

| INMATE TELEPHONES & VISITATION UNITS BID OPENING 9-30-14 | ENCARTELE INC | INMATE CALLING SOLUTIONS LLC | SECURUS TECHNOLOGIES INC |
|--|--|--|--|
| | 8210 S 109TH ST LA VISTA NE 68125 | 2200 DANBURY ST SAN ANTONIO TX 78217 | 14651 DALLAS PKWY STE 600 DALLAS TX 75254 |
| FINANCIAL OFFER: | | | |
| COMMENTS: | See Attached Sheets for Financial Offer and Commission Information | See Attached Sheets for Financial Offer and Commission Information | See Attached Sheets for Financial Offer and Commission Information |
| RATES: | | | |
| COMMENTS: | See Attached Sheets for Detailed Rate Information | See Attached Sheets for Detailed Rate Information | See Attached Sheets for Detailed Rate Information |
| COLLECT CALLS: | | | |
| LOCAL | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTRA LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTER LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTERSTATE | | | |
| Connect Fee | | \$3.75 | |
| Per Minute Rate | \$0.25 | \$0.00 | |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS: | | | |
| LOCAL | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTRA LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTER LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.35 | |
| INTERSTATE | | | |
| Connect Fee | | \$3.15 | |
| Per Minute Rate | \$0.21 | \$0.00 | |
| PREPAID DEBIT OR DEBIT CARD CALLS: | | | |
| LOCAL | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.32 | |
| INTRA LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.32 | |
| INTER LATA | | | |
| Connect Fee | \$0.00 | \$0.00 | |
| Per Minute Rate | \$0.50 | \$0.32 | |
| INTERSTATE | | | |
| Connect Fee | | \$3.15 | |
| Per Minute Rate | \$0.21 | \$0.00 | |
| VIDEO VISITATION RATES-OFF SITE | | | |
| LOCAL | | | |
| Connect Fee | \$0.75 | | |
| Per Minute Rate | \$0.75 | | |
| INTRA LATA | | | |
| Connect Fee | \$0.75 | | |
| Per Minute Rate | \$0.75 | | |
| INTER LATA | | | |
| Connect Fee | \$0.75 | | |
| Per Minute Rate | \$0.75 | | |
| INTERSTATE | | | |
| Connect Fee | \$0.75 | | |
| Per Minute Rate | \$0.75 | | |
| NOTARIZED WORK AFFIDAVIT COMPLETED | YES | YES | YES |
| COPY OF INSURANCE PROVIDED | UPON AWARD | YES | YES (EXPIRED) |
| TAX RECEIPTS OR NOTARIZED LETTER STATING NO REAL OR PERSONAL PROPERTY OWNED IN JEFFERSON COUNTY | YES | YES | YES |
| COOPERATIVE BID FORM (Y/N) | NO | YES | YES |
| COOPERATIVE CONTACT INFO: | YES | YES | YES |
| COMPANY INFORMATION AND SIGNATURE | YES | COMPANY INFO BUT NO SIGNATURE | YES |
| BID DEPOSIT REQUIRED | N/A | N/A | N/A |
| COMMENTS: | | | See Attached Sheets For Pricing Options |

SIGNATURE PAGE

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for two additional one-year terms with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County

Company Name and Address : Encartele,

8210 South 109th St.

La Vista, NE 68122

Phone: (402) 342-0945 Fax: (402) 342-1001

Signature: 

Print Name: Scott Moreland

Date 9-26-14 Title: President

Email: scott.moreland@encartele.net Payment Terms:

Our Financial Offer

Our financial offer includes

- **\$521,416** Total Contract estimated value to Jefferson County Sherriff's office.
- **67%** Total Contract Value percentage to Jefferson County Sherriff's Office, Commissions, Bonus Offer, and technology upgrades.
- **\$428,916 Commission** based on True Gross Revenue and paid on every type of call initiated from our inmate calling platform
- **\$62,500 technology** 18 Video Visitation Units; placed in each PODS day/multi-purpose room to ensure inmate privacy and guard security. 7 Video Visitation Units for Family on-site visits
- **\$30,000 in FREE bonus Calling cards** (\$10,000 per year 6) to be sold to detainees. Jefferson County Sheriff's Office keeps all funds from the sale of these cards.
- **45% Discount** on any additional calling cards purchased, Jefferson County Sheriff's Office keeps discounted funds from the sale of these cards.

Totals based on estimated thirty-six (36) month contract. Contract value at thirty-six (36) month with two (2) one (1) year renewal is **\$827,361*

State-of-the-Art Technologies

- All of the features and functionalities previously listed and our commitment to continue to search and stay in the forefront of the corrections community needs and wants

Maintenance Programs

- Our ability to continue to support your staffing needs via numerous methods of training
- Our scheduled maintenance programs and constant monitoring of hardware and software to ensure we are aware of potential issues before they become issue
- Our documented response times for on-site and local technicians to ensure 99.9999% uptime

Back Office and In-house Support

- Our 24/7/365 support center and on-site technician will be available to ensure all needs are met as well as to answer any questions, concerns and repair all outages immediately
- Our bi-lingual call center representatives will answer questions from your constituents so your jail staff is utilized to their fullest capacity
- The ability for inmates and our support staff to communicate via a secure method to learn about issues effecting their calls

Interfacing Options

- The willingness and capability to interface with Jefferson County Management Systems and or Commissary providers to increase revenue streams and reduce interaction by jail staff

Jefferson County JAIL COMMISSION OFFER FORM

Description of all call rates and commissions proposed for each call type.

COLLECT CALLS

| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | True Gross Commission % |
|---------------|--------------------------|-------------------|------------------------|-------------------------|
| Local | \$0.00 | \$0.50 | \$0.50 | 55% |
| Intra LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Inter LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Interstate | | \$0.25 | \$0.25 | 55% |

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | True Gross Commission % |
|---------------|-----------------------------|----------------------|---------------------------|-------------------------------|
| Local | \$0.00 | \$0.50 | \$0.50 | 55% |
| Intra LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Inter LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Interstate | | \$0.21 | \$0.21 | 55% |

PREPAID DEBIT or DEBIT CARD CALLS

| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | True Gross Commission % |
|---------------|-----------------------------|----------------------|---------------------------|-------------------------------|
| Local | \$0.00 | \$0.50 | \$0.50 | 55% |
| Intra LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Inter LATA | \$0.00 | \$0.50 | \$0.50 | 55% |
| Interstate | | \$0.21 | \$0.21 | 55% |

Video Visitation Rates – Off Site

| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | True Gross Commission % |
|---------------|-----------------------------|----------------------|---------------------------|-------------------------------|
| Local | \$0.75 | \$0.75 | \$0.75 | 55% |
| Intra LATA | \$0.75 | \$0.75 | \$0.75 | 55% |
| Inter LATA | \$0.75 | \$0.75 | \$0.75 | 55% |
| Interstate | \$0.75 | \$0.75 | \$0.75 | 55% |

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and regulatory fees. It is understood that these will be charged as a pass-through from the taxing regulatory agency to the called party and that no commission will be paid on these items. Encartele will adjust rates in accordance with proposed Interstate calling rates to remain in compliance with current Federal legislation.



