

ORIGINAL

*An RFP Solution Presented
Expressly for the*

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

Presented to:

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

Presented by:

***Kevin Collins
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THE POWER OF ONE

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SECURUS™

TECHNOLOGIES

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September 14, 2006

Ms. Denel Pickering
Chief Procurement Officer
Arizona Department of Corrections
1645 West Jefferson St
Suite 4401
Phoenix, Arizona 85007-3002

**Reference: Arizona Department of Corrections RFP SOLICITATION NO.
060072DC**

Ms Pickering:

SECURUS Technologies is pleased to submit our proposal response in order to provide inmate call control services for the Arizona Department of Corrections. Our proposal contains a detailed explanation of how we plan to meet these requirements by offering a leading edge technology with a competitive offering.

SECURUS provides innovative call processing solutions, state of the art digital recording capabilities and specialized security software. Our reputation is firmly established as the leader in fraud prevention, advanced call processing technology and customer service in the corrections industry. Holding over 44 patents, we are recognized as the market leader in inmate telecommunications services. SECURUS will provide a customized solution to the Arizona Department of Corrections for its entire inmate calling needs as required by this Request for Proposal.

Kevin Collins will act as our representative for SECURUS. He is authorized to address any clarifying questions regarding our proposal. Mr. Collins can be contacted by telephone at 720-488-5696 or via cellular phone at 720-530-9840. His other contact information is an E-Mail address as KCollins3@Securustech.net

Sincerely,

John Viola
Vice President /General Manager, Correctional Services
SECURUS Technologies

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EXECUTIVE SUMMARY

Evercom Offers:

- **Unmatched Industry Experience**—Evercom has successfully implemented inmate telecommunications solutions in more than 3,100 criminal justice facilities across the United States. 50 Counties in the State of Arizona
- **Superior Security through Technology**— as a technology company, we are proud to hold 44 inmate-calling patents. Our IPS is internally designed, built and supported by Evercom employees.
- **Customers, Customers, Customers**— we believe that our business retains three customers that our vital to our success – State of Arizona, Inmates, and the friends and family members.
- **Superior Service**—to service the State, Arizona DOC facilities will benefit from the largest factory certified field staff in the industry including 8 technicians within 2 hours of State facilities. Each trained in the maintenance of our systems resulting in unmatched support and service.
- **Create New Revenue without Raising Existing Rates**— Proprietary innovations that maximize traditional inmate calling and created revolutionary methods of establishing, for the first time, two way, secure connections between inmates and their families and friends creating new sources of revenue to the State without raising rates.
- **Competitive Commissions**— our financial proposal includes fair costs to end users while providing valuable revenue to the County.
- **Customer Satisfaction**— Evercom leads the industry in customer renewals and we regularly poll our customers to ensure we are exceeding expectations.
- **Integration and Compatibility**—Evercom regularly works closely with third-party providers to integrate our inmate calling solution with commissary and facility management software systems.

Evercom, a subsidiary of SECURUS Technologies, Inc., appreciates the opportunity to submit this proposal to install our Inmate Phone System (IPS) and to maintain our internally developed IPS and Equipment for all Arizona Department of Correction (DOC).

We are confident in our ability to provide services and support beyond the basic requirements of this Request for Proposal. Evercom has proposed a detailed solution that encompasses the DOC's need for state of the art technology, including applications that will assist the Arizona DOC's investigative and fraud management capabilities while streamlining administrative staff functions. The Evercom organization is built around providing excellent customer service and a statewide service and maintenance support team.

Evercom has structured our offer to be a balance between moderate rates to inmate friends & family and enabling the Department to continue its history of offering outstanding inmate programs and services through the inmate welfare program.

Evercom has taken the opportunity to fully review your concerns and requirements through comprehensive research and appropriate discussions with Arizona DOC personnel. Based upon this research, Evercom understands that challenges exist that are directly related to overcrowding, budget restrictions, public safety, and administrative efficiencies. Evercom offers comprehensive solutions to assist you in overcoming these challenges through a variety of innovative methods described in our proposal.

The Mission of the Arizona Dept. of Corrections is to "recruit and recognize a well-trained, professional work force to serve and protect our communities and its crime victims by effectively employing the field's best security practices and proven pre-release programming to prepare for the release and reintegration ex-offenders as civil, productive citizens."

