



HIDALGO COUNTY SHERIFF'S OFFICE

SHERIFF J. E. "EDDIE" GUERRA

September 24, 2024

Correct Solutions Group
192 Bastille Lane, Suite 200
Ruston, LA 71270

Director Tina Hendricks,

As the Elected Sheriff, the Hidalgo County Sheriff's Office is directing and authorizing you to provide LEO Technologies, LLC (LEO) with an Application Programming Interface (API) to all inmate communications supported by Correct Solutions Group and all correctional facilities under contract with the Hidalgo County Sheriff's Office and Correct Solutions Group, to include the Willacy County Regional Detention Facility. Please begin the technical exchanges to have the API functioning by the close of business **on or before 08/30/2024**. This directive is in support of several investigations pertinent to my Office. LEO Technologies, LLC is a technology firm providing proprietary hardware and software to Public Safety and National First Responders. Numerous LEO Technologies employees are current and former law enforcement officers. LEO Technologies offers the following *Software as a Service* (SaaS) that our agency believes will enhance the safety and security of our facility for agency personnel and inmates alike:

Verus by LEO Technologies is a proprietary, cloud-based SaaS on the Amazon Web Services (AWS) platform that interfaces with inmate telephone providers and other communication services to monitor authorized inmate communications. The Verus system is the only search and analytics platform for public safety agencies and correctional institutions that proactively enhances public, personnel, and inmate safety. Verus provides the following in near-real-time at full volume to law enforcement agencies: automated transcription of all authorized inmate communications originating within a correctional facility and the software that can search such calls, model-driven analytical processing that provides reports and intelligence notifications in near-real-time about past or potential criminal and safety events, the ability to program automatic searches using multiple keywords about all such calls simultaneously, and algorithm and machine learning capabilities.

Verus is a pointer system that comes with the assistance of POST-certified specialists who support the department's needs at the agency's direction. It allows qualified and vetted end users to vector into authorized inmate communications conducted on authorized devices. Programmatic (API) access to the phone provider's endpoint is required to achieve processing at scale. This can come from a secure REST or SOAP web service. This API should define a schema of objects pertaining to the call detail record that will be returned and a method of downloading the corresponding audio file. These files should be able to be retrieved in bulk and require some secure authorization. Ideally, this process should be configurable to scale so that requests can be made at appropriate intervals to keep up with the incoming volume. Thank you very much for your time and timely attention to this request.

Respectfully,

Sheriff J.E. "Eddie" Guerra