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: INMATE TELEPHONES AND VISITATION UNITS

Date Issued: 8-29-14

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, SEPTEMBER 30, 2014, AT 2:00 P.M. LOCAL TIME.

**Specification
Contact:**

CPT RON ARNHART
Department of the Sheriff
636-797-5588
rarnhart@jeffcomo.org

**Contract
Contact:**

VICKIE PRATT
Department of Administrative Services
636-797-5380

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

SAMPLE ENVELOPE

| | |
|----------------------------------|--------------------------------|
| VENDOR NAME | |
| VENDOR ADDRESS | |
| CONTACT NUMBER | DEPARTMENT OF THE COUNTY CLERK |
| | JEFFERSON COUNTY MISSOURI |
| | 729 MAPLE ST / PO BOX 100 |
| | HILLSBORO MO 63050-0100 |
| SEALED PROPOSAL: (PROPOSAL NAME) | |

**Contract Term:
1-15-15 to 12-31-18
three year contract
upon approval by
the County Council
and County
Executive**

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for two additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Inmate Calling Solutions, LLC

Brendan Philbin

Company Name

2200 Danbury Street

Address

San Antonio, TX 78217

City/State/Zip Code

866-228-4040

Telephone #

rfp@icsolutions.com

E-mail

Authorized Agent (Print)

[Signature]

Signature

VP Business Development

Title

9/26/14

82-0559085

Date

Tax ID #

210-693-1016

Fax #

**Vendor
Information:**

INMATE CALLING SOLUTIONS



Monthly Commission Report
Month 2004
Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, CA 9999
Attention: Accounting Department

| Tariff Type | Call Type | #of Calls | # of Minutes | Gross Revenue | % | Commission Earned |
|------------------|-----------|-----------|--------------|---------------|-----|-------------------|
| Local | Collect | 227 | 1,939 | \$ 1,168.25 | 50% | \$ 584.13 |
| | PrePaid | 80 | 966 | \$ 438.50 | 50% | \$ 219.25 |
| | Debit | 132 | 1,263 | \$ 692.80 | 50% | \$ 346.40 |
| Total Local | | 439 | 4,167 | \$ 2,299.55 | | \$ 803.38 |
| IntraLATA | Collect | 1,637 | 16,257 | \$ 12,385.35 | 50% | \$ 6,192.68 |
| | PrePaid | 473 | 5,157 | \$ 3,725.45 | 50% | \$ 1,862.73 |
| | Debit | 365 | 3,867 | \$ 2,837.55 | 50% | \$ 1,418.78 |
| Total IntraLATA | | 2,475 | 25,281 | \$ 18,948.35 | | \$ 9,474.18 |
| Intrastate | Collect | 232 | 2,125 | \$ 2,452.34 | 50% | \$ 1,226.17 |
| | PrePaid | 41 | 445 | \$ 477.97 | 50% | \$ 238.99 |
| | Debit | 82 | 771 | \$ 874.52 | 50% | \$ 437.26 |
| Total Intrastate | | 355 | 3,341 | \$ 3,804.83 | | \$ 1,465.16 |
| Interstate | Collect | 905 | 8,348 | \$ 12,284.76 | 50% | \$ 6,142.38 |
| | PrePaid | 565 | 6,245 | \$ 8,508.23 | 50% | \$ 4,254.12 |
| | Debit | 238 | 2,342 | \$ 3,327.18 | 50% | \$ 1,663.59 |
| Total Interstate | | 1,708 | 16,935 | \$ 24,120.17 | | \$ 10,396.50 |
| Intl. & Canada | Debit | 66 | 494 | \$ 782.99 | 50% | \$ 391.50 |
| Total Collect | | 3,001 | 28,668 | \$ 28,290.70 | 50% | \$ 14,145.35 |
| Total PrePaid | | 1,159 | 12,813 | \$ 13,150.15 | 50% | \$ 6,575.08 |
| Total Debit | | 883 | 8,738 | \$ 8,515.04 | 50% | \$ 4,257.52 |
| Grand Total | | | 50,218 | \$ 49,955.89 | | \$ 24,977.95 |

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposes the following **reduced calling rates** for Jefferson County:

| Reduced Rate Plan | | |
|-------------------|-------------|------------|
| Collect Calls | | |
| <u>Call Type</u> | Connect Fee | Per Minute |
| Local | \$0.00 | \$0.35 |
| IntraLata | \$0.00 | \$0.35 |
| Intrastate | \$0.00 | \$0.35 |
| Interstate | \$3.75 | \$0.00 |

| Reduced Rate Plan | | |
|-----------------------|-------------|------------|
| Prepaid Collect Calls | | |
| <u>Call Type</u> | Connect Fee | Per Minute |
| Local | \$0.00 | \$0.35 |
| IntraLata | \$0.00 | \$0.35 |
| Intrastate | \$0.00 | \$0.35 |
| Interstate | \$3.15 | \$0.00 |

| Reduced Rate Plan | | |
|--------------------------|-------------|------------|
| Debit / Debit Card Calls | | |
| <u>Call Type</u> | Connect Fee | Per Minute |
| Local | \$0.00 | \$0.32 |
| IntraLata | \$0.00 | \$0.32 |
| Intrastate | \$0.00 | \$0.32 |
| Interstate | \$3.15 | \$0.00 |

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Reduced calling rates offer several benefits to both the County and your inmates and constituents:

- Reduced rates can stimulate significantly more calling and **more overall revenue** for the County.
- Better value** for those who pay for calls.
- More frequent communication**, because lowering the cost enables inmates to call loved ones more often and talk longer.
- On-Site video visits will be at no charge, a minimum of two (2) free inmate phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide on-site video visits at no cost to the County. In addition, two free inmate phones will be placed as directed by the County to assist with telephone contact with attorneys, bonds people, and families of newly arrested individuals.

The ENFORCER® can also be configured to allow free calls to specific phone numbers so that inmates are not restricted to making calls from specific telephones, if so desired by the County. Free calls can be controlled in one of several ways:

- Configured for a selected phone station, such as allowing free local calls from a phone in the facility's booking area. Additionally, selected phone stations in the incarceration area can be set up to allow free calls (if allowed for the inmate or the called party number).
- Specified for a selected inmate, such as allowing one or more inmates to make a limited number of free calls to an outside number from phones in the incarceration area
- Specified for a selected called party number, by setting a "global" free calling status so that all inmate calls to the number are free

A global free calling status is set by selecting the 'Free call' call type on the Global Number Table entry for the number in The ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility personnel intervention required.