It is our commitment to support this mission through our ability to deliver leading edge investigative capabilities including a comprehensive inter-agency information sharing network. At the same time we will assist you in reducing

operating costs by improving staff efficiencies, assisting you to fight crime and improve community relations by providing the most innovative applications available including our proprietary inmate job matching service, Job Finder.

In support of these goals, Evercom offers unmatched forms of communications with families and friends of inmates and goes beyond any other provider to securely connect people. We offer leading edge crime fighting tools designed by and for investigators that provide visibility to activity within a single facility, across all of your facilities, the 42 facilities we serve in the state of Arizona and all of our 3,100 facilities nationwide. Additionally, we are driven to deliver automated, self-service applications to reduce staff's involvement in redundant administrative tasks and enable them to concentrate on control and command functions.

Our proposal is fundamentally supported by our patented and powerful Secure Connect Architecture (SCA). This architecture, designed exclusively for the correctional industry, offers an integrated, adaptable, highly-reliable framework to deliver mission-critical applications.

Our 44 patents demonstrate that we have been successfully committed to being the leading developer of the inmate communication technology over the last twenty years. Our 48 pending patents demonstrate our continued obsession with bringing innovative technology to serve the needs of our customers. This allows Evercom to fully commit to continuously upgrading your system throughout the life of our partnership which will ensure your technology will never become out of date or obsolete.

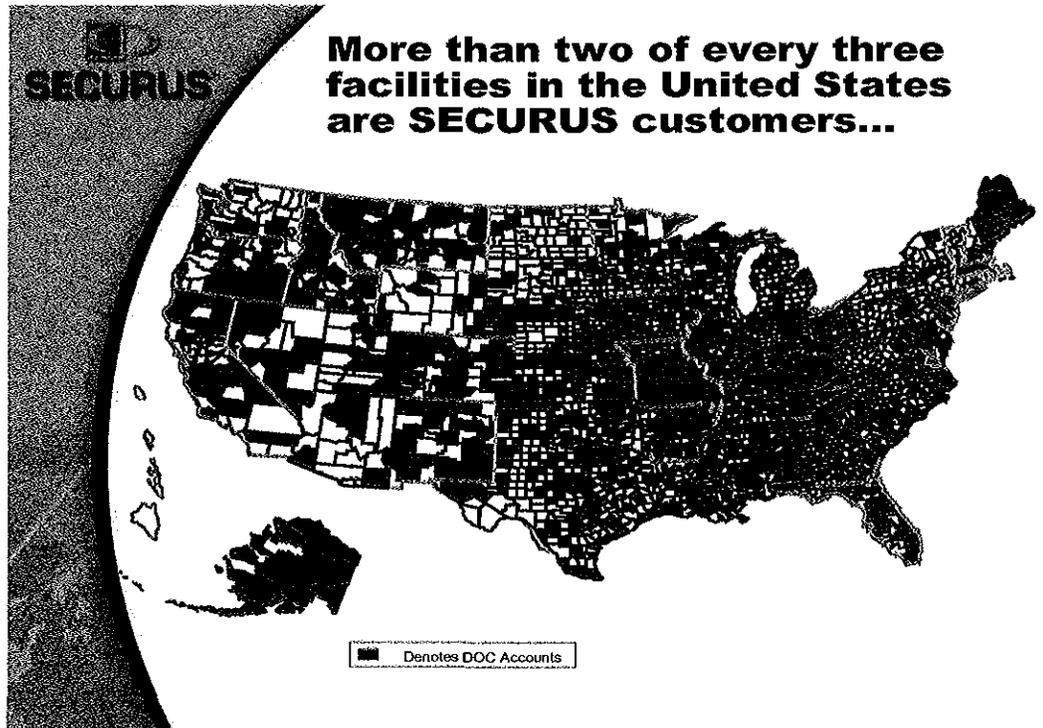
We believe the following overview of our company and its capabilities will illustrate why you can be completely confident in selecting Evercom:

EXPERIENCE

Evercom possesses unrivaled experience and innovation in the provision of inmate calling combined with our first-hand knowledge of the challenges and obstacles faced by over 3100 correctional facilities nationwide, thus allowing Evercom to propose the optimum solution for the State of Arizona.

