPMENT-Request and Receive Heat Mapping (Stafford Creek Corrections Center (SCCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.5	39	EQUIPMENT-Request and Receive Heat Mapping (Olympic Corrections Center (OCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.6	40	EQUIPMENT-Request and Receive Heat Mapping (Airway Heights Corrections Center (AHCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.7	41	EQUIPMENT-Request and Receive Heat Mapping (Coyote Ridge Corrections Center (CRCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.8	42	EQUIPMENT-Request and Receive Heat Mapping (Washington State Penitentiary (WSP))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.9	43	EQUIPMENT-Request and Receive Heat Mapping (Monroe Correctional Complex (MCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.2.10	44	EQUIPMENT-Request and Receive Heat Mapping (Columbia Bay Corrections Center (CBCC))	33	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.2.3	45	EQUIPMENT: Request Site Survey			5 Days	10/12/22	10/18/22
1.12.2.3.1	46	EQUIPMENT-Request and Receive Site Survey (Washington Corrections Center (WCCM))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.2	47	EQUIPMENT-Request and Receive Site Survey (Cedar Creek Corrections Center (CCCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.3	48	EQUIPMENT-Request and Receive Site Survey (Larch Corrections Center (LCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.4	49	EQUIPMENT-Request and Receive Site Survey (Stafford Creek Corrections Center (SCCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.5	50	EQUIPMENT-Request and Receive Site Survey (Olympic Corrections Center (OCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22



# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.3.6	51	EQU PMENT-Request and Receive Site Survey (Airway Heights Corrections Center (AHCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.7	52	EQU PMENT-Request and Receive Site Survey (Coyote Ridge Corrections Center (CRCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.8	53	EQU PMENT-Request and Receive Site Survey (Washington State Penitentiary (WSP))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.9	54	EQU PMENT-Request and Receive Site Survey (Monroe Correctional Complex (MCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.3.10	55	EQU PMENT-Request and Receive Site Survey (Columbia Bay Corrections Center (CBCC))	33	Project Manager (PM)	5 Days	10/12/22	10/18/22
1.12.2.4	56	EQU PMENT: Create S-BOM			10 Days	10/19/22	11/1/22
1.12.2.4.1	57	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Washington Corrections Center (WCCM))	46	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.2	58	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Cedar Creek Corrections Center (CCCC))	47	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.3	59	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Larch Corrections Center (LCC))	48	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.4	60	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Stafford Creek Corrections Center (SCCC))	49	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.5	61	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Olympic Corrections Center (OCC))	50	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.6	62	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Airway Heights Corrections Center (AHCC))	51	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.7	63	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Coyote Ridge Corrections Center (CRCC))	52	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.8	64	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Washington State Penitentiary (WSP))	53	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.9	65	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Monroe Correctional Complex (MCC))	54	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.4.10	66	EQU PMENT-Create S-BOM > get Field approval > attach S-BOM > "update" PM > resolve ticket assignment and WF (Columbia Bay Corrections Center (CBCC))	55	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5	67	EQU PMENT: Create NDS and Port Term forms			10 Days	10/19/22	11/1/22
1.12.2.5.1	68	EQU PMENT-Create NDS and Port Termination forms for project (Washington Corrections Center (WCCM))	46	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.2	69	EQU PMENT-Create NDS and Port Termination forms for project (Cedar Creek Corrections Center (CCCC))	47	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.3	70	EQU PMENT-Create NDS and Port Termination forms for project (Larch Corrections Center (LCC))	48	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.4	71	EQU PMENT-Create NDS and Port Termination forms for project (Stafford Creek Corrections Center (SCCC))	49	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.5	72	EQU PMENT-Create NDS and Port Termination forms for project (Olympic Corrections Center (OCC))	50	Implementation Site Engineers (SE)	10 Days	10/19/22	11/1/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.5.6	73	EQU PMENT-Create NDS and Port Termination forms for project (Airway Heights Corrections Center (AHCC))	51	mp ementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.7	74	EQU PMENT-Create NDS and Port Termination forms for project (Coyote Ridge Corrections Center (CRCC))	52	mp ementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.8	75	EQU PMENT-Create NDS and Port Termination forms for project (Washington State Penitentiary (WSP))	53	mp ementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.9	76	EQU PMENT-Create NDS and Port Termination forms for project (Monroe Correctiona Comp ex (MCC))	54	mp ementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.5.10	77	EQU PMENT-Create NDS and Port Termination forms for project (C a am Bay Corrections Center (CBCC))	55	mp ementation Site Engineers (SE)	10 Days	10/19/22	11/1/22
1.12.2.6	78	EQU PMENT: Assign Ps			1 Day	11/2/22	11/2/22
1.12.2.6.1	79	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Washington Corrections Center (WCCM))	68	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.2	80	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Cedar Creek Corrections Center (CCCC))	69	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.3	81	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Larch Corrections Center (LCC))	70	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.4	82	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Stafford Creek Corrections Center (SCCC))	71	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.5	83	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Olympic Corrections Center (OCC))	72	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.6	84	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Airway Heights Corrections Center (AHCC))	73	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.7	85	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Coyote Ridge Corrections Center (CRCC))	74	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.8	86	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Washington State Penitentiary (WSP))	74	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.9	87	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (Monroe Correctiona Comp ex (MCC))	76	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.6.10	88	EQU PMENT-Assign P Addresses Subnet and submit BARFs for project (C a am Bay Corrections Center (CBCC))	77	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.7	89	EQU PMENT: Emal Port Term and P info to Fie d			1 Day	11/2/22	11/2/22
1.12.2.7.1	90	EQU PMENT-Emal Port Term and P nfo to Fie d (Washington Corrections Center (WCCM))	68	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.7.2	91	EQU PMENT-Emal Port Term and P nfo to Fie d (Cedar Creek Corrections Center (CCCC))	69	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22
1.12.2.7.3	92	EQU PMENT-Emal Port Term and P nfo to Fie d (Larch Corrections Center (LCC))	70	mp ementation Site Engineers (SE)	1 Day	11/2/22	11/2/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.7.4	93	EQU PMENT-Email Port Term and P nfo to Fie d (Stafford Creek Corrections Center (SCCC))	71	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.5	94	EQU PMENT-Email Port Term and P nfo to Fie d (O ympic Corrections Center (OCC))	72	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.6	95	EQU PMENT-Email Port Term and P nfo to Fie d (Airway Heights Corrections Center (AHCC))	73	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.7	96	EQU PMENT-Email Port Term and P nfo to Fie d (Coyote Ridge Corrections Center (CRCC))	74	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.8	97	EQU PMENT-Email Port Term and P nfo to Fie d (Washington State Penitentiary (WSP))	75	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.9	98	EQU PMENT-Email Port Term and P nfo to Fie d (Monroe Correctiona Comp ex (MCC))	76	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.7.10	99	EQU PMENT-Email Port Term and P nfo to Fie d (C a am Bay Corrections Center (CBCC))	77	mp ementation Site Engineers ( SE)	1 Day	11/2/22	11/2/22
1.12.2.8	100	EQU PMENT: TABLET Network Design Review Meeting			3 Days	11/2/22	11/4/22
1.12.2.8.1	101	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Washington Corrections Center (WCCM))	57	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.2	102	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Cedar Creek Corrections Center (CCCC))	58	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.3	103	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Larch Corrections Center (LCC))	59	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.4	104	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Stafford Creek Corrections Center (SCCC))	60	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.5	105	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (O ympic Corrections Center (OCC))	61	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.6	106	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Airway Heights Corrections Center (AHCC))	62	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.7	107	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Coyote Ridge Corrections Center (CRCC))	63	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.8	108	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Washington State Penitentiary (WSP))	64	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.9	109	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (Monroe Correctiona Comp ex (MCC))	65	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.8.10	110	EQU PMENT-TABLET NSTALLS: Host tab et network design review meeting with SE, SR, S and ROC (C a am Bay Corrections Center (CBCC))	66	Project Manager (PM)	3 Days	11/2/22	11/4/22
1.12.2.9	111	EQU PMENT: Financia y Approve S-BOM			1 Day	11/7/22	11/7/22
1.12.2.9.1	112	EQU PMENT-Financia y Approve S-BOM (Washington Corrections Center (WCCM))	101, 57	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.2	113	EQU PMENT-Financia y Approve S-BOM (Cedar Creek Corrections Center (CCCC))	102, 58	Project Manager (PM)	1 Day	11/7/22	11/7/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.9.3	114	EQU PMENT-Financia y Approve S-BOM (Larch Corrections Center (LCC))	103, 59	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.4	115	EQU PMENT-Financia y Approve S-BOM (Stafford Creek Corrections Center (SCCC))	104, 60	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.5	116	EQU PMENT-Financia y Approve S-BOM (Olympic Corrections Center (OCC))	105, 61	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.6	117	EQU PMENT-Financia y Approve S-BOM (Airway Heights Corrections Center (AHCC))	106, 62	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.7	118	EQU PMENT-Financia y Approve S-BOM (Coyote Ridge Corrections Center (CRCC))	107, 63	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.8	119	EQU PMENT-Financia y Approve S-BOM (Washington State Penitentiary (WSP))	108, 64	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.9	120	EQU PMENT-Financia y Approve S-BOM (Monroe Correctional Complex (MCC))	109, 65	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.9.10	121	EQU PMENT-Financia y Approve S-BOM (Cameron Bay Corrections Center (CBCC))	110, 66	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.2.10	122	EQU PMENT: Create Sales Order and Get Internal Approvals			1 Day	11/8/22	11/8/22
1.12.2.10.1	123	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Washington Corrections Center (WCCM))	112	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.2	124	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Cedar Creek Corrections Center (CCCC))	113	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.3	125	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Larch Corrections Center (LCC))	114	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.4	126	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Stafford Creek Corrections Center (SCCC))	115	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.5	127	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Olympic Corrections Center (OCC))	116	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.6	128	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Airway Heights Corrections Center (AHCC))	117	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.7	129	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Coyote Ridge Corrections Center (CRCC))	118	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.8	130	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Washington State Penitentiary (WSP))	119	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.9	131	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Monroe Correctional Complex (MCC))	120	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.10.10	132	EQU PMENT-Create Sales Order, Attach to Workfront, Get Internal Approvals (Cameron Bay Corrections Center (CBCC))	121	Project Manager (PM)	1 Day	11/8/22	11/8/22
1.12.2.11	133	EQU PMENT: Submit Sales Order to Purchasing/Equipment Shipped			20 Days	11/9/22	12/8/22
1.12.2.11.1	134	EQU PMENT-Submit approved Sales Order to Purchasing via ticket; Equipment shipped to site (Washington Corrections Center (WCCM))	123	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.2	135	EQU PMENT-Submit approved Sales Order to Purchasing via ticket; Equipment shipped to site (Cedar Creek Corrections Center (CCCC))	124	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.3	136	EQU PMENT-Submit approved Sales Order to Purchasing via ticket; Equipment shipped to site (Larch Corrections Center (LCC))	125	Project Manager (PM)	20 Days	11/9/22	12/8/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.11.4	137	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Stafford Creek Corrections Center (SCCC))	126	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.5	138	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Olympic Corrections Center (OCC))	127	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.6	139	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Airway Heights Corrections Center (AHCC))	128	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.7	140	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Coyote Ridge Corrections Center (CRCC))	129	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.8	141	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Washington State Penitentiary (WSP))	130	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.9	142	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Monroe Correctional Complex (MCC))	131	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.11.10	143	EQU PMENT-Submit approved Sa es Order to Purchasing via ticket; Equipment shipped to site (Columbian Bay Corrections Center (CBCC))	132	Project Manager (PM)	20 Days	11/9/22	12/8/22
1.12.2.12	144	EQU PMENT: Confirm Delivery			1 Day	12/9/22	12/9/22
1.12.2.12.1	145	EQU PMENT-Confirm a Equipment has been delivered (Washington Corrections Center (WCCM))	134	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.2	146	EQU PMENT-Confirm a Equipment has been delivered (Cedar Creek Corrections Center (CCCC))	135	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.3	147	EQU PMENT-Confirm a Equipment has been delivered (Larch Corrections Center (LCC))	136	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.4	148	EQU PMENT-Confirm a Equipment has been delivered (Stafford Creek Corrections Center (SCCC))	137	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.5	149	EQU PMENT-Confirm a Equipment has been delivered (Olympic Corrections Center (OCC))	138	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.6	150	EQU PMENT-Confirm a Equipment has been delivered (Airway Heights Corrections Center (AHCC))	139	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.7	151	EQU PMENT-Confirm a Equipment has been delivered (Coyote Ridge Corrections Center (CRCC))	140	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.8	152	EQU PMENT-Confirm a Equipment has been delivered (Washington State Penitentiary (WSP))	141	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.9	153	EQU PMENT-Confirm a Equipment has been delivered (Monroe Correctional Complex (MCC))	142	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.12.10	154	EQU PMENT-Confirm a Equipment has been delivered (Columbian Bay Corrections Center (CBCC))	143	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.2.13	155	EQU PMENT: Schedule Team to Install and Configure Equipment			10 Days	12/12/22	12/27/22
1.12.2.13.1	156	EQU PMENT-Schedule Equipment Installation date/time (Washington Corrections Center (WCCM))	145	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.2	157	EQU PMENT-Schedule Equipment Installation date/time (Cedar Creek Corrections Center (CCCC))	146	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.3	158	EQU PMENT-Schedule Equipment Installation date/time (Larch Corrections Center (LCC))	147	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.4	159	EQU PMENT-Schedule Equipment Installation date/time (Stafford Creek Corrections Center (SCCC))	148	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.5	160	EQU PMENT-Schedule Equipment Installation date/time (Olympic Corrections Center (OCC))	149	Project Manager (PM)	10 Days	12/12/22	12/27/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.2.13.6	161	EQU PMENT-Schedule Equipment Installation date/time (Airway Heights Corrections Center (AHCC))	150	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.7	162	EQU PMENT-Schedule Equipment Installation date/time (Coyote Ridge Corrections Center (CRCC))	151	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.8	163	EQU PMENT-Schedule Equipment Installation date/time (Washington State Penitentiary (WSP))	152	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.9	164	EQU PMENT-Schedule Equipment Installation date/time (Monroe Correctional Complex (MCC))	153	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.13.10	165	EQU PMENT-Schedule Equipment Installation date/time (Columbia Bay Corrections Center (CBCC))	154	Project Manager (PM)	10 Days	12/12/22	12/27/22
1.12.2.14	166	EQU PMENT: Install and Configure Equipment at Site			120 Days	12/27/22	6/15/23
1.12.2.14.1	167	EQU PMENT- Install Equipment at Site (Washington Corrections Center (WCCM))	156	Project Manager (PM)	60 Days	12/27/22	3/22/23
1.12.2.14.2	168	EQU PMENT- Install Equipment at Site (Cedar Creek Corrections Center (CCCC))	157	Project Manager (PM)	35 Days	12/27/22	2/15/23
1.12.2.14.3	169	EQU PMENT- Install Equipment at Site (Larch Corrections Center (LCC))	158	Project Manager (PM)	20 Days	12/27/22	1/25/23
1.12.2.14.4	170	EQU PMENT- Install Equipment at Site (Stafford Creek Corrections Center (SCCC))	159	Project Manager (PM)	55 Days	12/27/22	3/15/23
1.12.2.14.5	171	EQU PMENT- Install Equipment at Site (Olympic Corrections Center (OCC))	160	Project Manager (PM)	25 Days	12/27/22	2/1/23
1.12.2.14.6	172	EQU PMENT- Install Equipment at Site (Airway Heights Corrections Center (AHCC))	161	Project Manager (PM)	60 Days	12/27/22	3/22/23
1.12.2.14.7	173	EQU PMENT- Install Equipment at Site (Coyote Ridge Corrections Center (CRCC))	162	Project Manager (PM)	65 Days	12/27/22	3/29/23
1.12.2.14.8	174	EQU PMENT- Install Equipment at Site (Washington State Penitentiary (WSP))	163	Project Manager (PM)	120 Days	12/27/22	6/15/23
1.12.2.14.9	175	EQU PMENT- Install Equipment at Site (Monroe Correctional Complex (MCC))	164	Project Manager (PM)	110 Days	12/27/22	6/1/23
1.12.2.14.10	176	EQU PMENT- Install Equipment at Site (Columbia Bay Corrections Center (CBCC))	165	Project Manager (PM)	105 Days	12/27/22	5/25/23
1.12.3	177	Securus Debit			37 Days	10/11/22	12/2/22
1.12.3.1	178	Debit-***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	10/11/22	10/11/22
1.12.3.2	179	Debit-Request appropriate credentials to access the data feed	178	Integration Specialist (NS)	3 Days	10/12/22	10/14/22
1.12.3.3	180	Debit-Coordinate data with vendors	179	Integration Specialist (NS)	10 Days	10/17/22	10/28/22
1.12.3.4	181	Debit-Request Great Plains vendor ID	179	Integration Coordinator (C)	3 Days	10/17/22	10/19/22
1.12.3.5	182	Debit- NS Customization review	180	Integrations Validator	3 Days	10/31/22	11/2/22
1.12.3.6	183	Debit-Provision Debit configurations: Account Prefix and SPP	182	Integration Specialist (NS)	10 Days	11/3/22	11/16/22
1.12.3.7	184	Debit-Submit Customer Training Request	182	Project Manager (PM)	1 Day	11/3/22	11/3/22
1.12.3.8	185	Debit-Order Marketing Materials (15 days prior to go live)	182	Project Manager (PM)	1 Day	11/3/22	11/3/22
1.12.3.9	186	Debit-Order Western Union refund information cards (only if Agency has selected refunds via Western Union)	182	Project Manager (PM)	1 Day	11/3/22	11/3/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.3.10	187	Debit-Verify vendor's permanent D matches Securus' customer acct for funding	183	Integration Specialist (NS)	1 Day	11/17/22	11/17/22
1.12.3.11	188	Debit- NS Configuration Review	187	Integrations Validator	3 Days	11/18/22	11/22/22
1.12.3.12	189	Debit-Obtain Dialing instructions document from C, send to Agency	187	Project Manager (PM)	1 Day	11/18/22	11/18/22
1.12.3.13	190	Debit-Integration Status Checklist	189	Integration Specialist (NS)	5 Days	11/21/22	11/29/22
1.12.3.14	191	Debit-Obtain incarcerated roster with list of PNs	189	Project Manager (PM)	5 Days	11/21/22	11/29/22
1.12.3.15	192	Securus Debit Go-Live			3 Days	11/30/22	12/2/22
1.12.3.15.1	193	Debit - Go-Live (Mission Creek Corrections Center for Women (MCCW))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.2	194	Debit - Go-Live (Washington Corrections Center for Women (WCCW))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.3	195	Debit - Go-Live (Washington Corrections Center (WCCM))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.4	196	Debit - Go-Live (Cedar Creek Corrections Center (CCCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.5	197	Debit - Go-Live (Larch Corrections Center (LCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.6	198	Debit - Go-Live (Stafford Creek Corrections Center (SCCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.7	199	Debit - Go-Live (Olympic Corrections Center (OCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.8	200	Debit - Go-Live (Airway Heights Corrections Center (AHCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.9	201	Debit - Go-Live (Coyote Ridge Corrections Center (CRCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.10	202	Debit - Go-Live (Washington State Penitentiary (WSP))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.11	203	Debit - Go-Live (Monroe Correctional Complex (MCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.3.15.12	204	Debit - Go-Live (Columbia Bay Corrections Center (CBCC))	190	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.4	205	TS - New - NextGen SCP			291 Days	9/26/22	11/16/23
1.12.4.1	206	TS-New - ***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	10/11/22	10/11/22
1.12.4.2	207	TS-New - Submit Customer Training request "NextGen SCP - Go live training new customers"	206	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.4.3	208	TS-New - Request appropriate credentials to access the data feed	207	Integration Specialist (NS)	3 Days	10/13/22	10/17/22
1.12.4.4	209	TS-New - After you submit first SO, submit Customer Training request "NextGen SCP - Pre Go Live"	207	Project Manager (PM)	1 Day	10/13/22	10/13/22
1.12.4.5	210	TS-New - Have Feature Review Call with S to discuss Agency's desired SCP configurations (TS Cut Sheet)	207fs+5d	Project Manager (PM)	1 Day	10/20/22	10/20/22
1.12.4.6	211	TS-New - Create the Facility and Sites in SPP	210	Implementation Specialist (S)	3 Days	10/21/22	10/25/22
1.12.4.7	212	TS-New - Provision and Configure items from the TS Cutsheet	211	Implementation Specialist (S)	2 Days	10/26/22	10/27/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.8	213	TS-New - Coordinate data feed with vendor	208	Integration Specialist (NS)	10 Days	10/18/22	10/31/22
1.12.4.9	214	TS-New - Request Great Plains vendor ID (if Agency will have Securus Debit)	208	Integration Coordinator (C)	3 Days	10/18/22	10/20/22
1.12.4.10	215	TS-New - Request SCP Call Prompts	210	Project Manager (PM)	3 Days	10/21/22	10/25/22
1.12.4.11	216	TS-New - Get Do Not Record (DNR) list from Agency	215	Project Manager (PM)	5 Days	10/26/22	11/1/22
1.12.4.12	217	TS-New - Obtain list of personnel from Agency who will need SCP logons	216	Project Manager (PM)	2 Days	11/2/22	11/3/22
1.12.4.13	218	TS-New - Create User logons	217	Implementation Specialist (S)	3 Days	11/4/22	11/8/22
1.12.4.14	219	TS-New - Notify Agency to look out for Logon email (NG SCP)	218	Project Manager (PM)	1 Day	11/9/22	11/9/22
1.12.4.15	220	TS-New - Confirm Agency has attended the Administrator training	218	Project Manager (PM)	1 Day	11/9/22	11/9/22
1.12.4.16	221	TS-New - Review customization work	213	Integrations Validator	3 Days	11/1/22	11/3/22
1.12.4.17	222	TS-New - Provision configurations and DNR list	221	Integration Specialist (NS)	10 Days	11/4/22	11/17/22
1.12.4.18	223	TS-New - Review configuration work	222	Integrations Validator	3 Days	11/18/22	11/22/22
1.12.4.19	224	TS-New - Verify Account/PIN format matches customer expectations	223	Integration Coordinator (C)	1 Day	11/23/22	11/23/22
1.12.4.20	225	TS-New - Validate Do Not Record list (Data Validation - DNR Form)	222	Implementation Specialist (S)	1 Day	11/18/22	11/18/22
1.12.4.21	226	TS-New - Sign Data Validation - DNR Form and attach to project (NT)	223	Integration Specialist (NS)	1 Day	11/23/22	11/23/22
1.12.4.22	227	TS-New - Sign Data Validation - DNR Form and attach to project (S)	226	Implementation Specialist (S)	1 Day	11/28/22	11/28/22
1.12.4.23	228	TS-New - Sign Data Validation - DNR Form and attach to project (PM)	227	Project Manager (PM)	1 Day	11/29/22	11/29/22
1.12.4.24	229	TS-New - Obtain dialing instructions from C, email them to facility POC	228	Project Manager (PM)	1 Day	11/30/22	11/30/22
1.12.4.25	230	TS-New - Integrations Status Checklist is complete	229	Integration Specialist (NS)	5 Days	12/1/22	12/7/22
1.12.4.26	231	TS-New - Complete Hardware Installation *** Set Predecessor to - EQUIPMENT Schedule Equipment Installation date/time***	155	Implementation Specialist (S)	10 Days	12/27/22	1/11/23
1.12.4.27	232	TS-New - Verify Go Live Checklist is complete	231	Project Manager (PM)	1 Day	1/11/23	1/12/23
1.12.4.28	233	TS-New - Set flag to active with accurate start date	232	Implementation Specialist (S)	2 Days	1/12/23	1/16/23
1.12.4.29	234	TS-New - Order Marketing Materials	232	Project Manager (PM)	1 Day	1/12/23	1/13/23
1.12.4.30	235	TS - Pre-Go Live Testing			153 Days	3/29/23	11/2/23
1.12.4.30.1	236	TS - Pre-Go-Live Testing (Washington Corrections Center (WCCM))	247fs-10d	Project Manager (PM)	1 Day	4/19/23	4/20/23
1.12.4.30.2	237	TS - Pre-Go-Live Testing (Cedar Creek Corrections Center (CCCC))	248fs-10d	Project Manager (PM)	1 Day	4/5/23	4/6/23



# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.30.3	238	TS - Pre Go-Live Testing (Larch Corrections Center (LCC))	249fs-10d	Project Manager (PM)	1 Day	3/29/23	3/30/23
1.12.4.30.4	239	TS - Pre Go-Live Testing (Stafford Creek Corrections Center (SCCC))	250fs-10d	Project Manager (PM)	1 Day	5/24/23	5/25/23
1.12.4.30.5	240	TS - Pre Go-Live Testing (Olympic Corrections Center (OCC))	251fs-10d	Project Manager (PM)	1 Day	5/3/23	5/4/23
1.12.4.30.6	241	TS - Pre Go-Live Testing (Airway Heights Corrections Center (AHCC))	252fs-10d	Project Manager (PM)	1 Day	6/27/23	6/28/23
1.12.4.30.7	242	TS - Pre Go-Live Testing (Coyote Ridge Corrections Center (CRCC))	253fs-10d	Project Manager (PM)	1 Day	7/12/23	7/13/23
1.12.4.30.8	243	TS - Pre Go-Live Testing (Washington State Penitentiary (WSP))	254fs-10d	Project Manager (PM)	1 Day	10/4/23	10/5/23
1.12.4.30.9	244	TS - Pre Go-Live Testing (Monroe Correctional Complex (MCC))	255fs-10d	Project Manager (PM)	1 Day	9/27/23	9/28/23
1.12.4.30.10	245	TS - Pre Go-Live Testing (Cameron Bay Corrections Center (CBCC))	256fs-10d	Project Manager (PM)	1 Day	11/1/23	11/2/23
1.12.4.31	246	TS-New - Go-Live			153 Days	4/11/23	11/15/23
1.12.4.31.1	247	TS-New - Go-Live (Washington Corrections Center (WCCM))	232fs+78d	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.31.2	248	TS-New - Go-Live (Cedar Creek Corrections Center (CCCC))	232fs+68d	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.31.3	249	TS-New - Go-Live (Larch Corrections Center (LCC))	232fs+63d	Project Manager (PM)	1 Day	4/11/23	4/12/23
1.12.4.31.4	250	TS-New - Go-Live (Stafford Creek Corrections Center (SCCC))	232fs+102d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.4.31.5	251	TS-New - Go-Live (Olympic Corrections Center (OCC))	232fs+88d	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.31.6	252	TS-New - Go-Live (Airway Heights Corrections Center (AHCC))	232fs+126d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.31.7	253	TS-New - Go-Live (Coyote Ridge Corrections Center (CRCC))	232fs+136d	Project Manager (PM)	1 Day	7/25/23	7/26/23
1.12.4.31.8	254	TS-New - Go-Live (Washington State Penitentiary (WSP))	232fs+195d	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.31.9	255	TS-New - Go-Live (Monroe Correctional Complex (MCC))	232fs+190d	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.31.10	256	TS-New - Go-Live (Cameron Bay Corrections Center (CBCC))	232fs+215d	Project Manager (PM)	1 Day	11/14/23	11/15/23
1.12.4.32	257	AdvanceConnect Single Case			268 Days	10/26/22	11/15/23
1.12.4.32.1	258	ACSingle Case - Provision AdvanceConnect Single Case	211	Implementation Specialist (S)	2 Days	10/26/22	10/27/22
1.12.4.32.2	259	AdvanceConnect Single Case - Go-Live			153 Days	4/11/23	11/15/23
1.12.4.32.2.1	260	AdvanceConnect Single Case - Go-Live (Washington Corrections Center (WCCM))	247fs-1d, 258	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.32.2.2	261	AdvanceConnect Single Case - Go-Live (Cedar Creek Corrections Center (CCCC))	248fs-1d, 258	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.32.2.3	262	AdvanceConnect Single Case - Go-Live (Larch Corrections Center (LCC))	249fs-1d, 258	Project Manager (PM)	1 Day	4/11/23	4/12/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.32.2.4	263	AdvanceConnect Sing e Ca - Go-Live (Stafford Creek Corrections Center (SCCC))	250fs-1d, 258	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.4.32.2.5	264	AdvanceConnect Sing e Ca - Go-Live (Olympic Corrections Center (OCC))	251fs-1d, 258	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.32.2.6	265	AdvanceConnect Sing e Ca - Go-Live (Airway Heights Corrections Center (AHCC))	252fs-1d, 258	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.32.2.7	266	AdvanceConnect Sing e Ca - Go-Live (Coyote Ridge Corrections Center (CRCC))	253fs-1d, 258	Project Manager (PM)	1 Day	7/25/23	7/26/23
1.12.4.32.2.8	267	AdvanceConnect Sing e Ca - Go-Live (Washington State Penitentiary (WSP))	254fs-1d, 258	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.32.2.9	268	AdvanceConnect Sing e Ca - Go-Live (Monroe Correctional Complex (MCC))	255fs-1d, 258	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.32.2.10	269	AdvanceConnect Sing e Ca - Go-Live (Columbia Bay Corrections Center (CBCC))	256fs-1d, 258	Project Manager (PM)	1 Day	11/14/23	11/15/23
1.12.4.33	270	Commissary Order by Phone (COBP)			278 Days	10/12/22	11/15/23
1.12.4.33.1	271	COBP-Obtain Agreement from Lega	206	Project Manager (PM)	3 Days	10/12/22	10/14/22
1.12.4.33.2	272	COBP-Integrate COBP into Commissary VR/Ordering system	271	Integration Coordinator (C)	30 Days	10/17/22	11/29/22
1.12.4.33.3	273	COBP-Provide Dialing instructions	272	Integration Coordinator (C)	3 Days	11/30/22	12/2/22
1.12.4.33.4	274	COBP-Send Dialing instructions to the Agency	273	Project Manager (PM)	1 Day	12/5/22	12/5/22
1.12.4.33.5	275	COBP-Ensure all items on checklist are complete	274	Project Manager (PM)	1 Day	12/6/22	12/6/22
1.12.4.33.6	276	Commissary Order by Phone - Go-Live			153 Days	4/11/23	11/15/23
1.12.4.33.6.1	277	Commissary Order by Phone - Go-Live (Washington Corrections Center (WCCM))	247fs-1d, 274	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.33.6.2	278	Commissary Order by Phone - Go-Live (Cedar Creek Corrections Center (CCCC))	248fs-1d, 274	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.33.6.3	279	Commissary Order by Phone - Go-Live (Larch Corrections Center (LCC))	249fs-1d, 274	Project Manager (PM)	1 Day	4/11/23	4/12/23
1.12.4.33.6.4	280	Commissary Order by Phone - Go-Live (Stafford Creek Corrections Center (SCCC))	250fs-1d, 274	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.4.33.6.5	281	Commissary Order by Phone - Go-Live (Olympic Corrections Center (OCC))	251fs-1d, 274	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.33.6.6	282	Commissary Order by Phone - Go-Live (Airway Heights Corrections Center (AHCC))	252fs-1d, 274	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.33.6.7	283	Commissary Order by Phone - Go-Live (Coyote Ridge Corrections Center (CRCC))	253fs-1d, 274	Project Manager (PM)	1 Day	7/25/23	7/26/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.33.6.8	284	Commissary Order by Phone - Go-Live (Washington State Penitentiary (WSP))	254fs-1d, 274	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.33.6.9	285	Commissary Order by Phone - Go-Live (Monroe Correctional Complex (MCC))	255fs-1d, 274	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.33.6.10	286	Commissary Order by Phone - Go-Live (Columbia Bay Corrections Center (CBCC))	256fs-1d, 274	Project Manager (PM)	1 Day	11/14/23	11/15/23
1.12.4.34	287	CER			278 Days	10/12/22	11/15/23
1.12.4.34.1	288	CER-Get names/emails of Agency personnel who will need logons	206	Project Manager (PM)	10 Days	10/12/22	10/25/22
1.12.4.34.2	289	CER-Provision CER and create user logons	211	Implementation Specialist (S)	2 Days	10/26/22	10/27/22
1.12.4.34.3	290	CER-Submit Customer Training request (you can include it with SCP training request)	289	Project Manager (PM)	1 Day	10/28/22	10/28/22
1.12.4.34.4	291	CER-Ensure all items on checklist are complete	290	Project Manager (PM)	1 Day	10/31/22	10/31/22
1.12.4.34.5	292	CER - Go-Live			153 Days	4/11/23	11/15/23
1.12.4.34.5.1	293	CER - Go-Live (Washington Corrections Center (WCCM))	247fs-1d, 289	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.34.5.2	294	CER - Go-Live (Cedar Creek Corrections Center (CCCC))	248fs-1d, 289	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.34.5.3	295	CER - Go-Live (Larch Corrections Center (LCC))	249fs-1d, 289	Project Manager (PM)	1 Day	4/11/23	4/12/23
1.12.4.34.5.4	296	CER - Go-Live (Stafford Creek Corrections Center (SCCC))	250fs-1d, 289	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.4.34.5.5	297	CER - Go-Live (Olympic Corrections Center (OCC))	251fs-1d, 289	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.34.5.6	298	CER - Go-Live (Airway Heights Corrections Center (AHCC))	252fs-1d, 289	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.34.5.7	299	CER - Go-Live (Coyote Ridge Corrections Center (CRCC))	253fs-1d, 289	Project Manager (PM)	1 Day	7/25/23	7/26/23
1.12.4.34.5.8	300	CER - Go-Live (Washington State Penitentiary (WSP))	254fs-1d, 289	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.34.5.9	301	CER - Go-Live (Monroe Correctional Complex (MCC))	255fs-1d, 289	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.34.5.10	302	CER - Go-Live (Columbia Bay Corrections Center (CBCC))	256fs-1d, 289	Project Manager (PM)	1 Day	11/14/23	11/15/23
1.12.4.35	303	PRO			278 Days	10/12/22	11/15/23
1.12.4.35.1	304	PRO-Submit PRO Licensing Request	206	Project Manager (PM)	2 Days	10/12/22	10/13/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.35.2	305	PRO-Notify JLG which enrollment option Agency selected	304	Project Manager (PM)	1 Day	10/14/22	10/14/22
1.12.4.35.3	306	PRO-Determine if SCP Data Cleanup is needed	305	Integration Specialist (NS)	1 Day	10/17/22	10/17/22
1.12.4.35.4	307	PRO-Communicate with vendor (if SCP Data Cleanup is needed)	306	Integration Coordinator (C)	10 Days	10/18/22	10/31/22
1.12.4.35.5	308	PRO-Order Marketing materials and Language Scripts	305	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.4.35.6	309	PRO-Obtain a current list of ACT VE incarcerated individuals with housing unit	308	Project Manager (PM)	5 Days	10/18/22	10/24/22
1.12.4.35.7	310	PRO-Obtain a list of Agency users	309ss	Project Manager (PM)	5 Days	10/18/22	10/24/22
1.12.4.35.8	311	PRO-Schedule Enrollment Event date (Supervised or Mixed)	309	Project Manager (PM)	1 Day	10/25/22	10/25/22
1.12.4.35.9	312	PRO-Confirm with JLG that license is in place at the appropriate data center	311fs+5d	Implementation Specialist (S)	2 Days	11/2/22	11/3/22
1.12.4.35.10	313	PRO-Assign SCP permissions/category for PRO users (if needed)	312	Implementation Specialist (S)	2 Days	11/4/22	11/7/22
1.12.4.35.11	314	PRO-Provision and Configure PRO	313	Implementation Specialist (S)	2 Days	11/8/22	11/9/22
1.12.4.35.12	315	PRO-Provision and Configure enrollment phone(s) (if needed)	314ss	Implementation Specialist (S)	2 Days	11/8/22	11/9/22
1.12.4.35.13	316	PRO-Check population data is correct (15 days before go live)	314	Integration Specialist (NS)	5 Days	11/10/22	11/16/22
1.12.4.35.14	317	PRO-Integration Status Checklist	307	Integration Coordinator (C)	1 Day	11/1/22	11/1/22
1.12.4.35.15	318	PRO-Send go live date to JLG for them to complete the sync (M N MUM 1 week before going live)	316	Project Manager (PM)	1 Day	11/17/22	11/17/22
1.12.4.35.16	319	PRO-Verify Go Live Checklist is complete	318	Project Manager (PM)	1 Day	11/18/22	11/18/22
1.12.4.35.17	320	PRO-Schedule a needed parties for enrollment event	318	Project Manager (PM)	1 Day	11/18/22	11/18/22
1.12.4.35.18	321	PRO-Submit Customer Training request (PRO is trained 30 days after launch)	320	Project Manager (PM)	1 Day	11/21/22	11/21/22
1.12.4.35.19	322	PRO-Enrollment event (Supervised or Mixed on y)	318	Project Manager (PM)	1 Day	11/18/22	11/18/22
1.12.4.35.20	323	PRO Go-Live		Project Manager (PM)	153 Days	4/11/23	11/15/23
1.12.4.35.20.1	324	PRO Go-Live (Washington Corrections Center (WCCM))	247fs-1d, 306, 322	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.35.20.2	325	PRO Go-Live (Cedar Creek Corrections Center (CCCC))	248fs-1d, 306, 322	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.35.20.3	326	PRO Go-Live (Larch Corrections Center (LCC))	249fs-1d, 306, 322	Project Manager (PM)	1 Day	4/11/23	4/12/23
1.12.4.35.20.4	327	PRO Go-Live (Stafford Creek Corrections Center (SCCC))	250fs-1d, 306, 322	Project Manager (PM)	1 Day	6/6/23	6/7/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.35.20.5	328	PRO Go-Live (Olympic Corrections Center (OCC))	251fs-1d, 306, 322	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.35.20.6	329	PRO Go-Live (Airway Heights Corrections Center (AHCC))	252fs-1d, 306, 322	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.35.20.7	330	PRO Go-Live (Coyote Ridge Corrections Center (CRCC))	253fs-1d, 306, 322	Project Manager (PM)	1 Day	7/25/23	7/26/23
1.12.4.35.20.8	331	PRO Go-Live (Washington State Penitentiary (WSP))	254fs-1d, 306, 322	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.35.20.9	332	PRO Go-Live (Monroe Correctional Complex (MCC))	255fs-1d, 306, 322	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.35.20.10	333	PRO Go-Live (Columbia Bay Corrections Center (CBCC))	256fs-1d, 306, 322	Project Manager (PM)	1 Day	11/14/23	11/15/23
1.12.4.36	334	Outbound Voicemail (OVM)			278 Days	10/12/22	11/15/23
1.12.4.36.1	335	OVM-Confirm Agency understands products and wants product quantity defaults	206	Project Manager (PM)	10 Days	10/12/22	10/25/22
1.12.4.36.2	336	OVM-Provision Outbound Voicemail	335	Implementation Specialist (S)	2 Days	10/26/22	10/27/22
1.12.4.36.3	337	Outbound Voicemail - Go-Live			153 Days	4/11/23	11/15/23
1.12.4.36.3.1	338	Outbound Voicemail - Go-Live (Washington Corrections Center (WCCM))	247fs-1d, 336	Project Manager (PM)	1 Day	5/2/23	5/3/23
1.12.4.36.3.2	339	Outbound Voicemail - Go-Live (Cedar Creek Corrections Center (CCCC))	248fs-1d, 336	Project Manager (PM)	1 Day	4/18/23	4/19/23
1.12.4.36.3.3	340	Outbound Voicemail - Go-Live (Larch Corrections Center (LCC))	249fs-1d, 336	Project Manager (PM)	1 Day	4/11/23	4/12/23
1.12.4.36.3.4	341	Outbound Voicemail - Go-Live (Stafford Creek Corrections Center (SCCC))	250fs-1d, 336	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.4.36.3.5	342	Outbound Voicemail - Go-Live (Olympic Corrections Center (OCC))	251fs-1d, 336	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.4.36.3.6	343	Outbound Voicemail - Go-Live (Airway Heights Corrections Center (AHCC))	252fs-1d, 336	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.4.36.3.7	344	Outbound Voicemail - Go-Live (Coyote Ridge Corrections Center (CRCC))	253fs-1d, 336	Project Manager (PM)	1 Day	7/25/23	7/26/23
1.12.4.36.3.8	345	Outbound Voicemail - Go-Live (Washington State Penitentiary (WSP))	254fs-1d, 336	Project Manager (PM)	1 Day	10/17/23	10/18/23
1.12.4.36.3.9	346	Outbound Voicemail - Go-Live (Monroe Correctional Complex (MCC))	255fs-1d, 336	Project Manager (PM)	1 Day	10/10/23	10/11/23
1.12.4.36.3.10	347	Outbound Voicemail - Go-Live (Columbia Bay Corrections Center (CBCC))	256fs-1d, 336	Project Manager (PM)	1 Day	11/14/23	11/15/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.37	348	THREADS			279 Days	10/12/22	11/16/23
1.12.4.37.1	349	THREADS-Obtain list of users at Agency who will need THREADS access	206	Project Manager (PM)	2 Days	10/12/22	10/13/22
1.12.4.37.2	350	THREADS-Add THREADS to SCP dropdown in SCN	349	Implementation Specialist (S)	1 Day	10/14/22	10/14/22
1.12.4.37.3	351	THREADS-Create user logons	350	Implementation Specialist (S)	2 Days	10/17/22	10/18/22
1.12.4.37.4	352	THREADS-Submit Customer Training request (trained 30 days after going live)	351	Project Manager (PM)	1 Day	10/19/22	10/19/22
1.12.4.37.5	353	THREADS - Go-Live			153 Days	4/12/23	11/16/23
1.12.4.37.5.1	354	THREADS - Go-Live (Washington Corrections Center (WCCM))	247, 352	Project Manager (PM)	1 Day	5/3/23	5/4/23
1.12.4.37.5.2	355	THREADS - Go-Live (Cedar Creek Corrections Center (CCCC))	248, 352	Project Manager (PM)	1 Day	4/19/23	4/20/23
1.12.4.37.5.3	356	THREADS - Go-Live (Larch Corrections Center (LCC))	249, 352	Project Manager (PM)	1 Day	4/12/23	4/13/23
1.12.4.37.5.4	357	THREADS - Go-Live (Stafford Creek Corrections Center (SCCC))	250, 352	Project Manager (PM)	1 Day	6/7/23	6/8/23
1.12.4.37.5.5	358	THREADS - Go-Live (Olympic Corrections Center (OCC))	251, 352	Project Manager (PM)	1 Day	5/17/23	5/18/23
1.12.4.37.5.6	359	THREADS - Go-Live (Airway Heights Corrections Center (AHCC))	252, 352	Project Manager (PM)	1 Day	7/12/23	7/13/23
1.12.4.37.5.7	360	THREADS - Go-Live (Coyote Ridge Corrections Center (CRCC))	253, 352	Project Manager (PM)	1 Day	7/26/23	7/27/23
1.12.4.37.5.8	361	THREADS - Go-Live (Washington State Penitentiary (WSP))	254, 352	Project Manager (PM)	1 Day	10/18/23	10/19/23
1.12.4.37.5.9	362	THREADS - Go-Live (Monroe Correctional Complex (MCC))	255, 352	Project Manager (PM)	1 Day	10/11/23	10/12/23
1.12.4.37.5.10	363	THREADS - Go-Live (Columbia Bay Corrections Center (CBCC))	256, 352	Project Manager (PM)	1 Day	11/15/23	11/16/23
1.12.4.38	364	Emergency Call/Visit			291 Days	9/26/22	11/16/23
1.12.4.38.1	365	Emergency Call -Get Agency information		Project Manager (PM)	5 Days	9/26/22	9/30/22
1.12.4.38.2	366	Emergency Call -Provision Emergency Call/Visit	365	Implementation Specialist (S)	2 Days	10/3/22	10/4/22
1.12.4.38.3	367	Emergency Call/Visit - Go-Live			153 Days	4/12/23	11/16/23
1.12.4.38.3.1	368	Emergency Call/Visit on SVC - Go-Live (Washington Corrections Center (WCCM))	247, 366	Project Manager (PM)	1 Day	5/3/23	5/4/23
1.12.4.38.3.2	369	Emergency Call/Visit on SVC - Go-Live (Cedar Creek Corrections Center (CCCC))	248, 366	Project Manager (PM)	1 Day	4/19/23	4/20/23
1.12.4.38.3.3	370	Emergency Call/Visit on SVC -Go-Live (Larch Corrections Center (LCC))	249, 366	Project Manager (PM)	1 Day	4/12/23	4/13/23
1.12.4.38.3.4	371	Emergency Call/Visit on SVC - Go-Live (Stafford Creek Corrections Center (SCCC))	250, 366	Project Manager (PM)	1 Day	6/7/23	6/8/23
1.12.4.38.3.5	372	Emergency Call/Visit on SVC - Go-Live (Olympic Corrections Center (OCC))	251, 366	Project Manager (PM)	1 Day	5/17/23	5/18/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.4.38.3.6	373	Emergency Ca /Visit on SVC - Go-Live (Airway Heights Corrections Center (AHCC)	252, 366	Project Manager (PM)	1 Day	7/12/23	7/13/23
1.12.4.38.3.7	374	Emergency Ca /Visit on SVC - Go-Live (Coyote Ridge Corrections Center (CRCC)	253, 366	Project Manager (PM)	1 Day	7/26/23	7/27/23
1.12.4.38.3.8	375	Emergency Ca /Visit on SVC - Go-Live (Washington State Penitentiary (WSP)	254, 366	Project Manager (PM)	1 Day	10/18/23	10/19/23
1.12.4.38.3.9	376	Emergency Ca /Visit on SVC - Go-Live (Monroe Correctional Complex (MCC)	255, 366	Project Manager (PM)	1 Day	10/11/23	10/12/23
1.12.4.38.3.10	377	Emergency Ca /Visit on SVC - Go-Live (Cameron Bay Corrections Center (CBCC)	256, 366	Project Manager (PM)	1 Day	11/15/23	11/16/23
1.12.5	378	TABLETS-J-to-U - Install			325.25 Days	9/26/22	1/10/24
1.12.5.1	379	TABLETS-J-to-U - Obtain list of JPay apps being used, identify gaps between those and Unity apps	472	Project Manager (PM)	3 Days	10/12/22	10/14/22
1.12.5.2	380	TABLETS-J-to-U - Schedule Meeting With GAMES Product Manager & Development To Determine What Will & Will Not Transfer To Unity.	379	Project Manager (PM)	2 Days	10/17/22	10/18/22
1.12.5.3	381	TABLETS-J-to-U - Schedule Meeting With MOVIES/TV SHOW Product Manager to discuss what won't transfer	379	Project Manager (PM)	2 Days	10/17/22	10/18/22
1.12.5.4	382	TABLETS-J-to-U - Schedule Meeting With MUSIC Product Manager & Development To Determine What Will & Will Not Transfer To Unity	379	Project Manager (PM)	2 Days	10/17/22	10/18/22
1.12.5.5	383	TABLETS-J-to-U - PM hosts Education Team meeting to develop student data migration plan (if needed)	379	Project Manager (PM)	2 Days	10/17/22	10/18/22
1.12.5.6	384	TABLETS-J-to-U - Host Consumer Migration meeting w/Solutions Architect (Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Goodstein, Sean North)	379	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.5.7	385	TABLETS-J-to-U - Consumer Migration preparation activities completed (so F&F can link JPay & Securus Debit Accounts) (Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Goodstein, Sean North)	384	Integration Coordinator (C)	30 Days	10/18/22	11/30/22
1.12.5.8	386	TABLETS-J-to-U - PM Confirms Integrations has implemented Consumer Migration plan	385	Project Manager (PM)	1 Day	12/1/22	12/1/22
1.12.5.9	387	TABLETS-J-to-U - Host Securus Debit Conversion meeting w/Sr. Manager Enterprise Integration (Bob Myers-Morgan) to design and communicate Securus Debit conversion	379	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.5.10	388	TABLETS-J-to-U - Confirm completion of preparation for future Securus Debit conversion	387	Project Manager (PM)	1 Day	10/18/22	10/18/22
1.12.5.11	389	TABLETS-J-to-U - Sales provides accessories plan to PM (Earbuds, Chargers, Etc.)	379	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.5.12	390	TABLETS-J-to-U - Submit Customer Training Request - Policy Prep Training.	379	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.5.13	391	TABLETS-J-to-U - Create the Facility and Sites in SPP (if needed)	472fs+10d	Implementation Specialist (S)	2 Days	10/26/22	10/27/22
1.12.5.14	392	TABLETS-J-to-U - Create TabletPhone Group, Enable PANS/PANS in SPP (if necessary)	391ss	Implementation Specialist (S)	2 Days	10/26/22	10/27/22
1.12.5.15	393	TABLETS-J-to-U - (After first SO is submitted) Submit Go Live training request	390fs+10d	Project Manager (PM)	1 Day	11/1/22	11/1/22
1.12.5.16	394	TABLETS-J-to-U - Schedule Field and S to install and configure servers	391fs+10d	Project Manager (PM)	2 Days	11/11/22	11/14/22
1.12.5.17	395	TABLETS-J-to-U - (Securus Debit) Request appropriate credentials to access the data feed	472fs+2d	Integration Coordinator (C)	3 Days	10/14/22	10/18/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.18	396	TABLETS-J-to-U - (Securus Debit) Request Great Plains vendor ID	395	Integration Coordinator (C)	3 Days	10/19/22	10/21/22
1.12.5.19	397	TABLETS-J-to-U - Communicate with vendor for data feed	395	Integration Coordinator (C)	10 Days	10/19/22	11/1/22
1.12.5.20	398	TABLETS-J-to-U - Check PIN accounts and formats match across platforms	397	Integration Coordinator (C)	1 Day	11/2/22	11/2/22
1.12.5.21	399	TABLETS-J-to-U - Obtain confirmation Policy Prep Training was completed	390fs+10d	Project Manager (PM)	1 Day	11/1/22	11/1/22
1.12.5.22	400	TABLETS-J-to-U -***TABLETS-Configure Network Equipment (set predecessor to EQUIPMENT- Install Equipment at Site)***	166	Project Manager (PM)	1 Day	6/15/23	6/16/23
1.12.5.23	401	TABLETS-J-to-U -Confirm onsite network equipment has been installed	400	Project Manager (PM)	1 Day	6/16/23	6/19/23
1.12.5.24	402	TABLETS-J-to-U - Configure network components & verify network connectivity. Send network PIN info to ROC via ticket Assignment. NOTE* When adding JP6s to a site, ENABLE 5Ghz wireless channels.	401	Sr. Installation Support Tech (Sr. S)	5 Days	6/19/23	6/26/23
1.12.5.25	403	TABLETS-J-to-U - Verify ROC moved equipment behind firewall and network configurations are correct	402	Sr. Installation Support Tech (Sr. S)	2 Days	6/26/23	6/28/23
1.12.5.26	404	TABLETS-J-to-U - Download fresh Importer Sheet from PROTOSS	393	Integration Specialist (NS)	1 Day	11/2/22	11/2/22
1.12.5.27	405	TABLETS-J-to-U - Get PIN info from SE's Network Data Sheet to add to Importer Sheet	404	Integration Specialist (NS)	1 Day	11/3/22	11/3/22
1.12.5.28	406	TABLETS-J-to-U - Conduct Tablet Cutsheet and Importer Sheet call with Agency	405	Project Manager (PM)	1 Day	11/4/22	11/4/22
1.12.5.29	407	TABLETS-J-to-U - Confirm all information for Importer Sheet and upload to PROTOSS	406	Integration Specialist (NS)	15 Days	11/7/22	11/29/22
1.12.5.30	408	TABLETS-J-to-U - Finalize Tablet Cutsheet, attach to project	406	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.5.31	409	TABLETS-J-to-U - Review configuration	407	Integrations Validator	3 Days	11/30/22	12/2/22
1.12.5.32	410	TABLETS-J-to-U -PM provides information to agency: what needs to be posted on their public website for F&F. (Ex. Funding incarcerated Accounts or Sending eMessages).	393	Project Manager (PM)	1 Day	11/2/22	11/2/22
1.12.5.33	411	TABLETS-J-to-U -PM confirms information on the agency public website is updated Accounts or Sending eMessages).	410	Project Manager (PM)	15 Days	11/3/22	11/23/22
1.12.5.34	412	TABLETS-J-to-U -Develop Plan and receive approval to issue any media credits needed			4 Days	10/17/22	10/20/22
1.12.5.34.1	413	TABLETS-J-to-U -Develop plan for SUBSCRIPTIONS credits if needed	379	Project Manager (PM)	2 Days	10/17/22	10/18/22
1.12.5.34.2	414	TABLETS-J-to-U -Develop plan for GAMES credits if needed	380	Project Manager (PM)	2 Days	10/19/22	10/20/22
1.12.5.34.3	415	TABLETS-J-to-U -Develop plan for MOVIE/TV show credits if needed	381	Project Manager (PM)	2 Days	10/19/22	10/20/22
1.12.5.34.4	416	TABLETS-J-to-U -Develop plan for MUSIC credits if needed	382	Project Manager (PM)	2 Days	10/19/22	10/20/22
1.12.5.35	417	TABLETS-J-to-U - PM Confirms SCP/JPay to Securus Debit Migration is Completed (Must Occur At The End Of A Month)	388	Project Manager (PM)	30 Days	10/19/22	12/1/22
1.12.5.36	418	TABLETS-J-to-U - PM verifies Lantern student data migration plan is established and education team is prepared for Unity conversion	383	Project Manager (PM)	30 Days	10/19/22	12/1/22
1.12.5.37	419	TABLETS-J-to-U - Activate and fund test accounts (48 hours lead time before testing)	409	Integration Specialist (NS)	5 Days	12/5/22	12/9/22



# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.38	420	TABLETS-J-to-U - Create APP Provisioning ticket assignment to T Operations-Support	407	Project Manager (PM)	3 Days	11/30/22	12/2/22
1.12.5.39	421	TABLETS-J-to-U - Create a Tablets-only SO for Warehouse, (if needed) add accessories (earbud and chargers) order to the ticket	420	Project Manager (PM)	1 Day	12/5/22	12/5/22
1.12.5.40	422	TABLETS-J-to-U - Receive confirmation via ticket that Warehouse flashed incarcerated and officer tablets and shipped to site	420	Project Manager (PM)	5 Days	12/5/22	12/9/22
1.12.5.41	423	TABLETS-J-to-U - Obtain list of any additional Agency users who need SCP Logons to view tablet transactions	420	Project Manager (PM)	2 Days	12/5/22	12/6/22
1.12.5.42	424	TABLETS-J-to-U - Create additional SCP user Logons (avoid Fridays if possible)	423	Implementation Specialist (S)	2 Days	12/7/22	12/8/22
1.12.5.43	425	TABLETS-J-to-U - Notify Agency to look for Logon activation emails	424	Project Manager (PM)	1 Day	12/9/22	12/9/22
1.12.5.44	426	TABLETS-J-to-U - in SPP add URL(s), Forms/Documents (PDFs)	402	Implementation Specialist (S)	2 Days	6/26/23	6/28/23
1.12.5.45	427	TABLETS-J-to-U - in PROTOSS, validate site configs are correct, confirm Private/Public IPs are entered, Load/enable acceptance forms	409	Implementation Specialist (S)	2 Days	12/5/22	12/6/22
1.12.5.46	428	TABLETS-J-to-U - Submit assignment to request testing resource from T Operations - Tablets (5 days lead time)	421	Project Manager (PM)	2 Days	12/6/22	12/7/22
1.12.5.47	429	TABLETS-J-to-U - Confirm tablet accessories (earbuds, chargers, etc) have been shipped to site and site is ready to distribute them	428	Project Manager (PM)	1 Day	12/8/22	12/8/22
1.12.5.48	430	TABLETS-J-to-U -Load agency PDFs to viewer app. (if PDFs are active on JPay, transfer them over)	426	Implementation Specialist (S)	2 Days	6/28/23	6/30/23
1.12.5.49	431	TABLETS-J-to-U -Confirm SLPs Fully Ready, FortiGate & SLP Are Installed, Provisioning By ROC & Tablet Team's Complete, ROC Has Placed SLP Behind Firewall. Tablets Are Onsite & Charged. Network Update Policy For Tablets To VPN, Remote Debit Active	428	Project Manager (PM)	1 Day	12/8/22	12/8/22
1.12.5.50	432	TABLETS-J-to-U -Suspend Media Services as needed (Chris Douglas)			36.25 Days	9/26/22	11/15/22
1.12.5.50.1	433	TABLETS-J-to-U -Ensure agency has communicated media suspension plans to incarcerated individuals		Project Manager (PM)	1 Day	9/26/22	9/26/22
1.12.5.50.2	434	TABLETS-J-to-U -30 Days Before Launch, Suspend Subscriptions (example: Newsstand) To Prevent New Subscriptions	609fs-30d	Project Manager (PM)	1 Day	11/14/22	11/15/22
1.12.5.50.3	435	TABLETS-J-to-U -30 days before launch, disable purchasing of JPay GAMES that won't transfer	609fs-30d	Project Manager (PM)	1 Day	11/14/22	11/15/22
1.12.5.50.4	436	TABLETS-J-to-U -30 days before launch, disable purchasing JPay MOVIES and TV SHOWS that won't transfer	609fs-30d	Project Manager (PM)	1 Day	11/14/22	11/15/22
1.12.5.50.5	437	TABLETS-J-to-U -30 days before launch, disable purchasing new JPay MUSIC if needed	609fs-30d	Project Manager (PM)	1 Day	11/14/22	11/15/22
1.12.5.51	438	TABLETS-J-to-U -Schedule onsite network pre go live testing and heatmapping to confirm infrastructure is ready.	428	Field Service Manager (FSM)	1 Day	12/8/22	12/8/22
1.12.5.52	439	TABLETS-J-to-U -Conduct onsite network pre go live testing and heatmapping to confirm infrastructure is ready.	438	Field Service Manager (FSM)	1 Day	12/9/22	12/9/22
1.12.5.53	440	TABLETS-J-to-U -Schedule tablet app testing session	431	Project Manager (PM)	2 Days	12/9/22	12/12/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.54	441	TABLETS-J-to-U -TABLETS-Con - Conduct Tablet Testing Session(s)	419, 440	Implementation Specialist (S)	5 Days	12/13/22	12/19/22
1.12.5.55	442	TABLETS-J-to-U - Suspend Test Accounts in SCP after testing is complete	441	Implementation Specialist (S)	1 Day	12/20/22	12/20/22
1.12.5.56	443	TABLETS-J-to-U - Conduct internal call to ensure everybody is assigned and ready	441	Project Manager (PM)	3 Days	12/20/22	12/22/22
1.12.5.57	444	TABLETS-J-to-U - Verify Go Live Checklist is Complete	443	Project Manager (PM)	1 Day	12/23/22	12/27/22
1.12.5.58	445	TABLETS-J-to-U -Confirm Agency is willing to disable phone app on Day 1 (to improve setup performance)	444	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.59	446	TABLETS-J-to-U - Order Marketing Materials including Materials That Inform Customer To Link JPay & Securus Debit Accounts (Engage Account Manager, Mike Sherwood, Stacey Guidry, Kathryn Goetzstein, Sean North)	444	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.60	447	TABLETS-J-to-U - Issue approved credits			1 Day	11/15/22	11/16/22
1.12.5.60.1	448	TABLETS-J-to-U - Issue approved credits for GAMES	435	Project Manager (PM)	1 Day	11/15/22	11/16/22
1.12.5.60.2	449	TABLETS-J-to-U - Issue approved credits for MOVIES	436	Project Manager (PM)	1 Day	11/15/22	11/16/22
1.12.5.60.3	450	TABLETS-J-to-U - Issue approved credits for MUSIC	437	Project Manager (PM)	1 Day	11/15/22	11/16/22
1.12.5.61	451	TABLETS-J-to-U -Communication Center			26 Days	10/17/22	11/21/22
1.12.5.61.1	452	TABLETS-J-to-U -CommCenter-Verify incarcerated are allowed to submit Tablet Tickets	379	Project Manager (PM)	1 Day	10/17/22	10/17/22
1.12.5.61.2	453	TABLETS-J-to-U -CommCenter-Add to Tablet Cut Sheet	406, 452	Project Manager (PM)	1 Day	11/7/22	11/7/22
1.12.5.61.3	454	TABLETS-J-to-U -CommCenter-Configure Communications Center - Ticketing in Staging	453	Implementation Specialist (S)	10 Days	11/8/22	11/21/22
1.12.5.62	455	TABLETS-J-to-U -Commissary 3rd Party URL			325.25 Days	9/26/22	1/10/24
1.12.5.62.1	456	TABLETS-J-to-U -3rdPartyURL-Contact Product Mgr, complete Exhibit and Legal signoff	379	Project Manager (PM)	10 Days	10/17/22	10/28/22
1.12.5.62.2	457	TABLETS-J-to-U -3rdPartyURL-Contact vendor to get custom URL	456	Project Manager (PM)	10 Days	10/31/22	11/11/22
1.12.5.62.3	458	TABLETS-J-to-U -3rdPartyURL-Send custom URL to Network Engineering for Testing	457	Project Manager (PM)	10 Days	11/14/22	11/29/22
1.12.5.62.4	459	TABLETS-J-to-U -3rdPartyURL-Provision and Enable ConnectUs icon	458	Implementation Specialist (S)	2 Days	11/30/22	12/1/22
1.12.5.62.5	460	TABLETS-J-to-U -3rdPartyURL-Verify Go Live Checklist items are complete	444, 459	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.62.6	461	TABLETS-J-to-U -Commissary 3rd Party URL - Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.62.6.1	462	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Washington Corrections Center (WCCM))	460, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.62.6.2	463	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC))	460, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.62.6.3	464	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Larch Corrections Center (LCC))	460, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.62.6.4	465	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC))	460, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.62.6.5	466	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Olympic Corrections Center (OCC))	460, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.62.6.6	467	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC))	460, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.62.6.7	468	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC))	460, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.62.6.8	469	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Washington State Penitentiary (WSP))	460, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.62.6.9	470	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Monroe Correctional Complex (MCC))	460, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.62.6.10	471	TABLETS-J-to-U -Commissary 3rd Party URL on TABLETS - Go-Live (Cameron Bay Corrections Center (CBCC))	460, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.62.7	472	TABLETS-J-to-U - ***Set the predecessor of this task to External Kickoff***	20	Project Manager (PM)	1 Day	10/11/22	10/11/22
1.12.5.62.8	473	TABLETS-J-to-U - Closing Activities	474	Project Manager (PM)	1 Day	9/27/22	9/27/22
1.12.5.62.9	474	TABLETS-J-to-U - Confirm Regulatory and Billing Table assignments are Resolved		Project Manager (PM)	1 Day	9/26/22	9/26/22
1.12.5.63	475	Forms and Grievance			325.25 Days	9/26/22	1/10/24
1.12.5.63.1	476	F&G-***Set the predecessor of this task to External Kickoff***		Project Manager (PM)	1 Day	9/26/22	9/26/22
1.12.5.63.2	477	F&G-Submit Forms & Grievances Customer Training request	476ss	Project Manager (PM)	1 Day	9/26/22	9/26/22
1.12.5.63.3	478	F&G-Obtain additional SCP user names (if needed) from Agency	477	Project Manager (PM)	5 Days	9/27/22	10/3/22
1.12.5.63.4	479	F&G-Enable incarcerated Forms product	477	Implementation Specialist (S)	1 Day	9/27/22	9/27/22
1.12.5.63.5	480	F&G-Enable Grievance Administration feature in SCP, create form, enable on terminals	478, 479	Implementation Specialist (S)	4 Days	10/4/22	10/7/22
1.12.5.63.6	481	F&G-(tablets) add F&G to Tablet Cut Sheet	480	Project Manager (PM)	5 Days	10/10/22	10/14/22
1.12.5.63.7	482	F&G-Verify F&G checklist is complete	480fs+3d	Project Manager (PM)	1 Day	10/13/22	10/13/22
1.12.5.63.8	483	F&G Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.63.8.1	484	F&G Go-Live (Washington Corrections Center (WCCM))	482, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.63.8.2	485	F&G Go-Live (Cedar Creek Corrections Center (CCCC))	482, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.63.8.3	486	F&G Go-Live (Larch Corrections Center (LCC))	482, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.63.8.4	487	F&G Go-Live (Stafford Creek Corrections Center (SCCC))	482, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.63.8.5	488	F&G Go-Live (Olympic Corrections Center (OCC))	482, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.63.8.6	489	F&G Go-Live (Airway Heights Corrections Center (AHCC))	482, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.63.8.7	490	F&G Go-Live (Coyote Ridge Corrections Center (CRCC))	482, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.63.8.8	491	F&G Go-Live (Washington State Penitentiary (WSP))	482, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.63.8.9	492	F&G Go-Live (Monroe Correctional Complex (MCC))	482, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.63.8.10	493	F&G Go-Live (Cameron Bay Corrections Center (CBCC))	482, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.64	494	TABLETS-J-to-U -eMessaging			310.25 Days	10/17/22	1/10/24
1.12.5.64.1	495	TABLETS-J-to-U -eMSG-Review eMessaging Configuration Options with Agency	379	Project Manager (PM)	5 Days	10/17/22	10/21/22
1.12.5.64.2	496	TABLETS-J-to-U -eMSG-Add to Tablet Cut Sheet	406	Project Manager (PM)	2 Days	11/7/22	11/8/22
1.12.5.64.3	497	TABLETS-J-to-U -eMSG-Build site in <a href="https://emadmin.corp.securustech.net/">https://emadmin.corp.securustech.net/</a>	391	Implementation Specialist (S)	2 Days	10/28/22	10/31/22
1.12.5.64.4	498	TABLETS-J-to-U -eMSG-Provision eMessaging link in SCP to eMessaging	497ss	Implementation Specialist (S)	2 Days	10/28/22	10/31/22
1.12.5.64.5	499	TABLETS-J-to-U -eMSG-Submit Customer Training Request for eMessaging	498	Project Manager (PM)	1 Day	11/1/22	11/1/22
1.12.5.64.6	500	TABLETS-J-to-U -eMSG-Post the Tablet PDF in Secure Services app	498	Implementation Specialist (S)	2 Days	11/1/22	11/2/22
1.12.5.64.7	501	TABLETS-J-to-U -eMSG-Create Facility User accounts (if needed)	497	Implementation Specialist (S)	2 Days	11/1/22	11/2/22
1.12.5.64.8	502	TABLETS-J-to-U -eMSG-Confirm Billing Tablet has loaded stamp rates (if needed)	444, 498	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.64.9	503	TABLETS-J-to-U -eMSG-set Agency to "Active"	444, 502ss	Implementation Specialist (S)	2 Days	12/27/22	12/29/22
1.12.5.64.10	504	TABLETS-J-to-U -eMSG-Verify Go Live Checklist items are complete. Verify All Unity Services Are Reachable	444, 503ss	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.64.11	505	TABLETS-J-to-U -eMSG-Order Marketing Materials	444	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.64.12	506	TABLETS-J-to-U -eMSG - Go-Live			149.5 Days	6/6/23	1/10/24