- Bidder must guarantee inmate rates and percentage to be paid to the Sheriff's Office and guarantee inmate per month signing bonus. No surcharges shall be applied.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please see below for complete details of our Financial Offer for Jefferson County.

Financial Offer

- ✓ Inmate Telephone Commission Rate of 35% of Total Gross Revenue During the Initial Contract Term, and 78% During Renewal Periods
- ✓ Minimum Monthly Guarantee of \$6,500.00 / Month During the Initial Contract Term, and \$13,000.00/ Month During Renewal Periods
- ✓ Reduced Calling Rates & Fees
- ✓ A FREE 25-Unit Video Visitation System from VizVox
- ✓ Additional Commission Revenue Generated by Remote Visitation & Inmate Email

In addition, our offer includes all of the following at **no cost to the County:**

- ✓ Centralized call processing via The ENFORCER®
- ✓ 38 new inmate telephones
- ✓ 9 visitation phone sets (18 total handsets), wired to The ENFORCER® for monitoring & recording
- ✓ 2 TDD/TTY devices
- ✓ 1 dedicated workstation with printer
- ✓ All necessary Inmate Phone System hardware, software, and licenses
- ✓ Installation, training, and warranty, maintenance, and support for the life of the contract
- ✓ Interface to the County's Regis JMS for PIN automation & information sharing

- ✓ Interface to the County's Keefe Commissary to offer over-the-phone commissary ordering (as a supplement to kiosk-based ordering)
- ✓ **Pre-Call Biometric Voice Verification ("Voice Print")** – with optional upgrade to Investigator Pro™ Continuous Voice Identification
- ✓ **Word Detective® phoneme-based keyword search** powered by Nexidia
- ✓ **Data Detective Link Analysis** multi-dimensional reporting
- ✓ **Inmate Email**
- ✓ Inbound **Inmate Voicemail**
- ✓ **The ENFORCER® IVR systems**
 - The AttendantSM informational IVR for inmates and public callers
 - The CommunicatorSM 100% paperless inmate communications portal
- ✓ Online storage of inmate call recordings and data for the life of the contract
- ✓ 99.999% system uptime guarantee
- ✓ 24 x 7 x 365 live, U.S.-based technical & customer service

Inmate Telephone Commissions

During the initial three (3)-year contract term, ICSolutions will pay the County commissions on all inmate telephone calls at the rate of **35% of Total Gross Revenue**. During all renewal terms, this rate will increase to **78% of Total Gross Revenue**. Commissions are calculated monthly as the stated percentage of gross revenue generated by **all completed inmate calls of every kind**. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

In addition, ICSolutions will provide the County with a **\$6,500.00 Minimum Monthly Guarantee (MMG)** in yearly commission receipts for each year during the initial contract term, and a **\$13,000.00 MMG** during all renewal terms. (The MMG is explained in greater detail in the next section.)

The initial MMG equates to \$78,000.00 in guaranteed annual commission income for the County, which exceeds the County's current commission receipts! During the renewal periods, your commission revenue will grow even further, with guaranteed revenue at a minimum of \$156,000.00 per year.

With ICSolutions' MMG, the County's income stream is protected, and the County receives all new Inmate Telephone System technology and a free Video Visitation System!

| Period | Commission Rate for Inmate Phone Calls | Monthly MMG for Inmate Phone Calls |
|------------------------------|---|---------------------------------------|
| Initial 3-Year Contract Term | 35% | \$6,500.00 |
| Renewal Terms | 78% | \$13,000.00 |

Summary of Commission Income

ICSolutions Pays One Commission Rate for All Calls:

ICSolutions would like to highlight the fact that we pay the **same commission rate on all types of calls** – including **interstate calls** whose rates are capped by the FCC, calls to cell phones, prepaid and debit / debit card calls, collect calls, and any other types of calls that are connected through the ICSolutions Inmate Telephone System. Other vendors are using the recent FCC ruling as a political reason to avoid paying commissions on interstate calls, but ICSolutions has not adopted this practice. Regardless of which commission option is chosen, **we will pay the proposed commission rate on all completed calls of every kind, without exception.**

Minimum Monthly Guarantee (MMG)

As noted in the *Summary of Commission Income* table above, ICSolutions' offers include a **Minimum Monthly Guarantee (MMG)** in Total Commissions paid to the County each month. Commissions will be calculated monthly based upon the stated commission percentage and the applicable Gross Revenue generated each month. At the end of each month, the County will receive the greater of these earned commissions, or the MMG amount.

Unique ICSolutions MMG Feature:

With ICSolutions – unlike with other inmate phone vendors – our **MMG is applicable to every single contract year and all exercised renewal periods!** This guaranteed revenue will ensure the County can meet its budgetary demands not just in the first contract year, but every year in which you are an ICSolutions customer.

Why is Guaranteed Revenue Important?

It's important to note that, when companies gouge consumers (friends and family members) with exorbitant fees, those consumers have less money left over to pay for commission-generating phone calls. Therefore, evaluating commission offers is a complex undertaking, requiring a full understanding of the proposed rates and fees, and all the components that can impact your actual commission dollars.

Some vendors avoid paying commissions on their revenues by assessing a long list of non-commissionable fees. Vendors may also define certain calls as special call types, outside the scope of traditional collect, prepaid, or debit calling. For these calls, the vendor may charge higher rates and pay lower commissions than the traditional calling options which were disclosed in the RFP response. This practice may result in consumers paying higher prices for phone calls and facilities receiving lower commissions.

For example:

In a recent bid for another Inmate Telephone Services contract for a County facility (in August 2012), it was revealed through public bid documents that the current vendor had instituted two types of "promotional calls," which were not commissioned at the same rate as traditional Collect, Prepaid Collect, and Debit calling. While the prices for these call types were \$9.99 per call to \$14.99 per call, the County received commissions of only 3% on the \$9.99 calls and 10.7% on the \$14.99 calls. These calls equated to more than 25% of the total calls from this County's facilities.

This means **the current phone vendor is collecting more than 90% of the revenue from over a quarter of the phone calls** placed from this facility!

Because such a large portion of the call traffic was moved to the lower-commission-rate call categories, the County was missing out on a great deal of commission revenue. In fact, had the County received its regular commission rate on these calls, they may have received upwards of an additional \$135,000 in annual commissions.