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Over 40% of DOCs in the
U.S. utilize SECURUS IPS
system



*****All DOCs using Evercom's platforms whether on a subcontractor basis or a direct customer basis are outlined in red.**

- Currently installed in over 3,100 facilities nationwide, including 42 in the State of Arizona
- Over 500,000 DOC inmates at 20 DOCs are using Evercom calling platforms.
- More than 40 Million Local and Long Distance inmate call transactions are being processed each month by Evercom across 52,000 lines.
- Over 744,000 Inmates in other facilities are using Evercom calling platforms (this includes County, City, Military, Federal, Private Prisons, Community Centers and Halfway Houses).

Our vast customer base allows Evercom to keep a finger on the pulse of the Corrections industry, thus allowing us to identify trends in inmate calling and adapt to a constantly evolving telecommunications industry.

**Superior Security through
Technology**

- *3-Way Call Detection*
- *Proven voice biometrics*
- *Automated Remote Monitoring*
- *Word Search*
- *Advanced Recording & Monitoring Features*
- *Web-based application to actively obtain information about people, places, things, and events from a wide array of public and private data sources*
- *Integration capabilities & experience*

SUPERIOR SECURITY THROUGH TECHNOLOGY

Evercom's commitment to technology is more than just words. As a technology company, we proudly hold 44 inmate-calling patents. Among the many technological advances we have made to our Inmate Phone System, there are a few that clearly differentiate us from the competition.

Our IPS is internally designed, built and supported by Evercom employees. Evercom believes its role in Corrections is more than a provider of inmate calling services, we are more than the typical collection of computer servers, telephone lines, and a commission check offered by other companies. We view our applications as comprehensive law enforcement tools that we constantly adapt to meet the next opportunity presented by the challenging correctional environment. Our internally developed and patented law enforcement tools will provide the Arizona DOC with the following functionalities that go beyond the capabilities of other systems:

- **3-Way Call Detection (U.S. Patent #5,319,702)**
While it is true that 3-way Call Detection provided by other vendors may be an imprecise technology that does not prevent inmates from accessing the numbers that would normally be blocked such as victims or witnesses. Evercom's patented 3-Way Call Detection provides a proven, patented technology that performs almost flawlessly. No other vendor can claim a proven, patented solution for this most common fraud type. Our technology prevents telephone abuse and harassment of witnesses and other parties involved in criminal prosecution and protects the community from fraudulent, threatening, or harassing calls. Our technology team has just deployed an enhanced 3-Way Call Detection process that is providing extremely precise detection of 3-Way Call attempts and we have eliminated the ability of the inmate to mask the 3-Way Call attempt by corrupting the channel through noise diversion, such as blowing into the phone handset during the 3-Way attempt.
- **Recording and Monitoring**
The Inmate Phone System is extremely user friendly because the recording and monitoring applications are fully integrated into our system to allow for ease of use. The system also allows for immediate, real-time live monitoring

of calls in progress via the multi-media PC workstation. This application displays concise descriptions of activity for each phone. The Investigative Reports Application allows quick and easy access to call detail records and call recordings. The IPS also allows for any specific telephone number to be marked as "Private," which prevents the call from being recorded, and prohibits monitoring of the call. This is to address calls of a privileged nature which may include attorneys, medical personnel or clergy.

The Evercom solution will enable DOC staff to anticipate and effectively respond to many intelligence gathering based requirements and provides the ability for authorized users to remotely dial in by desktop, or perhaps a laptop, and access the call data in that manner. Investigators in the field would have the ability to retrieve call data and monitor calls. This feature is perfect for use in surveillance-type operations or lengthy field investigative actions, where confidentiality is paramount to the success of the operation.

- **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.
- **Scan Patrol**
This exclusive Evercom feature allows an investigator to listen to 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 investor to efficiently sample calls without the burden of manually selecting each individual call. 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.