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.64.12.1	507	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Washington Corrections Center (WCCM))	504, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.64.12.2	508	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC))	504, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.64.12.3	509	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Larch Corrections Center (LCC))	504, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.64.12.4	510	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC))	504, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.64.12.5	511	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Olympic Corrections Center (OCC))	504, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.64.12.6	512	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC))	504, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.64.12.7	513	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC))	504, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.64.12.8	514	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Washington State Penitentiary (WSP))	504, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.64.12.9	515	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Monroe Correctional Complex (MCC))	504, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.64.12.10	516	TABLETS-J-to-U -eMSG on TABLETS - Go-Live (Cameron Bay Corrections Center (CBCC))	504, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.65	517	FY -FY app with Agency Document Manager (not available on JPay)			310.25 Days	10/17/22	1/10/24
1.12.5.65.1	518	FY -Request and Receive List of Users From Agency	379	Project Manager (PM)	3 Days	10/17/22	10/19/22
1.12.5.65.2	519	FY -Provision agency into the Agency Document Manager portal <a href="https://agencydocs.securustech.net/mgr/index.php">https://agencydocs.securustech.net/mgr/index.php</a>	518	Implementation Specialist (S)	2 Days	10/20/22	10/21/22
1.12.5.65.3	520	FY -Review names on Agency user list to ensure each has System/Custody Account permissions in SCP (makes changes if necessary).	519ss	Implementation Specialist (S)	2 Days	10/20/22	10/21/22
1.12.5.65.4	521	FY -(tablets) Add to Tablet Cut Sheet and create ticket assignment to Production Support	519	Project Manager (PM)	3 Days	10/24/22	10/26/22
1.12.5.65.5	522	FY -Send Agency Document Manager portal instructions to POC	520, 521	Project Manager (PM)	1 Day	10/27/22	10/27/22
1.12.5.65.6	523	FY -Verify Go Live Checklist items are complete	522	Project Manager (PM)	1 Day	10/28/22	10/28/22
1.12.5.65.7	524	FY - Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.65.7.1	525	FY on TABLETS - Go-Live (Washington Corrections Center (WCCM))	523, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.65.7.2	526	FY on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC))	523, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.65.7.3	527	FY on TABLETS - Go-Live (Larch Corrections Center (LCC))	523, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.65.7.4	528	FY on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC))	523, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.65.7.5	529	FY on TABLETS - Go-Live (Olympic Corrections Center (OCC))	523, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.65.7.6	530	FY on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC))	523, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.65.7.7	531	FY on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC))	523, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.65.7.8	532	FY on TABLETS - Go-Live (Washington State Penitentiary (WSP))	523, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.65.7.9	533	FY on TABLETS - Go-Live (Monroe Correctional Complex (MCC))	523, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.65.7.10	534	FY on TABLETS - Go-Live (Cameron Bay Corrections Center (CBCC))	523, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.66	535	TABLETS-J-to-U -JobView			295.25 Days	11/7/22	1/10/24
1.12.5.66.1	536	TABLETS-J-to-U -JobView-Add to Tablet Cut Sheet	406	Project Manager (PM)	2 Days	11/7/22	11/8/22
1.12.5.66.2	537	TABLETS-J-to-U -JobView-Add to Tablet Management Tool	536	Implementation Specialist (S)	2 Days	11/9/22	11/10/22
1.12.5.66.3	538	TABLETS-J-to-U -JobView-Ensure all items on checklist are complete	444, 537	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.66.4	539	TABLETS-J-to-U -JobView - Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.66.4.1	540	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Washington Corrections Center (WCCM))	538, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.66.4.2	541	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC))	538, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.66.4.3	542	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Larch Corrections Center (LCC))	538, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.66.4.4	543	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC))	538, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.66.4.5	544	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Olympic Corrections Center (OCC))	538, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.66.4.6	545	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC))	538, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.66.4.7	546	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC))	538, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.66.4.8	547	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Washington State Penitentiary (WSP))	538, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.66.4.9	548	TABLETS-J-to-U -JobView on TABLETS - Go-Live (Monroe Correctiona Comp ex (MCC)	538, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.66.4.10	549	TABLETS-J-to-U -JobView on TABLETS - Go-Live (C a am Bay Corrections Center (CBCC)	538, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.67	550	TABLETS-J-to-U -Lantern			310.25 Days	10/17/22	1/10/24
1.12.5.67.1	551	TABLETS-J-to-U -LANTERN-Engage Education Program Manager	379	Project Manager (PM)	10 Days	10/17/22	10/28/22
1.12.5.67.2	552	TABLETS-J-to-U -LANTERN-Request test student be created for app testing	551	Project Manager (PM)	4 Days	10/31/22	11/3/22
1.12.5.67.3	553	TABLETS-J-to-U -LANTERN-Request Education Team provision Lantern to Tab ets	552	Project Manager (PM)	4 Days	11/4/22	11/9/22
1.12.5.67.4	554	TABLETS-J-to-U -LANTERN-Education Team creates user ogons	553	Project Manager (PM)	2 Days	11/10/22	11/11/22
1.12.5.67.5	555	TABLETS-J-to-U -LANTERN-Provision and Configure insta ed equipment	554	mp ementation Special ist (S)	2 Days	11/14/22	11/15/22
1.12.5.67.6	556	TABLETS-J-to-U -LANTERN- F Ash and U, track expenses	555	Project Manager (PM)	2 Days	11/16/22	11/17/22
1.12.5.67.7	557	TABLETS-J-to-U -LANTERN- F Ash and U, generate invoice	556	Project Manager (PM)	2 Days	11/18/22	11/21/22
1.12.5.67.8	558	TABLETS-J-to-U -LANTERN-Go-Live Check ist ems are Comp ete	444, 557	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.67.9	559	TABLETS-J-to-U -Lantern - Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.67.9.1	560	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Washington Corrections Center (WCCM)	558, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.67.9.2	561	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC)	558, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.67.9.3	562	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Larch Corrections Center (LCC)	558, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.67.9.4	563	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC)	558, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.67.9.5	564	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (O ympic Corrections Center (OCC)	558, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.67.9.6	565	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC)	558, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.67.9.7	566	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC)	558, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.67.9.8	567	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Washington State Penitentiary (WSP)	558, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.67.9.9	568	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (Monroe Correctiona Comp ex (MCC)	558, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.67.9.10	569	TABLETS-J-to-U -Lantern on TABLETS - Go-Live (C a am Bay Corrections Center (CBCC)	558, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.68	570	TABLETS-J-to-U -Law Library			310.25 Days	10/17/22	1/10/24
1.12.5.68.1	571	TABLETS-J-to-U -LAWL BRARY-Get Addendum executed (on y if Securis is paying)	379	Project Manager (PM)	10 Days	10/17/22	10/28/22
1.12.5.68.2	572	TABLETS-J-to-U -LAWL BRARY-Obtain custom URL from vendor	571	Project Manager (PM)	5 Days	10/31/22	11/4/22
1.12.5.68.3	573	TABLETS-J-to-U -LAWL BRARY-(tablets) Add to Tablet Management Tool . (Enter Site ID, Customer ID and URL For Each Entry)	572	Implementation Specialist (S)	2 Days	11/7/22	11/8/22
1.12.5.68.4	574	TABLETS-J-to-U -LAWL BRARY-Add to Tablet Cut Sheet	572	Project Manager (PM)	3 Days	11/7/22	11/9/22
1.12.5.68.5	575	TABLETS-J-to-U -LAWL BRARY-Verify Go Live Checklist is complete	444, 574	Project Manager (PM)	1 Day	12/27/22	12/28/22
1.12.5.68.6	576	TABLETS-J-to-U -LAWL BRARY - Go-Live			149.5 Days	6/6/23	1/10/24
1.12.5.68.6.1	577	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Washington Corrections Center (WCCM))	575, 599fs-1d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.68.6.2	578	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Cedar Creek Corrections Center (CCCC))	575, 600fs-1d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.68.6.3	579	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Larch Corrections Center (LCC))	575, 601fs-1d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.68.6.4	580	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Stafford Creek Corrections Center (SCCC))	575, 602fs-1d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.68.6.5	581	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Olympic Corrections Center (OCC))	575, 603fs-1d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.68.6.6	582	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Airway Heights Corrections Center (AHCC))	575, 604fs-1d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.68.6.7	583	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Coyote Ridge Corrections Center (CRCC))	575, 605fs-1d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.68.6.8	584	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (PWashingtong State Penitentiary (WSP))	575, 606fs-1d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.68.6.9	585	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Monroe Correctional Complex (MCC))	575, 607fs-1d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.68.6.10	586	TABLETS-J-to-U -Law Library on TABLETS - Go-Live (Columbia Bay Corrections Center (CBCC))	575, 608fs-1d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.69	587	TABLETS PRE GO-LIVE TESTING			150 Days	5/16/23	12/19/23
1.12.5.69.1	588	TABLETS Pre Go-Live Testing (Washington Corrections Center (WCCM))	599fs-15d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.69.2	589	TABLETS Pre Go-Live Testing (Cedar Creek Corrections Center (CCCC))	600fs-15d	Project Manager (PM)	1 Day	5/24/23	5/25/23
1.12.5.69.3	590	TABLETS Pre Go-Live Testing (Larch Corrections Center (LCC))	601fs-15d	Project Manager (PM)	1 Day	5/16/23	5/17/23
1.12.5.69.4	591	TABLETS Pre Go-Live Testing (Stafford Creek Corrections Center (SCCC))	602fs-15d	Project Manager (PM)	1 Day	7/12/23	7/13/23



# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.69.5	592	TABLETS Pre Go-Live Testing (Olympic Corrections Center (OCC))	603fs-15d	Project Manager (PM)	1 Day	6/20/23	6/21/23
1.12.5.69.6	593	TABLETS Pre Go-Live Testing (Airway Heights Corrections Center (AHCC))	604fs-15d	Project Manager (PM)	1 Day	8/15/23	8/16/23
1.12.5.69.7	594	TABLETS Pre Go-Live Testing (Coyote Ridge Corrections Center (CRCC))	605fs-15d	Project Manager (PM)	1 Day	8/29/23	8/30/23
1.12.5.69.8	595	TABLETS Pre Go-Live Testing (Washington State Penitentiary (WSP))	606fs-15d	Project Manager (PM)	1 Day	11/20/23	11/21/23
1.12.5.69.9	596	TABLETS Pre Go-Live Testing (Monroe Correctional Complex (MCC))	607fs-15d	Project Manager (PM)	1 Day	11/13/23	11/14/23
1.12.5.69.10	597	TABLETS Pre Go-Live Testing (Columbia Bay Corrections Center (CBCC))	608fs-15d	Project Manager (PM)	1 Day	12/18/23	12/19/23
1.12.5.70	598	TABLETS - GO-LIVE			261.25 Days	12/28/22	1/10/24
1.12.5.70.1	599	TABLETS-J-to-U - Go-Live (Washington Corrections Center (WCCM))	444fs+127d	Project Manager (PM)	1 Day	6/26/23	6/27/23
1.12.5.70.2	600	TABLETS-J-to-U - Go-Live (Cedar Creek Corrections Center (CCCC))	444fs+118d	Project Manager (PM)	1 Day	6/13/23	6/14/23
1.12.5.70.3	601	TABLETS-J-to-U - Go-Live (Larch Corrections Center (LCC))	444fs+113d	Project Manager (PM)	1 Day	6/6/23	6/7/23
1.12.5.70.4	602	TABLETS-J-to-U - Go-Live (Stafford Creek Corrections Center (SCCC))	444fs+152d	Project Manager (PM)	1 Day	8/1/23	8/2/23
1.12.5.70.5	603	TABLETS-J-to-U - Go-Live (Olympic Corrections Center (OCC))	444fs+137d	Project Manager (PM)	1 Day	7/11/23	7/12/23
1.12.5.70.6	604	TABLETS-J-to-U - Go-Live (Airway Heights Corrections Center (AHCC))	444fs+176d	Project Manager (PM)	1 Day	9/5/23	9/6/23
1.12.5.70.7	605	TABLETS-J-to-U - Go-Live (Coyote Ridge Corrections Center (CRCC))	444fs+186d	Project Manager (PM)	1 Day	9/19/23	9/20/23
1.12.5.70.8	606	TABLETS-J-to-U - Go-Live (Washington State Penitentiary (WSP))	444fs+244d	Project Manager (PM)	1 Day	12/12/23	12/13/23
1.12.5.70.9	607	TABLETS-J-to-U - Go-Live (Monroe Correctional Complex (MCC))	444fs+239d	Project Manager (PM)	1 Day	12/5/23	12/6/23
1.12.5.70.10	608	TABLETS-J-to-U - Go-Live (Columbia Bay Corrections Center (CBCC))	444fs+262d	Project Manager (PM)	1 Day	1/9/24	1/10/24
1.12.5.70.11	609	TABLETS-J-to-U - PLAN TO HAND OUT TABLETS IN THE AM & CONDUCT 3 WALKTHROUGHS TABLETS GO LIVE	446	Project Manager (PM)	1 Day	12/28/22	12/29/22
1.12.5.70.11.1	610	TABLETS-J-to-U - Disable Phone App On Day 1 to improve / ability to download media content.	445	Field Service Manager (FSM)	1 Day	12/28/22	12/29/22
1.12.5.70.11.2	611	TABLETS-J-to-U - REENABLE and TEST Phone app before team departs site	610ss	Field Service Manager (FSM)	1 Day	12/28/22	12/29/22
1.12.5.71	612	TABLETS-J-to-U - Deinstall Existing Hardware			233 Days	9/26/22	8/25/23
1.12.5.71.1	613	TABLETS-J-to-U - PM Coordinates With Warehouse To Determine If Old JPay Equipment Will Be Recycled Or Returned To The Warehouse		Project Manager (PM)	226 Days	9/26/22	8/16/23
1.12.5.71.2	614	TABLETS-J-to-U - PM Schedules Deinstallation With Agency POC, FSM, FST	613	Project Manager (PM)	5 Days	8/16/23	8/23/23
1.12.5.71.3	615	TABLETS-J-to-U - FST/FSM Notify PM Once Deinstallation is Completed. PM Confirms Agency POC is Satisfied With Deinstallation Work.	614	Project Manager (PM)	1 Day	8/23/23	8/24/23
1.12.5.71.4	616	TABLETS-J-to-U - PM Notifies ROC/ SE/NOC/Tech Support That Equipment (i.e. Merakis, Rockets, Nanos, etc.) Have Been Deinstalled	615	Project Manager (PM)	1 Day	8/24/23	8/25/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.5.71.5	617	TABLETS-J-to-U -Project Wrap-up			2 Days	9/26/22	9/27/22
1.12.6	618	SVC - New nsta			299.5 Days	9/26/22	11/30/23
1.12.6.1	619	SVC-New - ***Set the predecessor of this task to Externa Kickoff***	20	Project Manager (PM)	1 Day	10/11/22	10/11/22
1.12.6.2	620	SVC-New - Submit Customer Training Request - NextGen SVC - Pre Go Live Webinar	619	Project Manager (PM)	1 Day	10/12/22	10/12/22
1.12.6.3	621	SVC-New - Create site (SPP for NG; SVC for C assic)	619fs+7d	mp ementation Specia ist (S)	3 Days	10/21/22	10/25/22
1.12.6.4	622	SVC-New - After ntegrations ca , request appropriate credentia s to access the data feed	620	ntegration Coordinator (C)	3 Days	10/13/22	10/17/22
1.12.6.5	623	SVC-New - Coordinate data feed with vendor and configure	622	ntegration Coordinator (C)	10 Days	10/18/22	10/31/22
1.12.6.6	624	SVC-New - Review SVC configurations	623	ntegrations Va idator	3 Days	11/1/22	11/3/22
1.12.6.7	625	SVC-New - Schedu e ca with agency for ST to discuss and comp ete SVC Schedu er	622	Project Manager (PM)	1 Day	10/18/22	10/18/22
1.12.6.8	626	SVC-New - Request list of Agency users who wi need SVC ogins	625	Project Manager (PM)	2 Days	10/19/22	10/20/22
1.12.6.9	627	SVC-New - After you submit your first SO, submit customer Go Live training request	626	Project Manager (PM)	1 Day	10/21/22	10/21/22
1.12.6.10	628	SVC-New - Send information to Agency on how to open their firewa for SVC monitoring	627	Project Manager (PM)	1 Day	10/24/22	10/24/22
1.12.6.11	629	SVC-New - Create SVC user Logons (avoid Fridays if possib e)	626	mp ementation Specia ist (S)	2 Days	10/21/22	10/24/22
1.12.6.12	630	SVC-New - Get Terms and Conditions from Agency	626	Project Manager (PM)	3 Days	10/21/22	10/25/22
1.12.6.13	631	SVC-New - Provision Terms and Conditions	621, 630	mp ementation Specia ist (S)	2 Days	10/26/22	10/27/22
1.12.6.14	632	SVC-New - Submit Terms and Conditions to be posted on our site	631	Project Manager (PM)	1 Day	10/28/22	10/28/22
1.12.6.15	633	SVC-New - Submit Rates to be posted on our site	632	Project Manager (PM)	2 Days	10/31/22	11/1/22
1.12.6.16	634	SVC-New - Provision the product configurations	624	ntegration Coordinator (C)	10 Days	11/4/22	11/17/22
1.12.6.17	635	SVC-New - Configure network equipment	634	Sr. nsta tion Support Tech (Sr. S)	1 Day	11/18/22	11/18/22
1.12.6.18	636	SVC-New - Va idate a SVC data and configurations - ast review before go ive	634	ntegrations Va idator	3 Days	11/18/22	11/22/22
1.12.6.19	637	SVC-New - Agency confirms they made firewa changes	628fs+20d	Project Manager (PM)	2 Days	11/22/22	11/23/22
1.12.6.20	638	SVC-New - Add new site in SVC Report Manager (this lists Agency on Securus on ine)	636	mp ementation Specia ist (S)	2 Days	11/23/22	11/28/22
1.12.6.21	639	SVC-New - ntegrations Status Check ist is comp ete	637	ntegration Specia ist ( NS)	5 Days	11/28/22	12/2/22
1.12.6.22	640	SVC-New - Comp ete Hardware nsta tion *** Set Predecessor to - EQU PMENT Schedu e Equipment nsta tion date/time***	155	mp ementation Specia ist (S)	5 Days	12/27/22	1/4/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.6.23	641	SVC-New - Test SVC and a ConnectUs apps BEFORE go live	639	Implementation Specialist (S)	151 Days	4/7/23	11/8/23
1.12.6.23.1	642	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Washington Corrections Center (WCCM))	654fs-15d	Implementation Specialist (S)	1 Day	4/27/23	4/27/23
1.12.6.23.2	643	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Cedar Creek Corrections Center (CCCC))	655fs-15d	Implementation Specialist (S)	1 Day	4/14/23	4/14/23
1.12.6.23.3	644	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Larch Corrections Center (LCC))	656fs-15d	Implementation Specialist (S)	1 Day	4/7/23	4/7/23
1.12.6.23.4	645	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Stafford Creek Corrections Center (SCCC))	657fs-15d	Implementation Specialist (S)	1 Day	6/1/23	6/1/23
1.12.6.23.5	646	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Olympic Corrections Center (OCC))	658fs-15d	Implementation Specialist (S)	1 Day	5/11/23	5/11/23
1.12.6.23.6	647	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Airway Heights Corrections Center (AHCC))	659fs-15d	Implementation Specialist (S)	1 Day	7/7/23	7/7/23
1.12.6.23.7	648	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Coyote Ridge Corrections Center (CRCC))	660fs-15d	Implementation Specialist (S)	1 Day	7/21/23	7/21/23
1.12.6.23.8	649	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Washington State Penitentiary (WSP))	661fs-15d	Implementation Specialist (S)	1 Day	10/13/23	10/13/23
1.12.6.23.9	650	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Monroe Correctional Complex (MCC))	662fs-15d	Implementation Specialist (S)	1 Day	10/6/23	10/6/23
1.12.6.23.10	651	SVC-New - Test SVC and a ConnectUs apps BEFORE go live (Columbia Bay Corrections Center (CBCC))	663fs-15d	Implementation Specialist (S)	1 Day	11/8/23	11/8/23
1.12.6.24	652	SVC-New - Verify Go Live Checklist is complete	639	Project Manager (PM)	1 Day	12/5/22	12/5/22
1.12.6.25	653	SVC New Install - Go-Live			151 Days	4/27/23	11/30/23
1.12.6.25.1	654	SVC - New - Go-Live (Washington Corrections Center (WCCM))	652fs+114d	Project Manager (PM)	1 Day	5/17/23	5/17/23
1.12.6.25.2	655	SVC - New - Go-Live (Cedar Creek Corrections Center (CCCC))	652fs+105d	Project Manager (PM)	1 Day	5/4/23	5/4/23
1.12.6.25.3	656	SVC - New - Go-Live (Larch Corrections Center (LCC))	652fs+100d	Project Manager (PM)	1 Day	4/27/23	4/27/23
1.12.6.25.4	657	SVC - New - Go-Live (Stafford Creek Corrections Center (SCCC))	652fs+138d	Project Manager (PM)	1 Day	6/21/23	6/21/23
1.12.6.25.5	658	SVC - New - Go-Live (Olympic Corrections Center (OCC))	652fs+124d	Project Manager (PM)	1 Day	6/1/23	6/1/23
1.12.6.25.6	659	SVC - New - Go-Live (Airway Heights Corrections Center (AHCC))	652fs+163d	Project Manager (PM)	1 Day	7/27/23	7/27/23
1.12.6.25.7	660	SVC - New - Go-Live (Coyote Ridge Corrections Center (CRCC))	652fs+173d	Project Manager (PM)	1 Day	8/10/23	8/10/23
1.12.6.25.8	661	SVC - New - Go-Live (Washington State Penitentiary (WSP))	652fs+232d	Project Manager (PM)	1 Day	11/2/23	11/2/23
1.12.6.25.9	662	SVC - New - Go-Live (Monroe Correctional Complex (MCC))	652fs+227d	Project Manager (PM)	1 Day	10/26/23	10/26/23
1.12.6.25.10	663	SVC - New - Go-Live (Columbia Bay Corrections Center (CBCC))	652fs+250d	Project Manager (PM)	1 Day	11/30/23	11/30/23

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.6.26	664	Video Relay Service (VRS)			299.5 Days	9/26/22	11/30/23
1.12.6.26.1	665	VRS-***Set the predecessor of this task to External Kickoff***		Project Manager (PM)	1 Day	9/26/22	9/26/22
1.12.6.26.2	666	VRS-Submit Customer Training request	665	Project Manager (PM)	1 Day	9/27/22	9/27/22
1.12.6.26.3	667	VRS-Confirm whether an integration with JMS or Commissary is needed, or if Agency will manually designate eligible inmates	666	Project Manager (PM)	1 Day	9/28/22	9/28/22
1.12.6.26.4	668	VRS-Request ANs (30 Day Lead Time)	666	Project Manager (PM)	1 Day	9/28/22	9/28/22
1.12.6.26.5	669	VRS-(if an integration is needed) Communicate with vendor for data feed	667	Integration Specialist (NS)	15 Days	9/29/22	10/19/22
1.12.6.26.6	670	VRS-Receive confirmation ANs were installed during change control	668fs+30d	Project Manager (PM)	2 Days	11/10/22	11/11/22
1.12.6.26.7	671	VRS-Provision in SPP	670	Implementation Specialist (S)	1 Day	11/14/22	11/14/22
1.12.6.26.8	672	VRS-Confirm all items on Go Live checklist are complete	671	Project Manager (PM)	1 Day	11/15/22	11/15/22
1.12.6.26.9	673	VRS - Go-Live			151 Days	4/27/23	11/30/23
1.12.6.26.9.1	674	VRS - Go-Live (Washington Corrections Center (WCCM))	654fs-1d, 672	Project Manager (PM)	1 Day	5/17/23	5/17/23
1.12.6.26.9.2	675	VRS - Go-Live (Cedar Creek Corrections Center (CCCC))	655fs-1d, 672	Project Manager (PM)	1 Day	5/4/23	5/4/23
1.12.6.26.9.3	676	VRS - Go-Live (Larch Corrections Center (LCC))	656fs-1d, 672	Project Manager (PM)	1 Day	4/27/23	4/27/23
1.12.6.26.9.4	677	VRS - Go-Live (Stafford Creek Corrections Center (SCCC))	657fs-1d, 672	Project Manager (PM)	1 Day	6/21/23	6/21/23
1.12.6.26.9.5	678	VRS - Go-Live (Olympic Corrections Center (OCC))	658fs-1d, 672	Project Manager (PM)	1 Day	6/1/23	6/1/23
1.12.6.26.9.6	679	VRS - Go-Live (Airway Heights Corrections Center (AHCC))	659fs-1d, 672	Project Manager (PM)	1 Day	7/27/23	7/27/23
1.12.6.26.9.7	680	VRS - Go-Live (Coyote Ridge Corrections Center (CRCC))	660fs-1d, 672	Project Manager (PM)	1 Day	8/10/23	8/10/23
1.12.6.26.9.8	681	VRS - Go-Live (Washington State Penitentiary (WSP))	661fs-1d, 672	Project Manager (PM)	1 Day	11/2/23	11/2/23
1.12.6.26.9.9	682	VRS - Go-Live (Monroe Corrections Complex (MCC))	662fs-1d, 672	Project Manager (PM)	1 Day	10/26/23	10/26/23
1.12.6.26.9.10	683	VRS - Go-Live (Columbia Bay Corrections Center (CBCC))	663fs-1d, 672	Project Manager (PM)	1 Day	11/30/23	11/30/23
1.12.6.27	684	Incarcerated Scheduled Video Connect (SVC)			299.5 Days	9/26/22	11/30/23
1.12.6.27.1	685	SVC-***Set the predecessor of this task to External Kickoff***		Project Manager (PM)	1 Day	9/26/22	9/26/22

# WA DOC JPay to Unity Migration Phase II - Exported Tasks (cont'd)

WBS	Task Number	Name	Predecessors	Assigned	Pln Dur	Planned Start Date	Planned Completion Date
1.12.6.27.2	686	SVC-Discuss SVC with Agency (Schedule Ca )	685	Project Manager (PM)	1 Day	9/27/22	9/27/22
1.12.6.27.3	687	SVC-Provision ncarcerated Schedule Video Connect	686	mp ementation Specialist (S)	1 Day	9/26/22	9/26/22
1.12.6.27.4	688	SVC-Confirm a items on Go Live checklist are complete	687	Project Manager (PM)	1 Day	9/27/22	9/27/22
1.12.6.27.5	689	ncarcerated Scheduled Video Connect - Go-Live			151 Days	4/27/23	11/30/23
1.12.6.27.5.1	690	ncarcerated Scheduled Video Connect - Go-Live (Washington Corrections Center (WCCM))	654fs-1d, 688	Project Manager (PM)	1 Day	5/17/23	5/17/23
1.12.6.27.5.2	691	ncarcerated Scheduled Video Connect - Go-Live (Cedar Creek Corrections Center (CCCC))	655fs-1d, 688	Project Manager (PM)	1 Day	5/4/23	5/4/23
1.12.6.27.5.3	692	ncarcerated Scheduled Video Connect - Go-Live (Larch Corrections Center (LCC))	656fs-1d, 688	Project Manager (PM)	1 Day	4/27/23	4/27/23
1.12.6.27.5.4	693	ncarcerated Scheduled Video Connect - Go-Live (Stafford Creek Corrections Center (SCCC))	657fs-1d, 688	Project Manager (PM)	1 Day	6/21/23	6/21/23
1.12.6.27.5.5	694	ncarcerated Scheduled Video Connect - Go-Live (Olympic Corrections Center (OCC))	658fs-1d, 688	Project Manager (PM)	1 Day	6/1/23	6/1/23
1.12.6.27.5.6	695	ncarcerated Scheduled Video Connect - Go-Live (Airway Heights Corrections Center (AHCC))	659fs-1d, 688	Project Manager (PM)	1 Day	7/27/23	7/27/23
1.12.6.27.5.7	696	ncarcerated Scheduled Video Connect - Go-Live (Coyote Ridge Corrections Center (CRCC))	660fs-1d, 688	Project Manager (PM)	1 Day	8/10/23	8/10/23
1.12.6.27.5.8	697	ncarcerated Scheduled Video Connect - Go-Live (Washington State Penitentiary (WSP))	661fs-1d, 688	Project Manager (PM)	1 Day	11/2/23	11/2/23
1.12.6.27.5.9	698	ncarcerated Scheduled Video Connect - Go-Live (Monroe Correctional Complex (MCC))	662fs-1d, 688	Project Manager (PM)	1 Day	10/26/23	10/26/23
1.12.6.27.5.10	699	ncarcerated Scheduled Video Connect - Go-Live (Clallam Bay Corrections Center (CBCC))	663fs-1d, 688	Project Manager (PM)	1 Day	11/30/23	11/30/23
1.13	700	Project Wrap-up			1 Day	1/12/24	1/15/24
1.13.1	701	Confirm Regulatory and Billing Table ticket assignments are Resolved	23fs+2d	Project Manager (PM)	1 Day	1/12/24	1/15/24
1.13.2	702	Closing Activities	23fs+2d	Project Manager (PM)	1 Day	1/12/24	1/15/24

# Predictive Heat Maps

SCCC, WSP, CRCC, AHCC, MCC, CBCC, OCC, CCCC, LCC, WCC

## Stafford Creek Corrections Center, WA Predictive Heat mapping

### Purpose

5/5/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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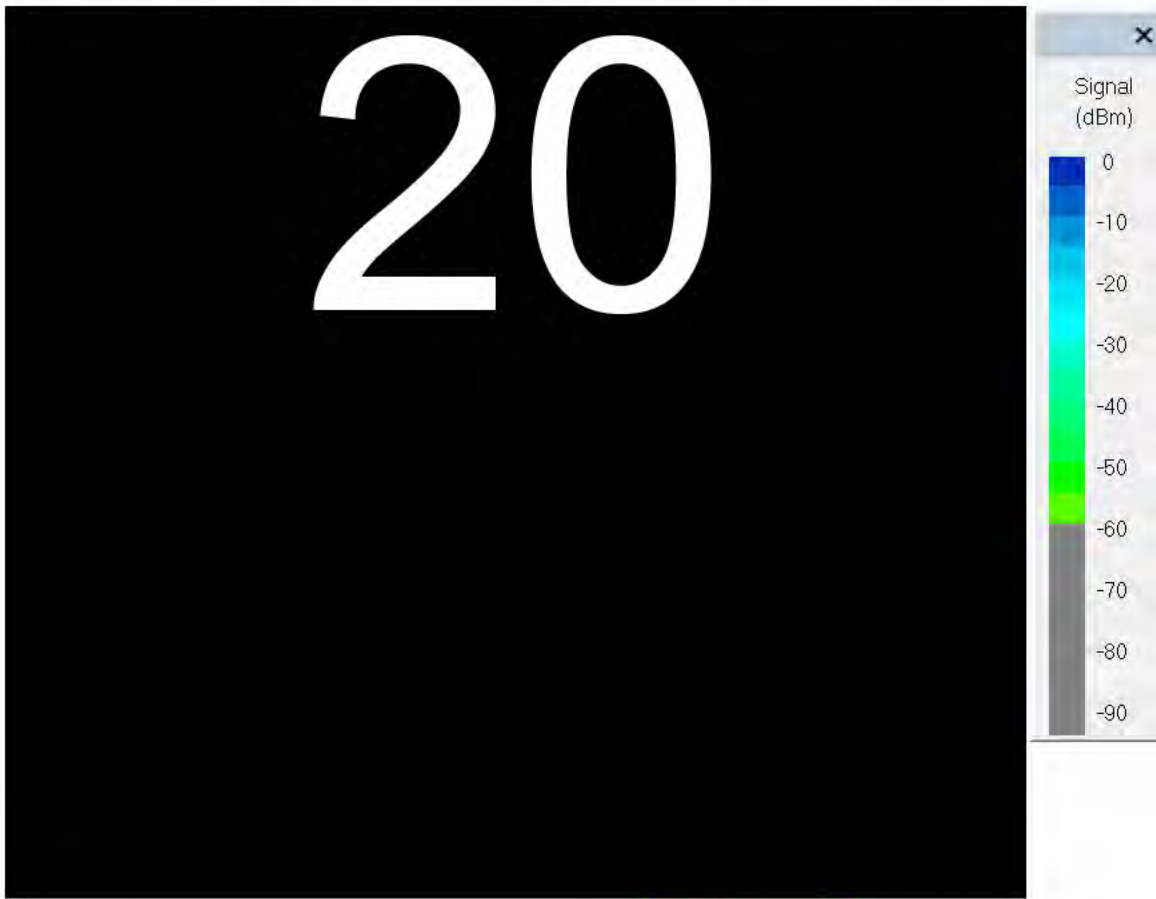
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## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the Aps. **Any 2 tier locations with Aps should be hung 5ft from ceiling.** Note: this is a predictive survey and is not 100% accurate. **NOTE: Total AP count for site 84.**

The Map displayed will be the same layout for G Building as well as H1, H2, H3, M4, H5, AND H6 Building. The buildings are 2 tiers and house 136 personal per unit. 56 total for site.