The practices described above result in an inflated-looking commission rate percentage that might look good in a proposal, but in real life means **less actual revenue for the County**.

While comparing commission percentages on their face value can be an important part of the proposal evaluation process, the true test will come each year, as you add up the actual commission checks you've received. **Guaranteed revenue eliminates all uncertainty and ensures that County can meet its budgetary demands, each and every year.**

Calling Rates

ICSolutions proposes the following **reduced calling rates** for Jefferson County:

| Reduced Rate Plan Collect Calls | | |
|------------------------------------|---------|--------|
| | Connect | Per |
| <u>Call Type</u> | Fee | Minute |
| Local | \$0.00 | \$0.35 |
| IntraLata | \$0.00 | \$0.35 |
| Intrastate | \$0.00 | \$0.35 |
| Interstate | \$3.75 | \$0.00 |

| Reduced Rate Plan Prepaid Collect Calls | | |
|--|---------|--------|
| | Connect | Per |
| <u>Call Type</u> | Fee | Minute |
| Local | \$0.00 | \$0.35 |
| IntraLata | \$0.00 | \$0.35 |
| Intrastate | \$0.00 | \$0.35 |
| Interstate | \$3.15 | \$0.00 |

| Reduced Rate Plan Debit / Debit Card Calls | | |
|---|---------|--------|
| | Connect | Per |
| <u>Call Type</u> | Fee | Minute |
| Local | \$0.00 | \$0.32 |
| IntraLata | \$0.00 | \$0.32 |
| Intrastate | \$0.00 | \$0.32 |
| Interstate | \$3.15 | \$0.00 |

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Reduced calling rates offer several benefits to both the County and your inmates and constituents:

- Reduced rates can stimulate significantly more calling and **more overall revenue** for the County.
- **Better value** for those who pay for calls.
- **More frequent communication**, because lowering the cost enables inmates to call loved ones more often and talk longer.

FREE 25-Unit Video Visitation System Option

In addition to the compensation described above, ICSolutions will furnish a **Video Visitation System** manufactured by our partners at VizVox, which includes all of these features:

- 25 VizVox G3 video visitation units (18 inmate + 7 visitor)
- Long-term recording storage
- **Web-based visitor registration & scheduling**
- **Remote Visitation** enabled
- **Commissary Ordering**
- **Inmate Request** (sick request, grievance reporting, etc.)
- **Inmate Email**
- **Media Broadcast**
- **Law Library Interface**
- All required hardware, software, & licenses
- Turnkey installation including all necessary cabling & network
- Staff training
- All-Inclusive warranty & support for entire contract + renewals

ICSolutions will absorb all costs associated with Remote Visitation, including the necessary facility bandwidth and the costs of Visitation Fee collection and accounting. Furthermore, the County will receive **50% of all Remote Visitation fees** collected as **additional commission revenue**. ICSolutions proposes the industry-standard Remote Visitation Fee of 50¢ per minute, billed in 30-minute increments.

Inmate Voicemail

To further increase your commission revenue, ICSolutions can deploy our optional Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of \$1.00 per message. **The County will receive 50¢ of each message fee as additional commission revenue.**

ICSolutions' Fees

ICSolutions is proud to have some of the lowest account fees in the industry – leaving **more funds available for commission-generating inmate calling**. For Jefferson County, ICSolutions proposes to **reduce** the current account Funding Fee and **eliminate all other fees**, providing a significantly greater value for Inmate Telephone Service customers!

The list below includes many of the fees that are charged by vendors in the Inmate Telephones Services industry today. ICSolutions' charges are limited to a single cost-based funding fee, as noted in the center column.

| Industry Fee | ICSolutions Fee Amount | Applies To |
|------------------------------------|---|-------------------|
| Bill Statement Fee | FREE – waived for Jefferson County! | Collect |
| Funding Fee | \$7.95 per phone or website transaction | Prepaid |
| Mail-In Payment Fee | FREE | Prepaid |
| Western Union Payment Fee | FREE | Prepaid |
| Refund Fee | FREE – waived for Jefferson County! | Prepaid |
| Regulatory Recovery Fee | FREE | Prepaid |
| Wireless Admin Fee | FREE | Prepaid |
| Single Bill Fee | FREE | Collect |
| Paper Statement Fee | FREE | Collect |
| Account Setup Fee | FREE | Prepaid |
| Account Maintenance Fee | FREE | Prepaid |
| Inactive Account Fee | FREE | Prepaid |
| Account Close-Out Fee | FREE | Prepaid |
| Non-Subscriber Line Charge | FREE | Collect & Prepaid |
| Inmate Station Service Charge | FREE | Collect & Prepaid |
| Cellular Telephone Surcharge | FREE | Collect & Prepaid |
| Third-Party Payment Processing Fee | FREE | Prepaid |
| State Regulatory Recovery Fee | FREE | Collect & Prepaid |
| Check/Money Order Processing Fee | FREE | Prepaid |

In addition, if the County chooses to implement Investigator Pro™ Continuous Voice Identification, a 25¢ pass-through JLG Licensing Fee will be added to the cost of each call. Investigator Pro™ is completely optional, and no licensing fee will apply if you choose not to implement it. Pre-Call Voice Verification ("Voice Print") may be used with no licensing fee.

- Bidder must disclose commission percentage of payments to the Sheriff's Office based on gross: expenses, fees, taxes, and other costs to come from bidder's percentage. Also, bidder must disclose amount of any annual signing bonus \$_____ and prepaid calling cards discount percentage.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please review ICSolutions' response to the previous requirement for a complete discussion of our proposed facility compensation.

- Bidder will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and / or features to be completed within sixty (60) days after contract award and full execution.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide and install inmate phone sets, remote administration stations, the automated inmate call control system, and other proposed products within 45 days of contract award. A Sample Implementation Plan detailing the installation process is provided as **Exhibit F**.

