

Arizona Department of Corrections



JANET NAPOLITANO
GOVERNOR

1601 West Jefferson
Phoenix, Arizona 85007
(602) 542-5497



DORA B. SCHRIRO
DIRECTOR

Certified/Return Receipt Requested
Via Fax (972) 277-0514

June 7, 2007

Kevin Collins, Account Executive
EVERCOM a division of SECURUS Technologies
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815

Re: Request for Proposal (RFP) No. 060072DC - Inmate Telephone System
Request for Final Proposal Revisions

Dear Mr. Collins:

In accordance with Arizona Procurement Rules, Rule R2-7-C315, Final Proposal Revisions, the Arizona Department of Corrections (Department) is requesting your Final Proposal Revisions for the referenced RFP.

The Final Proposal Revisions shall be inclusive of all costs required for the provision of services, to include any modifications as a result of discussions held on May 18, 2007 and shall be signed by the authorized signatory identified in the submitted proposal. If someone other than the original signatory signs, they shall have the authority to do so. If no response is received by **3:00 P.M., MST, June 15, 2007**, the Department shall consider the original proposal and fees for services as submitted in completing the evaluation process.

The following items were discussed during our discussions meeting and will need to be included in the Final Proposal Revision:

What change, in call and commission rates, would you offer if your upfront commission payment was less and reconciled at the end.

Please provide information on Inmate Phone System Demo and clearly state features and enhancements beyond the scope of work the Department requested.

Please include future enhancements to the Inmate Phone System as part of the proposal.

Scope of Work, Paragraph 2.6.7.1, Inmate Telephone Systems and Services, please respond and reiterate the Friends and Family Customer Care Center.

EVERCOM a division of SECURUS Technologies

June 7, 2007

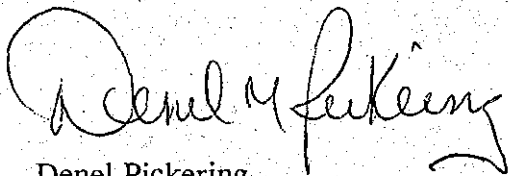
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Please identify the fact that Evercom can or may assist with the Inmate Grievances.

Please submit the requested information via fax to (602) 364-3790 and send the original to the address listed below.

If you have any questions, please contact Kristine Yaw, Purchasing Manager or me at (602) 542-1172.

Sincerely,

A handwritten signature in black ink, appearing to read "Denel Pickering". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Denel Pickering
Chief Procurement Officer

DP/ky

cc: RFP File

COPY

*An RFP Solution Presented
Expressly for the*

**Arizona Department
of Corrections
RFP #060072DC**

Best and Final Offer

Presented to:

*Arizona Department of Corrections
ATTN: Contracts Administration
1601 W. Jefferson St.
M/C 55303
Phoenix, Arizona 85007-3002*

Presented by:

***Kevin Collins
Account Executive
720-488-5696***

 **EVERCOM**
a division of SECURUS Technologies

14651 Dallas Parkway
Suite 600
Dallas, TX 75254-8815

WWW.SECURUSTECH.NET

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LETTER OF TRANSMITTAL

June 15, 2007

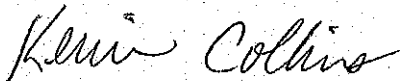
Denel Pickering
Chief Procurement Officer
Arizona Department of Corrections
Contracts Administration
1601 W. Jefferson
Phoenix, AZ 85007

Re: Request for Proposal (RFP) No. 060072DC Inmate Phone System
Request for Final Proposal Revisions

Dear Denel:

Evercom Inc, a subsidiary of SECURUS Technologies, is submitting the final proposal revisions to RFP No. 060072DC as requested by the Arizona Department of Corrections. The final proposal revisions are inclusive of all costs required or the provision of services which include any modifications as a result of discussions held on May 18, 2007. The final proposal revision is signed by an authorized signatory as required.

Sincerely,



Kevin Collins
SECURUS Technologies
National Account Manager
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815
720.530.9840

BAFO REQUIREMENTS

ADOC PURCHASING

602 364 3788 P. 01

Arizona Department of CorrectionsJANET NAFOLITANO
GOVERNOR1601 West Jefferson
Phoenix, Arizona 85007
(602) 542-5497DORA B. SCHRIRO
DIRECTORCertified/Return Receipt Requested
Via Fax (972) 277-0514

June 7, 2007

Kevin Collins, Account Executive
EVERCOM a division of SECURUS Technologies
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254-8815Re: Request for Proposal (RFP) No. 060072DC - Inmate Telephone System
Request for Final Proposal Revisions

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What change, in call and commission rates, would you offer if your upfront commission payment was less and reconciled at the end.

Please provide information on Inmate Phone System Demo and clearly state features and enhancements beyond the scope of work the Department requested.

Please include future enhancements to the Inmate Phone System as part of the proposal.

Scope of Work, Paragraph 2.6.7.1, Inmate Telephone Systems and Services, please respond and reiterate the Friends and Family Customer Care Center.

Contracts Administration, 1601 W. Jefferson, Phoenix, Arizona 85007, Mail Code 55303
Fax: 602-364-3790



EVERCOM a division of SECURUS Technologies
June 7, 2007
Page 2

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If you have any questions, please contact Kristine Yaw, Purchasing Manager or me at (602) 542-1172.

Sincerely,

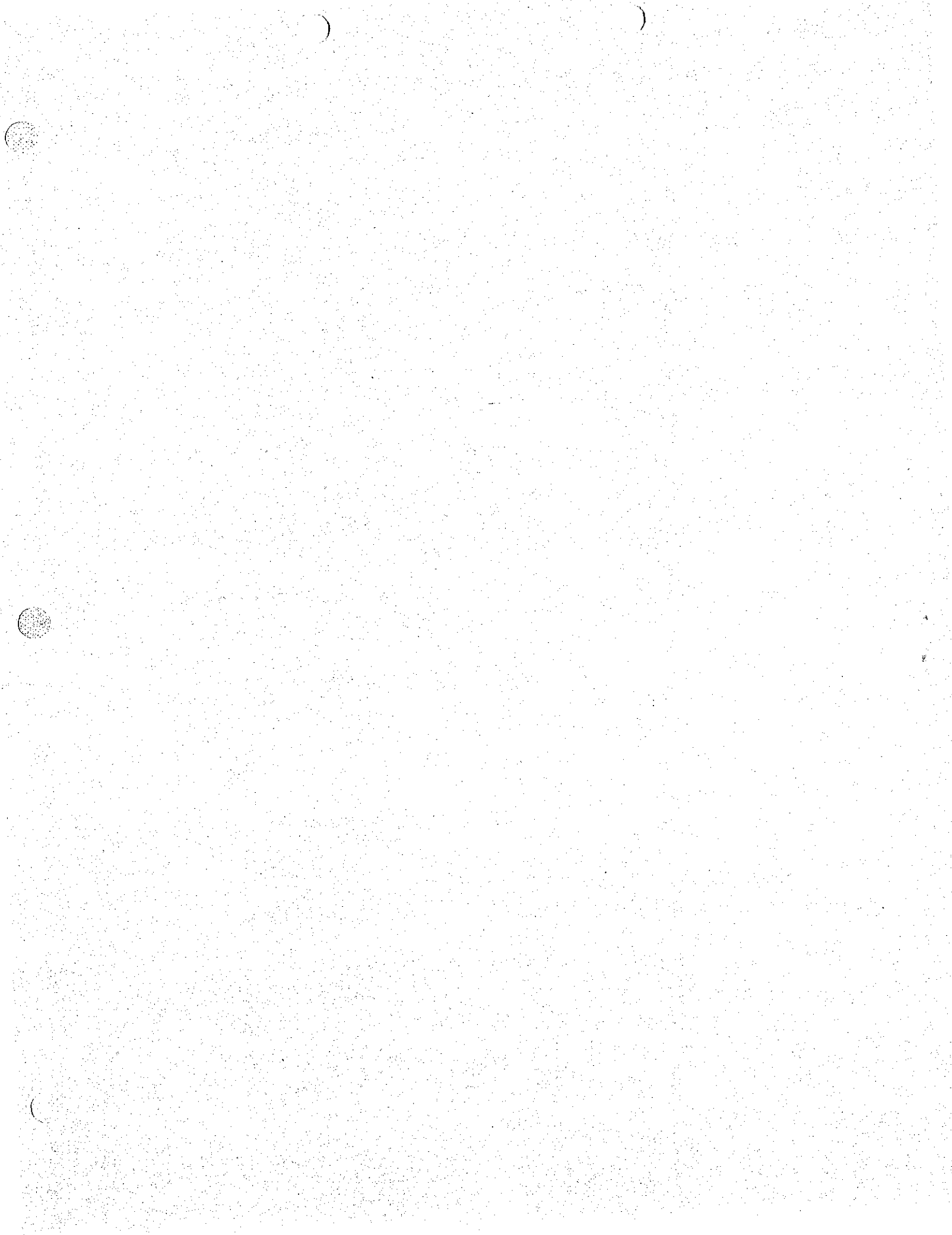
Denel Pickering
Chief Procurement Officer

DP/ky

cc: RFP File

Contracts Administration, 1601 W. Jefferson, Phoenix, Arizona 85007, Mail Code 53303
Fax: 602-364-3790

TOTAL P.02



CALL RATES AND COMMISSION

What change, in call and commission rates, would you offer if your upfront commission payment was less and reconciled at the end?

If the amount of the up front payment was reduced, it would provide greater flexibility to offer lower calls rates to the AZ DOC. The specific amount of the change in the upfront payment would be a key factor in the determination of the influence it would have on both rates and commissions. The Request for Final Proposal Revisions did not identify a specific reduction in the upfront payment so, in an effort to provide a comprehensive response, Evercom is providing the following rate options which specify the changes in our proposed call and commission rates correlating to incremental changes in the upfront payment. The AZ DOC may select any of the following options for commission rate and call rates based upon the change in the proposed amount of the upfront payment. Evercom is specifically proposing to allow the AZDOC to change rates in any contract year by selecting the any of the proposed prepayment options. These options are in addition to the commission and rate proposal provided in response to Request for Proposal No. 060072DC:

Proposed Commission Rate 59.2 %				
Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$2.19	\$0.00	\$2.19	\$572,683.248
IntraLATA	\$2.38	\$0.24	\$7.18	\$1,537,934.460
InterLATA	\$2.85	\$0.29	\$8.65	\$2,487,323.070
Interstate	\$2.85	\$0.48	\$12.45	\$932,928.300
International	\$2.85	\$0.48	\$12.45	\$60,955.200
Prepaid				
Local	\$1.90	\$0.00	\$1.90	\$248,424.240
IntraLATA	\$1.90	\$0.24	\$6.70	\$717,559.950
InterLATA	\$2.38	\$0.29	\$8.18	\$1,176,086.862
Interstate	\$2.38	\$0.48	\$11.98	\$448,854.660
International	\$2.38	\$0.48	\$11.98	\$29,327.040
Debit				
Local	\$1.90	\$0.00	\$1.900	\$82,808.080
IntraLATA	\$1.90	\$0.24	\$6.700	\$239,186.650
InterLATA	\$2.38	\$0.29	\$8.180	\$392,028.954
Interstate	\$2.38	\$0.48	\$11.980	\$149,618.220
International	\$2.38	\$0.48	\$11.980	\$9,775.680
Upfront Commission		\$2,351,137	Total Family Costs	
			\$9,085,495	



Proposed Commission Rate 57.5 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$2.07	\$0.00	\$2.070	\$541,303.344
IntraLATA	\$2.25	\$0.23	\$6.850	\$1,467,249.450
InterLATA	\$2.70	\$0.27	\$8.100	\$2,329,169.580
Interstate	\$2.70	\$0.45	\$11.700	\$876,727.800
International	\$2.70	\$0.45	\$11.700	\$57,283.200
Prepaid				
Local	\$1.80	\$0.00	\$1.800	\$235,349.280
IntraLATA	\$1.80	\$0.23	\$6.400	\$685,430.400
InterLATA	\$2.25	\$0.27	\$7.650	\$1,099,885.635
Interstate	\$2.25	\$0.45	\$11.250	\$421,503.750
International	\$2.25	\$0.45	\$11.250	\$27,540.000
Debit				
Local	\$1.80	\$0.00	\$1.800	\$78,449.760
IntraLATA	\$1.80	\$0.23	\$6.400	\$228,476.800
InterLATA	\$2.25	\$0.27	\$7.650	\$366,628.545
Interstate	\$2.25	\$0.45	\$11.250	\$140,501.250
International	\$2.25	\$0.45	\$11.250	\$9,180.000