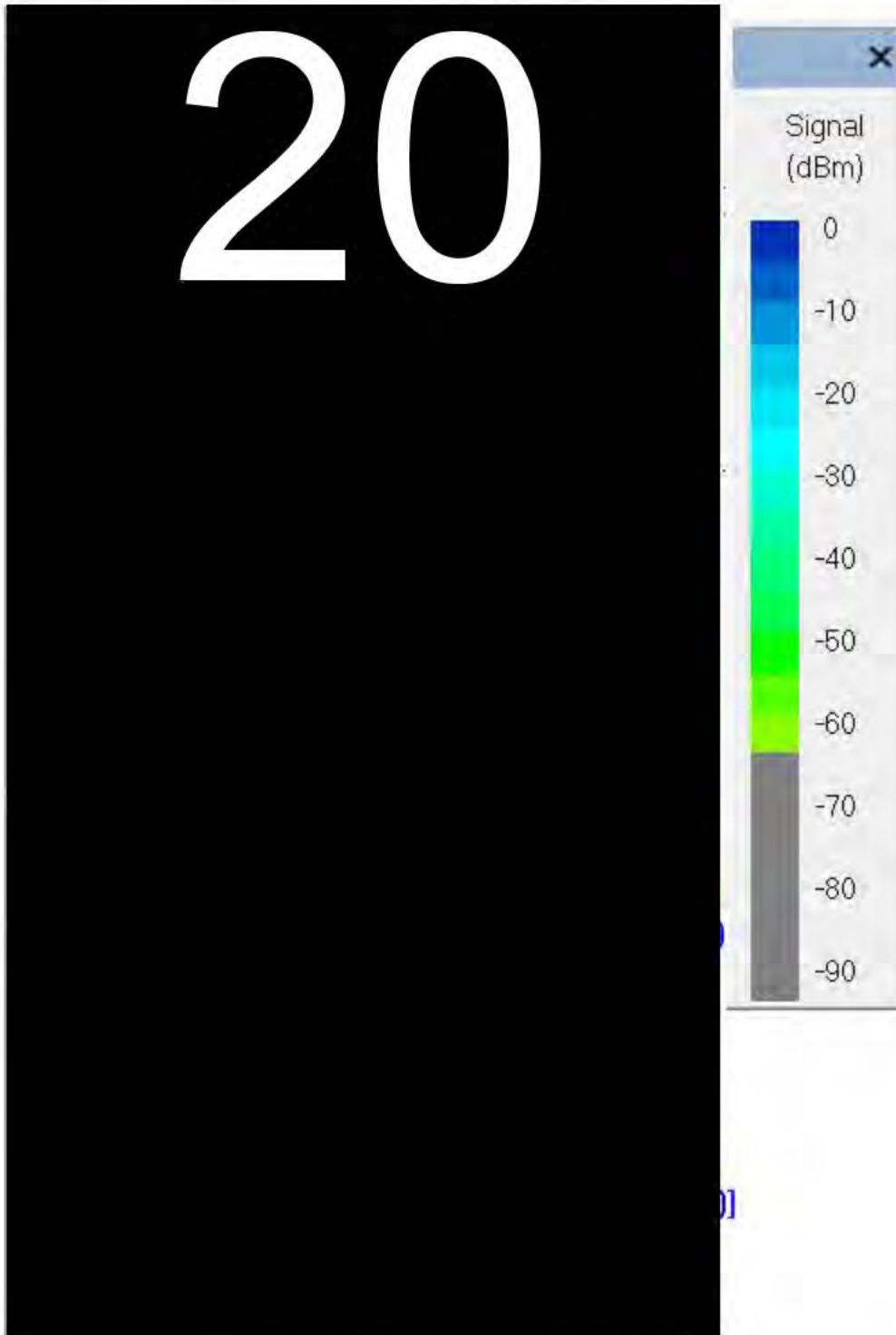


hannels

Selected APs 16

## F building

6 Aps for south and 12 Aps for North. 18 Total Aps for these 2, 2 tier buildings.



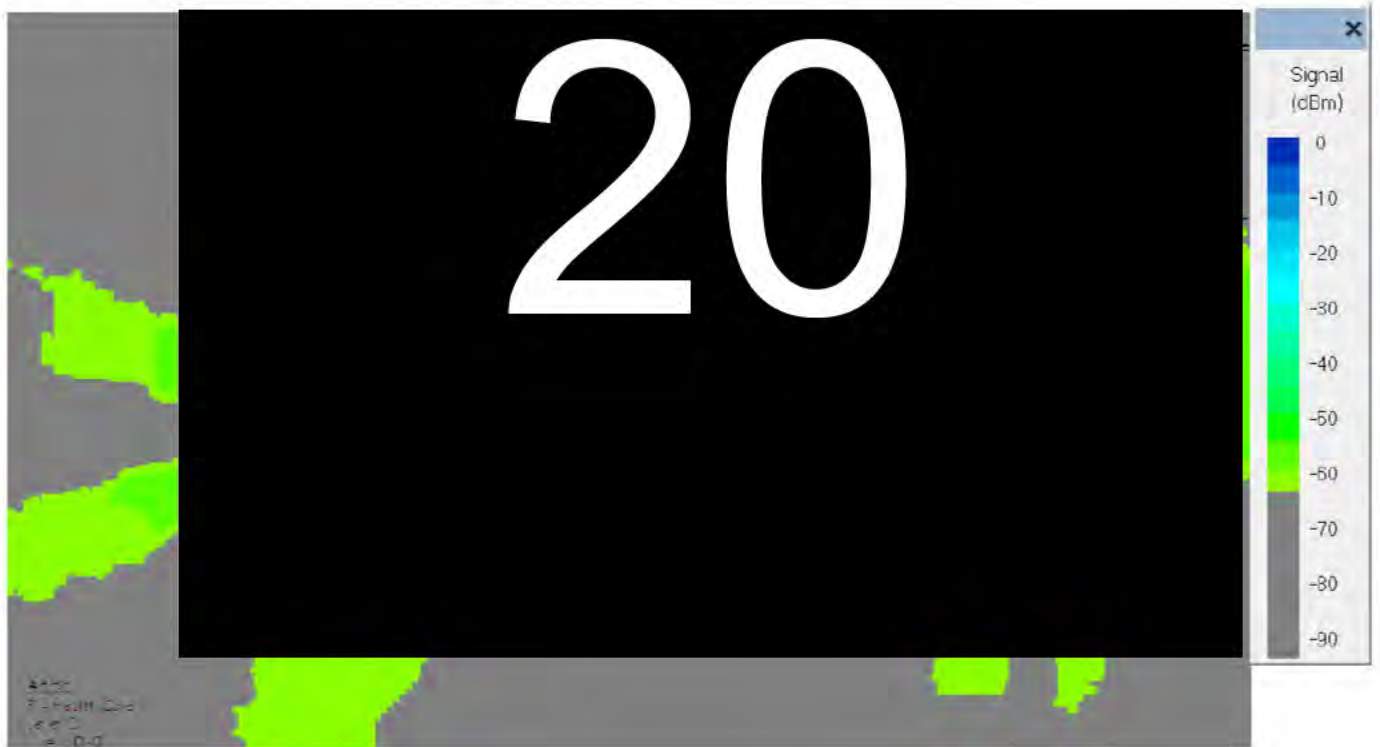
## Wellness

2 Aps total to cover gym style area.



## Health care

Coverage medical area with 6 total Aps.



# Outside

Outside coverage 1 AP on H1 and 1 on H2



Coverage areas

G Building as well as H1, H2, H3, M4, H5, AND H6 Building

Sleeping areas.



20

3 Typical

20

is Typical

20

g Typical



20

g Tymiński

20

Typical

H4AB

20

is Typical.

20

§ Typical

20

Typical

## Wellness



20

S000  
S - General Wellness  
1" = 10'-0"

## Healthcare

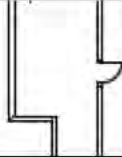


20

S000  
R - Health Care  
Level 2  
1" = 10'-0"

# North and South

SECOND FLOOR PLAN - NORTH & SOUTH  
SCALE: 3/32" = 1'-0"



# North and South 2<sup>nd</sup> FL

SCISSORLIFTING 2<sup>nd</sup> FLOOR NORTH & SOUTH  
SCALE: 3/32" = 1'-0"

① SCISSORLIFT PLAN - SOUTH  
SCALE: 3/32" = 1'-0"



② SCISSORLIFT PLAN - NORTH  
SCALE: 3/32" = 1'-0"



## Washington State Penitentiary, WA Predictive Heat mapping

### Purpose

6/16/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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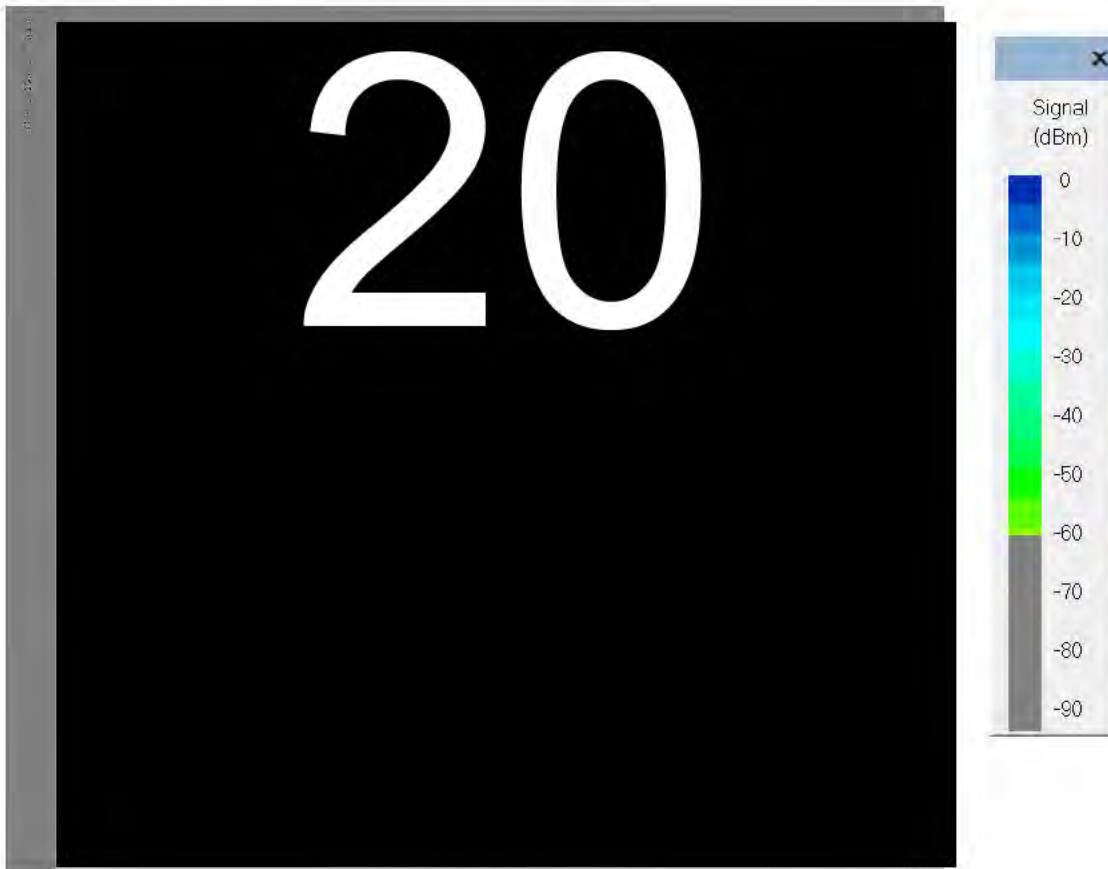
## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for Delta, Echo, Fox, and Golf Unit. Victory, and William Unit. 6, 8, and 10 Unit. Adam, Baker, and Rainer Unit. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 to 3 tier and will need to adjust height on AP. **NOTE: Total AP count for site 197.**

### Adam, Baker, and Rainer Unit

3 levels open center. 2APs per dorm 6Aps per unit 18Aps total.



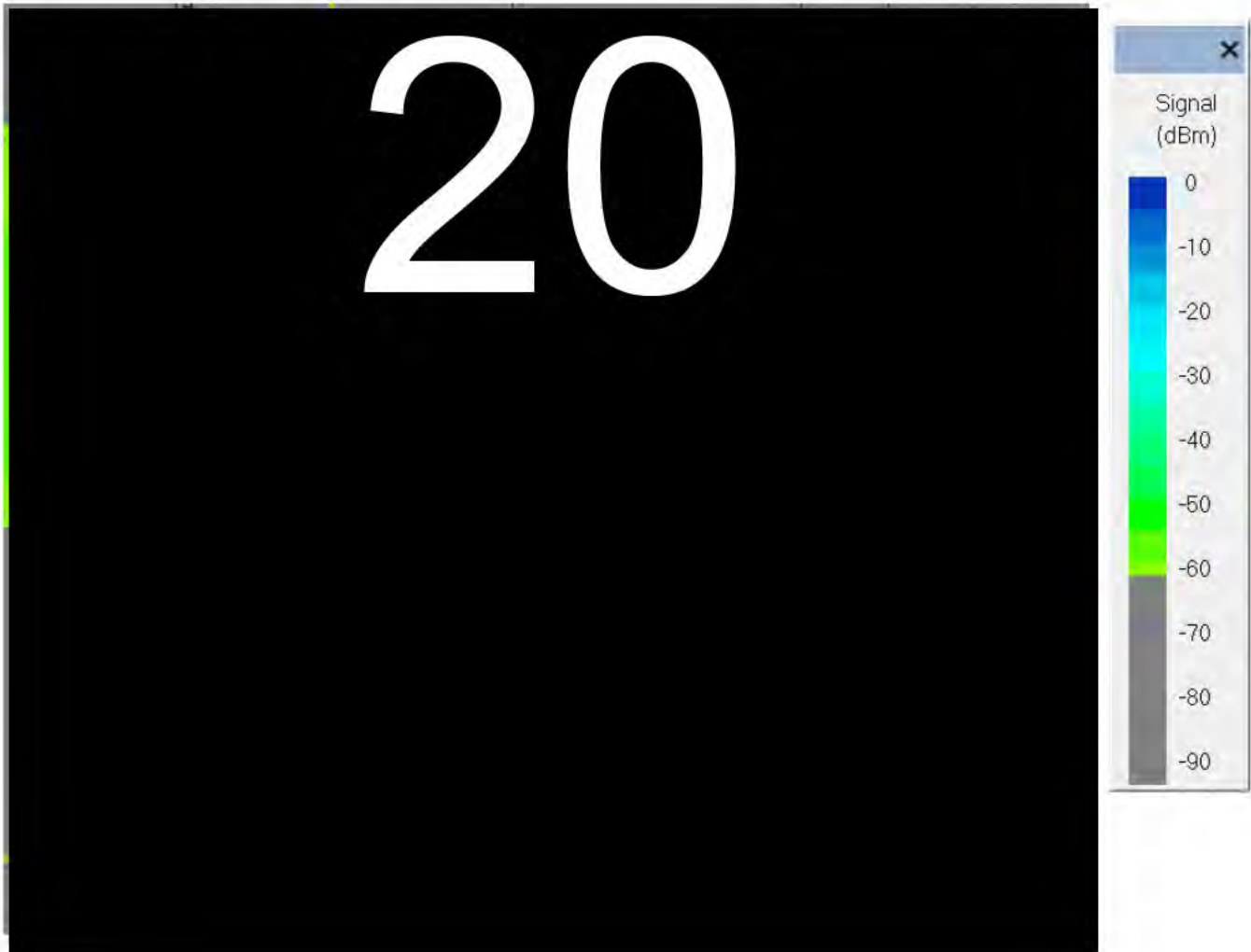
## Delta, Echo, Fox, and Golf Unit

2 tier building with 5 AP per wing (West and East) with outdoor area. 12 total Aps per Unit 2 outside. 5ft hanging from ceiling 2 outdoor directional to cover rec area. 48Aps total for all 4 units



## Victory & Williams

2 tier building with 4 AP per wing (North and South) with outdoor area. 10 total Aps per Unit 2 outside. 5ft hanging from ceiling 2 outdoor directional to cover rec area. 20 Aps total for all 2 units



## 6 Unit

3 tier building with 5 AP per side, 2 up top, 1 in middle, and 2 below with open area. 12 total Aps for building to include 2 in Dayroom.

# 20



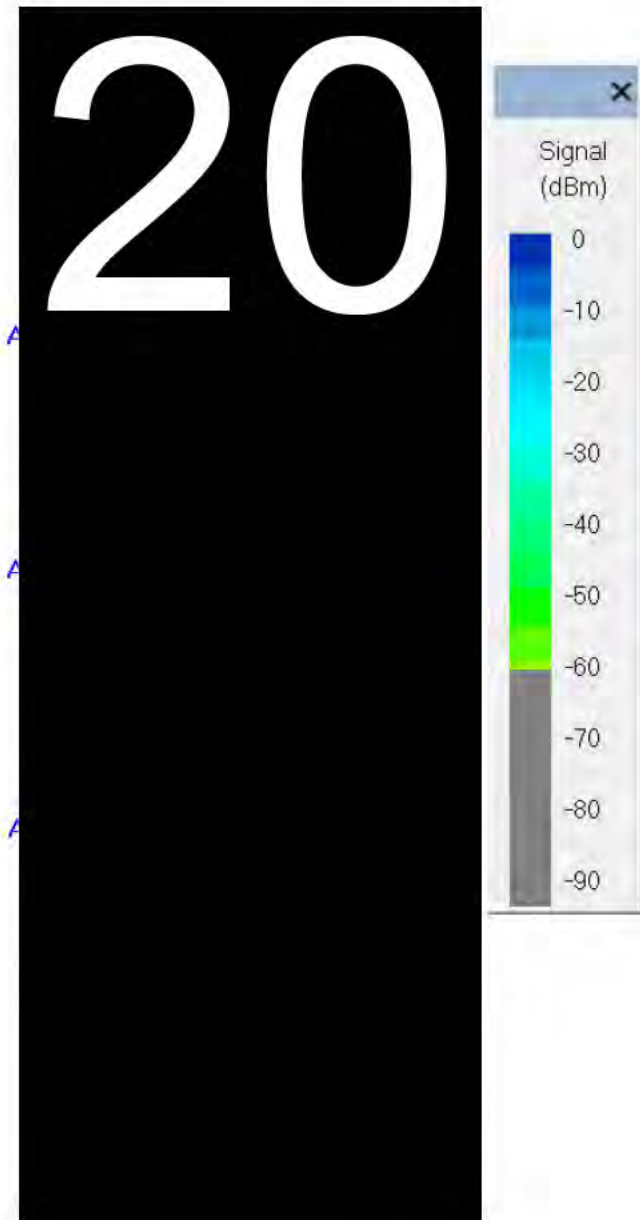
## 8 Unit & 7 Unit

3 tier building with 5 AP per side with open area, 2 up top, 1 in middle, and 2 below with open area.  
2 Aps 1 per dayroom. 12 total Aps for building.



## 10 Unit

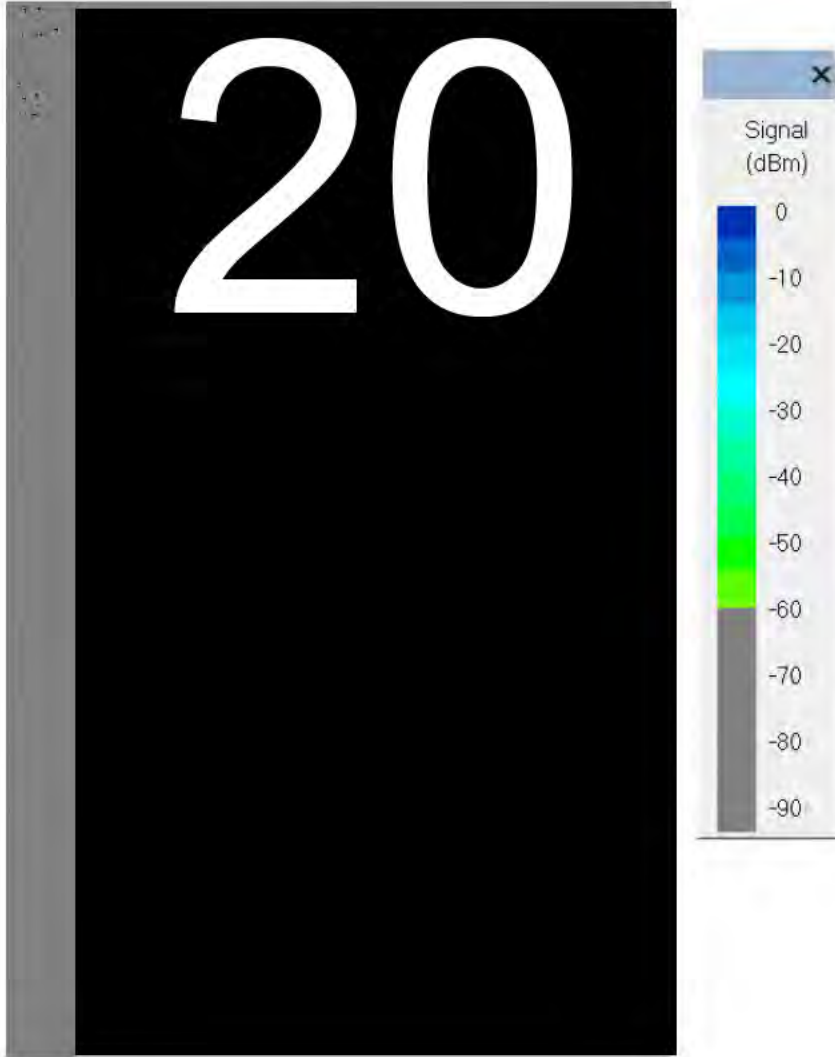
2 tier for one area and a 1 tier building with 3 AP per wing (6 wings) with open area and 2Aps for dayroom 20 total Aps for building





## IMU

2 tier and outdoor cover areas. 4 Aps for West side with 3 outdoor Aps for rec. area and 4 Aps for East side with 3 outdoor Aps for rec. area. will be hung with 5ft of conduit and rec. area will be mounted on wall. 1 Ap just outside rec. area in hallway. 15 total Aps for building.



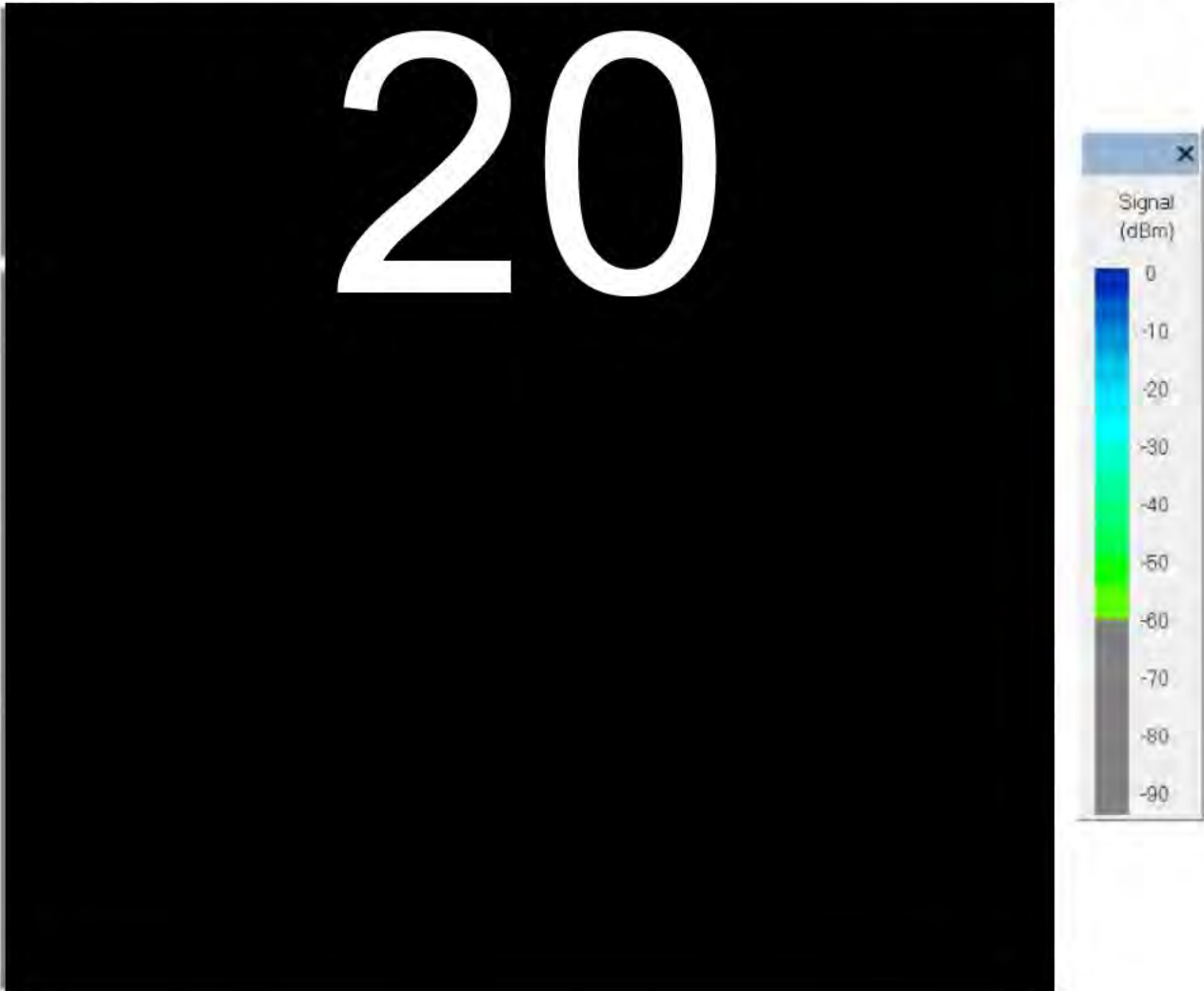
## Admin Section

2 tiers with 2 Aps per Pod 6 per building will be hung with 5ft of conduit. Pod 1 A, B, C, Pod 2 D, E, F, and Pod 3 F, G, and H. 18 total Aps for building.



## Health Services

1 level with 2-3 Aps per Wing and will be mounted in center on ceiling. 12 total Aps for building



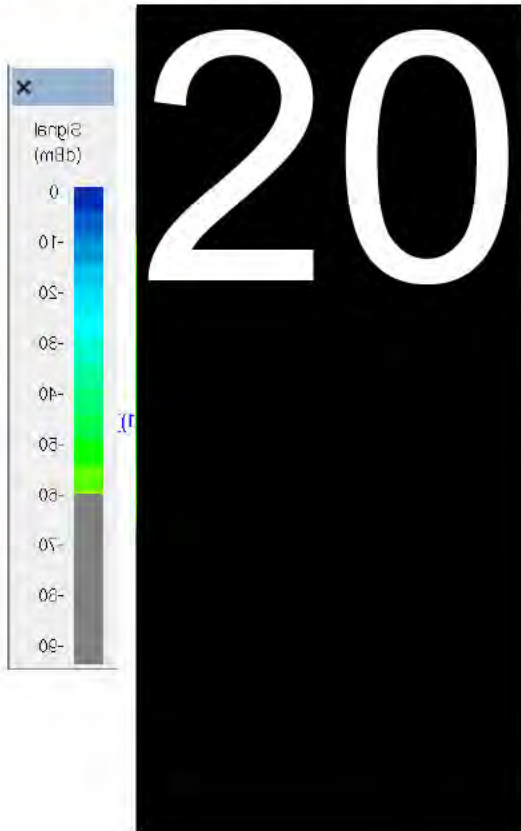
## Activities Center

1 level with 4 Aps will cover multiple rooms and mounted in the center of each room. 4 total Aps for building



## Gym B-80

1 level with 2 Aps to cover the whole court and will be mounted on wall. 2 total Aps for building



## K-81 Recreation

1 level gym 2 Aps total



## Outdoor yards

5-yard areas with 2 Aps per yard area dayroom. 10 total Aps for all yard coverage.



## Outdoor Airfiber for coverage



Coverage areas

Adam Unit

Living area, day rooms



Unit - First Floor

2<sup>nd</sup> Floor



Unit - Second Floor



Water - 2nd Floor

## Baker Unit



Water - First Floor

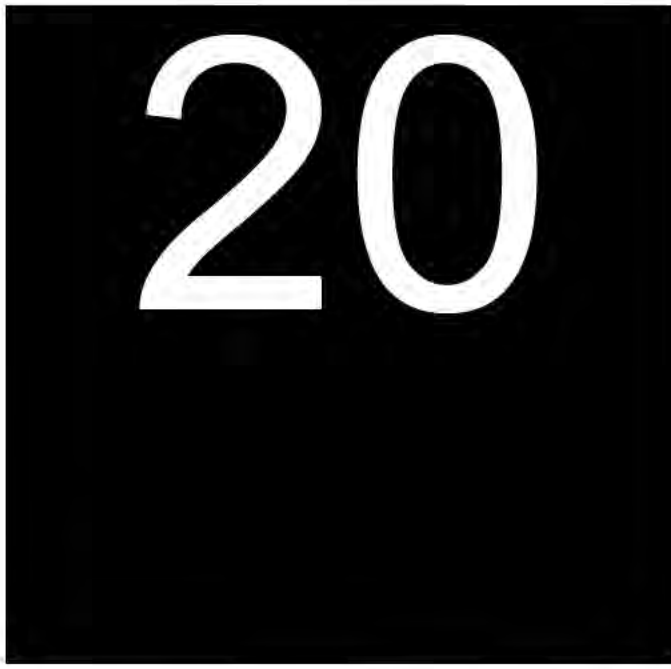
## 2<sup>nd</sup> Floor





3rd Floor Unit - Second Floor

3<sup>rd</sup> Floor



3rd Floor Unit - Third Floor

3<sup>rd</sup> Floor

## Rainer Unit



Unit - First Floor

## 2<sup>nd</sup> Floor



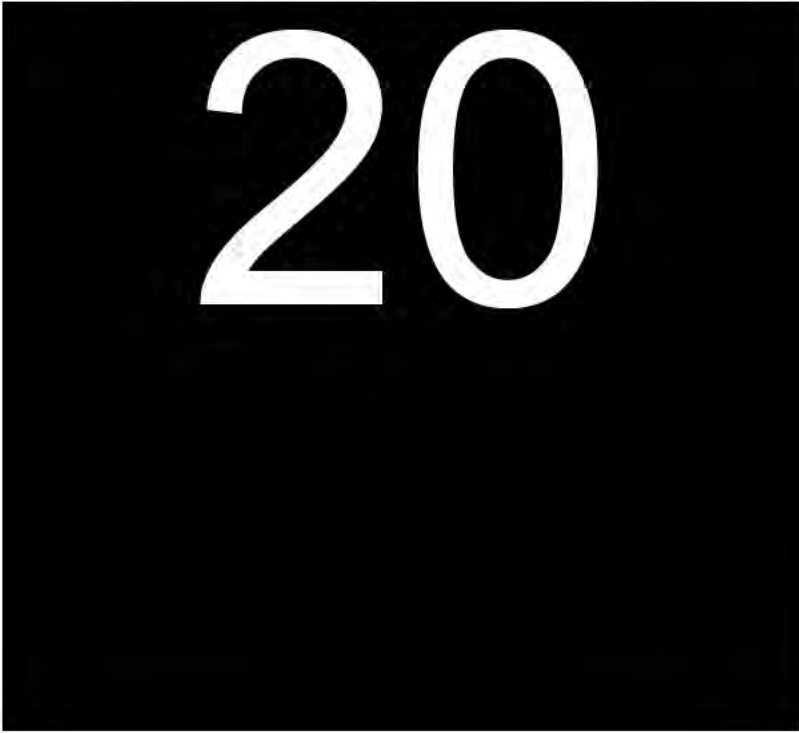
General Living Units - Second Floor



Small text label, possibly a legend or key, located below the black square.