Payphone Telephone Commission Summary

| | |
|---|----------------|
| Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014 | |
| ANI | Amount |
| 6039299936 | \$2.75 |
| 6039641440 | \$6.20 |
| 6039299936 | \$2.75 |
| 6039641371 | \$6.20 |
| | |
| Phone Usage | \$17.90 |
| | |
| Commission Due @ 20% | \$3.58 |

Payphone Telephone Revenue Detail

| Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014 | | | | |
|---|------------|-------------|------------|---------------|
| Facility Name | Ani | Destination | Call Date | Price |
| Facility1 | 6039299936 | 19146101812 | 12/29/2013 | \$0.25 |
| Facility1 | 6039299936 | 18005696972 | 12/30/2013 | \$0.00 |
| Facility1 | 6039299936 | 4220858 | 12/31/2013 | \$0.00 |
| Facility1 | 6039299936 | 4220858 | 12/31/2013 | \$0.25 |
| Facility1 | 6039299936 | 15185229940 | 1/4/2014 | \$0.25 |
| Facility1 | 6039299936 | 12075966346 | 1/5/2014 | \$0.25 |
| Facility1 | 6039299936 | 16036178260 | 1/8/2014 | \$0.25 |
| Facility1 | 6039299936 | 16033568282 | 1/15/2014 | \$0.25 |
| Facility1 | 6039299936 | 16033568282 | 1/15/2014 | \$0.00 |
| Facility1 | 6039299936 | 18888638768 | 1/17/2014 | \$0.00 |
| SubTotal | | | | \$1.50 |
| Facility1 | 6039641447 | 16173256282 | 12/24/2013 | \$0.45 |
| Facility1 | 6039641447 | 19782581816 | 12/25/2013 | \$0.00 |
| Facility1 | 6039641447 | 19788071998 | 12/31/2013 | \$0.25 |
| Facility1 | 6039641447 | 19788071998 | 1/7/2014 | \$0.25 |
| Facility1 | 6039641447 | 19788071998 | 1/8/2014 | \$0.25 |
| Facility1 | 6039641447 | 19788071998 | 1/8/2014 | \$0.00 |
| Facility1 | 6039641447 | 19788071998 | 1/8/2014 | \$0.25 |
| Facility1 | 6039641447 | 0 | 1/11/2014 | \$0.00 |
| Facility1 | 6039641447 | 16178077021 | 1/11/2014 | \$0.00 |
| Facility1 | 6039641447 | 12072510066 | 1/13/2014 | \$0.25 |
| Facility1 | 6039641447 | 12072510066 | 1/13/2014 | \$0.00 |
| Facility1 | 6039641447 | 19788071998 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 16036524522 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 18662284031 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 18662284031 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 0 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 16524522 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 6524522 | 1/14/2014 | \$0.00 |
| Facility1 | 6039641447 | 9446755 | 1/16/2014 | \$0.25 |
| Facility1 | 6039641447 | 9446755 | 1/16/2014 | \$0.25 |
| Facility1 | 6039641447 | 9446755 | 1/16/2014 | \$0.25 |
| SubTotal | | | | \$2.45 |
| Grand Total | | | | \$3.95 |

ICSolutions® Sample Commission Report



Monthly Commission Report
Month 2004
Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
Facility: XYZ Main Jail
123 Any Street
Anytown, CA 9999
Attention: Accounting Department

| Tariff Type | Call Type | #of Calls | # of Minutes | Gross Revenue | % | Commission Earned |
|------------------|-----------|-----------|--------------|---------------|-----|-------------------|
| Local | Collect | 227 | 1,939 | \$ 1,168.25 | 50% | \$ 584.13 |
| | PrePaid | 80 | 966 | \$ 438.50 | 50% | \$ 219.25 |
| | Debit | 132 | 1,263 | \$ 692.80 | 50% | \$ 346.40 |
| Total Local | | 439 | 4,167 | \$ 2,299.55 | | \$ 803.38 |
| IntraLATA | Collect | 1,637 | 16,257 | \$ 12,385.35 | 50% | \$ 6,192.68 |
| | PrePaid | 473 | 5,157 | \$ 3,725.45 | 50% | \$ 1,862.73 |
| | Debit | 365 | 3,867 | \$ 2,837.55 | 50% | \$ 1,418.78 |
| Total IntraLATA | | 2,475 | 25,281 | \$ 18,948.35 | | \$ 9,474.18 |
| Intrastate | Collect | 232 | 2,125 | \$ 2,452.34 | 50% | \$ 1,226.17 |
| | PrePaid | 41 | 445 | \$ 477.97 | 50% | \$ 238.99 |
| | Debit | 82 | 771 | \$ 874.52 | 50% | \$ 437.26 |
| Total Intrastate | | 355 | 3,341 | \$ 3,804.83 | | \$ 1,465.16 |
| Interstate | Collect | 905 | 8,348 | \$ 12,284.76 | 50% | \$ 6,142.38 |
| | PrePaid | 565 | 6,245 | \$ 8,508.23 | 50% | \$ 4,254.12 |
| | Debit | 238 | 2,342 | \$ 3,327.18 | 50% | \$ 1,663.59 |
| Total Interstate | | 1,708 | 16,935 | \$ 24,120.17 | | \$ 10,396.50 |
| Intl. & Canada | Debit | 66 | 494 | \$ 782.99 | 50% | \$ 391.50 |
| Total Collect | | 3,001 | 28,668 | \$ 28,290.70 | 50% | \$ 14,145.35 |
| Total PrePaid | | 1,159 | 12,813 | \$ 13,150.15 | 50% | \$ 6,575.08 |
| Total Debit | | 883 | 8,738 | \$ 8,515.04 | 50% | \$ 4,257.52 |
| Grand Total | | | 50,218 | \$ 49,955.89 | | \$ 24,977.95 |

F. IMPLEMENTATION PLAN & TIMELINE FOR JEFFERSON COUNTY, MISSOURI

ICSolutions' professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing Jefferson County with a seamless transition of service from your current vendor Securus to our centralized ENFORCER® platform, and exceptional support following installation.

The ICSolutions' Operations Team will work together with the ICSolutions' Regional Account Manager, Vince Laurita, to coordinate every aspect of the transition of service. Your PMI-certified Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Implementation Schedule and Gantt chart has been included directly following this section** and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service.

The major milestones of the Jefferson County implementation are as follows:

| Item | Task | Duration |
|--|---|----------|
| Pre-Implementation | | |
| 1 | Review Contract/RFP Requirements | 1 day |
| 2 | Conduct Pre-Installation Site Survey | 1 day |
| 3 | Installation Plan Review with County | 1 day |
| 4 | Coordinate Equipment Removal with Securus | 1 day |
| Equipment and Network Provisioning | | |
| 5 | Order System Hardware | 1 day |
| 6 | Order Network Services | 1 day |
| Data Exchange Interface Development | | |
| 7 | Review Current Specification & Format | 3 days |
| 8 | Develop Interface, QA and Test | 7 days |
| Equipment Build/Test/Ship | | |
| 9 | Configure Centralized System in Data Center | 2 days |
| 10 | Configure Network IAD, QA Test and Burn In | 3 days |
| 11 | Prep Equipment for Shipping, Deploy | 2 days |
| Existing Data Conversion | | |
| 12 | Request Data from Current Vendor | 0 days |
| 13 | Review Current Vendor Data | 3 days |
| Site Installation | | |
| 14 | Verify/Test Network Circuits | 1 day |
| 15 | Facility Install | 4 days |
| 15.1 | Equipment Set Up and Powered | 1 day |
| 15.2 | Phone Swap | 2 days |

INMATE CALLING SOLUTIONS

| | | |
|-------------------------------|--|---------------|
| 15.3 | Execute Test Plan | 1 day |
| 16 | Workstation Setup and Administrative Software Installed | 1 day |
| 17 | Verify Inmate ID Data Flow is Accurate | 1 day |
| 18 | Cutover | 2 days |
| 18.1 | ID Phone Ports | 1 day |
| 18.2 | Monitor for Problems | 2 days |
| Training | | |
| 19 | Coordinate Training Schedule with Facility | 3 days |
| 20 | Provide Training with Training Guides and Materials | 2 days |
| After Action Reporting | | |
| 21 | Meet with County to Review Implementation | 1 day |

We have provided the County with a more detailed description of these implementation tasks below:

1. Review Contract/RFP Requirements – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, ICSolutions and the County will also go over any enhanced products or services, such as Investigator Pro™ Continual Voice Analysis, that the County wishes to implement.

2. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as the County would like it to appear on Call Detail Reports, privileges the County would like each user to have access to, etc.).

3. Installation Plan Review with the County – During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER® network.

4. Coordinate Equipment Removal with Securus – ICSolutions will work with the County's existing provider, Securus to schedule the removal of all Securus equipment to ensure minimal downtime of the County's inmate telephone system.

5. Order System Hardware – All call processing and recording equipment is built and assembled in our corporate headquarters in San Antonio, Texas.

6. Order Network Services – For each supported facility, ICSolutions will obtain service from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

7. Review Current Specification and Format – During this phase, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. In just the last 2 years we have written SOAP, FTP and SFTP, XML, CSV, 2XML, Incremental, Sync, Webservices and other types of software interfaces with inmate commissary, banking / trust account systems, JMS and/or VINE systems for more than 20 clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

8. Develop Interface, QA and Test – ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred.

9. Configure Centralized System in Data Center – During this phase, will create a database, configure and QA all software required for the County's new centralized platform.

10. Configure Network IAD, QA Test and Burn In – ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER®, and test.

11. Prep Equipment for Shipping, Deploy – At this point, ICSolutions will ship all equipment that will be installed onsite to the facility.

12. Request Data from Current Vendor - We will request sample files from Securus in preparation for porting the facility's current inmate and call data into The ENFORCER®.

13. Review Current Vendor Data – ICSolutions will review Securus' data and the format in which it was received.

14. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

15. Facility Install – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

15.1 Equipment Set Up and Powered – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The facility will benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.

15.2 Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.

15.3 Execute Test Plan – The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

16. Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Jefferson County administrators can access the system from any computer running a modern browser as if they were opening a web-site.

17. Verify Inmate ID Flow is Accurate – Will verify that all information received from the County's JMS, including inmate ID information, is correct.

18. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER® system occurs quickly and seamlessly. The following two steps are involved in the cutover process.

18.1 ID Phone Ports – ICSolutions will ID all phone ports.

18.2 Monitor for Problems – Directly following cutover, ICSolutions will closely monitor the County's new system for any issues or problems that may arise. ICSolutions will also monitor the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

19. Coordinate Training Schedule with the Facility – ICSolutions will work with the County to set up training for all levels of user groups. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants.

20. Provide Training with Training Guides and Materials - ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist County users in utilizing their ENFORCER® system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

21. Meet with County to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

Request for Proposal



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG

Request for Proposal: **INMATE TELEPHONES AND
VISITATION UNITS**

Date Issued: **8-29-14**

PROPOSALS SHALL BE ACCEPTED UNTIL: **TUESDAY, SEPTEMBER 30, 2014, AT 2:00 P.M. LOCAL TIME.**

Specification
Contact: **CPT RON ARNHART**
Department of the Sheriff
636-797-5588
arnhart@jeffcomo.org

Contract
Contact: **VICKIE PRATT**
Department of Administrative Services
636-797-5380

Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:

SAMPLE ENVELOPE

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER
DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100
SEALED PROPOSAL (PROPOSAL NAME)

Contract Term:
1-15-15 to 12-31-18
three year contract
upon approval by
the County Council
and County
Executive

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. This Proposal, if accepted, will constitute an Agreement and Contract with Jefferson County, Missouri, upon approval of the County Council and County Executive. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for two additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

Securus Technologies, Inc.

Robert E. Pickens

Company Name

Authorized Agent (Print)

14651 Dallas Parkway, Suite 600

Robert E. Pickens

Address

Signature

Dallas, Texas 75254

President

City/State/Zip Code

Title

(972) 277-0300

75-2722144

Telephone #

Date

Tax ID #

bpickens@securustech.net

(972) 277-0514

E-mail

Fax #

Vendor
Information:

Request for Proposal and Proposal Form

Bidder's Initials

RP



Jefferson County, Missouri

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Specifications

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.

✓ **Securus has read and complies.**

Securus has designed our offer to provide Jefferson County with a state-of-the-art phone and video package at no cost to the County including Automated Information Services at no cost/no commission deduction. We have included three options for your consideration to maximize the overall revenues to Jefferson County.

Securus Financial Offer

OPTION #1

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 65% |
| Debit Calls | 65% |
| Pre-Paid Card | 65% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$40,000 One-time signing bonus</i> | |
| Annual Free PPCC or Debit call time | \$5,000 |
| Call Rates | NO CHANGE Local/Intra - \$.73/min/collect \$.657/min PPCC/Debit Interstate - \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

Request for Proposal and Proposal Form

Bidder's Initials AB



Jefferson County, Missouri

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OPTION #2

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 60% |
| Debit Calls | 60% |
| Pre-Paid Card | 60% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$20,000 Tech Grant Paid To Jefferson Co Annually</i> | |
| Annual Free PPCC or Debit call time | \$5,000 |
| Call Rates | NO CHANGE Local/Intra - \$.73/min/collect \$.657/min PPCC/Debit Interstate - \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

Request for Proposal and Proposal Form

Bidder's Initials BZ

OPTION #3

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 57% |
| Debit Calls | 57% |
| Pre-Paid Card | 57% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$20,000 Tech Grant Paid To Jefferson Co Annually</i> | |
| Annual Free PPCC or Debit call time | \$1000 |
| Call Rates | LOWER CALL RATES Local/Intra - \$.65/min/collect \$.60/min PPCC/Debit Interstate – \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

Our approach in providing a financial package for Jefferson County is to balance the revenue and technology needs of the county, with the services and costs to the inmates and their friends and family. No vendor can match our ability to connect more calls and increase community satisfaction while also providing leading-edge technology to protect your officers and community. Our offer inherently maximizes revenues so that Jefferson County can make rate decisions based on balancing facility revenue, technology, and constituent needs. Our offer comprises of the following (fees may apply to some products):