Upfront Commission

\$2,166,751

Total Family Costs

\$8,564,679

Proposed Commission Rate 55.7 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.96	\$0.00	\$1.960	\$512,538.432
IntraLATA	\$2.13	\$0.21	\$6.330	\$1,355,867.010
InterLATA	\$2.56	\$0.26	\$7.760	\$2,231,401.968
Interstate	\$2.56	\$0.43	\$11.160	\$836,263.440
International	\$2.56	\$0.43	\$11.160	\$54,639.360
Prepaid				
Local	\$1.70	\$0.00	\$1.700	\$222,274.320
IntraLATA	\$1.70	\$0.21	\$5.900	\$631,881.150
InterLATA	\$2.13	\$0.26	\$7.330	\$1,053,877.347
Interstate	\$2.13	\$0.43	\$10.730	\$402,020.910
International	\$2.13	\$0.43	\$10.730	\$26,267.040
Debit				
Local	\$1.70	\$0.00	\$1.700	\$74,091.440
IntraLATA	\$1.70	\$0.21	\$5.900	\$210,627.050
InterLATA	\$2.13	\$0.26	\$7.330	\$351,292.449
Interstate	\$2.13	\$0.43	\$10.730	\$134,006.970
International	\$2.13	\$0.43	\$10.730	\$8,755.680

Upfront Commission	\$1,982,364	Total Family Costs	\$8,105,805
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Proposed Commission Rate 53.7 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.84	\$0.00	\$1.840	\$481,158.528
IntraLATA	\$2.00	\$0.20	\$6.000	\$1,285,182.000
InterLATA	\$2.40	\$0.24	\$7.200	\$2,070,372.960
Interstate	\$2.40	\$0.40	\$10.400	\$779,313.600
International	\$2.40	\$0.40	\$10.400	\$50,918.400
Prepaid				
Local	\$1.60	\$0.00	\$1.600	\$209,199.360
IntraLATA	\$1.60	\$0.20	\$5.600	\$599,751.600
InterLATA	\$2.00	\$0.24	\$6.800	\$977,676.120
Interstate	\$2.00	\$0.40	\$10.000	\$374,670.000
International	\$2.00	\$0.40	\$10.000	\$24,480.000
Debit				
Local	\$1.60	\$0.00	\$1.600	\$69,733.120
IntraLATA	\$1.60	\$0.20	\$5.600	\$199,917.200
InterLATA	\$2.00	\$0.24	\$6.800	\$325,892.040
Interstate	\$2.00	\$0.40	\$10.000	\$124,890.000
International	\$2.00	\$0.40	\$10.000	\$8,160.000

Upfront Commission	\$1,797,978	Total Family Costs	\$7,581,315
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Proposed Commission Rate 51.42 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.73	\$0.00	\$1.730	\$452,393.616
IntraLATA	\$1.88	\$0.19	\$5.680	\$1,216,638.960
InterLATA	\$2.25	\$0.23	\$6.850	\$1,969,729.830
Interstate	\$2.25	\$0.38	\$9.850	\$738,099.900
International	\$2.25	\$0.38	\$9.850	\$48,225.600
Prepaid				
Local	\$1.50	\$0.00	\$1.500	\$196,124.400
IntraLATA	\$1.50	\$0.19	\$5.300	\$567,622.050
InterLATA	\$1.88	\$0.23	\$6.480	\$931,667.832
Interstate	\$1.88	\$0.38	\$9.480	\$355,187.160
International	\$1.88	\$0.38	\$9.480	\$23,207.040
Debit				
Local	\$1.50	\$0.00	\$1.500	\$65,374.800
IntraLATA	\$1.50	\$0.19	\$5.300	\$189,207.350
InterLATA	\$1.88	\$0.23	\$6.480	\$310,555.944
Interstate	\$1.88	\$0.38	\$9.480	\$118,395.720
International	\$1.88	\$0.38	\$9.480	\$7,735.680
Upfront Commission		\$1,613,592	Total Family Costs	\$7,190,166

Proposed Commission Rate 48.8 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.61	\$0.00	\$1.610	\$421,013.712
IntraLATA	\$1.75	\$0.18	\$5.350	\$1,145,953.950
InterLATA	\$2.10	\$0.21	\$6.300	\$1,811,576.340
Interstate	\$2.10	\$0.35	\$9.100	\$681,899.400
International	\$2.10	\$0.35	\$9.100	\$44,553.600
Prepaid				
Local	\$1.40	\$0.00	\$1.400	\$183,049.440
IntraLATA	\$1.40	\$0.18	\$5.000	\$535,492.500
InterLATA	\$1.75	\$0.21	\$5.950	\$855,466.605
Interstate	\$1.75	\$0.35	\$8.750	\$327,836.250
International	\$1.75	\$0.35	\$8.750	\$21,420.000
Debit				
Local	\$1.40	\$0.00	\$1.400	\$61,016.480
IntraLATA	\$1.40	\$0.18	\$5.000	\$178,497.500
InterLATA	\$1.75	\$0.21	\$5.950	\$285,155.535
Interstate	\$1.75	\$0.35	\$8.750	\$109,278.750
International	\$1.75	\$0.35	\$8.750	\$7,140.000

Upfront Commission	\$1,429,206	Total Family Costs	\$6,669,350
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Proposed Commission Rate 45.8 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.50	\$0.00	\$1.500	\$392,248.800
IntraLATA	\$1.63	\$0.16	\$4.830	\$1,034,571.510
InterLATA	\$1.95	\$0.20	\$5.950	\$1,710,933.210
Interstate	\$1.95	\$0.33	\$8.550	\$640,685.700
International	\$1.95	\$0.33	\$8.550	\$41,860.800
Prepaid				
Local	\$1.30	\$0.00	\$1.300	\$169,974.480
IntraLATA	\$1.30	\$0.16	\$4.500	\$481,943.250
InterLATA	\$1.63	\$0.20	\$5.630	\$809,458.317
Interstate	\$1.63	\$0.33	\$8.230	\$308,353.410
International	\$1.63	\$0.33	\$8.230	\$20,147.040
Debit				
Local	\$1.30	\$0.00	\$1.300	\$56,658.160
IntraLATA	\$1.30	\$0.16	\$4.500	\$160,647.750
InterLATA	\$1.63	\$0.20	\$5.630	\$269,819.439
Interstate	\$1.63	\$0.33	\$8.230	\$102,784.470
International	\$1.63	\$0.33	\$8.230	\$6,715.680

Upfront Commission	\$1,244,820	Total Family Costs	\$6,206,802
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Proposed Commission Rate 42.2 %

Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.38	\$0.00	\$1.380	\$360,868.896
IntraLATA	\$1.50	\$0.15	\$4.500	\$963,886.500
InterLATA	\$1.80	\$0.18	\$5.400	\$1,552,779.720
Interstate	\$1.80	\$0.30	\$7.800	\$584,485.200
International	\$1.80	\$0.30	\$7.800	\$38,188.800
Prepaid				
Local	\$1.20	\$0.00	\$1.200	\$156,899.520
IntraLATA	\$1.20	\$0.15	\$4.200	\$449,813.700
InterLATA	\$1.50	\$0.18	\$5.100	\$733,257.090
Interstate	\$1.50	\$0.30	\$7.500	\$281,002.500
International	\$1.50	\$0.30	\$7.500	\$18,360.000
Debit				
Local	\$1.20	\$0.00	\$1.200	\$52,299.840
IntraLATA	\$1.20	\$0.15	\$4.200	\$149,937.900
InterLATA	\$1.50	\$0.18	\$5.100	\$244,419.030
Interstate	\$1.50	\$0.30	\$7.500	\$93,667.500
International	\$1.50	\$0.30	\$7.500	\$6,120.000

Upfront Commission

\$1,060,433

Total Family Costs
\$5,685,986



Proposed Commission Rate 38.06 %				
Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.27	\$0.00	\$1.270	\$332,103.984
IntraLATA	\$1.38	\$0.14	\$4.130	\$884,633.610
InterLATA	\$1.65	\$0.17	\$5.050	\$1,452,136.590
Interstate	\$1.65	\$0.28	\$7.250	\$543,271.500
International	\$1.65	\$0.28	\$7.250	\$35,496.000
Prepaid				
Local	\$1.10	\$0.00	\$1.100	\$143,824.560
IntraLATA	\$1.10	\$0.14	\$3.850	\$412,329.225
InterLATA	\$1.38	\$0.17	\$4.780	\$687,248.802
Interstate	\$1.38	\$0.28	\$6.980	\$261,519.660
International	\$1.38	\$0.28	\$6.980	\$17,087.040
Debit				
Local	\$1.10	\$0.00	\$1.100	\$47,941.520
IntraLATA	\$1.10	\$0.14	\$3.900	\$139,228.050
InterLATA	\$1.38	\$0.17	\$4.780	\$229,082.934
Interstate	\$1.38	\$0.28	\$6.980	\$87,173.220
International	\$1.38	\$0.28	\$6.980	\$5,695.680
Upfront Commission		\$876,047	Total Family Costs	\$5,278,772

Proposed Commission Rate 33.06 %				
Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.15	\$0.00	\$1.150	\$300,724.080
IntraLATA	\$1.25	\$0.13	\$3.850	\$824,658.450
InterLATA	\$1.50	\$0.15	\$4.500	\$1,293,983.100
Interstate	\$1.50	\$0.25	\$6.500	\$487,071.000
International	\$1.50	\$0.25	\$6.500	\$31,824.000
Prepaid				
Local	\$1.00	\$0.00	\$1.000	\$130,749.600
IntraLATA	\$1.00	\$0.13	\$3.600	\$385,554.600
InterLATA	\$1.25	\$0.15	\$4.250	\$611,047.575
Interstate	\$1.25	\$0.25	\$6.250	\$234,168.750
International	\$1.25	\$0.25	\$6.250	\$15,300.000
Debit				
Local	\$1.00	\$0.00	\$1.000	\$43,583.200
IntraLATA	\$1.00	\$0.13	\$3.600	\$128,518.200
InterLATA	\$1.25	\$0.15	\$4.250	\$203,682.525
Interstate	\$1.25	\$0.25	\$6.250	\$78,056.250
International	\$1.25	\$0.25	\$6.250	\$5,100.000
Upfront Commission		\$691,661	Total Family Costs	\$4,774,021

Proposed Commission Rate 26.9 %				
Type Call	Surcharge	Per Minute Rate	20Minute Call cost to Customer	Family Costs
Collect				
Local	\$1.040	\$0.000	\$1.040	\$271,959.168
IntraLATA	\$1.130	\$0.110	\$3.330	\$713,276.010
InterLATA	\$1.350	\$0.140	\$4.150	\$1,193,339.970
Interstate	\$1.350	\$0.230	\$5.950	\$445,857.300
International	\$1.350	\$0.230	\$5.950	\$29,131.200
Prepaid				
Local	\$0.900	\$0.000	\$0.900	\$117,674.640
IntraLATA	\$0.900	\$0.110	\$3.100	\$332,005.350
InterLATA	\$1.130	\$0.140	\$3.930	\$565,039.287
Interstate	\$1.130	\$0.230	\$5.730	\$214,685.910
International	\$1.130	\$0.230	\$5.730	\$14,027.040
Debit				
Local	\$0.900	\$0.000	\$0.900	\$39,224.880
IntraLATA	\$0.900	\$0.110	\$3.100	\$110,668.450
InterLATA	\$1.130	\$0.140	\$3.930	\$188,346.429
Interstate	\$1.130	\$0.230	\$5.730	\$71,561.970
International	\$1.130	\$0.230	\$5.730	\$4,675.680
Upfront Commission		\$507,275	Total Family Costs	\$4,311,473



VALUE-ADDED SERVICES

Please provide information on the Inmate Phone System Demo and clearly state features and enhancements beyond the scope of work the Department requested.

The following are specific value added components of our proposal that go beyond the requirements of this RFP and will enable the Arizona DOC to put Evercom's experience, inventiveness, and customer-focus to work for you with value that goes beyond the need for an Inmate Telephone System:

WEB PORTAL

The Evercom Web Portal will provide the DOC with the ability to access, share and review call record detail, commission information, and service request status online—anywhere and anytime. This means Arizona DOC will have the capability to continuously monitor and audit commissions and other significant data elements.