## Victor Unit

Living area and day room



2<sup>nd</sup> Floor



# William Unit

Living area and day room



20

2<sup>nd</sup> Floor



20

# Delta Unit

Living area and day room



05/20/2019 10:00 AM  
Delta Unit 2000

2<sup>nd</sup> Floor



05/20/2019 10:00 AM  
Delta Unit 2000

P-25419 000230

# Echo Unit

Living area and day room



20

2<sup>nd</sup> Floor



20

# Fox Unit

Living area and day room



10/20/2019 10:00 AM  
Fox Unit 20, 2019

## 2<sup>nd</sup> Floor



10/20/2019 10:00 AM  
Fox Unit 20, 2019

P-25419 000232





## 6 Unit

Living area and day room



20

2<sup>nd</sup> Floor



20

3<sup>rd</sup> Floor



20

8 Unit

Living area and day room



20

2<sup>nd</sup> Floor



3<sup>rd</sup> Floor



## 10 Unit

Living area and day room

2<sup>nd</sup> Floor

20

3<sup>rd</sup> Floor

20

# Activities Center

Living area and day room



WSP  
S-80 Home Activities Center - 1st Floor  
Scale: 1" = 1'-0"

# Gym B-80

1<sup>ST</sup> Floor



WSP  
S-80 Home Activities Center - 1st Floor  
Scale: 1" = 1'-0"



## Admin Section

Pod1-A, B, C, Pod 2-D, E, F, Pod 3-G, H, I



## Health Services

1<sup>ST</sup> Floor





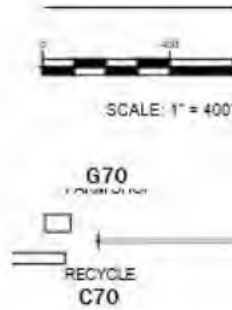
## K-81 Recreation

gym



20

## Outdoor Coverage



# 20

## Coyote Ridge Corrections Center, WA Predictive Heat mapping

### Purpose

5/19/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for Camas and Sage but are no located on main campus. B, C, D, E, F, G, H, and I Unit are on main campus. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 tier and will need to adjust height on AP. **NOTE: Total AP count for site 133.**

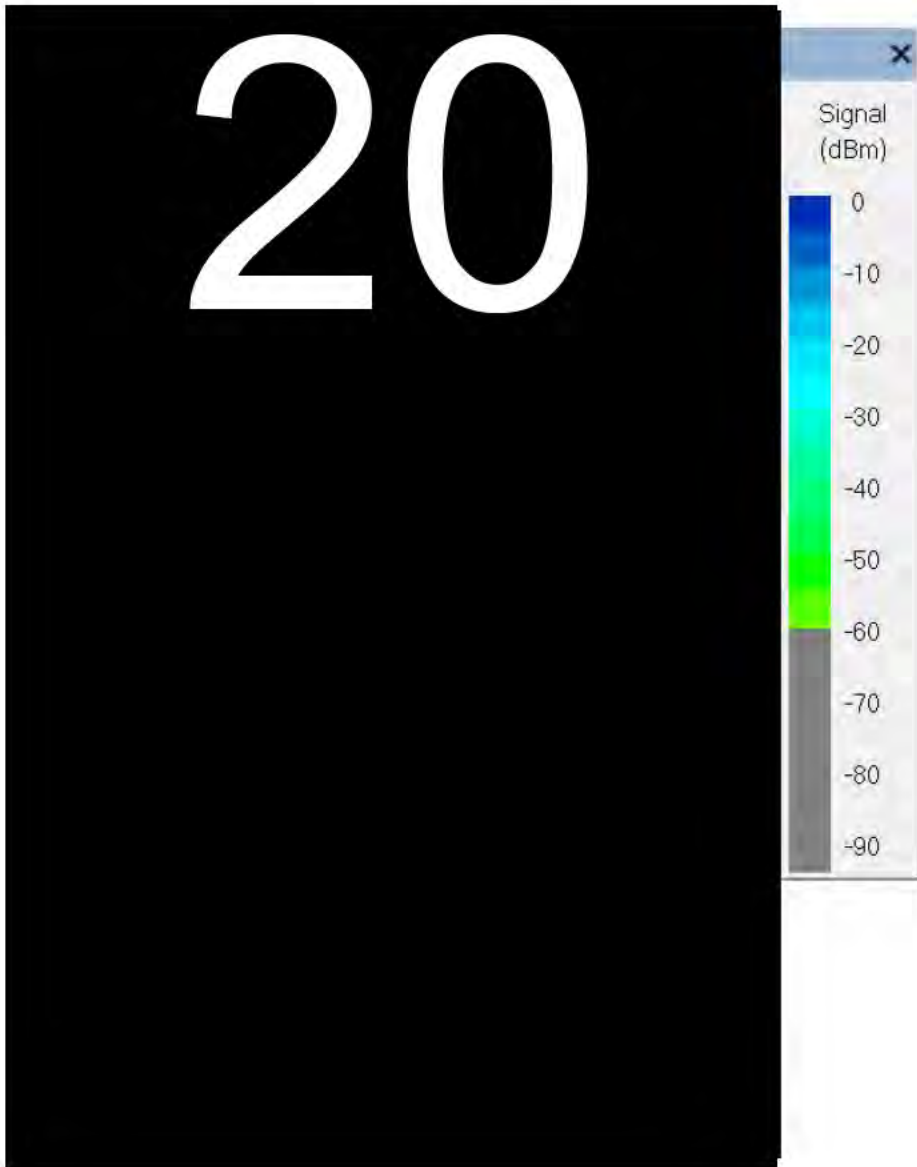
### B, C, D, E, F, G, H, & I Unit

2 Tier open center 4 APS per side 8 Aps per building, with 5 ft hanging from ceiling.64APs in total.



## Camp Unit Cama & Sage

1 level building with 1-2 AP per wing depending on open area or rooms. 1 AP per in day room. 12 APs for Sage and 12 APs for Camas with a total of 24 APS.



## A-Unit Seg

1 level 2 with 6AP's per wing with 5 wings and 3 in round about. Total of 33Aps in Seg unit.



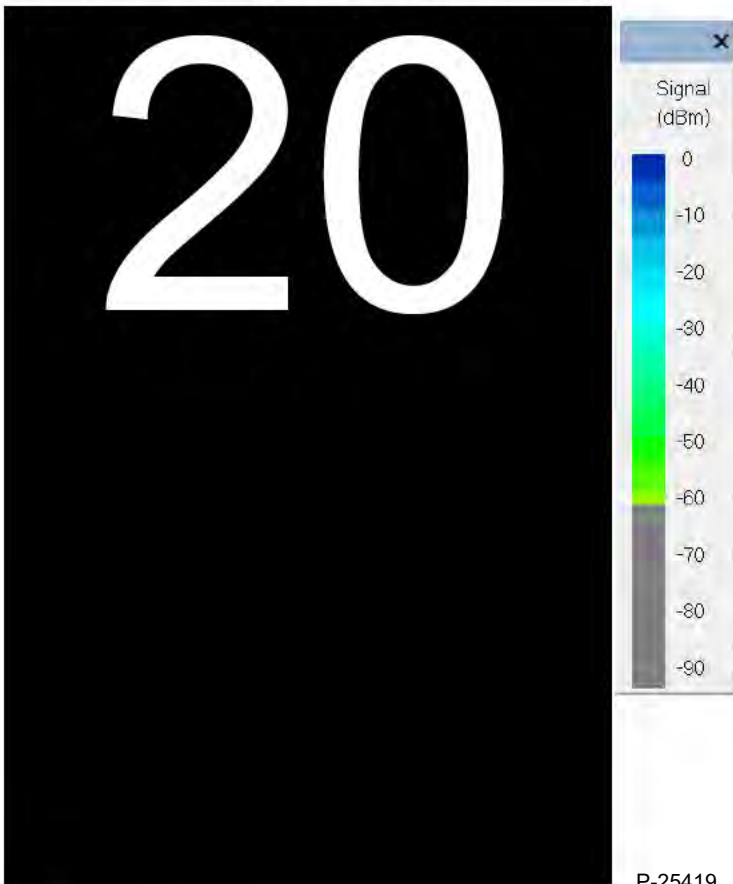
## J-Unit

1 level 2AP's to cover gym are. Total of 2Aps in J unit.



## Services Gym

1 level 2AP's in gym area and 1AP in rec are. Total of 3AP's.

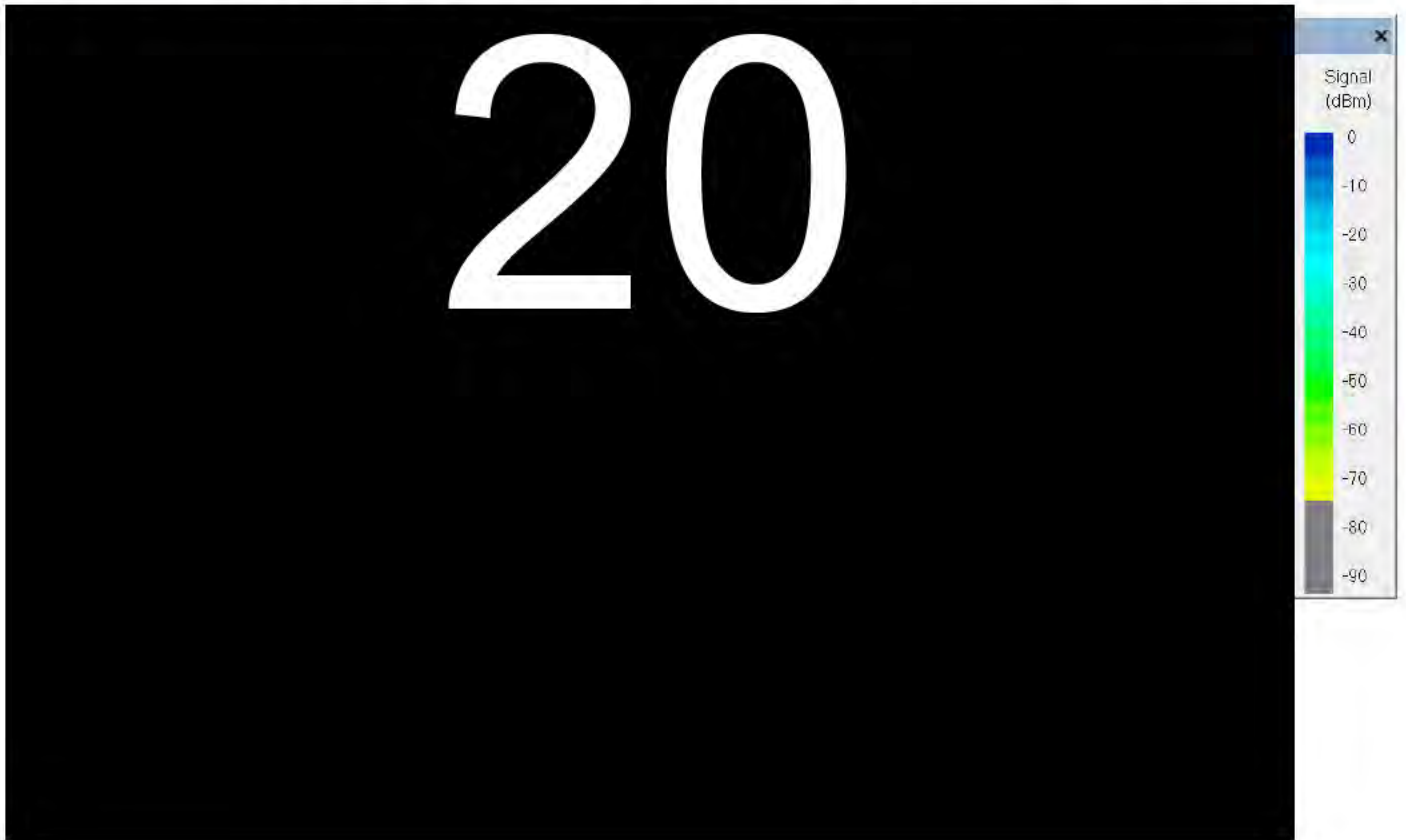


P-25419 000248



## Outdoor Area

Rec area coverage 3 for Camp yard and 4 for main unit. Total of 7Aps for outdoor facility.



**Coverage areas**

Living area, day rooms

**B-Unit**

1<sup>st</sup> level of tier



20

B-Unit 2<sup>nd</sup> level of tier



20

## C-Unit

1<sup>st</sup> level of tier



20

C-Unit 2<sup>nd</sup> level of tier



20

**D-Unit**

1<sup>st</sup> level of tier



20

D-Unit 2<sup>nd</sup> level of tier



20

**E-Unit**

1<sup>st</sup> level of tier



20

E-Unit 2<sup>nd</sup> level of tier



20

**F-Unit**

1<sup>st</sup> level of tier



20

---

F-Unit 2<sup>nd</sup> level of tier



20

**G-Unit**

1<sup>st</sup> level of tier



20

G-Unit 2<sup>nd</sup> level of tier



20

## H-Unit

1<sup>st</sup> level of tier



20

H-Unit 2<sup>nd</sup> level of tier



20



# I-Unit

1<sup>st</sup> level of tier



20

I-Unit 2<sup>nd</sup> level of tier



20

## Camas

Living area and day room

This area is a double unit with 8 wings.



20

## Sage

Living area and day room

This area is a double unit with 8 wings.



20

## A-Unit Seg House

Living area and day room

This area is a single level with 5 wings.



# 20

CRCC - BUILDING A

Scale 3/32" = 1'-0"

Recreation

Gym style area.



20



20

JBLDG-CRCC  
3/32" = 1'-0"

CRDC  
Private Services / Gym  
17-20-07

20

# Outside Rec Areas

Field areas.



## OYOTE RIDGE CORRECTIONS CENTER SITE PLAN

### BUILDING LEGEND:

- MAIN CAMPUS
- A SEGREGATION HOUSING
- B MEDIUM SECURITY HOUSING
- C MEDIUM SECURITY HOUSING
- D MEDIUM SECURITY HOUSING
- E MEDIUM SECURITY HOUSING
- F HYBRID HOUSING
- G HYBRID HOUSING
- H HYBRID HOUSING
- I HYBRID HOUSING
- J RECREATION
- K CHAPEL
- L FOOD SERVICE & MENTAL HEALTH
- M INMATE PROGRAMS
- N INTAKE, DISCHARGE & VISITING
- O NOT USED
- P CORRECTIONAL INDUSTRIES
- Q MAINTENANCE & CLEAN ROOM
- R VEHICLE SALLY PORT
- S OUTSIDE ADMINISTRATION
- T INFORMATION TECH
- U SWITCHGEAR - WATER TREATMENT
- V WAREHOUSE
- W OBSERVATION POST
- MINIMUM CAMP
- 1 WEST UNIT HOUSING
- 2 EAST UNIT HOUSING
- 3 WAREHOUSE
- 4 ADMINISTRATION
- 5 DINING - SEGREGATION
- 6 FOOD STORES WAREHOUSE
- 7 HEALTH SERVICES
- 8 CHAPEL
- 9 SECURED HOUSING
- 10 INMATE SERVICES
- 11 GYMNASIUM
- 12 PARKING
- 13 VISIT DUPLEX
- 14 PHEASANT FARM
- 15 VISIT BARN
- 16 TRAINING CENTER
- 17 GREENHOUSES
- 18 IT - TOOL ROOM
- 19 POTATO STORAGE



MINIMUM CAMP

GRAPHIC SCALE



SCALE: 1" = 50'

## **Airway Heights Corrections Center, WA Predictive Heat mapping**

### **Purpose**

9/21/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.



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- Airway Heights Corrections Center, WA Predictive Heat mapping ..... 1
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- M-Unit .....12
- R-Unit .....13
- T-Unit.....14
- C6 Gym-Unit .....15
- D5 Healthcare .....16
- Building E- Programs .....17
- Building D3- Seg .....18
- Outdoor Coverage .....19

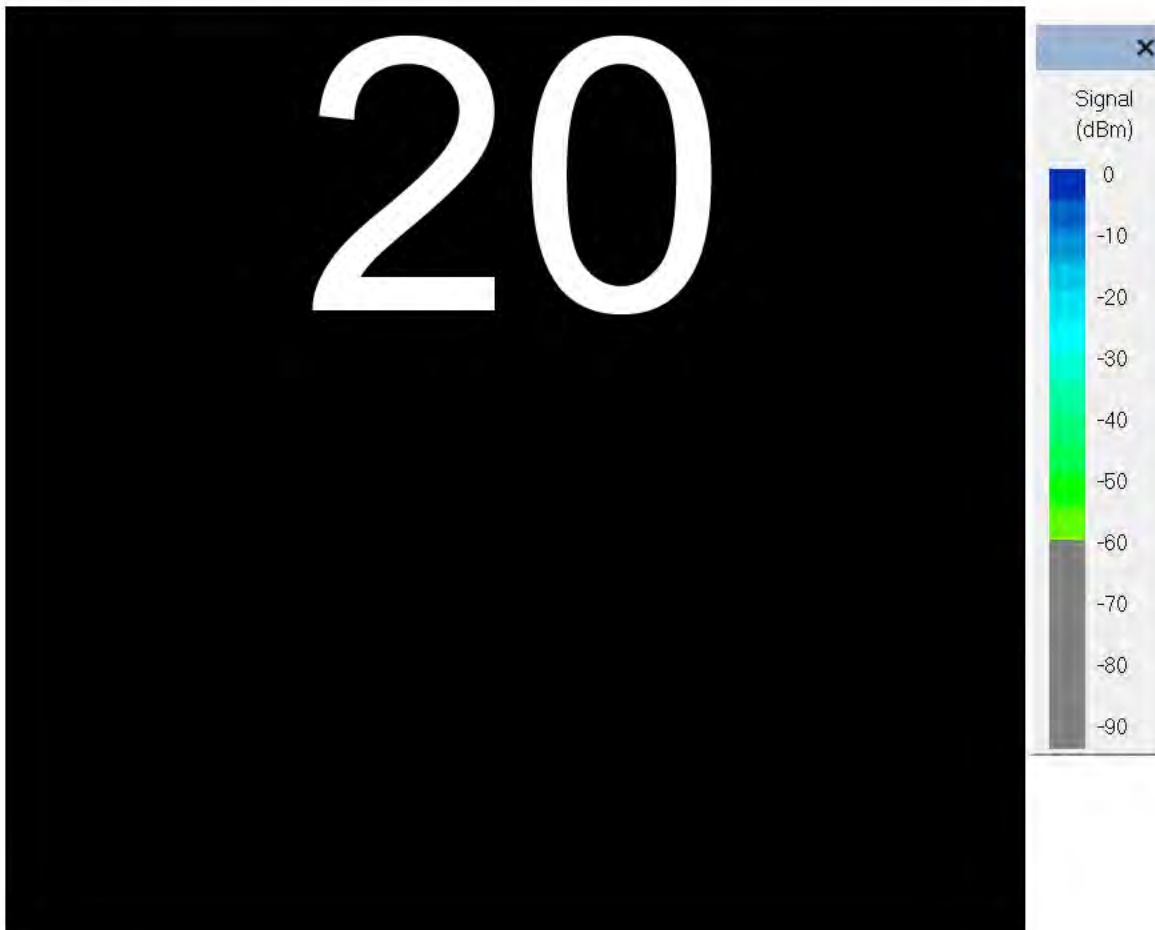
## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for C4 and C5 but are no located on main campus. K, L, M, N, T and C6 Unit are on main campus. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 tier and will need to adjust height on AP. **NOTE: Total AP count for site 100.**

### K, L, M, N, R, & T Unit

2 Tier open center 4 APS per side 8 Aps per building, with 5 ft hanging from ceiling.48 APs in total.



C4& C5

1 level building with 1-2 AP per wing depending on open area or rooms. 1 per day room 113 APs for C4 and 13 APs for C5 with a total of 22 APS.



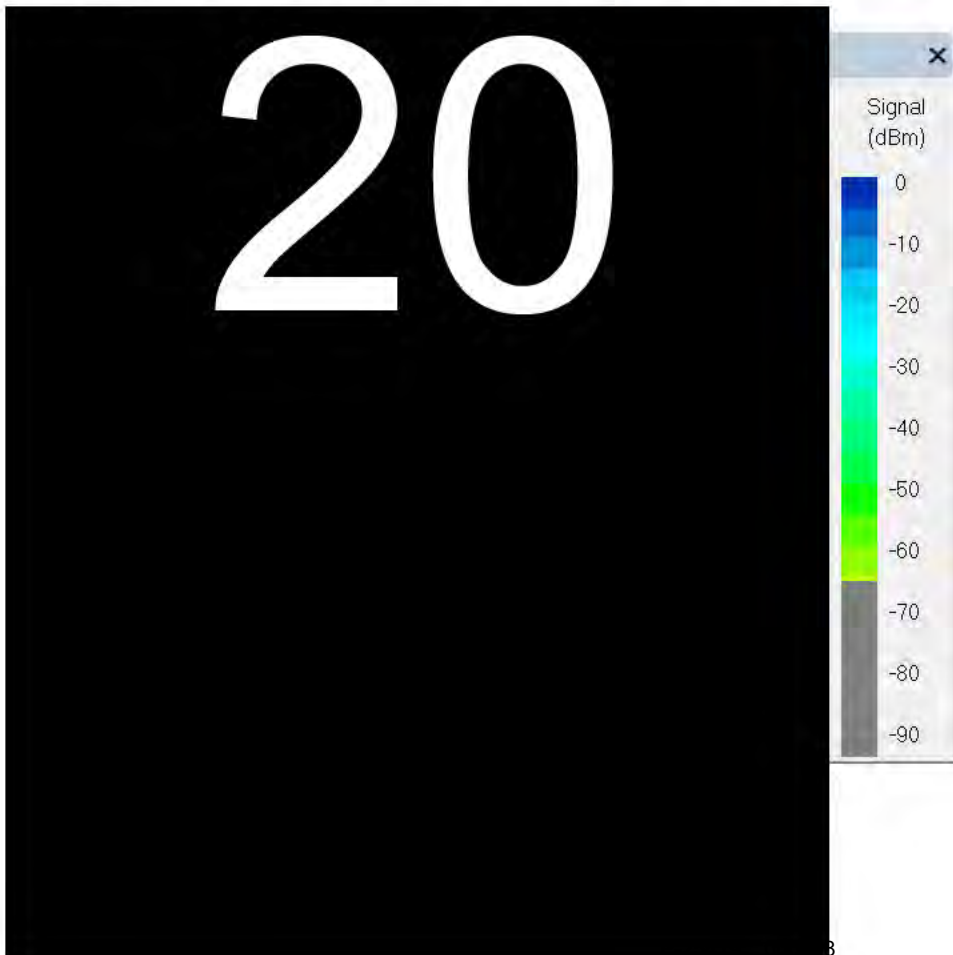
## C6 Gym

Gym area and classrooms with total of 5 APs in building.



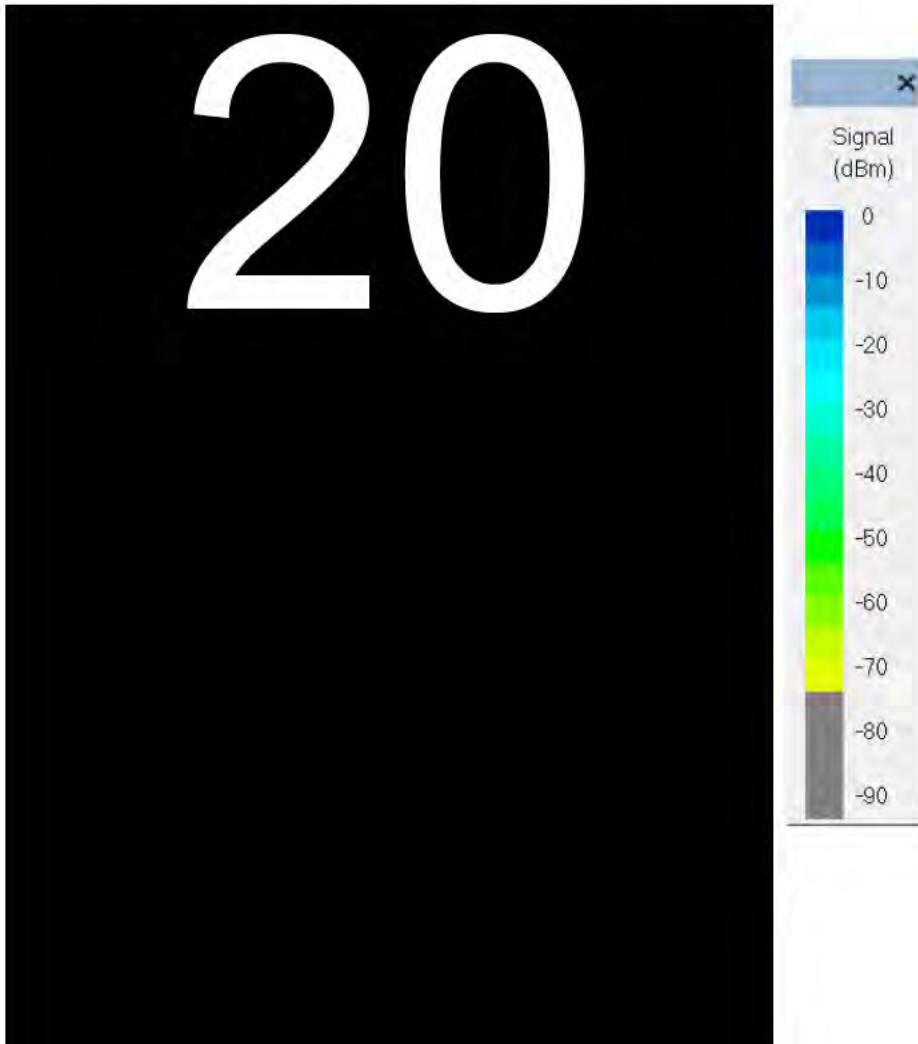
## D3 Seg unit

Seg area will have 2 Aps per wing with 1 AP in rec area per side. total of 6 APs in building.



## D5 Healthcare/Infirmiry

Medical area with 4 APs and 1 AP outdoor area. with total of 5 APs in building.



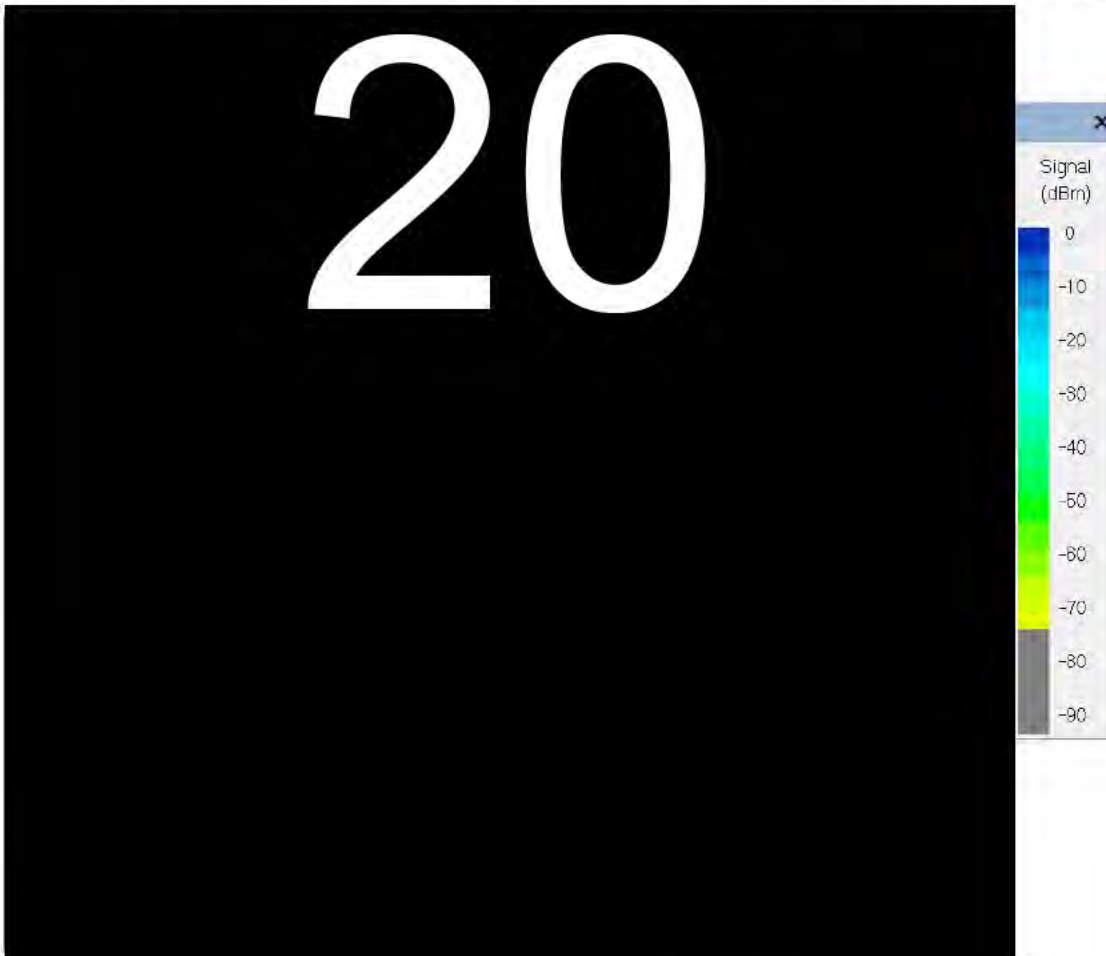
**Building E - Programs**

Gym area with total of 2 APs in building.



**Outdoor**

Rec areas will be covered that was designated. with total of 6 APs for outdoor areas.



**Coverage areas**

Living area, day rooms

**C4 & 5-Unit**

1<sup>st</sup> level of tier



20

C4 & C5 complete unit



20

# N-Unit

1<sup>st</sup> level of tier



20

N-Unit 2<sup>nd</sup> level of tier



20



## K-Unit

1<sup>st</sup> level of tier



20

e.l.l.  
1-20

K-Unit 2<sup>nd</sup> level of tier



20

## L-Unit

1<sup>st</sup> level of tier



20

L-Unit 2<sup>nd</sup> level of tier



20

M-Unit

1<sup>st</sup> level of



20

1  
20

M-Unit 2<sup>nd</sup> level of tier



20

## R-Unit

1<sup>st</sup> level of tier

A black rectangular sign with a white vertical bar on the left side. The number '20' is written in large, white, sans-serif font in the center of the black area.

20

R-Unit 2<sup>nd</sup> level of tier

A black rectangular sign with a white horizontal bar at the top. The number '20' is written in large, white, sans-serif font in the center of the black area.

20

## T-Unit

1<sup>st</sup> level of tier



20

T-Unit 2<sup>nd</sup> level of tier



20

20

20

# Building E- Programs

1<sup>st</sup> level



# 20

AHCC  
Building E - Program Activities  
Scale: 1" = 25' 0"



## Building D3- Seg

1<sup>st</sup> level tier



AHEC  
Building D3 - Administrative Segregation  
Scale: 1" = 25'-0"

D3-Seg 2<sup>nd</sup> level of tier



## Outdoor Coverage

Rec areas



20

## Monroe Correctional Complex, WA Predictive Heat mapping

### Purpose

9/21/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

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SOU E-Unit.....26

SOU F-Unit.....27

SOU H-Unit .....28

Outdoor Coverage .....29

## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts to cover all building in complex. Not every unit will be covered in complex area. There are 4 areas for coverage WSR, MSU, TRU, and SOU. Each area has its own entrance. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 to 4 tier and will need to adjust height on AP. **NOTE: Total AP count for site 171.**

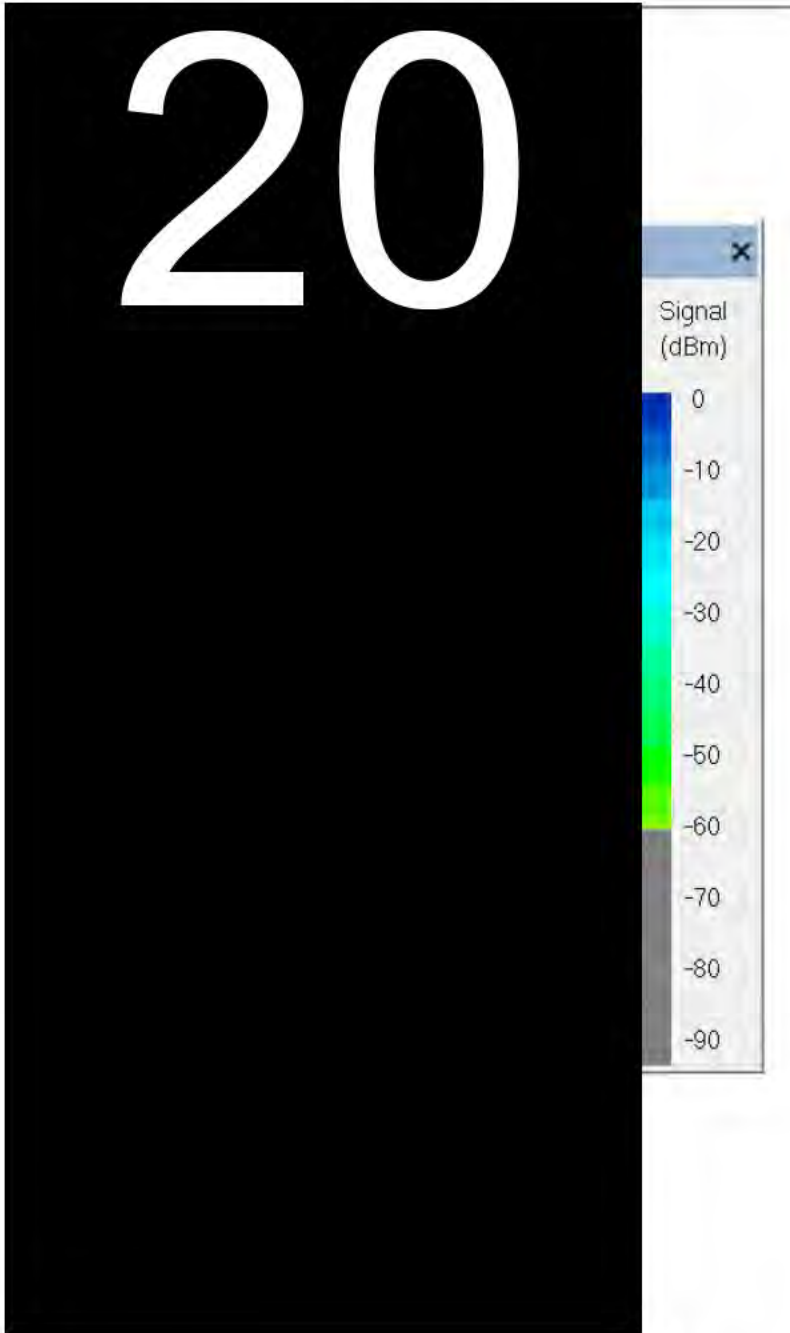
### Complexes to be coverage



20

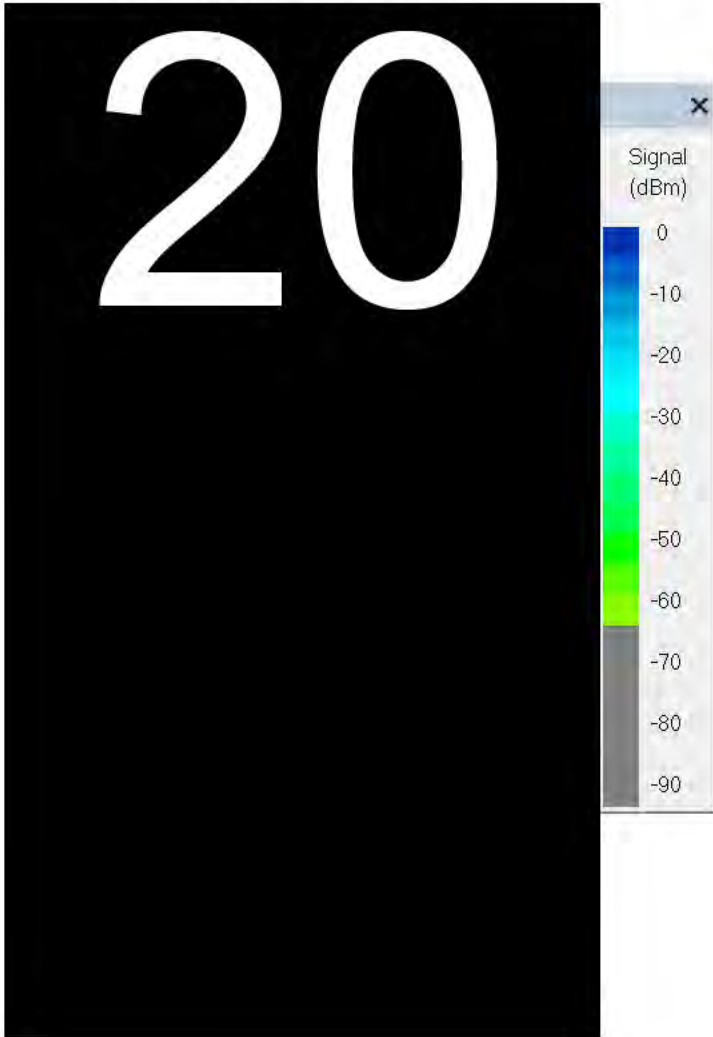
**A, B, C, D unit, A/B Dayroom C/D dayroom, and Medical Unit**

4 Tier for A, B, C, and D center 4 APS to cover 2 levels 32APS total. 2 AP per landing 8APs total. 1 AP per dayroom and 2APs total. 2 APs in Medical area 44 APs in total.