Request for Proposal and Proposal Form

Bidder's Initials

bp

- A state-of-the-art 21st Century Corrections Facility Investigative Technology Package.
 - **Secure Call Platform (SCP)** - the most technologically advanced Inmate Phone System the industry has to offer backed by almost 100 patents enabling vertical and horizontal information sharing capabilities which is the same platform used by MO and IL DOC. Securus' Inmate Phone Services includes more than 550 standard features with quarterly updates provided at no additional charge upon release.
 - **Video Visitation** - As part of our solution, we are proposing a **No-Cost to Jefferson County** Video Visitation system that includes inmate video monitors/kiosks. Securus is able to provide this through our own hosted video visitation solution backed by over twenty five years of inmate communications experience. Our solution provides the platform for pod kiosk services such as Commissary Ordering, Visit Scheduling, Sick Call, Inmate Information, Emergency call, and other services as well as a fully integrated video visitation solution. This investment in the Video Visitation Center is based on implementing at home video visitation including attorney visitations, and at home video visitation for the community. Securus is at the forefront of remote and at-home visitation solutions in both technology and service.
 - **Secure Instant Mail** - an electronic way for friends & family members to quickly initiate communication with an incarcerated loved one.
 - **E-Imports** - a secure, robust, and industry standard interface between an Inmate's Debit Phone Account and your Jail Management (JMS) and includes automated set up of inmate PINs at the time of booking
 - **Automated Information Services** - automatically provides general facility and inmate-specific information to detainees and outside callers over the phone. Automation of the repetitive questions asked by inmates greatly reduces the workload on officers, allowing for reallocation of that time to more important safety and security functions. Includes commissary funding and inmate voicemail.
 - **LexisNexis Law Library** - inmates may access an electronic law library through a customized user interface (CUI) that LexisNexis will create for Jefferson County. This solution will meet the county needs for providing law library access to your inmate population.
 - **Free attorney and professional numbers** may be entered into the Jefferson County inmate telephone system by authorized Jefferson County staff, enhancing facility efficiency, safety, and security
 - **Word Spotting** - designed to provide investigators with focused leads based on the audio spoken during calls originating from their facilities.

Optional Services

Securus knows that every facility has unique and different needs. Therefore we have provided Jefferson County with the option to select additional features/products that you determine are most beneficial to your operational goals and philosophies. The following optional services are available to the County for a small additional charge:

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Bidder's Initials *JS*

- **Continuous Voice Verification** –will automatically find Inmates who try to hide their identities on calls, by abusing PINs — whether by stealing them, extorting them, or conspiring with other inmates — the *Investigator Pro* finds them, and reports them to you. “These are the calls that inmates don’t want you to find!”
- Securus will also provide interoperability with the largest counties in Missouri and nationwide through **THREADS**, our call analytics technology
- **Location Based Services** – Exclusive cell phone location tracking technology incorporating GEO-fencing and real time look up.
- **PREA Investigative Module**- Securus provides the correction industry’s ONLY Product that collects analyzes reports and automates PREA reporting compliance for confinement facilities. It’s called the PREA Investigative Module, and it is this technology that handles the most important and cumbersome pieces of compliance.

Optional Services Pricing with any Call Rate Option above

| Value Added Service - Description |
|--|
| Continuous Voice Verification (CVV) add \$.02 non-commissionable surcharge per call minute |
| Threads Investigative Capabilities add \$.25 non-commissionable surcharge per call |
| Location Based Services (LBS) add \$.15 non-commissionable surcharge per call |
| PREA Investigative Module \$10/ADP/Year |

*Commissions for Video Visitation

When Securus provides Securus Video Visitation system at a zero out-of-pocket cost for the County, the standard service offering is to begin paying commissions after year two of the contract. However, Securus provides eligibility for paying commissions as soon as the first month. Based on performance, Securus will pay Jefferson County a 20% commission on Securus Video Visitation in each month the County has 1.5 paid visitation sessions per ADP per month. ADP is based on 284 inmates at Jefferson County.

Commissions Payments – all commissions are paid on gross revenue

Gross Revenue

Securus pays the facility on collect/prepaid/debit calls and video visitation we bill excluding fees, taxes, and surcharges. With Gross Revenue, Securus even pays commissions for billed calls that are not remitted for payment by Friends and Families. Securus is responsible for bad debt. The FCC Ruling applies to commission paid on interstate calls.

Fees — Below is a list of Securus fees that may be assessed

| Applicable Fees | Amount |
|--|------------------------------------|
| Transaction Processing Fee - via Internet | \$7.95 |
| Transaction Processing Fee - via Customer Care/IVR | \$9.95 |
| Return Check Charge | \$25.00 |
| Wireless Administration Fee | \$3.99 |
| Federal Regulatory Recovery Fee | \$3.49 |
| A 5% State Cost recovery fee | Varies based on call rate/duration |
| Money Gram - Third Party Payment Processing Fee (if utilized) | up to \$12.95 |
| Western Union - Third Party Payment Processing Fee (if utilized) | up to \$12.95 |
| Debit Refund Fee - Western Union | \$5.50 |

- On-Site video visits will be at no charge, a minimum of two (2) free inmate phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.

✓ **Securus has read and complies.**

SCP and SVV can be configured to meet Jefferson County's onsite video visitation "no charge" requirements, as well as, providing 2 free inmate phones to be placed in the holding area.

Scheduling a Session Online

Friends, family members, attorneys and other users can schedule an on-site visit by going to www.Securustech.net/VideoVisitation and clicking on the "Schedule an onsite visit" button. When scheduling an on-site visit, the user does not create an account.