- **ECHO**
This is Evercom's Word Search solution for correctional facilities' recorded inmate conversations. This solution makes it possible for the investigators to search for and replay specific words or phrases within audio recordings.
- **SECUREvoice™ System**
The Evercom IPS provides as an optional feature SECUREvoice™ inmate telecommunication identification service as a powerful method of biometric authentication of a person's identity. Compared to other biometric techniques it is quick, natural, non-intrusive, method of identifying the exact inmate placing each call. SECUREvoice™ is based on the realization that each person's voice contains a unique signature, which cannot be imitated. As a means of identification, a person's voice is as reliable as a fingerprint. Evercom first implemented SECUREvoice™ in 1999 and each month performs more than 2.2 million voice verifications on inmate calls. SECUREvoice™ would provide a much greater security level for the Arizona DOC's new Inmate Phone System by preventing PIN sharing, ensuring inmates are accountable for their actions when placing calls.
- **Electronic Dragnet**
Electronic Dragnet is a Web-based data search application that allows users to utilize centralized database repositories including hundreds of data points from our 3100+ facilities and state of the art technologies in order to assist investigators in their quest to protect citizens of the State of Arizona and the United States. Authorized users can access Electronic Dragnet from any internet-capable computer using their assigned username and password.

Electronic Dragnet provides the ability to link valuable law enforcement data sources including the 42 Counties Evercom currently serves in the State of Arizona, and provides information in a meaningful format to frontline defenders and investigators in order to support a comprehensive crime fighting strategy. The Electronic Dragnet application provides a platform whereby a law enforcement investigator can realize significant value through the ability to actively obtain information about

people, places, things, and events from a wide array of public and private data sources, including Evercom proprietary data such as Call Detail Records (CDRs).

- **Integration Capabilities**

Evercom has successfully integrated hundreds of customers throughout dozens of applications including Offender Management Systems and Commissary companies with automation functionalities to help their facilities become more efficient and cost effective.

CUSTOMERS, CUSTOMERS, CUSTOMERS

We believe that our business retains three customers that our 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.

- **Superior Service**

To service the State, Arizona DOC facilities will benefit from the largest field staff in the industry including an 8 member service team within 2 hours of State facilities. All of our Service personnel are factory certified and trained in the maintenance of our systems resulting in unmatched support and service. Evercom proactively identifies potential system and network abnormalities through our centralized suite of diagnostic application 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. Our records indicate that Sentinel has reduced direct facility service issues by approximately 40% based on the fact it discover and resolves said issues before they become a problem for the facility

Facilities across the country rate Evercom Customer Satisfaction as solid 4.32 on a scale of 1 through 5

8 member service team within 2 hours of State facilities

24 hour centralized diagnostic center

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**Create New Revenue
without Raising Existing
Rates**

- Allow all inmates to make at least one call
- Allow calls to be completed to various number
- Enable end users to establish a new account or access information on their existing account 24 hours a day, 7 days a week, and 365 days a year s
- Establish an account and manage an account via a kiosk

The Evercom Administrative Assistant is a web portal that will provide the State of Arizona with the ability to access, share and review call record detail, commission information, and service request status online—anywhere and anytime. This means the State will have the capability to continuously monitor and audit commissions and other significant data elements. Additionally, the personalized portal provides ever expanding investigative tools to enable you to access critical information anywhere you have access to the internet.

- **Correctional Billing Services (CBS)**
Inmates and their family and friends can benefit from Evercom's Correctional Billing Services (CBS) division. CBS is dedicated exclusively to customer care for this vital customer base. CBS has 400 customer service representatives to answer telephone calls 7 days a week and provides online personal account access through a dedicated website which is available 24 hours a day, 7 days a week.

CREATE NEW REVENUE WITHOUT RAISING EXISTING RATES

Evercom has developed proprietary innovations that maximize traditional inmate calling and created revolutionary methods of establishing, for the first time, two way, secures connections between inmates and their families and friends creating new sources of revenue to the State without raising rates. Traditionally collect calling has dominated inmate communications and more recently inmate collect calling has been complemented by the addition of prepaid and debit calling. Evercom offers a comprehensive program that includes collect prepaid and debit calling options. We view our mission as a conduit for secure communications between inmates and their friends and families. In order for us to be most successful in our mission, we need to both complete more traditional collect, debit, and prepaid calls to maximize the existing calling base, as well as, to create new communication opportunities which will result in new revenue opportunities.

The following are programs that are exclusive to Evercom and are enhancements to traditional collect, prepaid, and debit call programs targeted to increase call completions.