# WSRU Cell Block 3 4<sup>th</sup> Floor Hospital

APs down hallway. 5 APs in total.



## WSRU Receptions Cell Block 3 & 3A

1<sup>st</sup> tier building with 6APs for cell block 3 per row and 2 for cell block 3A building. 8 APs in total.





**MSU A/B & C/D**

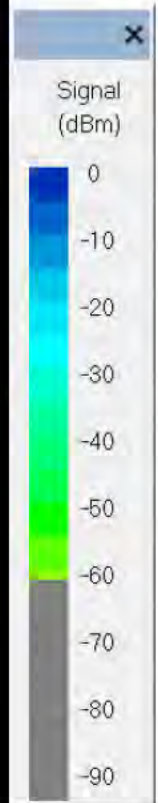
1 level building with 7APs per building. 28 APs in total.



## TRU A, B, C, & D Unit

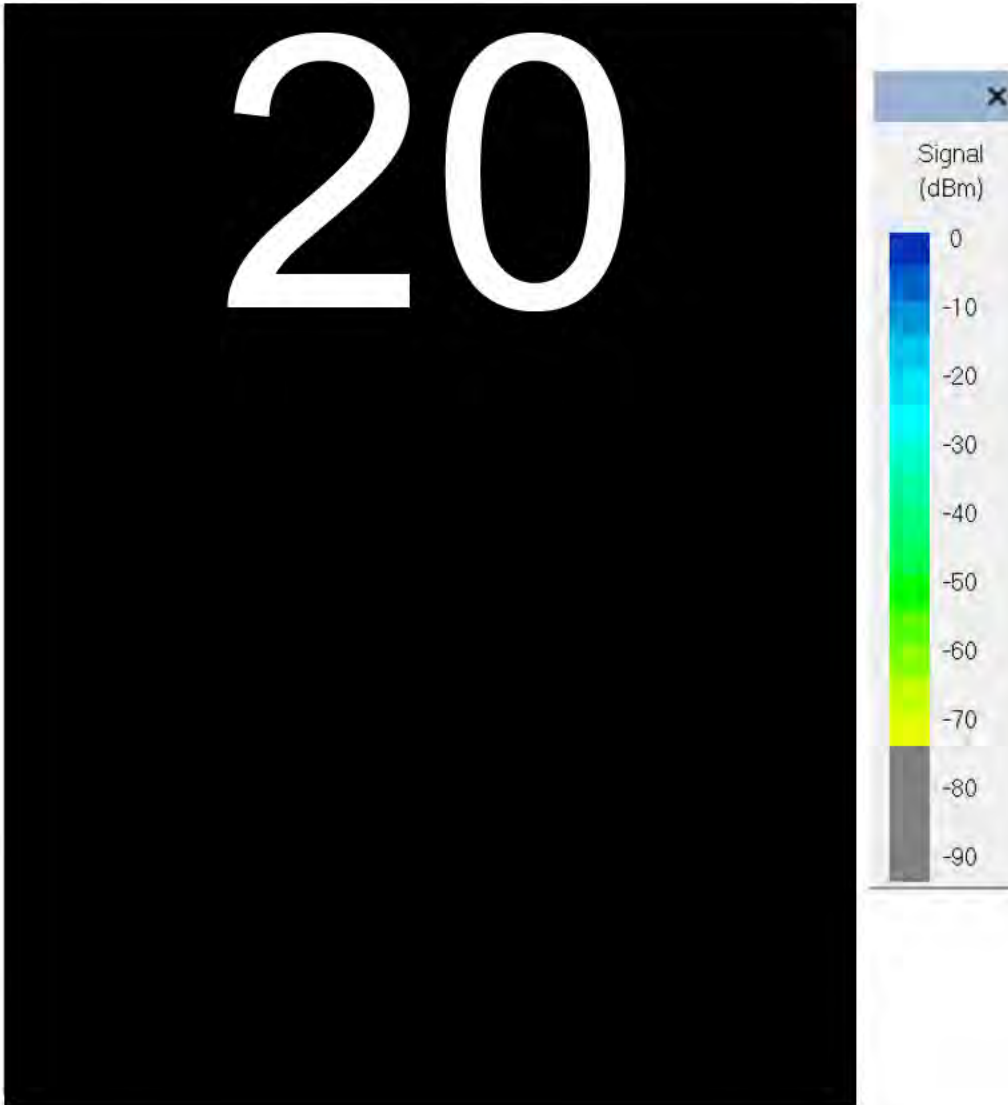
Each unit has 10 APs per building. 40APs in total.

# 20



**TRU Services**

1 AP in each Room. 2APs in total.



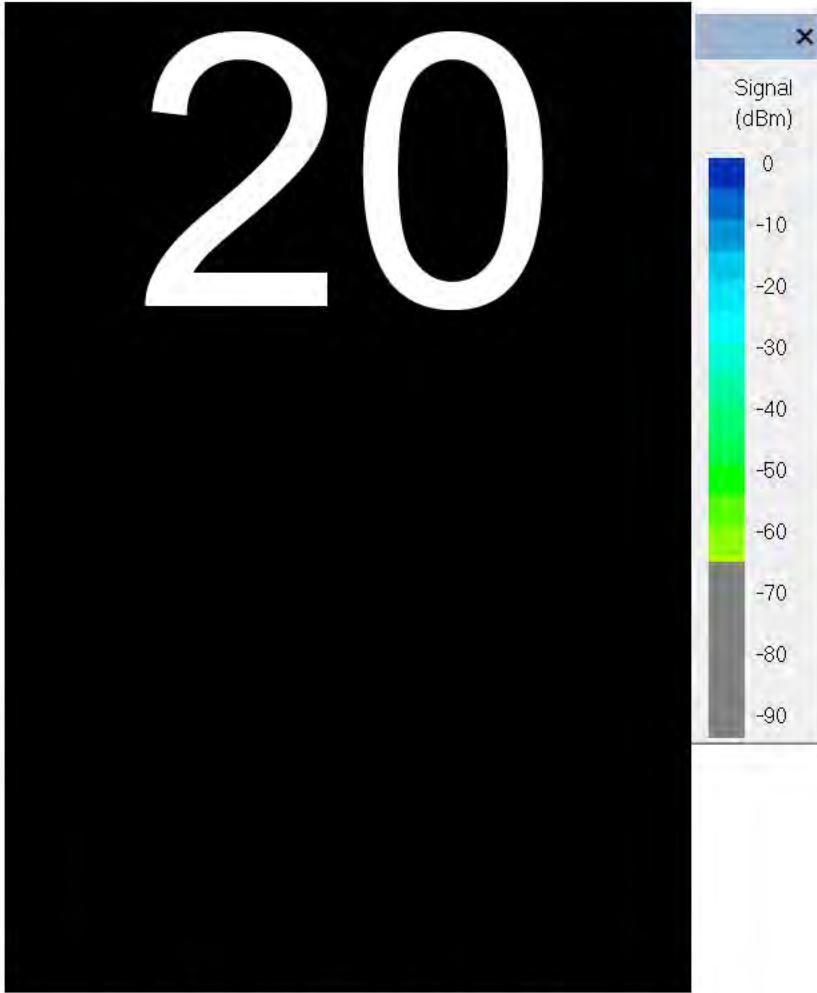
## TRU Services 5

2 AP down each hall and 1 in a room and 1 in open area. 6APs in total.

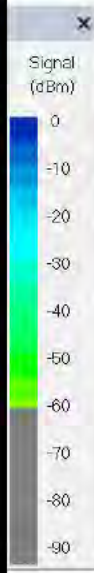


SOU E, F, & H Unit

E and F Unit each unit has 10 APs per building. 20APs in total.

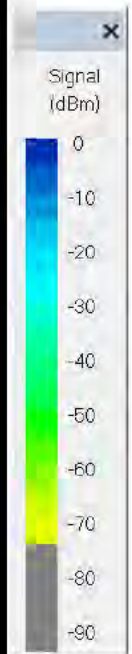


H Unit has 5 APs per building. 5APs in total



**Outdoor coverage**

Facility rec yards. 13APs in total.



20

**Coverage areas**

Living area, day rooms

**WSR- A, B, C, D with A/B & C/D Dayroom**

4 tiers for A, B, C, and D and dayroom A/B and C/D open

MCC - WSPU  
Cell Block 2 Units C & D - Tier 2

# 20

WSR -Cell 3 & 3A - A, B, C, D

1<sup>st</sup> floor

MCO - WSRU  
Reception, Cell Block 3 & 3A - Tier 1  
Scale: N.T.S.

---



# 20

WSR medical

4<sup>th</sup> floor Cell block 3

0. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100.

20

WSR Gym Hobby/Craft

1<sup>st</sup> floor

20

WSR  
Gym/Hobby/Craft  
1<sup>st</sup> - 20-0

# 20

FIGURE 10.10  
Scale: 1/4" = 1'-0"

20

Project Unit A  
Scale: 1/4" = 1'-0"

TRU A-Unit

1<sup>st</sup> level of tier

20

MCC - TRU  
Housing Units C # D - First Floor

A-Unit 2<sup>nd</sup> level of tier

20

MCC - TRU  
Housing Units A # B - Second Floor  
(Housing Units C # D Reserved)

**TRU B-Unit**

1<sup>st</sup> level of tier



MCC - TRU  
Hoisting Units C & D - First Tie  
P-25419 - 000302

B-Unit 2<sup>nd</sup> level of tier

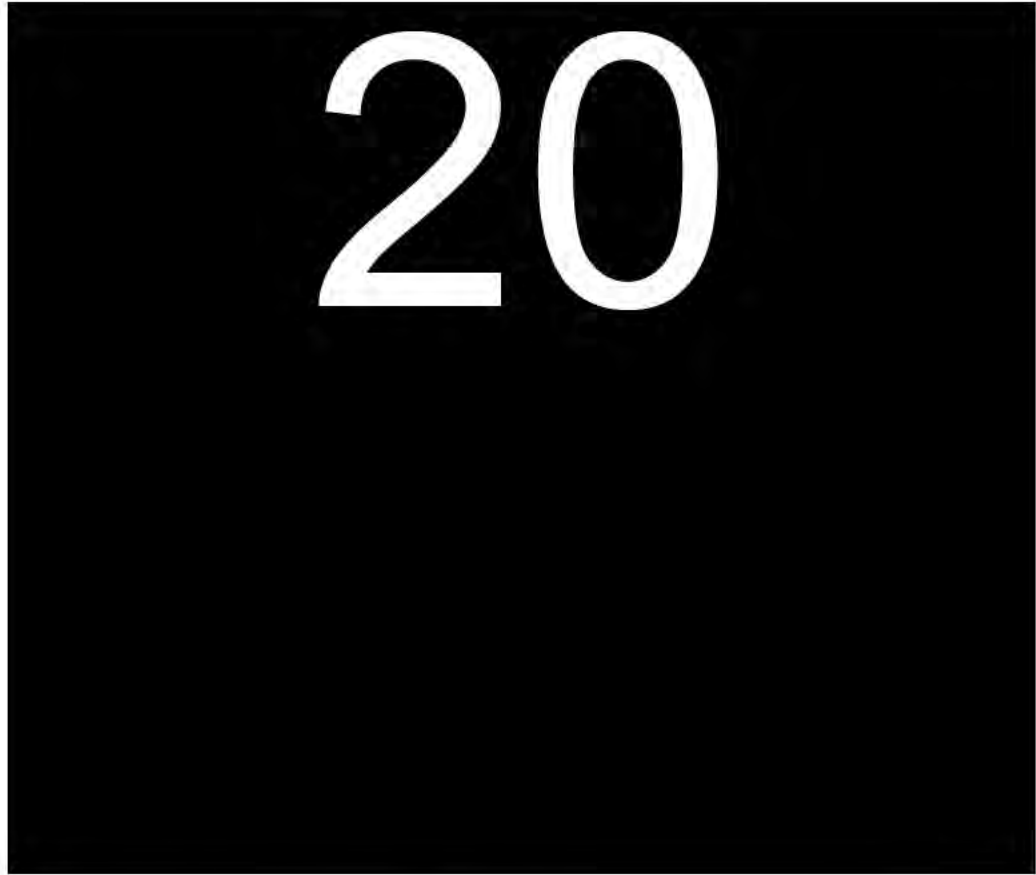


MCC - TRU  
Hoisting Units A & B - Second  
Hoisting Units C & D - Second

P-25419 000302

TRU C-Unit

1<sup>st</sup> level of tier



MCC - TRU  
Housing Units D # D - First, Fl  
0000 0000

C-Unit 2<sup>nd</sup> level of tier



MCC - TRU  
Housing Units A # B - Second  
Housing Units C # D Keven

P-25419 000303

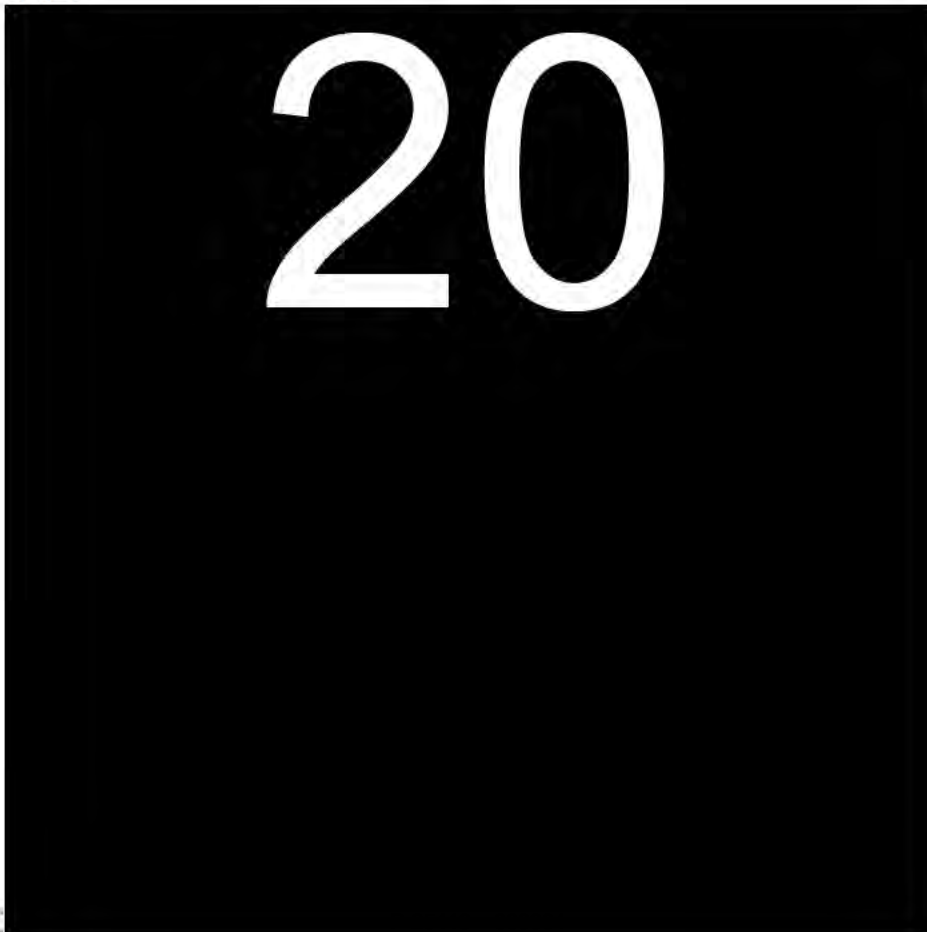
TRU D-Unit

1<sup>st</sup> level of tier



MCC - TRU  
Housing Units C & D - First Fl  
6/20/21 - Review

D-Unit 2<sup>nd</sup> level of tier



MCC - TRU  
Housing Units C & D - Second  
Fl Housing Units C & D Review



TRU-Service

1<sup>st</sup> level gym

MOU - TRU  
1st level gym  
Scale 1:1 = 20

20

20

SOU E-Unit

1<sup>st</sup> level of tier



MCC - SOU  
Building E, Housing

E-Unit 2<sup>nd</sup> level of tier



CC - SOU  
Building E, Housing - Tier 2  
Plate 11 - (B.D.)

SOU F-Unit

1<sup>st</sup> level of tier



20

F-Unit 2<sup>nd</sup> level of tier



20

SOU H-Unit

1<sup>st</sup> level of tier



MCC - SOU  
Building 11 - Intake Program

## Outdoor Coverage

Facility Rec areas

# 20

## Clallam Bay Correction Center, WA Predictive Heat mapping

### Purpose

5/6/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

## Contents

|   |    |
|---|----|
| Clallam Bay Correction Center, WA Predictive Heat mapping ..... | 1  |
| Predictive Heat Map.....  | 3  |
| Coverage areas .....  | 7  |
| A, B, C, and D building .....                                   | 7  |
| E, and F building .....   | 11 |
| MSU.....  | 12 |



## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Map displayed will show layouts for A & B, C & D, E & F, and MSU buildings. **NOTE: Total AP count for site 67.**

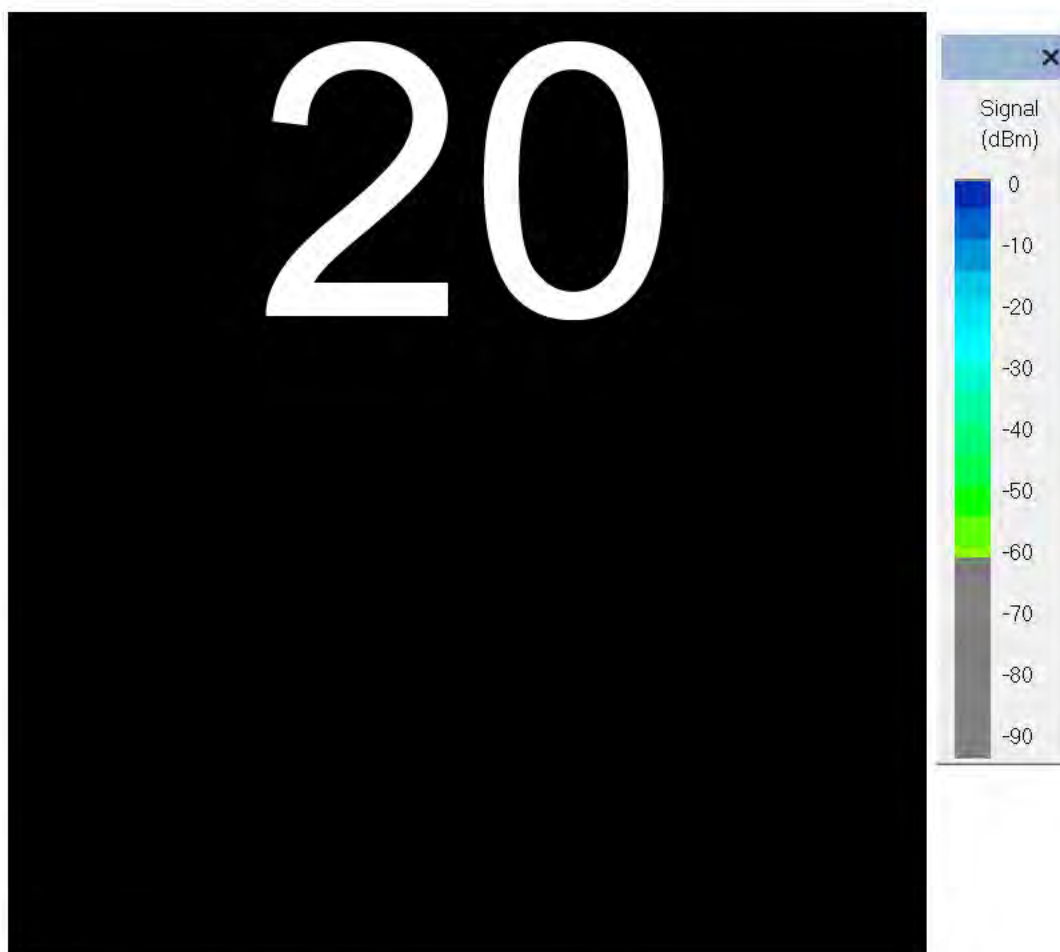
AB, and CD building -Will have 13Aps per building. 5 ft hanging from ceiling to cover 2levels. Total AP count 26.



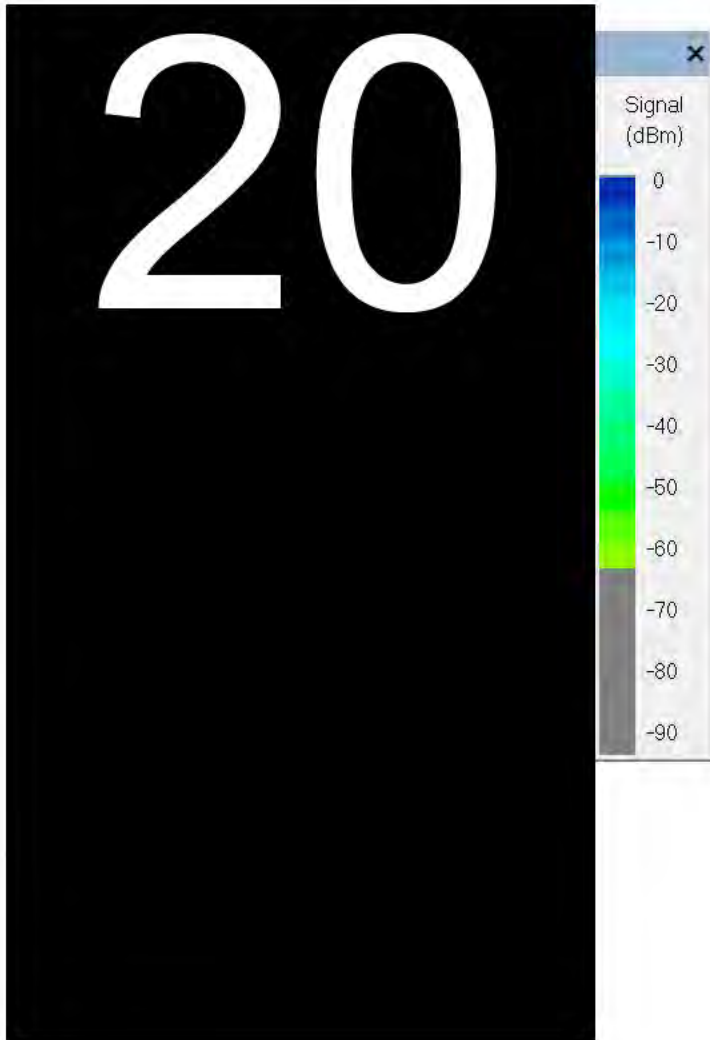
E & F building -Will have 6 Aps per floor,12 per building total 24 Aps.



MSU-Will have 3Aps per unit G, H, I, and J with total of 12Aps.This will cover living area.



Rec Building -Will have 3 Aps per floor, total 3 Aps.



Outdoor area -Will have 2 Aps coming off rec building, total 2 Aps.



**Coverage areas**

**A, and B building**

sleeping areas, Day room, and program area.



CBCC  
Housing Units (A+B)  
Phase Three  
1" = 20'-0"

**A, and B building**

Level 2 sleeping areas, Day room, and program area



## A, and B building

Level 3 sleeping areas, Day room, and program area



20

**C, and D building**

Level 1 sleeping areas, Day room, and program area



**C, and D building**

Level 2 sleeping areas, Day room, and program area



## C, and D building

Level 3 sleeping areas, Day room, and program area



20



**E and F building**

Level 1 Living area



20

**E and F building**

Level 2 Living area



20

## MSC G and H

Level 1 Living area



20

## MSC G and H

Level 2 Living area



20

MSC I and J

Level 3 Living area



20

MSC I and J

Level 4 Living area



20

20

20

**CLALLAM BAY  
CORRECTIONS CENTER  
SITE PLAN**



**GRAPHIC SCALE:**



SCALE: 1" = 200'

**LEGEND**

- 1 SUPPORT BUILDING
- 2 HOUSING UNITS A, B
- 3 HOUSING UNITS C, D (TAC)
- 4 HOUSING UNITS E, F
- 5 RECREATION
- 6 WATER TANKS
- 7 WASTEWATER TREATMENT
- 8 HELIPAD
- 9 WAREHOUSE
- 10 RECREATION
- 11 MSC UNITS G, H, I, J
- 12 FAMILY VISIT
- 13 MOTOR POOL
- 14 SECURITY TOWERS (5)
- 15 WEAPONS STORAGE/ERT "ARMORY"
- 16 GREENHOUSE
- 17 RECYCLE

## Olympic Correction Center, WA Predictive Heat mapping

### Purpose

8/9/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

# Contents

- Olympic Correction Center, WA Predictive Heat mapping ..... 1
- Predictive Heat Map..... 3
- Hoh ..... 3
- Clearwater ..... 4
- Bogacheil..... 5
- Ozette ..... 6
- Clearwater gym..... 7
- Ozette Rec..... 7
- Outdoor area..... 8
- Coverage areas ..... 9
- Ozette ..... 9
- Hoh .....10
- ClearWater.....11
- Bogacheil.....11
- OCC Rec .....12
- Clearwater Rec .....12
- Outdoor areas.....13

## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Map displayed will show layouts for Clearwater, Hoh, Bogacheil, and Ozette buildings. **NOTE: Total AP count for site 40.**

### Hoh

Will have 9Aps for the building that will cover living area and day rooms.





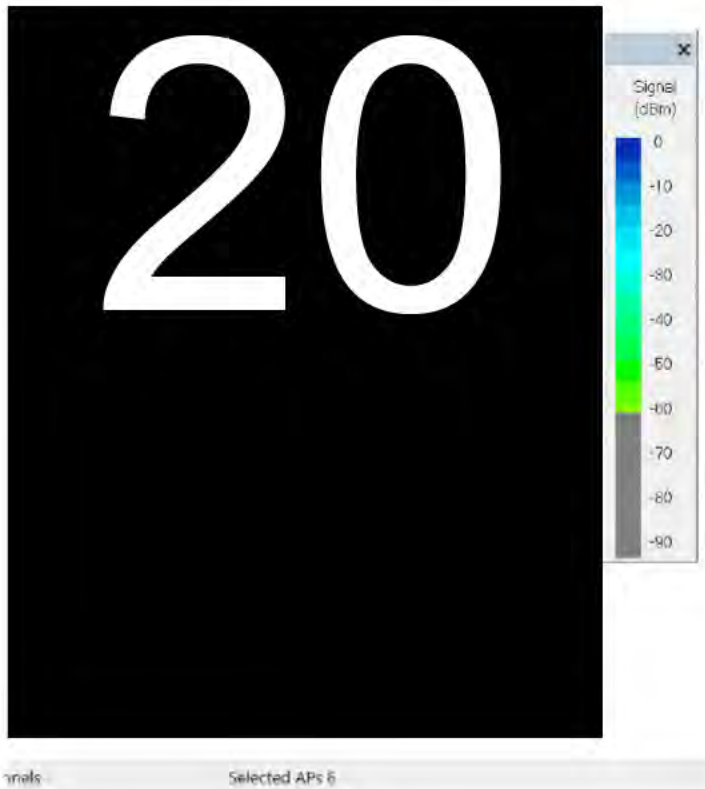
# Clearwater

Will have 4 Aps and will cover living areas



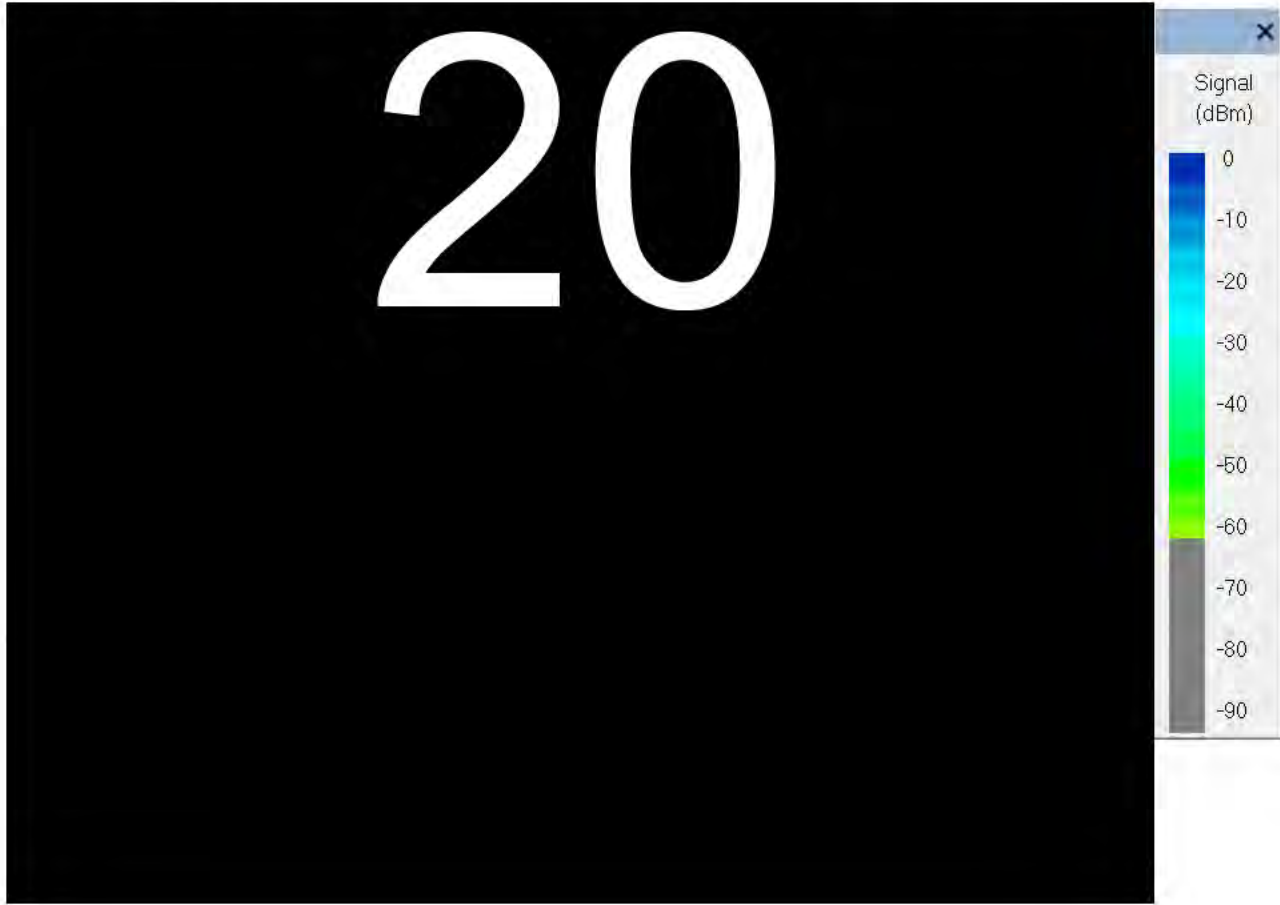
# Bogacheil

Will have 3Aps and will cover living area and day room.