Evercom's Portal opens a secure window into a facility's operations, providing authorized personnel with the access to an array of applications, functions and modules that are design to aid correctional facilities in maintaining safe and efficient operations. Whether you need to investigate inmates' potentially fraudulent activities or require technical support, all functions are available 24 hours a day, 365 days a year.

RIGHT ON THE MONEY

In addition to the web portal and commission reports, Evercom has implemented a proactive program intended to assist in illustrating to customers the ability to account for all call detail records (CDR) from call attempts to all commissioned CDRs. It includes end-to-end process accountability, ensured deployment integrity and audit accountability.

The program allows administrators to generate monthly reports and proactively track calling patterns, trends and have full site revenue visibility which includes:

- CDR Reconciliation (Incomplete, Complete, Free, Visitation, etc.)
- Revenue Detail (LEC-Billed, Prepaid, Direct)
- Collect Revenue by Call Type (Local, IntraLATA, InterLATA, Interstate)
- Incomplete Call Detail (Call Duration Limit Exceeded, Inmate Hung Up, Invalid PIN Entered, etc.)

SYSTEMS INTEGRATION

With the approval and cooperation of the Department, Evercom will provide integration to the Department's existing Inmate Management System to help assist in the elimination of manual processes, such as PIN assignment and transfer between facilities, and help facilitate an improvement to the timeframe in which inmates are able to contact friends and family members.

CALL CENTER ACCESS

Evercom's call centers provide a staff of trained professionals, backed by a state-of-the-art automated call processing system, to assist friends and family with account information, maintenance, and funding questions. Evercom's call centers are the only nationwide customer care centers dedicated solely to the correctional industry. Evercom will provide a toll free number 800-844-6591 specifically for friends and families of inmates. These calls will be directed to 350 Evercom Customer Care Specialists capable of assisting Arizona DOC customers, and all of our representatives are specifically trained to handle account inquiries that arise in this very specialized industry. Customer Care Specialists provide callers with all of the information necessary in order to have complete control over all of their account activity. All of our call centers are benchmarked with monthly customer satisfaction ratings, which are measured by our customers (friends and family members accepting calls from inmates & Arizona DOC). Friends & family are able to:

- Make payments (Check, Money Order)
- Confirm per minute rates
- Obtain information on credit limits
- Review call durations & history
- Fund prepaid accounts
- Learn about Western Union payments
- Receive notification of new service availability (ex: Secure Instant Mail, Voice Mail, etc.)
- Fund trust & commissary accounts
- Confirm originating facility
- Review account balances
- Turn on/off user account notifications

Call Center Access is a standard part of the **FUND-ME-NOW!™** enabler suite at no additional charge to the Arizona DOC.

WEB SITE ACCESS

Evercom's Customer Web Site specializes in assisting friends & family members who have access to the Internet. Accessible via the Correctional Billing Services Web Portal (<https://www.correctionalbillingservices.com/>), the online site provides access to vital customer information 24 hours a day, 7 days a week. Web Site users can also access all of their funding options as well as important facility information at the touch of a button.

The easy to use Web Site interface ensures secure, intuitive, self-service access for handling all account needs, including:

- Make payments (Check, Credit Card)
- Confirm per minute rates

- Obtain information on credit limits
- Review call durations & history
- Fund prepaid accounts
- Receive notification of new service availability (ex: Voice Mail)
- Answers to Frequently Asked Questions (FAQs)
- Learn about Western Union payments
- Fund trust & commissary accounts
- Confirm originating facility
- Review account balances
- Turn on/off user account notifications

Web Site Access is included as a standard part of the FUND-ME-NOW!™ enabler suite at no additional charge to the Arizona DOC.

KIOSK ACCESS

Evercom's Kiosk, the Friends & Family Assistance Center™, provides immediate on-site access at the facility for friends and family to fund accounts and review important facility information. Placed strategically in facility lobby or visitation area, these self-service centers provide immediate access to:

- Activate and fund new and existing telephone accounts
- Fund trust & commissary accounts
- Provide facility policy information
- Answers to Frequently Asked Questions (FAQs)

In addition, the presence of an on-premise lobby Kiosk provides a convenient point into a multitude of future facility capabilities, such as:

- Information requests
- Dissemination of virtually any public information content
- Visitation scheduling
- Visitation check-in

The extraordinary value of FUND-ME-NOW!™ results from the increase in communication between the inmate and their friends and family members. This occurs by increasing payment types and payment avenues, which eases the funding process of friends and family members of inmates. This value ultimately benefits the facility through decreased cost and increased revenue. The FUND-ME-NOW!™ suite is designed to increase account assistance in four ways:

1. 24X7 self-service account management & funding via Automated Phone Access



2. Live assistance from trained Customer Care Specialists via Call Center Access
3. 24X7 self-service account management & funding via Web Site Access
4. On-site self-service account management & funding via Kiosk Access

The entire FUND-ME-NOW!™ suite provides a comprehensive set of funding and account management channels that is unique in the industry. While other competitors may offer point solutions, no other competitor is able to offer the breadth of centralized integrated funding enablers provided by Evercom via Automated Phone Access, Call Center Access, Web Site Access and Kiosk Access. Simply stated – there is no combined competitive offering comparable in the industry today.

FRIENDS AND FAMILY ASSISTANCE

Evercom has a comprehensive solution suite providing friends and family of incarcerated individuals complete assistance with account funding, account maintenance, and inquiries. Friends and family members are able to make payments through a wide variety of options: their local telephone companies, Evercom direct billing, or through Evercom's prepay payment methods. Evercom also partners with a wide variety of national vendors to further facilitate transaction funding (i.e., Western Union, Ace Cash Express, etc...) and is open to partnering with other vendors as well. The goal of our comprehensive set of enablers, FUND-ME-NOW!™ is to facilitate communication. In order to facilitate communication and provide conveniences to friends and family members of inmates, it is necessary to maximize the types of payment methods (personal checks, credit cards, debit cards, money orders, etc.) and provide the most avenues to accept payments (Western Union, ACE Cash Express, Kiosks phones, website, etc.).

There is never a fee imposed for establishing an account or for funding an account through a money order or check. To provide alternatives to people who want to expedite the account funding process without the inconvenience or expense associated with sending the payment via overnight mail, we propose to offer, with the Arizona DOC's consent, voluntary, convenience payment alternatives such as credit cards, debit cards, Western Union, and ACE Cash Express that do require a payment convenience fee.

It is Evercom's goal to reduce the burden on Arizona DOC by optimizing the convenience to the public, maximizing an inmate's ability to make commissary purchases, and providing answers to any questions raised by friends and family members of inmates. Facilities can significantly reduce staff involvement allowing Evercom to handle routine questions and issues that arise. The FUND-ME-NOW!™ suite provides a number of self-service and assisted channels for funding accounts and resolving friends and family issues related to communications. In addition, because FUND-ME-NOW!™ enables more calls to connect, revenues to the state will increase, and costs to the state will decrease. The FUND-ME-NOW!™ solution has several sources of assistance. They are:

- 24X7 Automated Phone Access



- "Live Person" Call Center Access
- Web Site Access
- Kiosk Access in the lobby of each Reception Center

FUND-ME-NOWTM ensures that friends and family have unlimited access to fund and maintain accounts in order to ensure their ability to receive inmate communications – without consuming limited facility staff resources. Everything in the **FUND-ME-NOW!TM** enabler suite focuses on increasing an inmate's chance to successfully connect and maintain contact with friends and family.

AUTOMATED PHONE ACCESS

Automated Phone Access turns any phone into a powerful account maintenance and funding tool, available 24 hours a day, 7 days a week. This touch-tone controlled application assists callers with easy access to account funding and informational aid from any standard telephone. Callers have the ability to dial directly into the system, where an automated assistant guides them through every step. The system provides callers with complete self-service control over their accounts, allowing them to:

- Make payments (Personal Checks or Credit Cards)
- Confirm per minute rates on phone calls
- Obtain billing information
- Review call durations & history
- Fund prepaid phone accounts
- Provide Western Union payment information
- Receive notification of new service availability (ex: Secure Instant Mail, Voice Mail)
- Fund trust & commissary accounts
- Confirm originating facility
- Review account balances
- Turn on/off user account notifications

Automated Phone Access is a standard part of the **FUND-ME-NOW!TM** enabler suite at no charge to Arizona DOC.

FRAUD PREVENTION

Evercom will provide an experienced, dedicated fraud management team that will consistently monitor trends in Inmate Calling within the State of Arizona and nationally, included, but not limited to, Remote Call Forwarding, Three Way Calling, and advances in telecommunications technologies.

3-WAY CALLING DETECTION ENHANCEMENT

Beyond providing 3-way call detection that is by far the most accurate in the industry, Evercom will provide the Department with the ability to adjust 3-way Call Detection to a single PIN or phone number. The system will allow for the Department to choose which numbers or PINs need to be disconnected or noted as three way calls, thus allowing for the Department to take advantage of investigative benefits of certain 3-way calls by not automatically terminating the call.

CRIME TIP HOTLINE

SECURUS' Crime Tip feature provides a secure avenue for an inmate informant to securely and safely share information with law enforcement and investigative personnel without leaving his cell.

ELECTRONIC DRAGNET

Electronic Dragnet is a suite of integrated web applications and services designed to help investigators and other law enforcement officials efficiently analyze and process data such as criminal records, phone records, and visitation records.

SCAN PATROL

This exclusive Evercom feature allows an investigator to listen to a customizable number of seconds of a call in progress and then moves on to the next call, bypassing any inactive line. This feature enables an investigator to efficiently sample calls without the burden of manually selecting each individual call, thus allowing an investigator to perform other functions while monitoring the System. When the investigator hears something in a conversation that is of interest, he or she just clicks on the call in progress to move it into full time monitoring mode. Further, facility personnel can forward a live call to an outside number for monitoring without alerting the inmate or called party.

COVERT ALERT

Providing real-time mobility to enhance investigator efficiency, Covert Alert is an integrated IPS feature that enables automated remote forwarding of flagged inmate calls to an investigators' telephone for remote monitoring—no matter where the investigator is located. This feature will allow your facility's investigators to "multi-task", even off-site, without the risk of missing important investigative information. This mobility means increased productivity and greater operating efficiencies for the Arizona DOC.

SECURE CONNECT NETWORK

As presented during our May 18 demonstration, SECURUS has the distinct advantage of being the manufacturer of the current platform installed throughout the AZ DOC as well as the manufacturer of the Secure Call Network proposed in our offer. As the manufacturer of both platforms, SECURUS can insure a smooth transition in maintaining and importing inmate profile information from the current P-III platform into the SECURUS Secure Connect Network (SCN) with little to no impact in inmate telephone calling privileges.

SECURUS has a significant amount of experience spanning two decades of installing inmate telephone systems in a Department of Corrections environment. During the installation of each institution, SECURUS will work closely with the exiting contracted vendor and the AZ DOC to convert all telephones to the new services in a secure and timely manner. It is our intent to install the new telephone sets on the current vendor's service, provision and test SCN voice services at each institution, import all inmate profile information and then move cable connections from old to new services. Once all services at an Institution are cutover to SCN, a technician will be required to enter each location in which an inmate telephone is installed to conduct a final test as well as re-affirm location of the station set.

While traditional inmate calling systems require a significant amount of physical space for hardware accommodation, the SECURUS SCN is able to service a facility (and in certain circumstances multiple facilities) from a single 4' Rack of equipment.

For future expansions and additions to the inmate calling system, the simple addition of an additional Integrated Access Device (IAD) is most often all that is needed. The open architecture of SCN is designed to accommodate the facility's needs rather than requiring the facility to adapt to the inmate calling system's functionality.