First Callconnect (FCC) – First Callconnect™ this patented product allows an inmate to always make at least one call to any unique telephone number. Any time a new telephone number is called, that call will be allowed to complete, even for customers that historically have not been allowed to complete a call cause of the inability to bill the call to talk to the inmate for a limited duration. Both parties are informed during the call that future calls will not be permitted unless the called party makes the appropriate billing arrangements and we provide the information about how to set up billing during the call.

Quickconnect – Quick Connect is scheduled for introduction in early 2007 and will allow friends and family to have calls completed to various numbers e.g. home, work, cellular (if permitted), etc. If there is no answer at the number dialed the system automatically calls the next number designated by the account holder. A call detail record will be created from the inmate's phone to the number that is ultimately contacted regardless of the initial dialed number to preserve the integrity of any security investigations and to ensure accurate billing.

Accountconnect – Account Connect is a combination of several programs that enable end users to establish a new account or access information on their existing account 24 hours a day, 7 days a week, and 365 days a year. These programs include a WebLink an account assistance website, PhoneLink an automated account management system accessed via the telephone that even permits the establishment of a new account without live operator intervention and a customer care center staffed with more than 400 customer service professionals.

Friends and Family Connection Center (Direct-LINK) - Friends and Family Connections Center provides friends and family the ability to establish an account and manage an account via a kiosk. We are proposing to place these kiosks strategically at mutually agreeable locations. These kiosks may, also, be used to fund inmate trust accounts to help eliminate the need to take manual payments from inmates' friends and families. These kiosks process cash in addition to alternative forms of payments such as credit and debit cards.

Evercom is excited about our exclusive collection of innovative programs designed to allow inmates make new secure connections with their friends and families. The

New connecting alternatives that keep security in mind

- *Secure voice mail capabilities*
- *Secure instant electronic mail*

following programs will allow for secure connections to be initiated by either the inmate or their family and friends:

Messageconnect – *Messageconnect* is a patented method allowing secure voice mails that are left by any caller who has an established account. Facilities retain the same control of recording and monitoring as with their existing recording functionalities. Messages can be left for individual or multiple inmates in multiple facilities. This application provides an additional form of communication not available in standard calling systems *Messageconnect* takes messages from any phone and adds economic efficiency of your facility. A secured password is created and accesses a protected account for specific inmates that can only be accessed by the inmate, the sender and approved facility personnel. To assure complete facility control and security, all messages are recorded and can be monitored in the same manner as traditional calls

Secure Instant Mail - *Secure Instant Mail* is the first field-tested electronic form of controlled email that is a faster and more reliable way of delivering mail correspondence to correctional facilities. For facilities, it reduces time to process mail, enhances security, reduces contraband opportunities, and enhances investigative abilities by providing security feature such as key word searches and transliteration to English from 12 different languages.

Corporate Financial Stability

H.I.G. Capital, a Miami-based private equity firm, purchased Evercom Systems, Inc in September, 2004. H.I.G. Capital is a leading private equity and venture capital investment firm with more than \$1 billion of equity capital under management. H.I.G. specializes in providing capital to small and medium-sized companies with attractive growth potential. H.I.G. invests in management-led buyouts and recapitalizations of well-established, profitable, and well-managed manufacturing or service businesses, and in promising early-stage technology companies. Since it's founding, H.I.G. has made more than fifty highly successful investments, acquiring companies with combined revenues in excess of \$4.0 billion. The resources that H.I.G. brings to Evercom are an incredible asset and allow Evercom to continue our strong growth and history of customer service excellence.

What our customers say:

"SECURUS provides inmate phone service to a majority of the jails in Arizona and there are several reasons for that, most important being product."

—Sheriff Ronnie Baldwin,
Cross County Sheriff's Office

The Evercom Advantage

We believe our proposal surpasses established requirements of the RFP and our revolutionary new revenue generating programs clearly differentiate us from other respondents. Specifically, we promise to complete more calls, create new connection opportunities, introduce new innovative methods of communication, and enhance security and investigative capabilities. Evercom will demonstrate its commitment to operational excellence by performing systematic upgrades to the Inmate Phone System throughout the term of any Agreement, thus preventing your System from ever becoming obsolete and allowing the State to adapt to an ever evolving industry.