## Ozette

Will have 10Aps and will cover living area, day rooms, and program areas.



## Clearwater gym

Will have 2Aps and will cover gym area.



## Ozette Rec

Will have 3Aps and will cover all of rec area.



## Outdoor area

Will have 5Aps for Ozette complex, and 4Aps for Clearwater Complex. With a total of 9Aps for outdoor coverage.



## Coverage areas

### Ozette

sleeping areas, Day room, and program area.



20

Hoh

Living area and day room



20

**ClearWater**

Living area



**Bogacheil**

Living area



419 000336



OCC Rec

20

Clearwater Rec

20



**NOTES:**

1. All information contained herein is confidential and proprietary to the City of Clearwater and is not to be distributed outside of the City of Clearwater.

# 20

**OLYMPIC  
CORRECTIONS CENTER  
SITE PLAN**



**GRAPHIC SCALE:**



SCALE: 1" = 250'

**LEGEND - OZETTE COMPLEX**

- 1 ADMINISTRATION
- 2 OZETTE LIVING UNIT
- 3 GYMNASIUM
- 4 FOOD SERVICE
- 5 MAINTENANCE SHOPS
- 6 GAS SHACK
- 7 WAREHOUSE / LAUNDRY
- 8 HOH LIVING UNIT
- 9 FIRE TRAILOR SHED
- 10 RECYCLE CENTER

**LEGEND - CLEARWATER COMPLE**

- 1 DNR ADMINISTRATION
- 2 CLEARWATER LIVING UNIT
- 3 CLEARWATER GYMNASIUM
- 4 EXTENDED FAMILY VISIT
- 5 EDUCATIONAL / MEDICAL
- 6 CHAPEL
- 7 HOBBY SHED
- 8 GLASS SHOP
- 9 DNR COMPOUND

**LEGEND - WASTEWATER  
TREATMENT**

- 1 LABORATORY
- 2 DEWATERING
- 3 SLUDGE STROAGE
- 4 AERATION BASIN
- 5 GREENHOUSE
- 6 RAS PUMPS
- 7 FILTER BUILDING
- 8 COMPOST CURING
- 9 COMPOSTING

## Cedar Creek Corrections Center, WA Predictive Heat mapping

### Purpose

8/26/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

# Contents

- Cedar Creek Corrections Center, WA Predictive Heat mapping ..... 1
- Predictive Heat Map..... 3
- Cascade..... 3
- Olympic..... 4
- Timberline Programs..... 5
- Gym ..... 5
- Outdoor..... 6
- Coverage areas ..... 7
- Cascade..... 7
- Olympic 1<sup>st</sup> Floor ..... 8
- Olympic 2<sup>nd</sup> floor ..... 8
- Timberline 1<sup>st</sup> floor ..... 9
- Gym .....10
- Outdoor area.....11

## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Map displayed will be a layout of Cascade, Olympic and Timberline. Olympic is a 2-level structure with the same lay out so only one floor plan is necessary because they are identical.

**NOTE: Total AP count for site 38.**

### Cascade

3 wings and Day Room total 12 Aps for building.



# Olympic

A 2-level structure with 14 Aps for the Building and 7 Aps per level.



## Timberline Programs

Are common areas such as Library, classrooms, and meeting room. 4 AP for this Building on the 1<sup>st</sup> floor



## Gym

2 Aps to cover gym area.



## Outdoor

Outdoor area to cover rec and common areas. 6 Aps total for outdoor coverage.



20



## Coverage areas

### Cascade

area to cover living area and day rooms.



20

Olympic 1<sup>st</sup> Floor

20

Olympic 2<sup>nd</sup> floor

20

20

20

Outdoor area

20

CEDAR CREEK  
CORRECTIONS CENTER  
SITE PLAN



GRAPHIC SCALE:



SCALE: 1" = 250'

- 17 PARKING
- 18 STAFF OFFICE, CONTROL UNIT
- 19 DM
- 20 E UNIT / SHU / HEARINGS
- 21 LOG. SUPT., FINANCE, MAIL, HR, RECORDS
- 22 CS
- 23 WAREHOUSE, VEHICLE MAINTENANCE
- 24 BUILDING: EDUCATION, CHAPEL, LIBRARY, L
- 25 C
- 26 RM. COMPOST
- 27 / CD / PSYCH
- 28 / CAFETERIA
- 29 HOUSES / TILAPIA/FROGS
- 30 WASTE TRAINING
- 31 TRASH / GROUNDS SHOP
- 32 PENTER'S SHOP
- 33 MILL
- 34 GYM/RECREATION
- 35 BUILDING MAINTENANCE
- 36 TIMBERLAND BUILDING: TRAINING & DNR OFFICE
- 37 MAINTENANCE
- 38 W.W.T.F.
- 39 COMPOST FACILITY

## Larch Correction Center, WA Predictive Heat mapping

### Purpose

5/4/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.

## Contents

|   |    |
|---|----|
| Larch Correction Center, WA Predictive Heat mapping ..... | 1  |
| Predictive Heat Map.....                                  | 3  |
| H Style Dorm.....   | 3  |
| Building 13.....  | 4  |
| Building 5 9 & 27 .....                                   | 4  |
| Outdoor Coverage .....                                    | 5  |
| Coverage areas .....                                      | 6  |
| A 1st floor Silver Star .....                             | 6  |
| A 2 <sup>nd</sup> floor Sliver Star.....                  | 7  |
| B 1 <sup>st</sup> floor Elkhorn.....                      | 7  |
| B 2 <sup>nd</sup> floor Elkhorn .....                     | 8  |
| Building 13.....  | 8  |
| Building 5, 9. & 27 .....                                 | 9  |
| Outside Coverage Area.....                                | 10 |

## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate. **NOTE:** Total AP count for site 38.

## H Style Dorm

The Map displayed will be the same layout for Silver Star living unit as well as Elkhorn living unit. The two units have two story units with an upper level and a lower level. Total AP count for site 24 12 per unit.





## Building 13

This area will have 1 AP per section to cover sleeping area and 1 per living/dining area. Total 4 Aps



## Building 5 9 & 27

Rec areas will have 2 APs for 5, 2 Aps for 9, and 3APs for 27. Total 7Aps for all 3 buildings.



## Outdoor Coverage

Yard coverage will come off building 3 and building 13. Total of 3Aps.



**Coverage areas**

Dayroom and sleeping areas.

**A 1st floor Silver Star**



A 2<sup>nd</sup> floor Sliver Star



20

B 1<sup>st</sup> floor Elkhorn



20

B 2<sup>nd</sup> floor Elkhorn



Building 13



FLOOR PLAN LEVEL



FLOOR PLAN LEVEL

**Building 5, 9. & 27**

20

LCC  
Recreation Building  
1" = 16'-0"

## Outside Coverage Area

20

## Washington Corrections Center, WA Predictive Heat mapping

### Purpose

5/7/2021

To Simulate adequate coverage in the designated area that where selected by the facility.

The simulation has been created to demonstrate RF coverage of a specific area to give you a prediction of what the signal strength could be with the selected AP placement.

This is only a prediction and could change from an onsite survey due to the lack of structure information and what would be physically in the facility. The purpose of the survey is to determine the number and placement of wireless access points necessary to provide adequate coverage for the entire building.



# Contents

- Washington Corrections Center, WA Predictive Heat mapping ..... 1
- Predictive Heat Map..... 3
- 2 Aps on back wall to cover rec area. Total 2 Aps for area. .... 7
- Coverage areas .....11
- IMU- A, B, C, D, and E dorm .....11
- Evergreen Wing A/B, C/D, E/F, and G/H .....13
- Cedar Wing A/B, C/D, E/F, and G/H.....14
- R-4 Wing A/B, C/D, E/F, and G/H.....15
- R-5 Wing A/B, C/D, E/F, and G/H.....15
- R-6 Wing A/B, C/D, E/F, and G/H.....16
- R-1 A/E, B/F, C/G, and D/H.....17
- R-2 A/E, B/F, C/G, and D/H.....18
- R-3 A/E, B/F, C/G, and D/H.....19
- 14 Building/ Multi-purpose.....20
- Gym/rec .....21
- G Building .....22
- Outdoor Coverage .....23

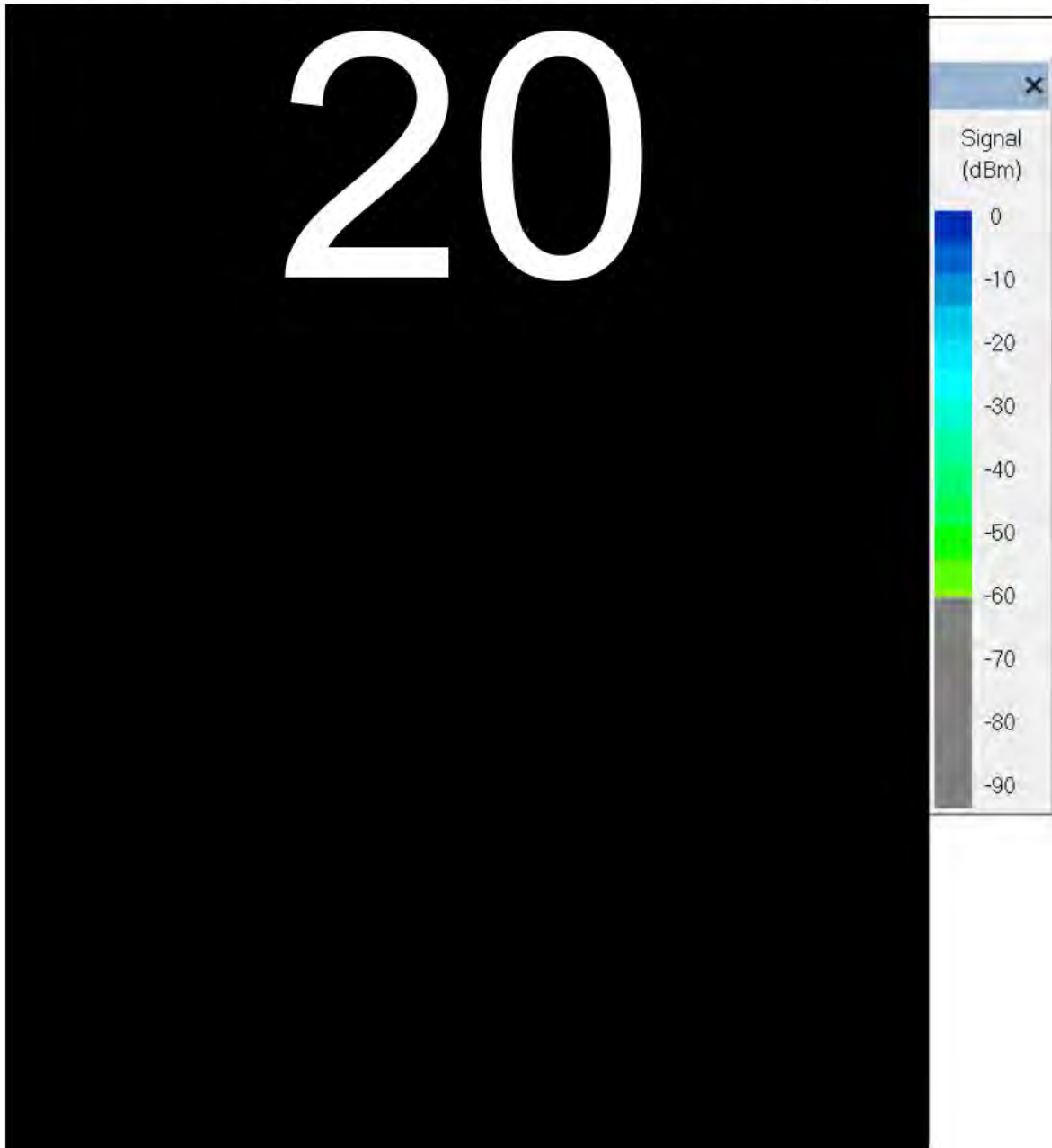
## Predictive Heat Map

Below is the predictive wireless test that was performed to provide coverage. The bar signal level was brought down to -60dBm. The antenna on a tablet will be slightly weaker, so you can add a buffer of about -10 to -15dBm to estimate what the tablet will be receiving from the Ruckus device. The dark grey locations display the areas that are not receiving proper signal strength, and this helps us determine direction for designing of the site. The grey locations are called dead zone and help us better place the APs. Note: this is a predictive survey and is not 100% accurate.

The Maps displayed are layouts for Evergreen/Cedar, IMU, R6, R1/R2/R/3, R4/R5, Building D, Building G and Gym. The buildings are grouped because they are identical in structure and design and was not necessary to produce more than one heat map per structure. Some units are 2 tier and will need to adjust height on AP. **NOTE: Total AP count for site 137,**

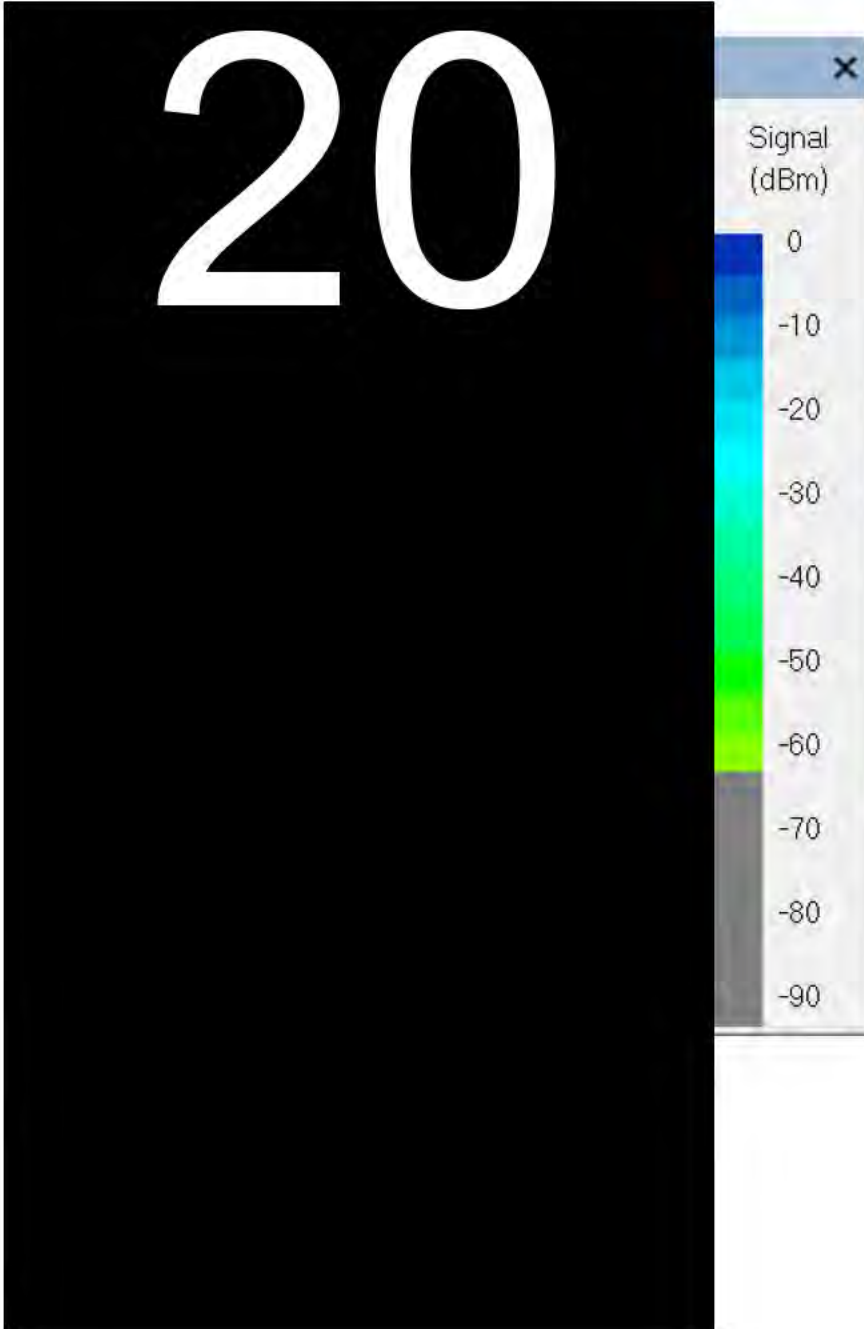
### Evergreen and Cedar

1 level unit with 4 wings 4 Aps per wing, 32 total Aps for building



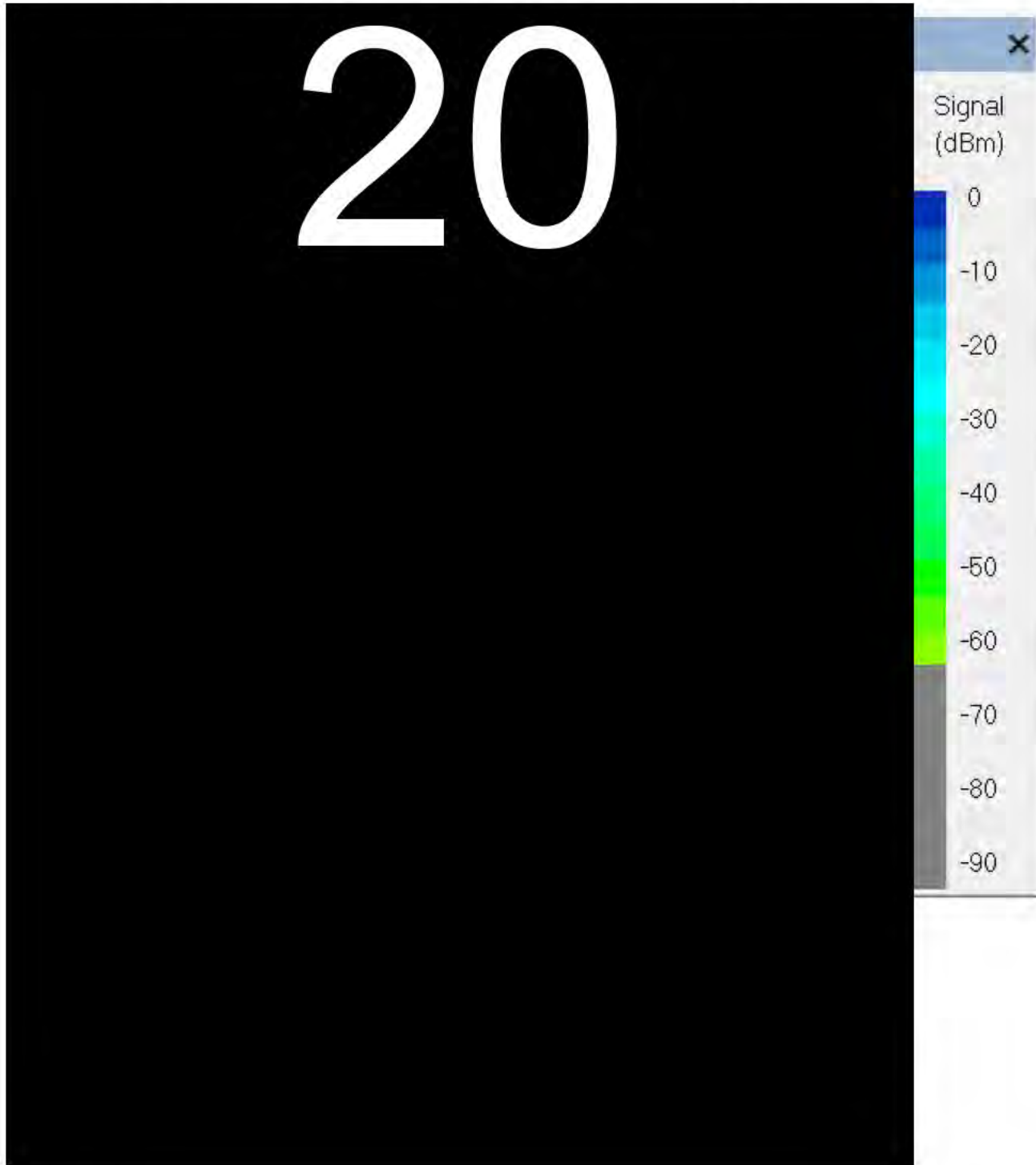
IMU

2 tier building with 1 AP per dorm and 3 for rec area. 9 total Aps for building



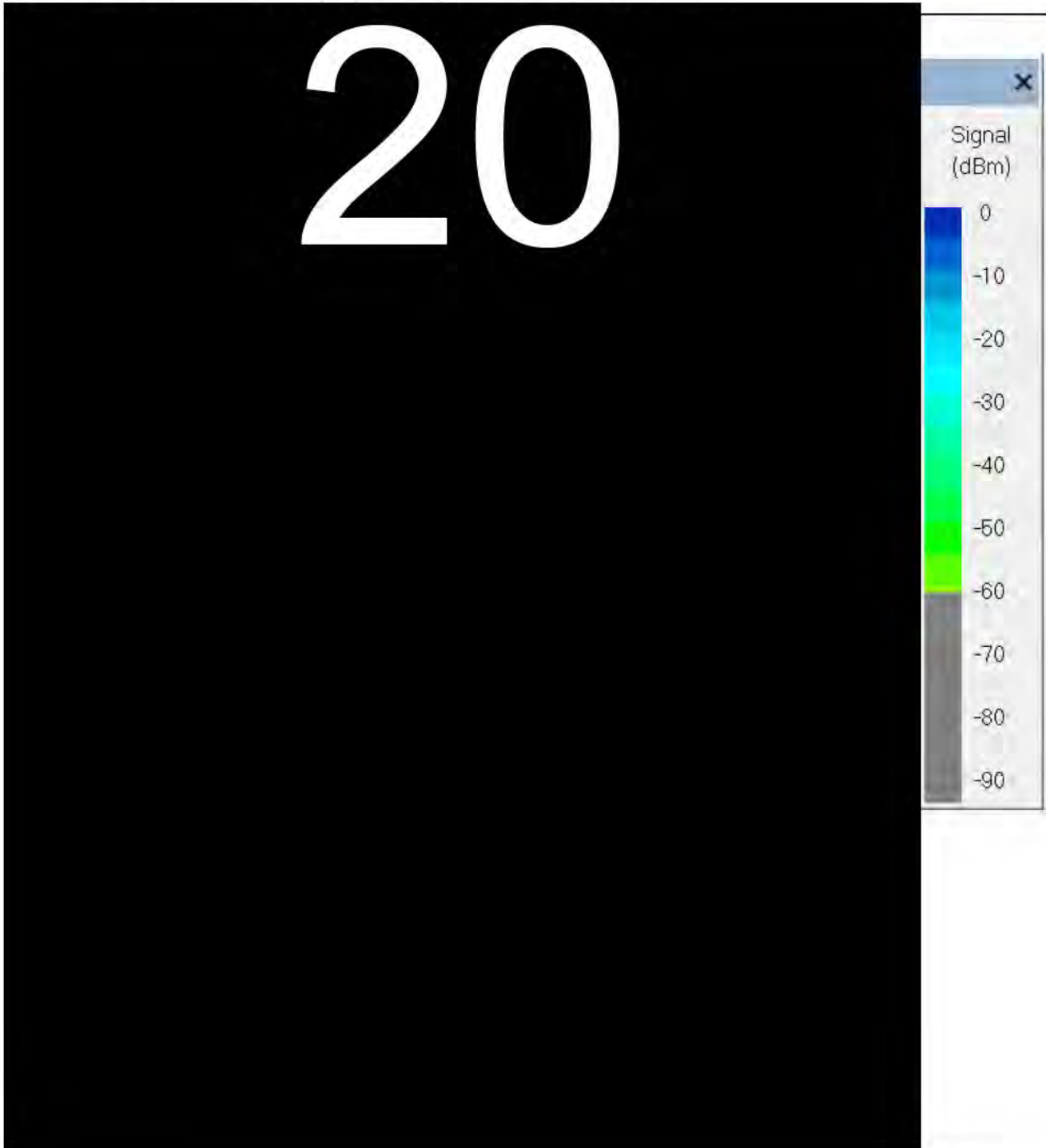
**R1, R2, & R3**

R buildings are 2 tier with 2 APs per unit 8 APs 1AP in dayroom. Per building total 27



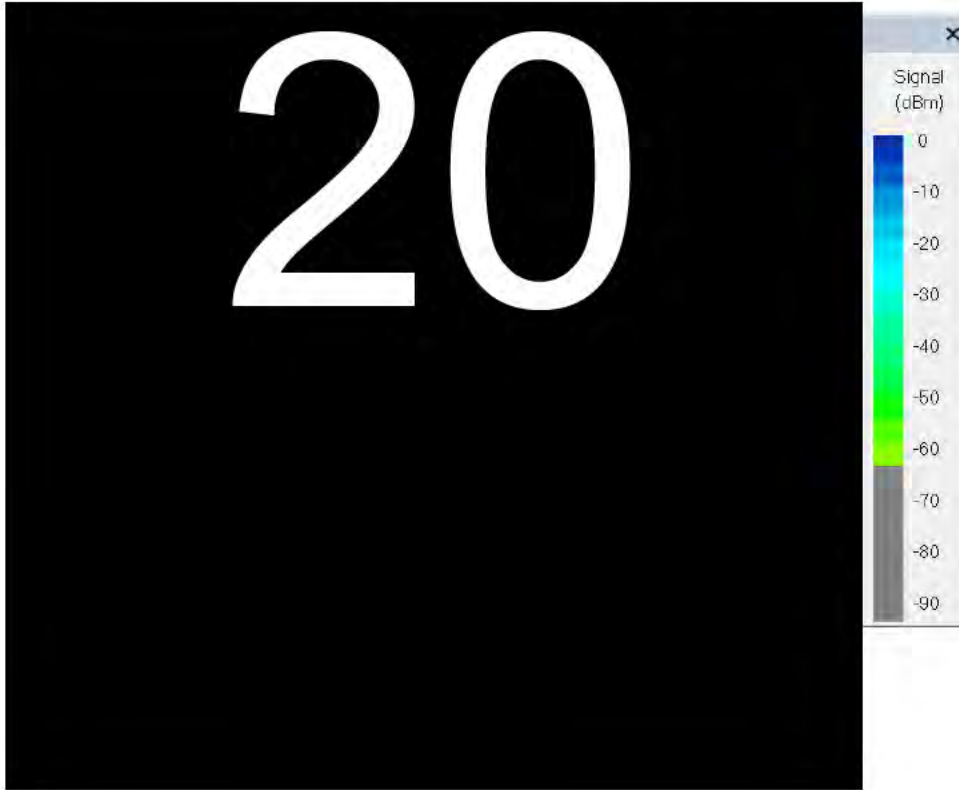
R4, & R5

1 level unit with 4 wings 4 Aps per wing, 32 total Aps for building.



## 14 Building/ Multi-purpose

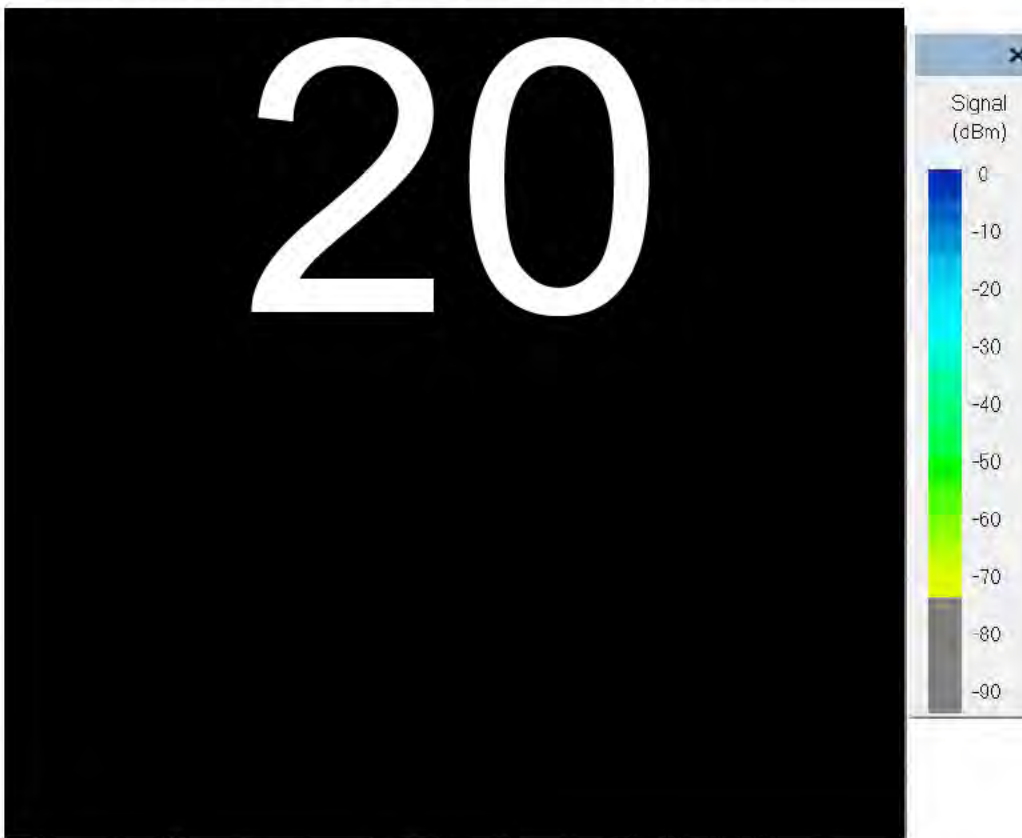
2 walls outdoor directional APs will cover whole gym. Total AP count 2



Selected APs 4

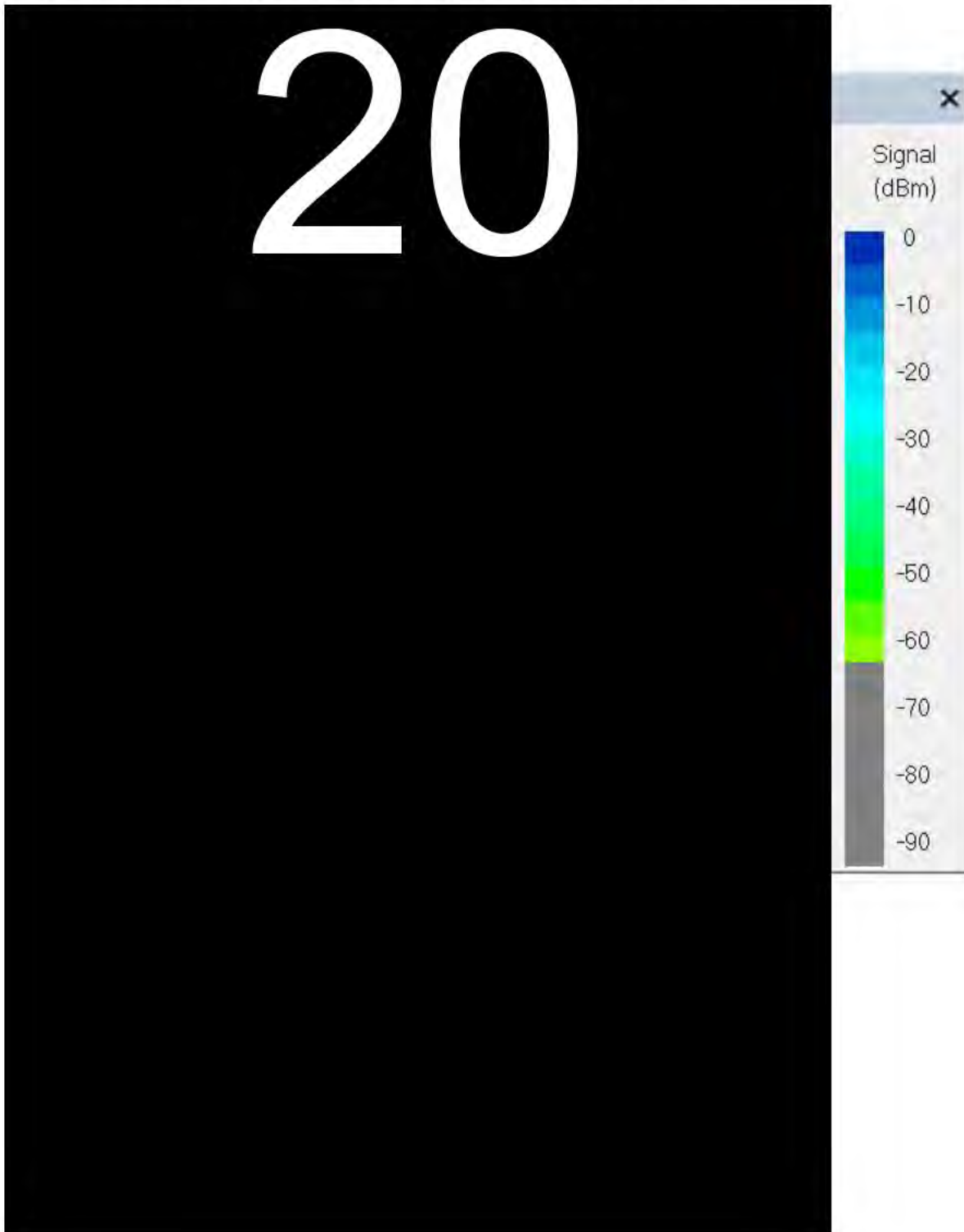
## G Building

2 Aps on back wall to cover rec area. Total 2 Aps for area.



R6

1 level unit with 4 wings 4 Aps per wing, 16 total Aps for building



## D Building

Coverage for Medical area. Total of 7 Aps for building.