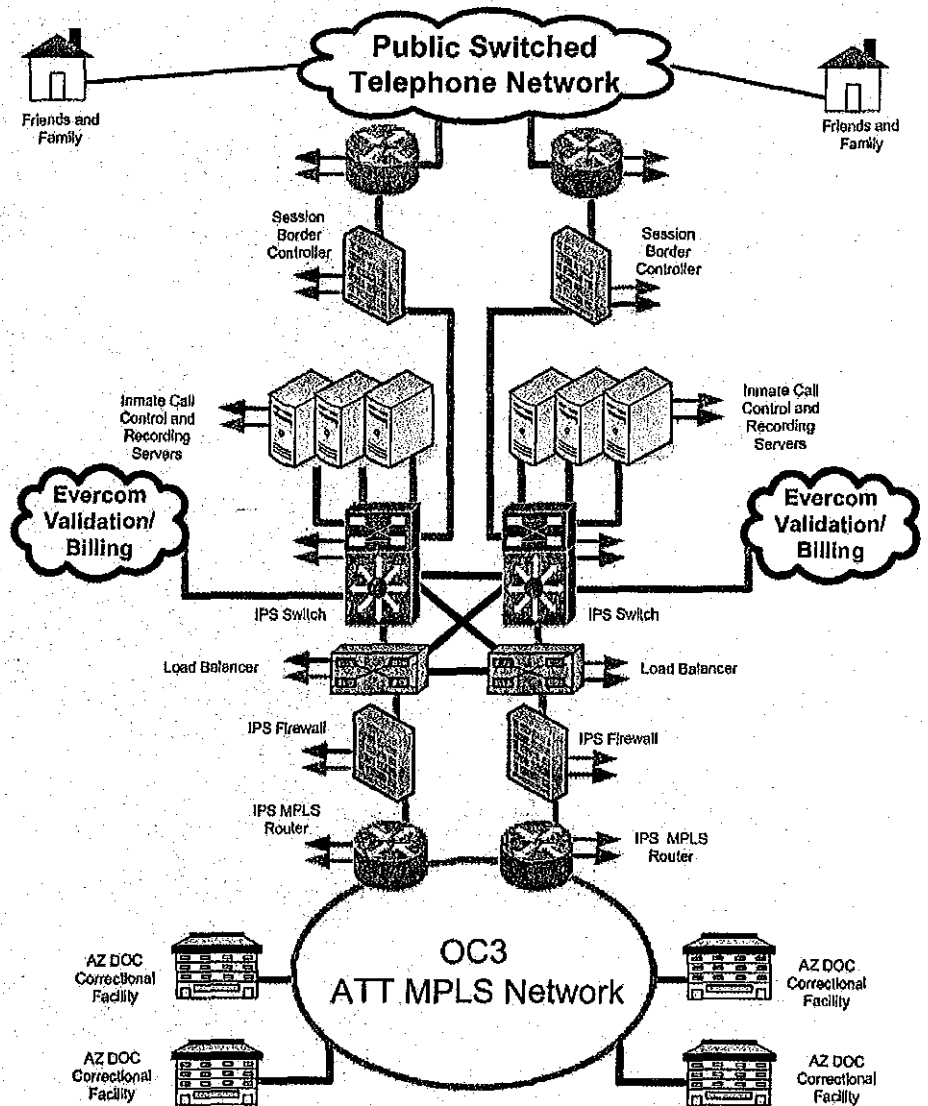
With the SECURUS SCN system, the chance of total system failure is essentially eliminated because in the event that any one component fails, the system will automatically switch to another, properly functioning component – in most cases with no disruption to service.

The SECURUS SCN is a centralized processor located in a Class IV Disaster Resistant Carrier Class Data Center that is managed under the direct supervision and immediate hands-on maintenance of data center personnel.

The fail safes built in to the SCN effectively prevent loss of data and system downtime because all of the data is stored in an offsite, centralized database and backed up at multiple locations. Because the system is web-based, the data can be accessed at any location with an internet connection, and SECURUS' Secure Connect Architecture maintains the system at the highest level of operability. SECURUS proactively identifies potential system and network abnormalities through our centralized suite of diagnostic applications called Sentinel. Sentinel continuously monitors your hardware, software, and system performance from our operations center in Dallas, Texas. This allows our dedicated personnel to diagnose and resolve issues on your system, often before you notice a problem yourself.

The infrastructure supporting the SCN was built from conception with high availability and full redundancy as part of the vision. Each device (routers, switches, servers, SAN, power, circuits, etc.) within the infrastructure is both fault-tolerant (down to the component level) and physically redundant with automatic fail-over. As an example, our routers and servers have dual CPUs, NICs, power supplies, and A & B power feeds. The telecommunications circuits provided by our Telco Carriers feeding the network are both redundant and diverse.

**Arizona DOC
SCN Network**



Our centralized solution provides an advanced method of aggregating data and providing centralized management of a large system with many remote satellite sites. Each remote site is connected to a central site using MPLS (Multi Protocol Label Switching) T-1's for voice and data providing centralized management of user profiles. New or updated user profiles and system configuration data are archived at the central site for centralized management. Remote users have the ability to login to the centralized site when necessary to operate the system, change system configuration, troubleshoot, and retrieve data. The System security features at the central site strictly control this operation. System operators must have a security clearance based on passwords, user-IDs, and security levels to gain access to any individual features of the System. All changes to configuration are tracked based upon users' profiles and managed through levels of security access.

DATA SECURITY

Evercom provides a Centralized System Database engineered with redundancy and disaster recovery planning to prevent downtime and loss of data. All recorded conversations, call detail records and inmate profile information will be written to two separate Storage Area Networks (SAN) located in the main data center in Allen, TX. In addition to the centralized storage redundancy, all data will then be replicated to the secondary data center in Atlanta, GA, providing disaster recovery in the unlikely event the Allen data center becomes inoperable.

Each data center is comprised of two fully redundant systems, each with its own circuit feed, its own physical racks, redundant communication, redundant termination carriers, and redundant A&B power with UPS and generator backup. The physical storage itself is also advanced; the data is stored by SAN, archives are accessed by robotic tape, and the data centers are connected to one another by an Optical Carrier Network Ring. Additionally, the system features full state awareness with the ability to fail over to the backup data center if necessary without dropping the call in progress or loss of data retention.

VOICE BIOMETRICS

The Evercom IPS has the ability to utilize the Voice Biometrics Inmate Telecommunications Identification Service. It is a powerful method of biometric authentication of a person's identity. Compared to other biometric techniques, it is quick, non-intrusive and cost-effective. Voice biometrics is based on the fact that each person's voice contains a unique signature, which can be accurately validated and cannot be imitated.

The voice biometrics system has been deployed for over five (5) years in AZ DOC facilities as well as other Local, County, and State correctional institutions identifying over 50,000 inmates a day. This gives voice biometrics the advantage of being the only and largest deployed Inmate Identification Service in use. The system works with existing inmate telephone hardware negating the need for expensive and potentially breakable alternatives. This eliminates the need to monitor screens or maintain other biometric equipment damaged by the inmate population. Voice biometrics technology is a proactive security system and works without human involvement. Voice biometrics makes it practical for all correctional facilities to assign PIN numbers to inmates. Currently, in high turnover institutions the cost and effort required to administer PIN "calling lists" for all inmates is often too great. In facilities that do have "calling lists", the ability to eliminate those lists will have a positive impact on the number of calls from the facility which will increase the revenue to that facility. Since the system will identify the caller, the facility can trace all calls made from an inmate or specific telephone. This will allow the facility to investigate those individuals making fraudulent or harassing calls, and eliminating the need for "calling lists".

When an inmate is booked into a facility, he/she will enroll by being asked to say his/her name into a preprogrammed phone, four times. This process takes one minute or less. A supervised enrollment of the initial inmate voice print insures the protection against fraud and manipulation by inmates. These repeated utterances of his/her name become the basis for the inmate's personal voice signature. When an

inmate wishes to place a call from within the facility, they must first key in a PIN. These PIN numbers can be setup to auto generate from the IPS platform. The system will prompt the inmate to say their name. Once approved, which takes less than a second, the inmate can continue to place the call. If the verification is not approved, the inmate will receive a message stating that the voice was not verified and the call will end, forcing the inmate to start a new, fully-controlled call.

Voice Biometrics Administrative Tools will allow officers the ability to search and listen to each caller's voice utterance. Investigators will have the tools needed to trace those inmates willfully trying to commit fraud or harassment from within the facility.

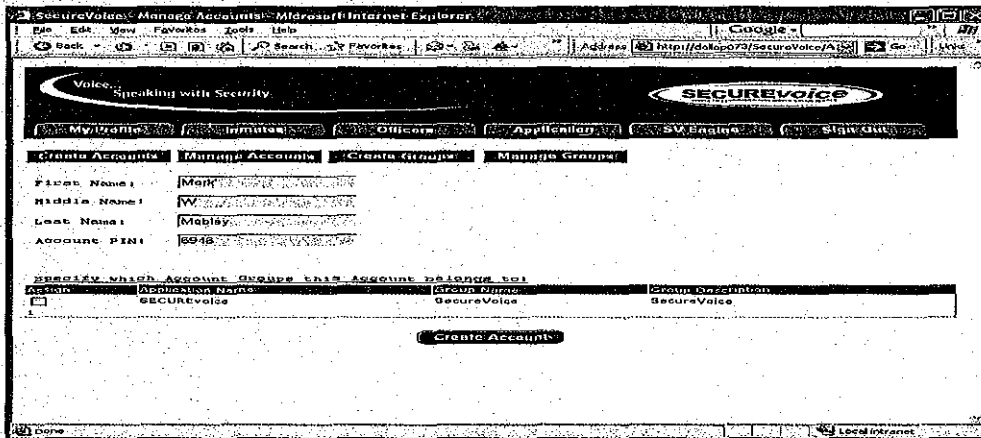


Figure: SECUREvoice™ includes a user-friendly, easy to use interface.

Evercom, has been successfully providing voice verification services to facilities in the USA and Canada for several years. With over 80 facilities currently utilizing our biometric voice verification services, our programs have a record of accomplishment in facilities of all sizes.

LANGUAGES

In addition to English and Spanish, Evercom's system is capable of providing voice prompts including but not limited to the following languages:

- Russian
- Tagalog
- Vietnamese
- Portuguese
- Korean
- Laotian
- Chinese
- Japanese
- Navajo
- French Haitian Creole

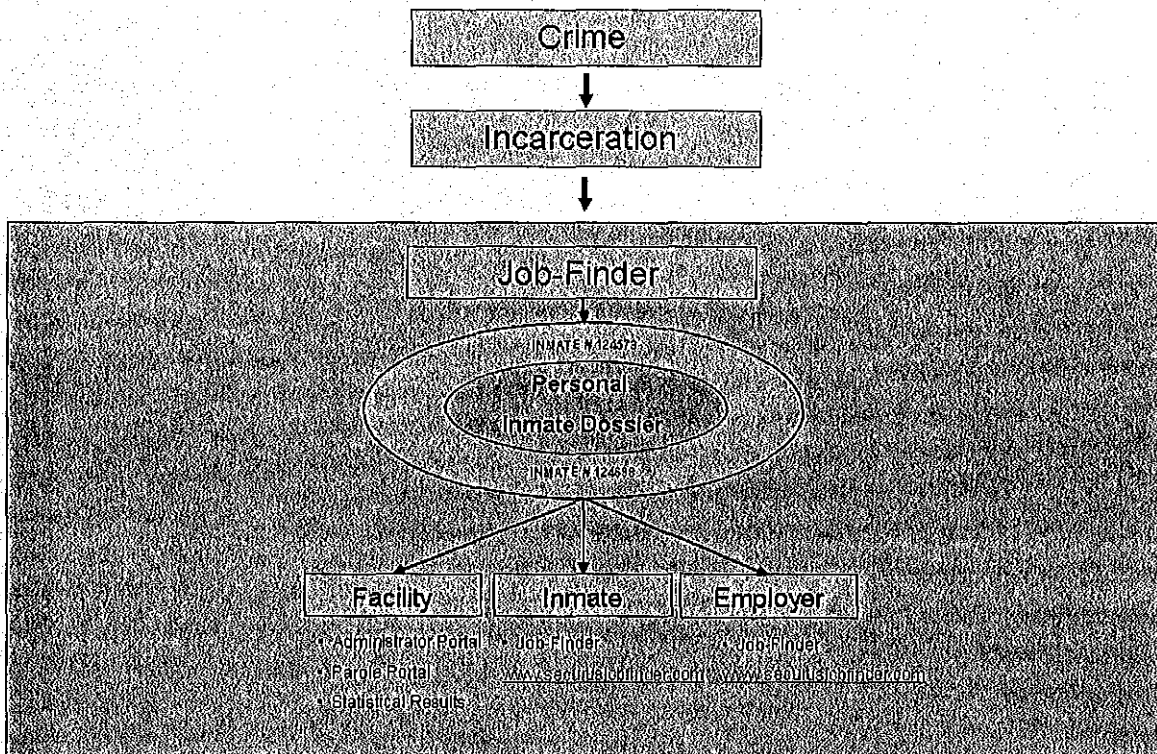
Additionally, Evercom will commit to working with the Department to adapt to other languages that may be required to meet an ever-changing demographic.