Request for Proposal and Proposal Form

Bidder's Initials

BP

OPTION #1

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 65% |
| Debit Calls | 65% |
| Pre-Paid Card | 65% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$40,000 One-time signing bonus</i> | |
| Annual Free PPCC or Debit call time | \$5,000 |
| Call Rates | NO CHANGE Local/Intra - \$.73/min/collect \$.657/min PPCC/Debit Interstate - \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

Request for Proposal and Proposal Form

Bidder's Initials

CR

OPTION #2

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 60% |
| Debit Calls | 60% |
| Pre-Paid Card | 60% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$20,000 Tech Grant Paid To Jefferson Co Annually</i> | |
| Annual Free PPCC or Debit call time | \$5,000 |
| Call Rates | NO CHANGE Local/Intra - \$.73/min/collect \$.657/min PPCC/Debit Interstate - \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

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OPTION #3

| Products | Commission Rate/Cost |
|---|--|
| Collect Calls | 57% |
| Debit Calls | 57% |
| Pre-Paid Card | 57% |
| Video Visitation | *20% |
| Secure Instant Mail | 40% |
| AIS Voicemail | 20% |
| <i>\$20,000 Tech Grant Paid To Jefferson Co Annually</i> | |
| Annual Free PPCC or Debit call time | \$1000 |
| Call Rates | LOWER CALL RATES Local/Intra - \$.65/min/collect \$.60/min PPCC/Debit Interstate - \$.25/min collect \$.21/min prepaid |
| Complete Video Visitation Solution | Included - No Cost (\$180,025.00 Value) 30 Minute Remote sessions \$15.95 On Site Sessions- Free |
| Automated Information Services | Included - No Cost/No Commission Deduction \$20,000 Value over the life of the contract |
| Law Library | No Cost- \$21,000 value |
| Service, Installation, Maintenance, Training | Included - No Cost |

Our approach in providing a financial package for Jefferson County is to balance the revenue and technology needs of the county, with the services and costs to the inmates and their friends and family. No vendor can match our ability to connect more calls and increase community satisfaction while also providing leading-edge technology to protect your officers and community. Our offer inherently maximizes revenues so that Jefferson County can make rate decisions based on balancing facility revenue, technology, and constituent needs. Our offer comprises of the following (fees may apply to some products):

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- A state-of-the-art 21st Century Corrections Facility Investigative Technology Package.
 - **Secure Call Platform (SCP)** - the most technologically advanced Inmate Phone System the industry has to offer backed by almost 100 patents enabling vertical and horizontal information sharing capabilities which is the same platform used by MO and IL DOC. Securus' Inmate Phone Services includes more than 550 standard features with quarterly updates provided at no additional charge upon release.
 - **Video Visitation** – As part of our solution, we are proposing a **No-Cost to Jefferson County** Video Visitation system that includes inmate video monitors/kiosks. Securus is able to provide this through our own hosted video visitation solution backed by over twenty five years of inmate communications experience. Our solution provides the platform for pod kiosk services such as Commissary Ordering, Visit Scheduling, Sick Call, Inmate Information, Emergency call, and other services as well as a fully integrated video visitation solution. This investment in the Video Visitation Center is based on implementing at home video visitation including attorney visitations, and at home video visitation for the community. Securus is at the forefront of remote and at-home visitation solutions in both technology and service.
 - **Secure Instant Mail** - an electronic way for friends & family members to quickly initiate communication with an incarcerated loved one.
 - **E-Imports** - a secure, robust, and industry standard interface between an Inmate's Debit Phone Account and your Jail Management (JMS) and includes automated set up of inmate PINs at the time of booking
 - **Automated Information Services** - automatically provides general facility and inmate-specific information to detainees and outside callers over the phone. Automation of the repetitive questions asked by inmates greatly reduces the workload on officers, allowing for reallocation of that time to more important safety and security functions. Includes commissary funding and inmate voicemail.
 - **LexisNexis Law Library** - inmates may access an electronic law library through a customized user interface (CUI) that LexisNexis will create for Jefferson County. This solution will meet the county needs for providing law library access to your inmate population.
 - **Free attorney and professional numbers** may be entered into the Jefferson County inmate telephone system by authorized Jefferson County staff, enhancing facility efficiency, safety, and security
 - **Word Spotting** - designed to provide investigators with focused leads based on the audio spoken during calls originating from their facilities.

Optional Services

Securus knows that every facility has unique and different needs. Therefore we have provided Jefferson County with the option to select additional features/products that you determine are most beneficial to your operational goals and philosophies. The following optional services are available to the County for a small additional charge:

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BB

- **Continuous Voice Verification** –will automatically find Inmates who try to hide their identities on calls, by abusing PINs — whether by stealing them, extorting them, or conspiring with other inmates — the *Investigator Pro* finds them, and reports them to you. "These are the calls that inmates don't want you to find!"
- Securus will also provide interoperability with the largest counties in Missouri and nationwide through **THREADS**, our call analytics technology
- **Location Based Services** – Exclusive cell phone location tracking technology incorporating GEO-fencing and real time look up.
- **PREA Investigative Module**- Securus provides the correction industry's ONLY Product that collects analyzes reports and automates PREA reporting compliance for confinement facilities. It's called the PREA Investigative Module, and it is this technology that handles the most important and cumbersome pieces of compliance.

Optional Services Pricing with any Call Rate Option above

| Value Added Service - Description |
|--|
| Continuous Voice Verification (CVV) add \$.02 non-commissionable surcharge per call minute |
| Threads Investigative Capabilities add \$.25 non-commissionable surcharge per call |
| Location Based Services (LBS) add \$.15 non-commissionable surcharge per call |
| PREA Investigative Module \$10/ADP/Year |

*Commissions for Video Visitation

When Securus provides Securus Video Visitation system at a zero out-of-pocket cost for the County, the standard service offering is to begin paying commissions after year two of the contract. However, Securus provides eligibility for paying commissions as soon as the first month. Based on performance, Securus will pay Jefferson County a 20% commission on Securus Video Visitation in each month the County has 1.5 paid visitation sessions per ADP per month. ADP is based on 284 inmates at Jefferson County.

Commissions Payments – all commissions are paid on gross revenue

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Gross Revenue

Securus pays the facility on collect/prepaid/debit calls and video visitation we bill excluding fees, taxes, and surcharges. With Gross Revenue, Securus even pays commissions for billed calls that are not remitted for payment by Friends and Families. Securus is responsible for bad debt. The FCC Ruling applies to commission paid on interstate calls.

Fees – Below is a list of Securus fees that may be assessed

| Applicable Fees | Amount |
|--|------------------------------------|
| Transaction Processing Fee - via Internet | \$7.95 |
| Transaction Processing Fee - via Customer Care/IVR | \$9.95 |
| Return Check Charge | \$25.00 |
| Wireless Administration Fee | \$3.99 |
| Federal Regulatory Recovery Fee | \$3.49 |
| A 5% State Cost recovery fee | Varies based on call rate/duration |
| Money Gram - Third Party Payment Processing Fee (if utilized) | up to \$12.95 |
| Western Union - Third Party Payment Processing Fee (if utilized) | up to \$12.95 |
| Debit Refund Fee - Western Union | \$5.50 |

- Bidder will provide inmate phones, remote administration station, the automated inmate call control system and other proposed products and / or features to be completed within sixty (60) days after contract award and full execution.

✓ **Securus has read and complies.**

Installation of inmate phones, remote administration station, the automatic inmate call control system and all other applications and equipment associated with the SCP inmate telephone system will be completed within 60 days of the contract award.

SVV (video): All implementation activities associated with SVV will be completed within 120 days of the contract award.

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AB