1 in. = 23.14 ft

Dimensions(X x Y): 161.98 ft x 253.18 ft

# 20

Signal  
(dBm)

0

-10

-20

-30

-40

-50

-60

-70

-80

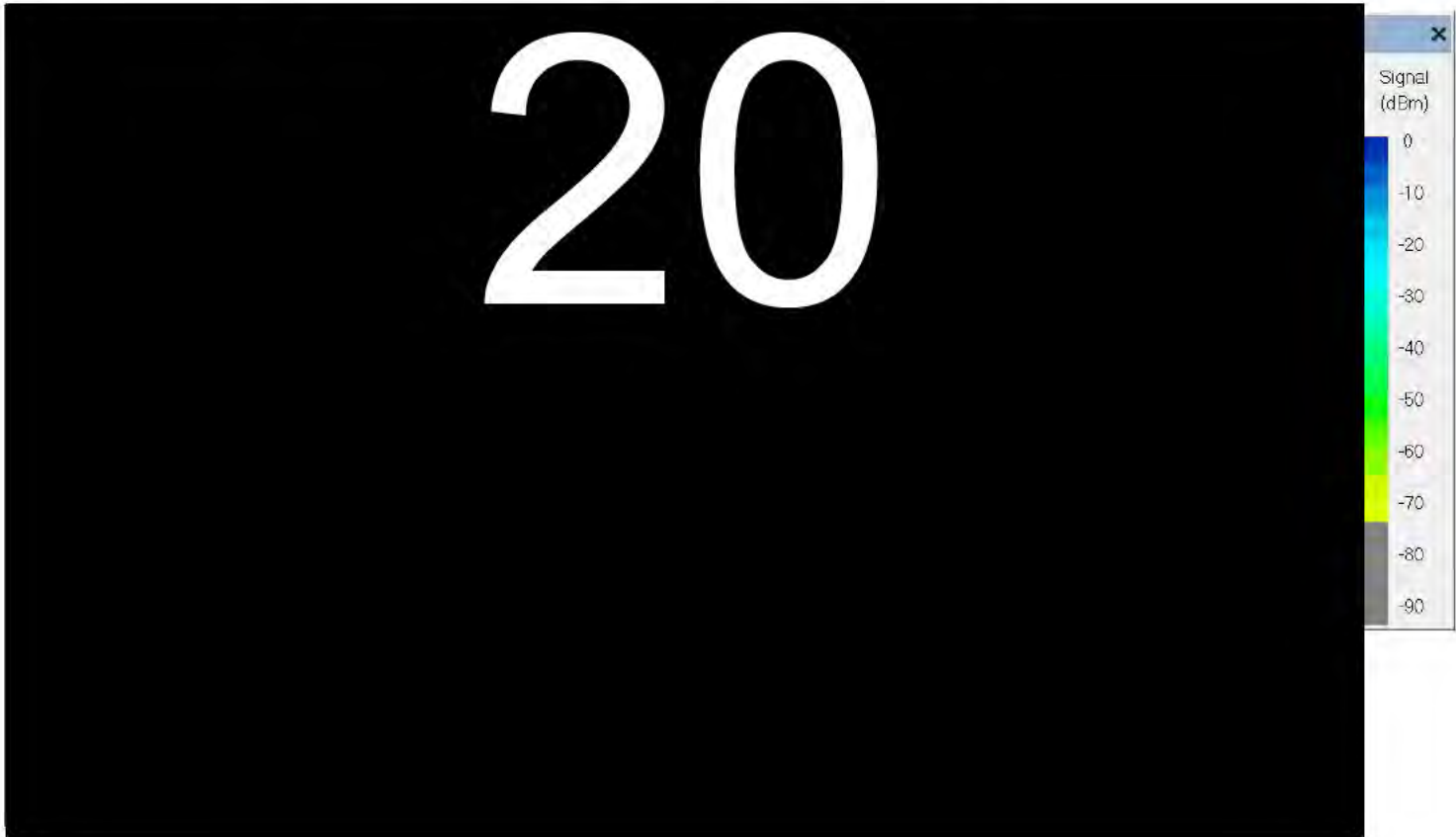
-90

Zoom: 47%



## Outdoor Coverage

Rec yards coverage for each Dorm area designated locations. 10 total Aps.



**Coverage areas**

Living area, day room and gym

**IMU- A, B, C, D, and E dorm**



20

IMU level 2

WCC  
Internal Management Unit  
Second Floor

20

**Evergreen Wing A/B, C/D, E/F, and G/H**

Living area and day room



20

Cedar Wing A/B, C/D, E/F, and G/H

Living area and day room



20

**R-4 Wing A/B, C/D, E/F, and G/H**

Living area and day room



20

**R-5 Wing A/B, C/D, E/F, and G/H**

Living area and day room



20

**R-6 Wing A/B, C/D, E/F, and G/H**

Living area and day room

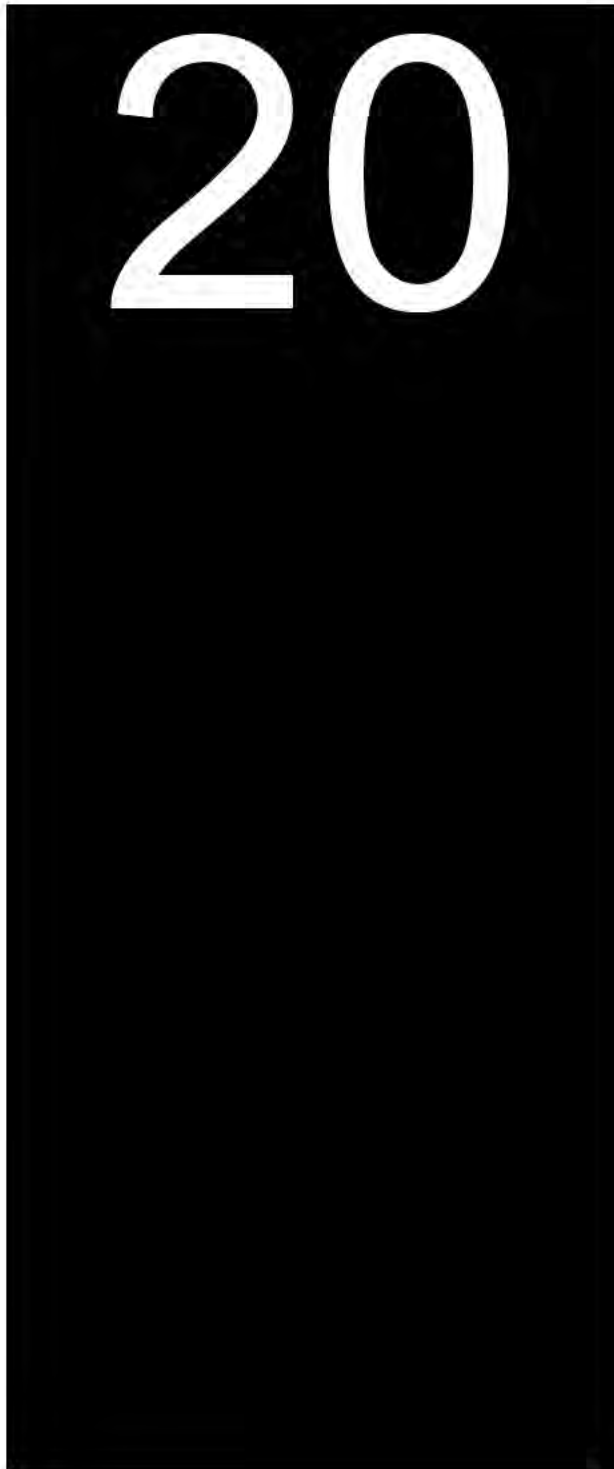
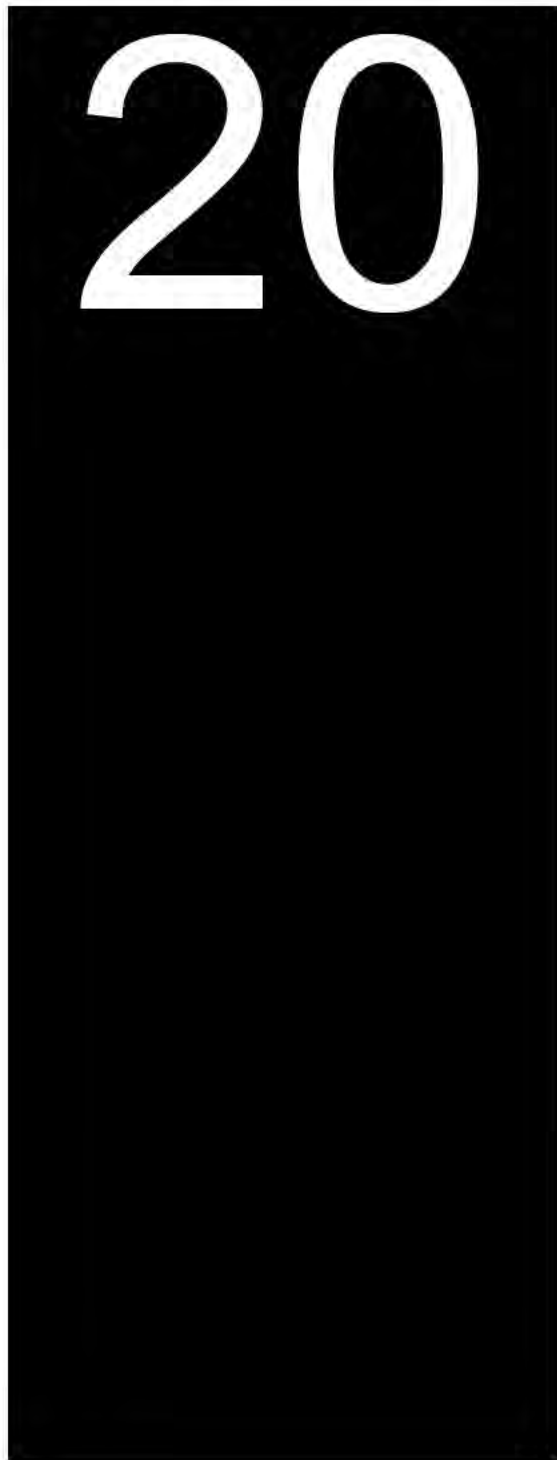


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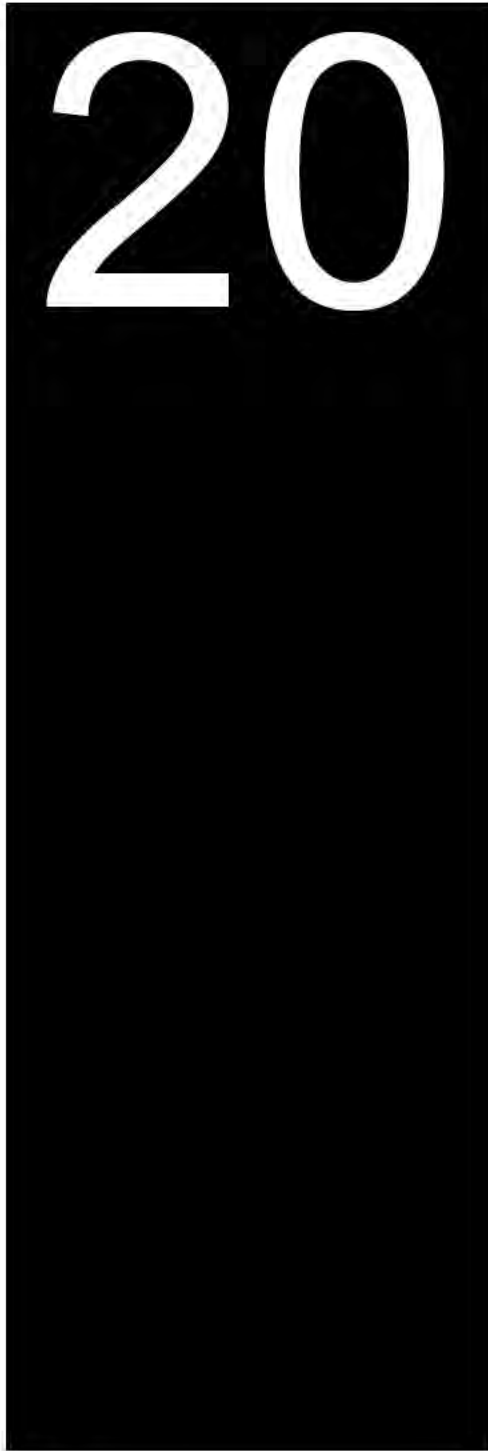
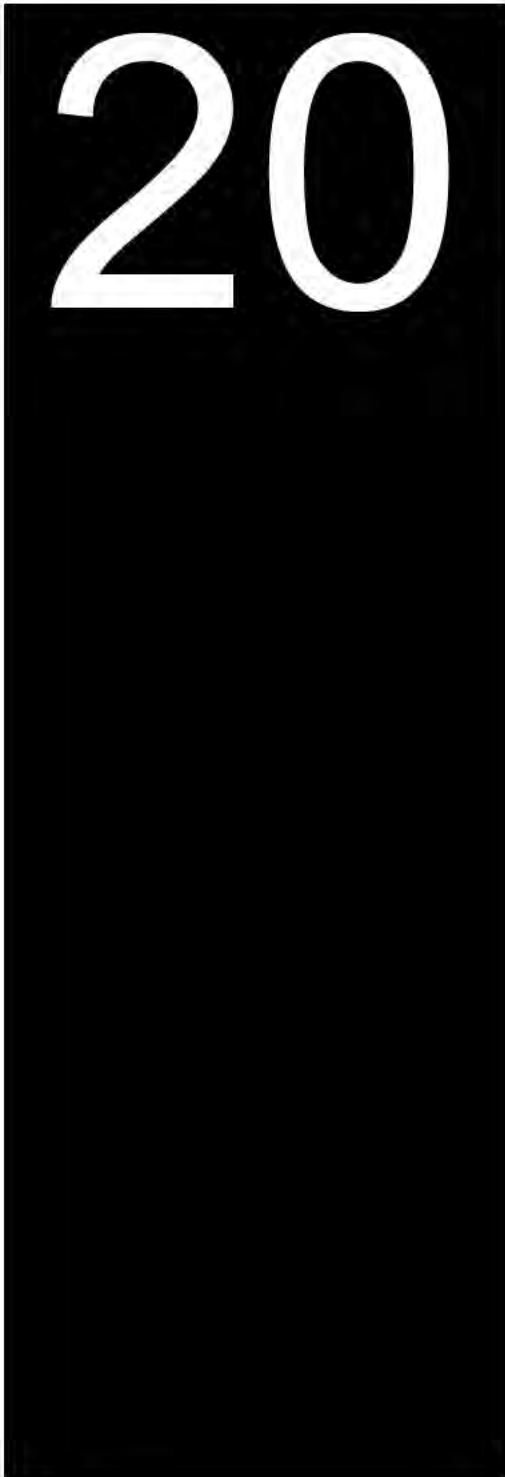
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R-3 A/E, B/F, C/G, and D/H



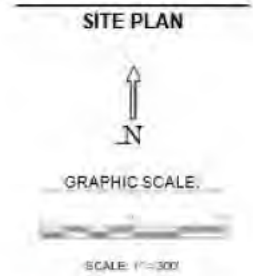
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WCC - BUILD  
Scale: 1" = 16'-0"

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# Outdoor Coverage



- LEGEND**
- 1 'A' ~~Build~~ - Administration
  - 2 'B' ~~Build~~ - Admin Support, Control
  - 3 'C' ~~Build~~ - Admin Reception, Testing
  - 4 'D' ~~Build~~ - Healthcare, Dental
  - 5 'E' ~~Build~~ - Education, Library, Chapel
  - 6 'G' ~~Build~~ - TC gym, Laundry, Mess, Kit
  - 7 Reception Housing (7A-R1, 7B-R2, TC-H3)
  - 8 R-4 - R Unit Housing
  - 9 R-5 - R Unit Housing
  - 10 R-6 - R Unit Housing
  - 11 R-7 - R Unit Housing
  - 12 Cedar Hall
  - 13 IMU (Intensive Management Unit)
  - 14 ~~Multi-Use~~ ~~Build~~
  - 15 Gas House
  - 16 90 Day Warehouse
  - 17 Composter and Building
  - 18 Steam Plant
  - 19-20 Heavy Equipment, Bus Carpet
  - 21 EFV (Extend Family Visit)
  - 22 Greenhouse and Buildings
  - 23 Post - Officer Station & yard
  - 24 C' Industries Building
  - 25 Rear Salyport Officers Station
  - 26 Training Building
  - 27 (A)
  - 33 Religious Activity Center
  - 28 IT and Training Office
  - 29 Staff Smoke Areas
  - 11-77 Security Towers
  - A Staff Parking Lots
  - B Visitor Parking Lot
  - C Sewer - Composter Staff Office
  - D Rear Vehicle Saly Port
  - ESF Water Towers
  - 5 Recycle

## Timeline Delays and Credits

For vendor-caused delays, delay credits shall equal \$2,500.00 per calendar day for the first ten calendar days, and then \$5,000.00 per calendar day for each calendar day of delay thereafter. In no event during implementation will delay credits exceed \$100,000.00.

# Testing and Acceptance

## General.

Implementation of the Solution may be accomplished on a component by component basis, a grouping of Solution components basis and/or in "*Phases*," as specified in a Statement of Work. Statements of Work may set forth testing processes and procedures that are in addition to the processes and procedures described herein.

## Test Plans.

Vendor shall lead the work effort to develop a specific test plan for each test stage ("*Test Plan*"). Vendor will identify previously developed test materials in Vendor's possession that may be useful in the testing of the Solution. Vendor shall tailor those materials into DOC-specific test materials, including test plan models, test scripts, test scenarios and test data (collectively, "*Test Materials*"). Vendor shall create the initial drafts of the Test Plan and Test Materials during the design of the Solution and such documents shall be further developed by DOC with input from Vendor during the build and configuration phases of the implementation. Vendor shall ensure that the Test Plan and Test Materials are sufficiently comprehensive to confirm the operation of the Solution in accordance with the DOC Requirements. If adjustments are needed, the Test Plan and Test Materials will be updated. The initial Test Plan and Test Materials and any updates thereto are a Deliverable, subject to the terms of **Terms and Conditions Document Section 2.1.1**.

As part of developing the Test Plan, Vendor will propose the criteria for commencing and concluding ("entrance" and "exit" criteria) the various activities within Pre-Live Testing as described below, all as are required to test whether the Solution is operating according to the DOC Requirements and applicable Performance Standards. The entrance and exit criteria will be subject to DOC's approval. During the testing process, Vendor and DOC will determine whether such entrance and exit criteria have been satisfied, and if the criteria are satisfied, the Pre-Live Testing may continue to succeeding activities. If the criteria are not satisfied, DOC can require Vendor to address any Issues with respect to such non-satisfaction of the criteria. Vendor shall provide to DOC copies of all test data results and analyses generated by Vendor during its performance of any testing processes and procedures for the project. The Test Plan may include testing processes and procedures that are in addition to, but not inconsistent with, the testing processes and procedures set forth in this Section and, once finalized, shall be deemed to be a part of this Agreement.

## Pre-Live Testing.

Pre-live testing for each Phase ("*Pre-Live Testing*") shall be performed by the parties in accordance with the responsibilities allocated to each party in the Statement of Work and shall commence on the date, and shall continue for the period of time, specified in the Project Plan and, if no such period is specified, generally will be a period of sixty-five (65) calendar days. DOC may elect, in its sole discretion, to reduce the number of days for Pre-Live Testing. Vendor shall ensure that all configurations, Integrations, Interfaces, Extensions and other software-based Deliverables required to be included in the applicable test are prepared in advance of the testing process. DOC shall have the right not to initiate a particular portion of the Pre-Live Testing for a component of the Solution, grouping of components of the Solution or Phase, as applicable, if the required configuration, Integration, Interface, Extension or other software-based Deliverables is not prepared in time for such testing. In addition, in accordance with **Terms and Conditions Document Section 1.1.1.2**, DOC shall not be required to consider any changes to the testing timeframes as established by the original Project Plan.

Pre-Live Testing shall test (in stages) and validate, as against the DOC Requirements:

- a) The functional capabilities of the component of the Solution, as applicable, for each Phase (functional and unit testing);



- b) The accessibility capabilities of the Solution (accessibility testing);
- c) That Integrations, Interfaces, and information flows seamlessly as designed among the various components of the component of the Solution and the Solution, as designed, meets DOC's enterprise data integration requirements (system integration testing);
- d) Regression testing incorporating, at DOC's election, any or all previously installed software/modules, to ensure that the software/module being tested does not impact or impair the functioning of the previously-installed and/or tested software/module, and that such tested software/module Integrates seamlessly with the previously-installed software/module (regression testing);
- e) User acceptance testing, including achieving acceptable performance response times and availability of the Solution, as applicable (user acceptance testing);
- f) The processing of high-volume data in a production-simulated environment in accordance with performance and scalability criteria to demonstrate acceptable performance of the Solution to DOC (performance testing);
- g) Security features and functionality and hacking/penetration testing (security testing);
- h) Corrections to any Level 1 or Level 2 Defects (including any required regression testing of such Defect corrections or workarounds), and with respect to Level 3 Defects, Vendor's corrections or workarounds acceptable to DOC; and
- i) Any other criteria that may be specified in the Statement of Work or as may be agreed to by the parties;

"*Level 1 Defect*" means any Defect that significantly impacts the ability of Users to use the Solution, or exposes Users to liability.

"*Level 2 Defect*" means any Defect that adversely affects Users use of the Solution.

"*Level 3 Defect*" means any Defect that causes minor problems to occur with the Solution that can be circumvented without difficulty or disruption to Users' operations.

All testing is to verify and confirm that the Solution operates in accordance with the applicable DOC Requirements.

Prior to completing Pre-Live Testing for each applicable Phase of the project, Vendor shall provide to DOC the Documentation specified in **Terms and Conditions Document Section 2.4.1**.

If DOC notifies Vendor of any Defects discovered as a result of Pre-Live Testing, Vendor promptly shall correct such Defects. When all failures to operate in accordance with the DOC Requirements identified during Pre-Live Testing for each Phase have been corrected by Vendor, the Solution has operated without any Level 1 Defects or Level 2 Defects during Pre-Live Testing for fifteen (15) consecutive calendar days during the final period of the Pre-Live Testing period, and all Deliverables have been provided to DOC, Vendor shall provide DOC with written certification that it has met all the criteria for Pre-Live Testing. If Vendor issues a certificate indicating completion but DOC disagrees with the certification, DOC shall provide written notice to Vendor and the parties shall meet to review the areas of non-compliance and any continued or unresolved disagreement shall be referred to the Executive Sponsors for resolution. Once the parties agree that the criteria for Pre-Live Testing have been satisfied with respect to a component of the Solution, grouping of components of the Solution or a Phase, as applicable, such Solution shall be ready for Production Use in accordance with

**Terms and Conditions Document Section 4.4**, and such status or state shall be referred to as "*Ready for Production Use*."

### **Production and Post-Production Period.**

Following successful completion of Pre-Live Testing for a component of the Solution, grouping of components of the Solution and/or Phase, as applicable, DOC will deploy the applicable component of the Solution in production in accordance with the process set forth in the Statement of Work ("*Production*" or "*Production Use*"). Once in Production, and subject to **Terms and Conditions Document Section 5.6** below regarding quarter and year end processing, there shall be a stabilization period of not less than ninety (90) calendar days ("*Stabilization Period*") in order to correct any residual and/or new Defects, and an optimization period subsequent to the Stabilization Period of at least ninety (90) calendar days ("*Optimization Period*") (the Stabilization Period and the Optimization Period is collectively referred to as the "*Production Use Period*"). The above time periods for the Stabilization Period and the Optimization Period may be changed by the parties in the Statement of Work.

### **Stabilization Period.**

During the Stabilization Period, Vendor shall correct any Defects that were present in the Solution at the time of Production or that have arisen after the Solution was placed into Production. If any Defects exist are later discovered during the Stabilization Period, DOC shall report such Defects to Vendor, and Vendor shall promptly, using its continuous efforts, correct such Defects. The process described in this subsection shall repeat as often as necessary until all Level 1 Defects or Level 2 Defects have been corrected by Vendor and the Solution has operated in Production without any Level 1 Defects or Level 2 Defects for at least thirty (30) consecutive calendar days. If such Defects are not resolved within the Stabilization Period or there are latent Defects arising near the end of the Stabilization Period, such Stabilization Period shall be extended to the extent necessary to demonstrate that the Solution has operated in Production without any Level 1 Defects or Level 2 Defects for a period of fifteen (15) calendar days.

### **Optimization Period.**

During the Optimization Period, Vendor shall: (A) address any adoption Issues and negative user experiences that have occurred prior to the commencement of the Optimization Period; (B) examine configurations, workflows and processes that were designed and configured into the Solution for purposes of determining whether such configurations, workflows and processes need to be changed or improved; (C) lead any changes or improvements to configurations, workflow, processes and the Solution that are approved by DOC; and (D) ensure the transfer of knowledge to DOC in accordance with the terms of this Agreement.

### **Certifying Completion of the Production Use Period.**

If the requirements of this Section are satisfied, the DOC Manager shall complete and provide the signed Certification Form to Vendor within ten (10) business days after the date such conditions have been satisfied. If DOC has not provided the signed Certification Form within the time period and Vendor believes it has satisfied the conditions set forth above, Vendor shall provide written notice to DOC indicating that it believes the conditions have been satisfied. Vendor shall not be permitted to provide the above written notice to DOC if there are any outstanding and unresolved Level 1 Defects or Level 2 Defects. DOC may reject Vendor's written certification within ten (10) business days after receipt of Vendor's written certification. If Vendor disputes or disagrees with DOC's rejection, the matter shall be referred to the Executive Sponsors for resolution. Once the parties agree that the criteria for Production Use have been satisfied with respect to a Solution or Phase, such Solution or Phase shall be ready for certification in accordance with **Terms and Conditions Document Section 4.7**.

### **Suspension of Testing.**

Notwithstanding anything contained herein to the contrary, DOC shall have the right to suspend Pre-Live Testing and/or Production Use at any time, and the time periods for conducting such testing for a Phase shall be extended on a day-for-day basis to account for the period of suspension. If the reason for the suspension is related to failed testing processes, a non-chargeable Change Order will be required to reset applicable project dates. If the suspension is due to DOC delays and/or not involving a failed testing process, a Change Order will be required.

### **Quarter, Fiscal Year End and Other Periodic Processes.**

Notwithstanding anything to the contrary in this Section, to the extent any component of the Solution contains quarterly, fiscal year-end or other periodic processes, the Production Use Period shall remain open until the Solution has operated such processes in Production Use without any Level 1 Defects or Level 2 Defects.

### **Solution Component and Phase Certification.**

The following conditions are required for a component of the Solution, grouping of components of the Solution or a Phase to achieve "*Solution Component Certification*" or "*Phase Certification*," as applicable: (a) the criteria specified in **Terms and Conditions Document Section 5.4** have been satisfied with respect to the applicable component of the Solution or Phase; (b) Vendor has provided to DOC all Documentation and other Deliverables relating to the components of the Solution; and (c) the DOC Executive Sponsor, or her or his designee, has provided her or his written confirmation that the conditions specified in **subsections (a) and (b)** of this Section have been satisfied. If the requirements of **subsections (a) and (b)** of this Section are satisfied, the DOC Executive Sponsor, or her or his designee, shall promptly (but in no event longer than ten (10) business days following Vendor's written certification that the requirements of **subsections (a) and (b)** of this Section are satisfied) provide her or his written confirmation required in **subsection (c)** of this Section. Nothing else, including DOC's use of the Solution, or any component thereof, in a live, production environment shall constitute Solution Component Certification or Phase Certification, affect any rights and remedies that may be available to DOC and/or constitute or result in "acceptance" under Law.

### **Project Completion.**

The following conditions are required for the project to achieve "*Project Completion*": (a) Solution Component Certification and/or Phase Certification has been achieved for the entire Solution or Phases, as applicable, included within the project; (b) Vendor has provided to DOC all Documentation and other Deliverables relating to the Solution; and (c) Vendor has fulfilled its obligations relating to the transfer of Knowledge; and (d) the DOC Executive Sponsor, or her or his designee, has provided her or his written confirmation that the conditions specified in **subsections (a) through (c)** of this Section have been satisfied. Nothing else, including DOC's use of the Solution, or any component thereof, in a live, production environment shall constitute acceptance or completion, or affect any rights and remedies that may be available to DOC under Law.

RACI CHART

Tasks/Milestones/Key Decisions

|   | <u>Securus Business Manager</u> | <u>Securus Account Manager</u> | <u>Securus Tablet Admin.</u> | <u>Securus Implementation Manager</u> | <u>Securus Project Manager</u> | <u>WA DOC Contract Manager</u> | <u>Washington DOC Tablet Administrator</u> | <u>WA DOC Implementation Manager</u> | <u>WA DOC site contact</u> |
|---|---------------------------------|--------------------------------|------------------------------|---------------------------------------|--------------------------------|--------------------------------|--|--------------------------------------|----------------------------|
| <i>Present Securus Implementation Plan for approval to WA DOC including WIFI</i>                                      | C                               | C                              | C                            | A                                     | R                              | C                              | C  | C                                    | I                          |
| <i>Review/approve Securus implementation plan for all services</i>  | C                               | C                              | I                            | C                                     | C                              | R/A                            | C  | C                                    | I                          |
| <i>Conduct site visits to insure appropriate network engineering and capacity availability for all services</i>       | I                               | C                              | I                            | A                                     | R                              | C                              | I  | C                                    | I                          |
| <i>identify and document specific WIFI coverage area for each site; including identification of no coverage areas</i> | I                               | C                              | I                            | R                                     | A                              | C                              | C  | C                                    | C                          |
| <i>Identify order of tablet deployment by site</i>  | C                               | C                              | C                            | I                                     | C                              | R                              | A  | C                                    | I                          |
| <i>Present tablet deployment/testing plan to DOC for final approval</i>   | R                               | C                              | I                            | R                                     | A                              | C                              | I  | C                                    | I                          |
| <i>present/communicate deployment plan to identified facilities contacts</i>  | R                               | A                              | I                            | C                                     | C                              | C                              | C  | C                                    | C                          |
| <i>create/document tablet inventory management process with WA DOC</i>  | R                               | A                              | I                            | C                                     | C                              | C                              | I  | C                                    | C                          |
| <i>Confirm initial Tablet Inventory arrival on site at each facility or distribution point</i>                        | I                               | I                              | C                            | I                                     | R/A                            | I                              | C  | C                                    | I                          |
| <i>Establish WA DOC TA roles and responsibilities</i>   | R                               | C                              | I                            | I                                     | C                              | A                              | C  | I                                    | I                          |
| <i>Identify Tablet administrators for WA DOC</i>  | I                               | I                              | C                            | I                                     | I                              | R                              | C  | C                                    | I                          |

Key=  
 R= Responsible  
 A= Accountable  
 (only one person can be accountable)  
 C= Consulted  
 I= Inform

RACI CHART

ATTACHMENT F

|  |   |   |   |   |   |   |   |   |   |
|--|---|---|---|---|---|---|---|---|---|
| <i>Identify Tablet Administrators for Securus, initial and ongoing</i>   | C | C | R | A | C | C | I | I | I |
| <i>Confirm Securus ii support is aware and available to assist ii with tablet support during cutover and ongoing</i> | I | I | C | A | R | I | I | I | I |
| <i>Distribute/update tablets based on deployment plan at each facility</i>   | C | A | R | C | C | I | C | C | C |
| <i>Confirm successful connectivity to network for each ii tablet</i><br><i>initial</i><br><i>ongoing</i>             | I | I | C | A | R | I | C | C | I |
| <i>Confirm all ii content migrated from existing device to new device when applicable</i>                            | I | I | R | C | A | I | I | C | I |
| <i>Monitor WIFI Network operation and quality of downloads</i>   | I | I | C | R | A | C | I | C | C |
| <i>Identify, document and communicate new/replacement device process after initial deployment</i>                    | C | R | I | C | A | C | C | i | I |
| <i>Conduct onsite ii town hall meetings at each facility</i>   | I | R | C | I | I | C | C | I | C |
| <i>Confirm process for integrating new tablets into existing property management processes is in place</i>           | C | C | I | I | I | R | A | C | I |