INMATE AND FACILITY ASSISTANCE JOB FINDER™

A problem that affects all correctional facilities including those in the Arizona Department of Corrections is recidivism. There is a significant cost associated with housing and rehabilitating individuals who are incarcerated. The State of Arizona is actively pursuing ways to address the problem which affects the heart of their operation.

National studies have found that after one year of release, up to 60% of former inmates do not gain employment. A large percentage of inmates are arrested again during the first year of release. Inmates who have jobs while incarcerated are 33% less likely to return to prison. This number increases by up to 20% if the inmate has a job when released.

Evercom SOLUTION



Evercom's Job Finder is a program in which individual inmate information is entered into a database that will maximize an inmate's potential to gain successful employment after rehabilitation. Employers and staffing agencies use personalized information to choose individuals that qualify for employment opportunities within a community. This program will maximize employment opportunities for inmates by matching the inmate's employment history with staffing agency and community needs. Simply put, Job Finder™ will lower recidivism, improve rehabilitation, assist

with community relations and will become the integral tool of a model transition process.

HOW IT WORKS

1. Inmate enters information into a secure workstation provided at no cost
2. Resume Wizard will create a resume from inmate entered information
3. Inmates will utilize all tools to increase probability of hire
4. Inmates will search jobs that are appropriate to their skills
5. Employers will search for inmates with appropriate skill sets
6. Inmates apply for jobs & employers request contact upon release
7. Employers will register, post jobs, and scan applications at zero cost
8. Evercom will research & process tax credits automatically for all agencies who employ inmates

PROGRAM BENEFITS to the FACILITY

- Reduced cost through recidivism reduction
- Positive community public relations
- Provide additional investigative & parole information
- Improve the facilities employment information collection and job search process
- Increase the number of inmate employment applicants at each facility
- Increase the number of inmates who are employed after incarceration
- Decrease the time period for inmates to gain employment (measured from release date)
- For each inmate employed, increase the average length of first employment.
- Track and compare re-entry employment at similar Evercom contracting facilities (clients that are participating versus non-participating).

Value to Employer

- Immediate Source of Qualified Job Applicants
- National Marketing Tool
- Grow Employer Client Base (new business)
- Tax Incentives
- National / Regional / State search capabilities

Value to Inmate

- Faster Job Placement
- Increased Probability of Hire

Product Cost

- This program is provided at no cost to the Arizona DOC

VOICE MAIL

Evercom's Voicemail is an industry-unique and patented form of secure, two-way communication that is used to facilitate communications between inmates and their friends and families while maintaining the security of these communications to the Department.

Friends and families may establish a voicemail account through Customer Care. This account is the same prepaid collect account used to fund voice calls and can be used for either voice calls or voicemail calls. The voicemail mailbox ID is determined by the inmate in conjunction with their friends and families. All messages are subject to monitoring and recording.

Account holders call a special toll free number to access the voicemail platform. The system will prompt the caller for their account/phone number and mailbox ID. Once the number combinations are validated by the system, the system will prompt the caller to record a message. Once the message is recorded, the friend or family member can record an additional message for this ID or another ID associated with his or her account.

When the inmate calls the friend or family member's phone number, if there is a message associated with that phone number, the system will ask the inmate if he wants to listen to the message. If he presses a digit indicating that he does, the system will prompt him for his mailbox ID. If his mailbox ID is valid, the message will play to the inmate. If authorized by the prepaid collect account holder (friend and family member), the inmate may send a reply message to the caller who would be automatically notified by the system that a message is waiting.

If authorized by the prepaid collect account holder, when an inmate attempts to call the friend or family member, and the inmate receives a busy/no answer, the inmate will be given an opportunity to leave a voicemail message, and the system would automatically notify the account holder that a message is available later that day.

The friends or family member's account is charged 50¢ per each one minute voicemail. The account is only charged when a inmate accesses a message, replies to a message, or leaves a message due to a busy/no answer condition.

SECURE INSTANT MAIL

Evercom Secure Instant Mail™ (SIM) offers an independent, fully controlled, electronic mail communication between the inmates and their families and friends while providing correctional facilities with an array of investigative tools to inhibit inmates' illegal activities, and the influx of contraband into Department facilities helping to ensure public and Department staff safety. Further, SIM retains sophisticated layers of security to protect the integrity of these correspondences as investigative tools.



Secure Instant Mail is integrated with our Inmate Telephone System, thus providing Department's authorized personnel with the vast array of information readily available through the single entry point of Graphical User Interface (GUI).

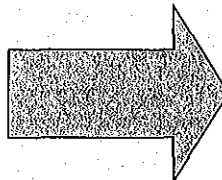
Text only e-messages coming to authorized inmates within a correctional facility are created and sent by any individual from any personal computer after sender's identifying information is authenticated during an initial enrollment process. Facility personnel with proper authorization may access identifying information on the party sending the correspondence, which allows the Department quality investigative information.

These correspondences are securely stored on the Secure Instant Mail server until they are downloaded, automatically sorted and printed upon review of the correctional staff on the dedicated terminal provided to each of the Department's correctional facility's mailroom. Inmates then receive a hard copy of approved correspondences, thus eliminating individual assessment of each individual correspondence for contraband.

With Department's approval, an inmate may write a return letter to the sender. Return letters are scanned into the system and automatically routed to originator. All incoming and outgoing e-messaging letters are digitally recorded, catalogued, stored and available to the Department for investigative review at any time.

To further enhance correctional personnel investigative abilities, Secure Instant Mail™ automatically scans these correspondences and highlights any key words monitored by investigators through a customizable list of key words. Additionally, the application transliterates e-messages from twelve foreign languages into English, a powerful tool to aid correctional personnel to deal with Arizona's diverse inmate population. A listing of the available languages is provided below.

- Arabic
- Chinese
- Dutch
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Spanish
- Swedish



English

SECURE INSTANT MAIL HIGHLIGHTS:

- > Eliminate Contraband
- > Increased Investigative Abilities
- > Increased Audit Capabilities
- > Data stored and shared among multiple agencies
- > Automated Key Word search with highlighting
- > Automated and Patented transliteration from 12 foreign languages into English to avoid costly translations
- > Integrated Mail Violation software for easy processing
- > Automated funding of inmates trust fund accounts to reduce staff labor
- > Verify Mail Sender Information
- > Secured and Encrypted Messaging to inhibit illegal activity
- > Forward Internal Communication from Administration to inmates
- > Additional Source of Revenue to the Department

To reduce Department Staff's manual labor hours and to increase operational efficiency, the Secure Instant Mail™ application provides inmates' families and friends with the option to electronically fund inmates' trust fund accounts. This feature is available at no additional cost, should the Department elect to enable it.

All costs involved with Secure Instant Mail™ application will be borne by the inmates' families and friends that set up an account to use the feature. Rates are determined based on Evercom's full commitment to provide affordable communication to the family and friends of inmates.

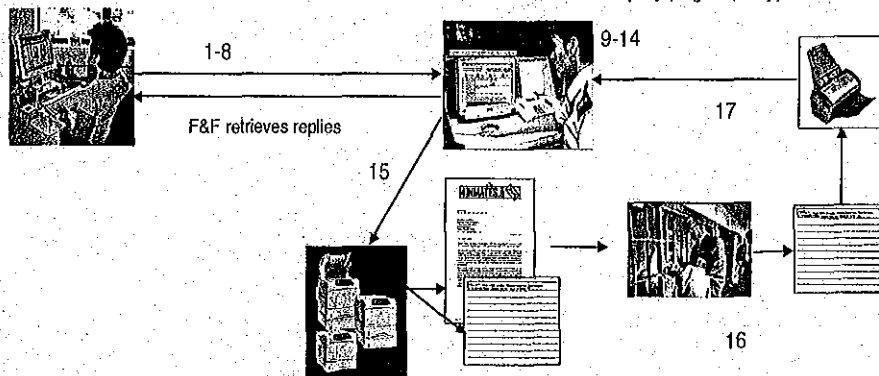
Secure Instant Mail is extremely user friendly and provides easy access to AZ DOC personnel to SIM's investigative benefits. A detailed illustration flow chart on the manner in which Secure Instant Mail is utilized is outlined below.

SECURE INSTANT MAIL PROCESS FLOW

Friends & Family View

Facility View

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Account Enrollment 2. Choose Facility 3. Choose Inmate 4. Compose/Complete Letter 5. Prepay Inmate reply (option) 6. Add money to inmate account (option) 7. Transaction confirmation 8. Account debited | <ol style="list-style-type: none"> 9. Retrieve new or old message (daily) 10. Accept, reject, flag, or hold message (daily) 11. View inmate histories (as needed) 12. View group histories (as needed) 13. Transliterate messages to English (as needed) 14. Add wordspotting lists (as needed) 15. Print and deliver messages (daily) 16. Print and deliver reply pages (daily) 17. Collect and scan replay pages (daily) |
|--|---|



FRIENDS AND FAMILY VIEW.

Inmates' friends and families can set up a Secure Instant Mail account by going to Evercom's website: www.4inmates.com

During the Enrollment Process Friends and Family (friends and families) provide the following personal information:

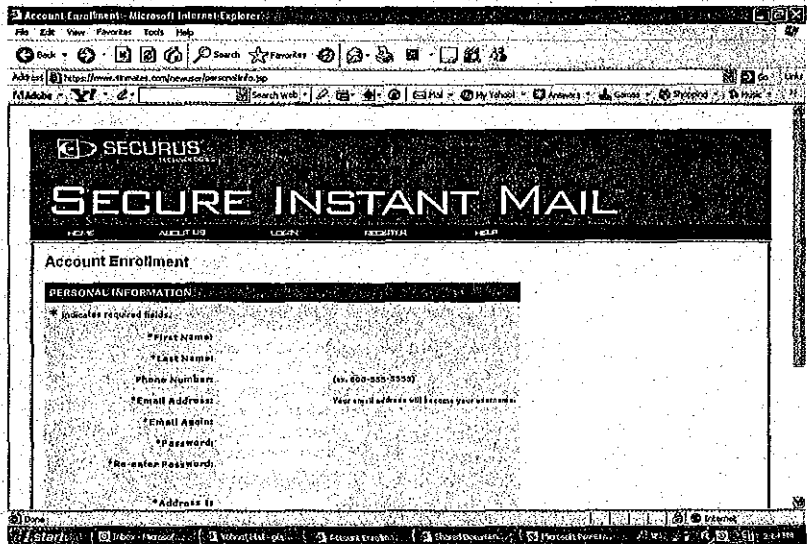
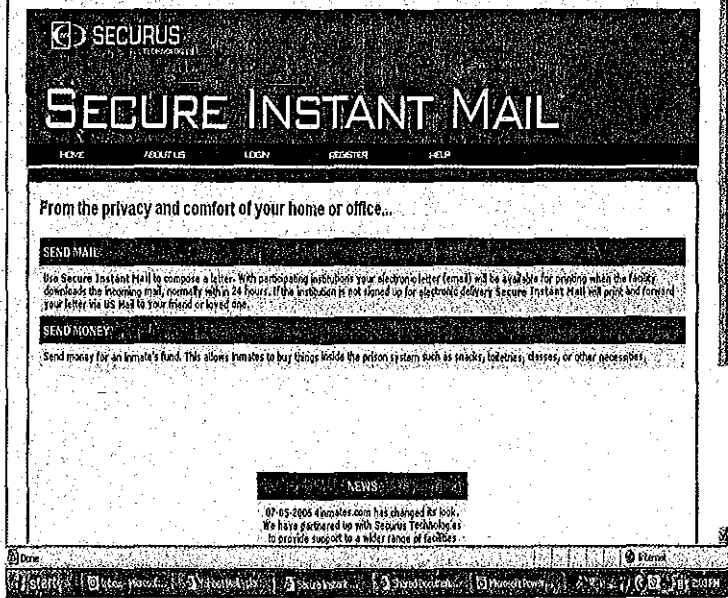
- First Name.
- Last Name.
- Phone number.
- Address.
- E-mail Address.
- Password to be used to log in to the Evercom's secure website.
- Credit Card information to fund a Secure Instant Mail account.

Evercom and its partner, VeriSign, verify an individual's information and establish a new account that is instantly available to the friends and families for use. The sender's e-mail address, used by the application as User ID, and his/her Password are not only used to log into the website, but to permanently identify a sender as well. Authorized facility personnel will be permitted to access this person for investigative purposes as necessary.

After a new account is established and funded, the sender is asked to choose a Correctional Facility from a simple drop down list and to provide inmate's information, such as:

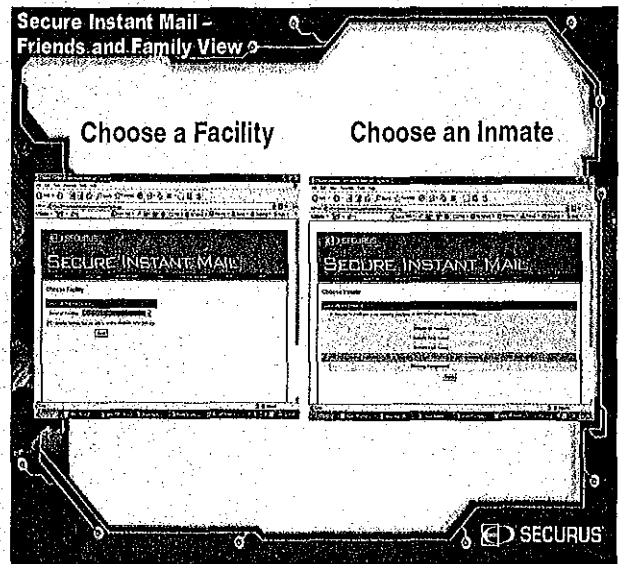
- First Name.
- Last Name
- Department's ID number.
- Housing Assignment (where appropriate and desired by the Department).

The sender is then prompted to compose an e-message using standard characters to avoid sending custom gang symbols. For security reasons, text only messages are allowed.



To provide an automated efficiency and to help encourage contacts between inmates and their friends and families, the Department may benefit from an additional value-added feature that will be made available to Arizona DOC. This feature provides the sender with an opportunity to fund an inmate's trust account and/or prepay a reply letter from the inmate.

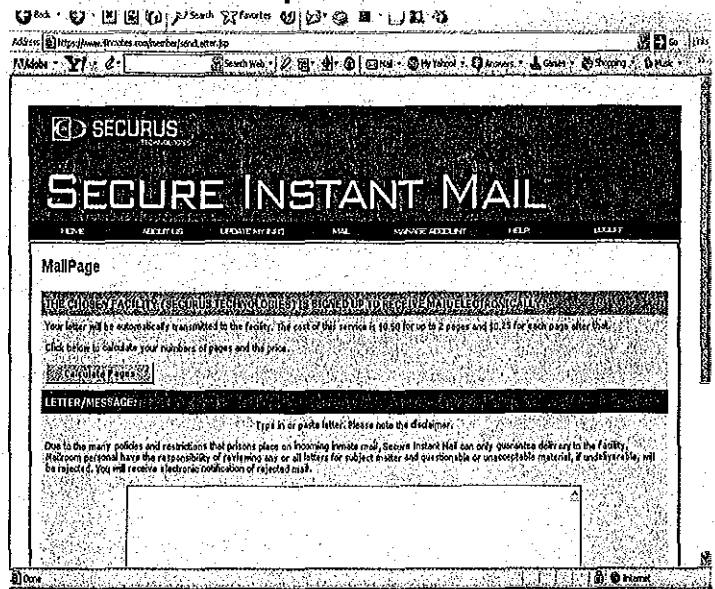
If the Mail Reply Option is chosen, the sender is prompted to prepay the reply. Conditional on the Department staff's approval or rejection of the Reply Mail request, an additional blank page(s) containing computer code are printed and delivered to inmate along with the printed original letter composed by the Sender.



The inmate, using a pen or pencil, writes a reply on a return page(s) which is then scanned by Department personnel on a scanner that is provided to the Correctional Facility. This scanner automatically scans both sides and automatically routes the Reply Mail back to the Sender based on the computer code described above.

After the sender is finished composing a letter and funding the inmate's trust fund account, the Secure Instant Mail application provides a Summary of the Transaction. Once the transaction is authorized, the sender is provided with the transaction confirmation number and printed receipt.

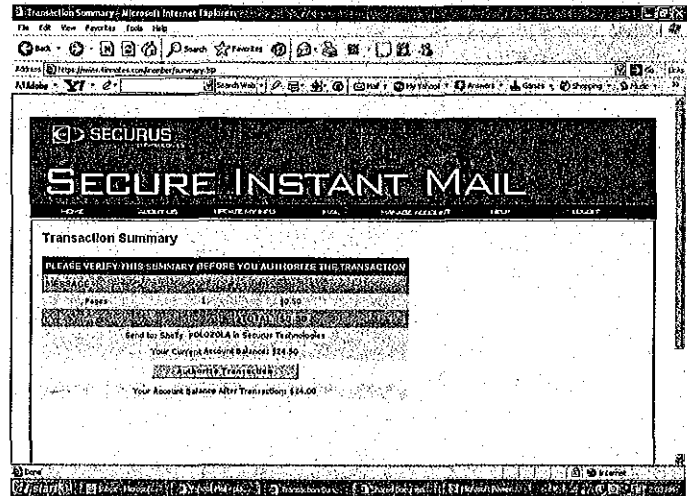
Then, the sender's account is debited, the e-message is encrypted and sent to the Secure Instant Mail server for further review and clearance by authorized Department staff. All correspondences are viewed at a dedicated mail computer terminal provided by Evercom. All transaction details, incoming and outgoing text messages are stored for the term of the contract and are available to the Department at any time.



FACILITY VIEW- HOW TO PROCESS MAIL.

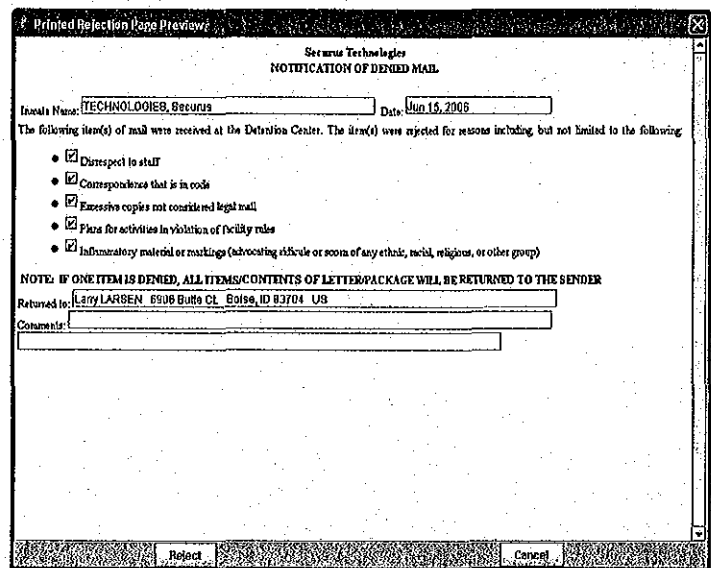
Using client Mail Terminal, Correctional Facility's authorized personnel can login into the Secure Instant Mail application by providing a user ID and Password.

Department staff can set up the application to process mail automatically based on Correctional Facility rules, regulations, and policies and can set up an application to automatically Accept, Print, Reject, Flag or Hold messages based on Sender's Name, inmate's Name, inmate's Group Name to which an inmate belongs to, and Monitored Key Words.



Any e-messages that are not accepted and printed automatically are stored in the Hold or Reject piles. E-messages in the Hold pile are viewed or printed by investigators to further determine if the mail could be delivered to inmates. Authorized personnel can reassign an e-message status essentially moving it from Reject to Hold to Accept piles and vice versa. For any rejected e-messages, the application automatically generates a Denied Mail Form, printed copy of which is given to inmate, and an e-mail sent to Sender providing him/her with the reason e-message was rejected. List of Rejection Reasons are fully customizable to conform to the Department's rules and procedures.

Authorized Department of Corrections personnel can Retrieve, Accept, Hold, Flag or Reject new or old messages. An authorized user may view inmate History, Group History or view all messages from a particular sender, to a particular inmate, or to a particular group(s).



In addition to processing mail, the Department is provided with an array of tools to allow performance of the following investigative features:

DATA MINING.

Statistical data illustrating mail patterns for each inmate within a Department Facility. SIM allows authorized personnel to view and analyze all pending, accepted, rejected, held messages, unique senders, assigned alerts/key words for each inmate.



MAIL ROOM PERFORMANCE STATISTICS.

Provides statistical performance tracking within a chosen date range on all staff members performing these functions within a Department Facility:

Total messages and pages processed.

Accepted, Rejected, Held messages and pages processed.

- Manage filters/key words. Message flagging. Automatic notification of certain flagged communication.
- Add or remove monitored key words for entire Correctional Facility, a specific Group, or even a specific inmate.
- Application automatically notifies Correctional Facility personnel when certain monitored communication occurs.
- A default list of Key Words comes with the Secure Instant Mail application and can be customized.

MANAGE INMATES' GROUPS

To further assist the Department's quest to ensure public and Department's staff safety and to help combat numerous gangs and other Security Threat Groups (SGT), Secure Instant Mail application provides the ability to group inmates based on certain criteria, such as, for instance, gang members, terrorists, sexual predators etc. All incoming mail to the members of any particular group can be placed on Hold pile to be analyzed, transliterated, and/or keyword-searched before inmates can receive. Additionally, this e-message may be emailed to an investigator to alert them to the presence of these valuable information-gathering opportunities as soon as possible.

TRANSLITERATION

As previously stated, the Secure Instant Mail application provides a word-by-word transliteration of e-messages written on one of twelve foreign languages. All monitored key words will be highlighted for the investigators' fast review. Printed inmates' copies of these e-messages written in foreign languages will not contain any highlighting. This patented feature provides a powerful tool to deal with Arizona's diverse inmate population. It also allows the Department to optimize its "Outside Translation Agency" budget. Languages that may be translated are Arabic, Chinese, Dutch, French, Spanish, German, Italian, Japanese, Korean, Portuguese, Russian, and Swedish.

INMATES' TRUST FUND ACCOUNT FUNDING

Secure Instant Mail application provides friends and families with an ability to fund inmates' trust fund accounts at the same time e-messages are composed. The application debits the funds from the friends and families e-mail account and deposit money electronically into the inmate's trust fund accounts.

Department staff, while processing friends and families' e-messages, has an option to process "All Electronic Funds Transfer (EFT) or pick and choose any Pending Electronic Funds Transfers (EFTs).



This feature will significantly lower the amount of manually-handled money orders or checks allowing the Department to benefit from the operating efficiencies of handling them,

INTERNAL COMMUNICATION

Wardens and other authorized personnel may use Secure Instant Mail application to communicate with the inmates. Whether it is notices to the inmates or other types of information needed to be passed to the inmates through the application, it is quick, secure and efficient.



FUTURE ENHANCEMENTS

Please include future enhancements to the Inmate Phone System as part of the proposal.

Evercom has a history of leading the industry in predicting and creating relevant applications as our customers need them. Our Research and Development/Information Technology team includes over 100 professionals dedicated to designing features and functionalities that help correctional facilities create new revenue, decrease costs, engender better community relations, increase safety, and fight crime.

With our IPS technology, updates and enhancements are downloaded instantly to all customers, without the need to upgrade individual machines on-site. Working directly with Evercom, Arizona DOC will have the opportunity to influence future enhancements and fine tune them to your needs. Some examples of pending applications are described below.

INTEGRATION WITH INMATE MANAGEMENT AND COMMISSARY

SECURUS recognizes that there are benefits to be gained through integration with other technology companies, and we have successfully integrated with dozens of applications in support of hundreds of customers. These applications include Inmate Management Systems and Commissary companies. This effort has eliminated manual processes and replaced them with automated capabilities, improving staff morale and efficiency.

With the approval and cooperation of the Department, SECURUS will provide integration to the Department's existing Inmate Management System to help assist in the elimination of manual processes, such as PIN assignment and transfer, improve efficiencies in the Department processes, and help facilitate an improvement to the timeframe in which inmates are able to contact friends and family members.

ARMORED PCs FOR INMATES

As an option to the DOC, SECURUS working with AZ DOC staff would jointly develop a plan on providing armored PCs, to be located in lower classification inmate living units, that could be used for commissary inquiries and orders, secure inmate email, and AZ DOC administrative forms other functions. These PCs would allow the inmates to self-serve, reducing administrative duties for the DOC staff.

RFID

Targeted at ongoing facility activity, SECURUS' Radio Frequency Identification system is designed to track detainee activity throughout the facility.

- RFID provides the benefits of Biometrics without the fraud associated with PINS
- RFID is an efficient way of validating detainee identities in multiple areas.

RFID bracelets can be used to identify the caller at the initiation of a call and to re-verify the caller's identity throughout the call. The RFID-enabled detainee telephone simply requires that the detainee wave their wristband in front the telephone in order to make a call.



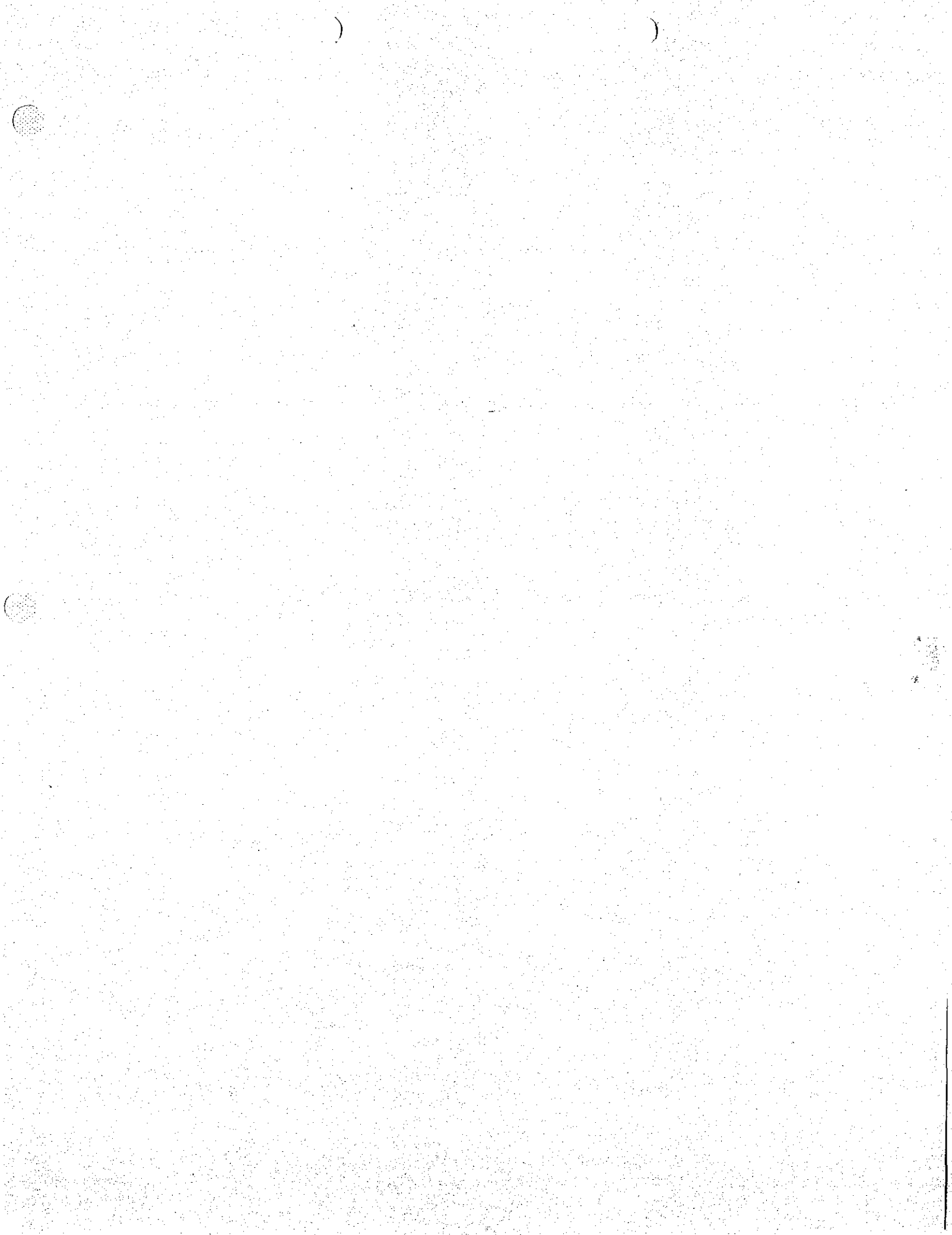
- Identification of the detainee making the call
- Disallowing the detainee from calling certain numbers
- Providing the detainee general information about the facility, as well as information specific to the detainee
- Allowing the detainee to engage in certain business processes through the telephone (commissary balance checking, commissary ordering and making calls using their trust fund).*

3-D FACIAL RECOGNITION

3-D facial identification is the ultimate in facial recognition technology, assuring a positive identification level that is far above standard facial recognition programs.

Facilities are well aware of the liability involved in releasing the wrong detainee into the local community. Assuring that a positive identity can be made at booking and confirmed at release is of the utmost importance.

- SECURUS' 3-D Facial Biometrics system photographs a detainee's face checking in or out of the facility and builds "a geometry" of that face into a three-dimensional image
- When a detainee is booked into jail, he or she is photographed in an "enrollment station" and that image is stored in a database along with a name and an identification number. This process takes about 45 seconds
- Upon release, the detainee is photographed again and a comparison is done between the file information and photograph and the current information and Photograph
- The system compares the 3-D images, which can be rotated to provide any view of the face desired, flashing a green "access granted" sign if the faces match up and a red "access denied" sign if they don't
- The "one-to-one comparison" process is one of the "easiest" ways to quickly confirm identities



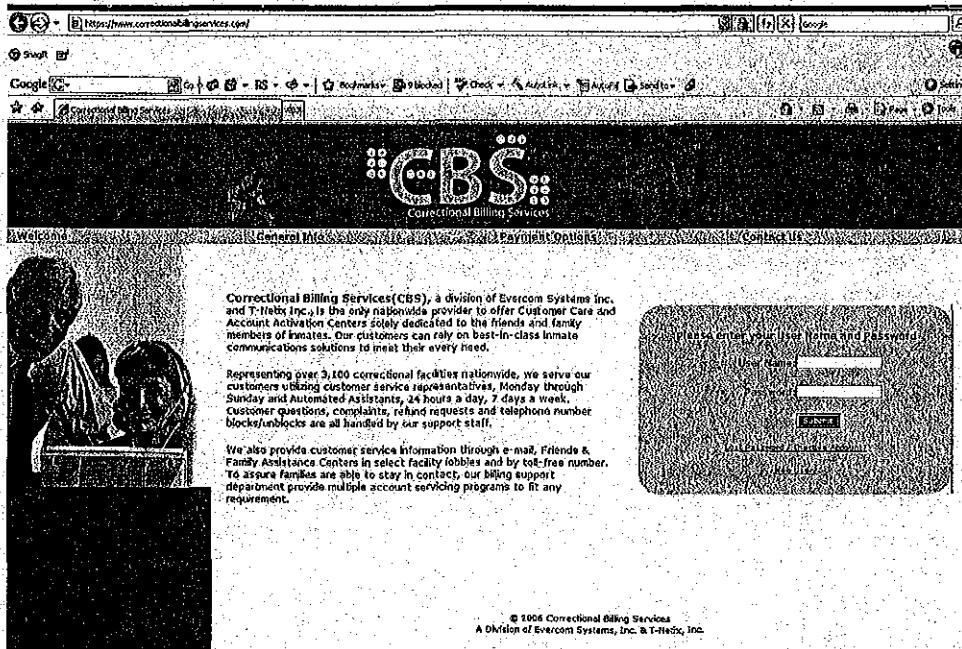
FRIENDS AND FAMILY CUSTOMER CARE CENTER

Scope of Work, Paragraph 2.6.7.1, Inmate Telephone Systems and Services, please respond and reiterate the Friends and Family Customer Care Center.

2.6.7.1 Experience in this category includes design and implementation of inmate phone systems, billing/payments, customer relations, management of subcontractors, maintenance/repair/troubleshooting, and monitoring/recording integration.

CALL CENTER ACCESS

Evercom call centers provide a staff of trained professionals, backed by a state-of-the-art automated call processing system, to assist friends and family with account information, maintenance, and funding questions. Evercom's call centers are the only nationwide customer care centers dedicated solely to the correctional industry. Evercom provide a toll free number 800-844-6591 and web site customerservice@correctionalbillingservices.net specifically for friends and families of inmates. These calls will be directed to the Customer Care Call Center representatives; the 350 Evercom Customer Care Specialists will be capable of assisting Arizona DOC customers, and all of our representatives are specifically trained to handle account inquiries that arise in this very specialized industry. Customer Care Specialists provide callers with all of the information necessary in order to have complete control over all of their account activity. All of our call centers are benchmarked with monthly customer satisfaction ratings, which are measured by our customers (friends and family members accepting calls from inmates & Arizona DOC).



Friends & family are able to:

- Make payments (Check, Money Order)
- Confirm per minute rates
- Obtain information on credit limits
- Review call durations & history
- Fund prepaid accounts
- Learn about Western Union payments
- Receive notification of new service availability (ex: Secure Instant Mail, Voice Mail, etc.)
- Fund trust & commissary accounts
- Confirm originating facility
- Review account balances
- Turn on/off user account notifications

Call Center Escalation numbers for direct supervisor access for facility personnel is available to the Arizona DOC besides direct web access customerservice@correctionalbillingservices.net.

In addition, the Account Manager and Area Service Manager are available for issues that need to be escalated.

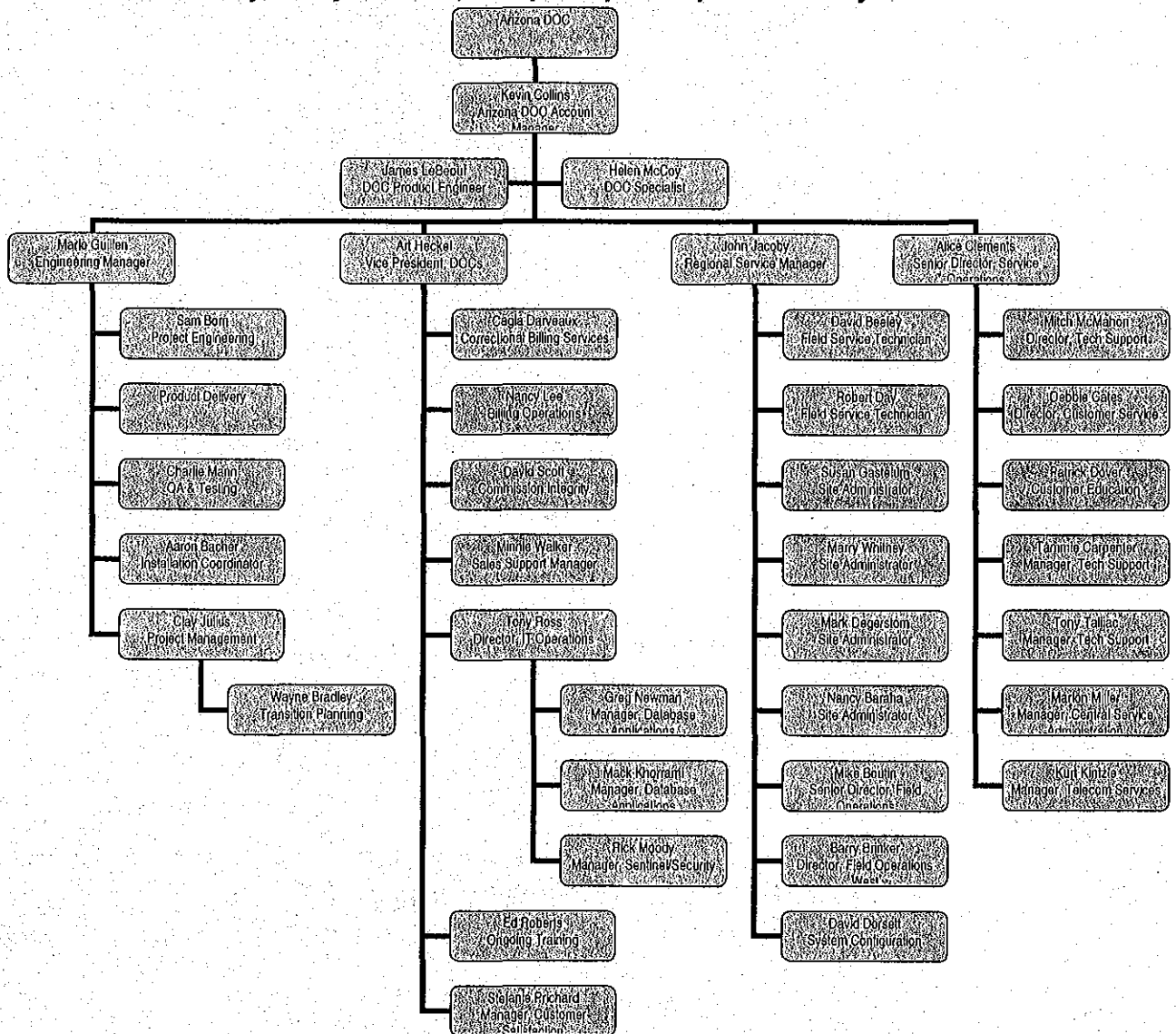
Evercom has an organizational structure designed to provide efficient delivery of services and products to our customers. The following are unique departments and their primary responsibility in delivering outstanding service to our customers:

<u>Department</u>	<u>Role</u>
Field Operations	Maintenance of Equipment and Networks
Engineering	Designs Customer Specific Systems
Installation	Installs New Systems
Service Center	Trouble Reporting and Resolution
Network Operations Center	Network Monitoring and Trouble Resolution
Customer Billing Services	Account interface for Friends and Families
Administrative Services	Provides Administrative Assistance to Facilities
Billing Operations	Manages the Billing/Account Validation Process
Product Management	Product Lifecycle Management
Applications Development	Creation of Software and Telephony Programs
Quality Assurance	Application and hardware testing
Research and Development	Scientific Innovation Applied to Products
Accounting and Finance	Financial Integrity
Human Resources	Attracting and Retaining High Quality People
Purchasing	Supplier Identification and Order Fulfillment
Legal	Contract and Corporate Compliance
Regulatory	Compliance with local, state and federal regulations
Customer Satisfaction	Obtains Customer Feedback via Surveys

Sales
Marketing

Customer Communications
Product and Corporate Promotion

The most important aspect of our organization structure as presented below is that each of these departments is committed to providing the administrative structure that interfaces with our accounts. The key person in our administrative structure will be Kevin Collins, the Account Manager for your account. The Account Manager is your single point of contact for all issues relating to services and products provided by Evercom. For the AZ DOC, the Account Manager will be dedicated to your account and will be assisted by John Jacoby, Regional Service Manager for the past 10 years, located in Tucson, and dedicated to provisions of services to the AZ DOC. From an administrative perspective, the AZ DOC will also be in contact with our service center, 24 hours a day, 7 days a week, to report specific problems at your sites.





Evercom has a proven track record of successful system installations, and you can count on our experienced implementation team to provide a seamless transition to the Evercom IPS based on thousands of previous successful implementations. Evercom recognizes that each implementation is unique and routinely prepares for all scenarios. Upon system transition, the daily management of the Department will shift from the project manager to our local service and management team as well as our National Service Center (NSC) for technical support and Correctional Billing Services (CBS) for end user support. These teams will operate with oversight from a dedicated IPS System Administrator and Service Manager who will continuously monitor service and operational compliance with our Agreement. In addition to these levels of support, all of our customers receive escalation lists with full contact information for accessing all levels of management if necessary. As Evercom is offering a true, turnkey solution for this proposal, one call will drive a swift response to any service request with the ability to escalate resolutions quickly when necessary.

While forty (40%) percent of our service tickets are self-generated via our system monitoring software, remaining issues are generated via direct customer contact or through a request by our own field and management personnel. Should a facility require a service visit that is outside the scope of routine Department required visits, a ticket will be opened to track the event and allow for further analysis of any system issues and/or performance. Information on the issue will be gathered by the certified technician to ensure our response is commensurate and appropriate with the service event. Diagnosis of the event will determine whether the request or repair can be performed remotely or if on site trouble shooting assistance with our local field technical force working in conjunction with our NSC is necessary. All service events, whether resolved remotely or via on-site visits, are tracked, and our customers are given the ability to provide feedback to us on how we have performed and if we have met their expectations. Further, the service event will be assessed to avoid repetitive service issues that may indicate a system deficiency issue or fraudulent activity.

When not responding to service requests from facilities, our certified field technical force will proactively perform routine preventative maintenance on your telephones and system to ensure compliance with our response. In addition to verifying that the physical telephone equipment is in clean and proper working order, our technicians will place test calls to verify audio clarity, proper call branding and cost rating as well as system functionality. Upon completing each visit, the technician will verify with the on site contact that we are meeting the facilities' service expectations and report any outstanding action items to the dedicated System Administrator for follow up.

Your dedicated System Administrator will oversee all aspects of the daily operation of our proposed technologies, including operations and commissioning as well as acting as a single point of contact for any inquiries or needs from the Department. This support will cover all requirements of our proposal as well as offering an ongoing conduit for updates on our technologies under development or any technology or operational challenges faced by the Department with which we can assist. It is our desire that our provided System Administrator act as an employee of the Department with your needs and concerns driving their daily tasks.

Throughout our daily service, maintenance and monitoring activities, our administrative and management personnel are measuring performance and customer feedback through our established channels to drive organizational change through technology and internal training and development. Customer feedback is utilized to quantify our success and challenges on both a national scale as well as at an individual customer level. We never assume we are meeting our customer's expectations, choosing rather to ask for feedback and act upon that input to improve our service. Evercom welcomes the accountability that comes with being a provider of communications technologies to Correctional facilities and feels our proven track record and established personnel and technical infrastructure meet the level of service commitment required to exceed the expectations set forth by the Department.

We believe that our business retains three customers that are vital to our success. The first and foremost customer is the State and its need to ensure public safety while enabling inmates to communicate with friends and family. We sincerely believe that the family and friends of the inmates and the inmates themselves are also very valuable customers.

Evercom routinely monitors customer satisfaction via its Customer Satisfaction (CSAT) program. While we continue to strive to obtain a perfect CSAT score from all our customers, our current nationwide CSAT score is a solid 4.32 on a scale of 1 through 5. This proactive approach to servicing is revolutionary and provides all of our customers with the opportunity to confirm we are meeting their needs as well as identifying areas that require attention.



INMATE GRIEVANCES

Please identify the fact that Evercom can or may assist with the Inmate Grievances.

Evercom's Site Administrator will be required to perform their services in accordance with the following standard practices and procedures:

- Perform administration of IPIN data entry, blocks and unblocks, debit & prepaid transactions, investigations of all inmate grievances (also known as Kites) and Facility complaints, processing of internal documents, and generate reports as requested.
- Act as the primary liaison between Evercom Technologies and the Correctional facilities to insure effective operation of the Inmate Calling Systems and timely communication between all parties.
- Follow-up with the facility to insure all systems are operational and work is completed thoroughly and accurately.
- Keep accurate logs and documentation conveying messages and information in writing and/or via e-mail.
- Open a service (Heat tracking) ticket for all facility service affecting issues.

We understand the following AZ DOC Inmate Telephone Communication Procedure:

AZ DOC currently provides three documents to enable the inmate to communicate with the IPS system administrators.

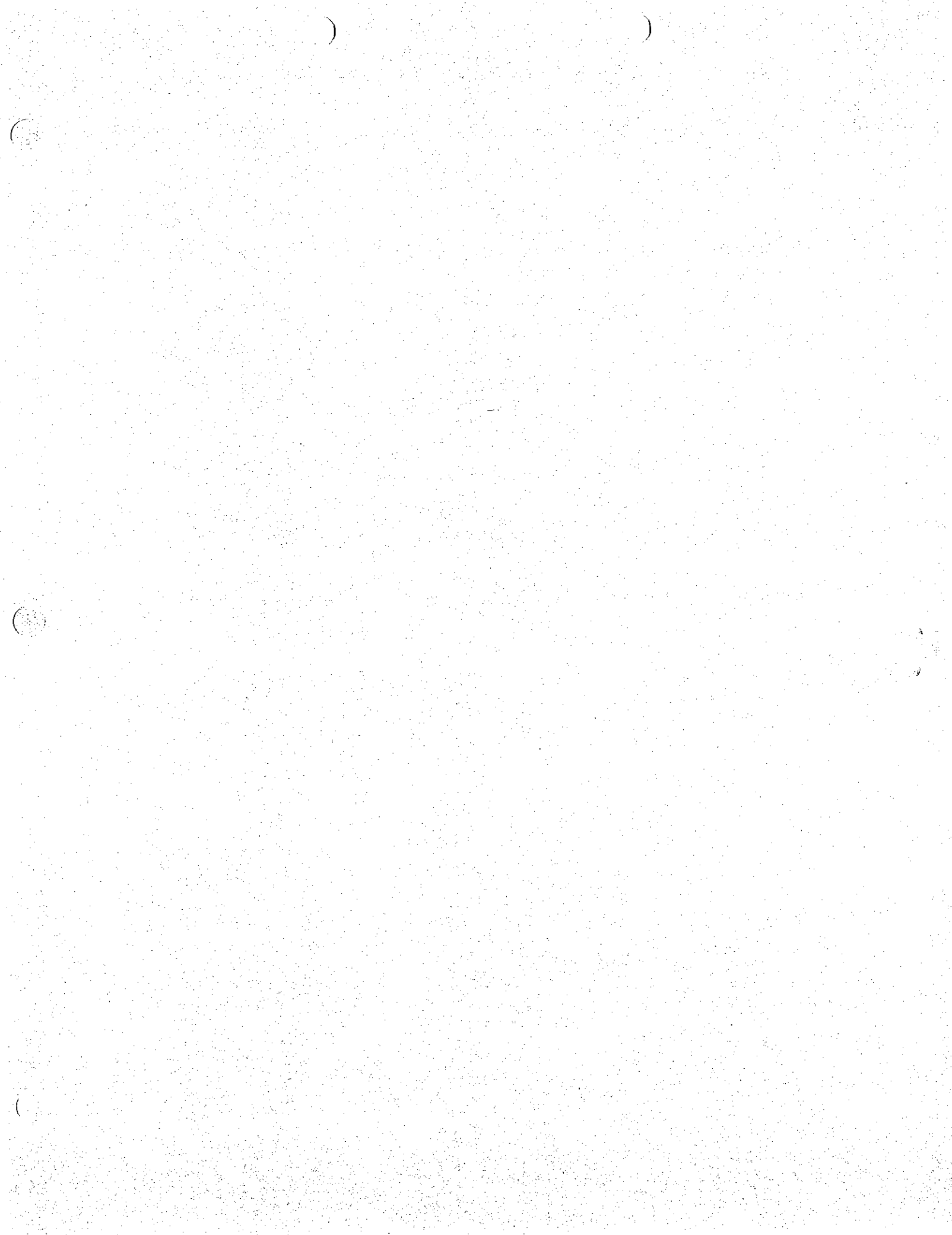
1. 10 List – this document is used by the inmate to list the approved called party numbers to be added to the Inmate Telephone Data Base. These numbers must be approved by a DOC Visitation Officer.
2. Add/Delete List – this document is used by the inmate to communicate adds, deletes and changes to the 10 List. These documents are approved by a DOC Visitation Officer.
3. Grievance Trouble Report - the inmates use this document to communicate with the Inmate Telephone problems and with numbers on their 10 List.

The grievance forms are sent to representatives of the vendor by Interoffice Mail, by Facsimile, and by email. On average inmates send 3 or 4 grievance forms per yard per day. The types of trouble reported are issues with numbers, issues with dialing, blocked numbers, and allowed number call list. The grievance forms are handled daily and responses are written and returned to the sender to either the inmate or a correctional officer.

Improvements to this system can be expected with the Evercom IPS. First Call Connect will eliminate most of the initial blocked number grievance forms because the Called Party can set up an account with the first call and the inmate is aware of the pending account.

Electronic 10 Lists document, Add/Delete Lists and grievance forms, will eliminate transmission time for the present hard copy documents. Grievance forms could be handled more quickly and accurately.

In addition, DOC personnel with the proper clearance have the option via Web Portal to have read access to the inmates file to quickly and easily answer inmate questions. The officers have the option to quickly verify correct phone numbers, allowed number of calls and called number status.





SIGNATURE PAGE

I, Keith Kelson, hereby certify that I am a signatory for Evercom Technologies, Inc., authorized to negotiate on the organization's behalf and commit it to contract.

I affirm that Evercom can produce the requirements of this Best and Final Offer with no exceptions.

Keith Kelson
Chief Financial Officer
Evercom Technologies, Inc.

6/15/2007

Date