While other proposals can be primarily valued based upon a commission percentage, the Evercom offering is based upon a commitment to maximize current inmate calling revenues and to create new connection opportunities that will result in substantial new revenue and an aggressive commission percentage.

We thank you for your time and consideration, and we look forward to the opportunity to provide Arizona DOC with the best possible solution for your Inmate Phone System. We firmly believe that our people, products and unparalleled industry knowledge serve to provide a comprehensive plan that will provide exceptional performance and complete satisfaction for the Arizona DOC and build a long term, mutually beneficial relationship.

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UNIFORM INSTRUCTIONS TO OFFERORS

1 Definition of Terms. As used in these Instructions, the terms listed below are defined as follows:

- 1.1 *"Attachment"* means any item the Solicitation requires an Offeror to submit as part of the Offer.
- 1.2 *"Contract"* means the combination of the Solicitation, including the Uniform and Special Instructions to Offerors, the Uniform and Special Terms and Conditions, and the Specifications and Statement or Scope of Work; the Offer and any Final Proposal Revisions; and any Solicitation Amendments or Contract Amendments; and any terms applied by law.
- 1.3 *"Contract Amendment"* means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
- 1.4 *"Contractor"* means any person who has a Contract with the State.
- 1.5 *"Days"* means calendar days unless otherwise specified.
- 1.6 *"Exhibit"* means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
- 1.7 *"Offer"* means bid, proposal or quotation.
- 1.8 *"Offeror"* means a vendor who responds to a Solicitation.
- 1.9 *"Procurement Officer"* means the person, or his or her designee, duly authorized by the State to enter into and administer Contracts and make written determinations with respect to the Contract.
- 1.10 *"Solicitation"* means an Invitation for Bids ("IFB"), a Request for Proposals ("RFP"), or a Request for Quotations ("RFQ").
- 1.11 *"Solicitation Amendment"* means a written document that is signed by the Procurement Officer and issued for the purpose of making changes to the Solicitation.

- 1.12 "Subcontract" means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
- 1.13 "State" means the State of Arizona and Department or Agency of the State that executes the Contract.

RESPONSE: Evercom has read and understands.

2 Inquiries

- 2.1 Duty to Examine. It is the responsibility of each Offeror to examine the entire Solicitation, seek clarification in writing (inquiries), and examine its Offer for accuracy before submitting the Offer. Lack of care in preparing an Offer shall not be grounds for modifying or withdrawing the Offer after the Offer due date and time, nor shall it give rise to any Contract claim.

RESPONSE: Evercom has read, understands and will comply.

- 2.2 Solicitation Contact Person. Any inquiry related to a Solicitation, including any requests for or inquiries regarding standards referenced in the Solicitation, shall be directed solely to the Solicitation contact person. The Offeror shall not contact or direct inquiries concerning this Solicitation to any other State employee unless the Solicitation specifically identifies a person other than the Solicitation contact person as a contact.

RESPONSE: Evercom has read, understands and will comply.

- 2.3 Submission of Inquiries. The Procurement Officer or the person identified in the Solicitation as the contact for inquiries, except at the Pre-Offer Conference, may require that an inquiry be submitted in writing. Any inquiry related to a Solicitation shall refer to the appropriate Solicitation number, page and paragraph. Do not place the Solicitation number on the outside of the envelope containing that inquiry, since it may then be identified as an Offer and not be opened until after the Offer

due date and time. The State shall consider the relevancy of the inquiry but is not required to respond in writing.

RESPONSE: Evercom has read, understands and will comply.

2.4 Timeliness. Any inquiry or exception to the Solicitation shall be submitted as soon as possible and should be submitted at least seven days before the Offer due date and time for review and determination by the State. Failure to do so may result in the inquiry not being considered for a Solicitation Amendment.

RESPONSE: Evercom has read, understands and will comply.

2.5 No Right to Rely on Verbal Responses. An Offeror shall not rely on verbal responses to inquiries. A verbal reply to an inquiry does not constitute a modification of the Solicitation.

RESPONSE: Evercom has read, understands and will comply.

2.6 Solicitation Amendments. The Solicitation shall only be modified by a Solicitation Amendment.

RESPONSE: Evercom has read and understands.

2.7 Pre-Offer Conference. If a Pre-Offer conference has been scheduled under this Solicitation, the date, time and location shall appear on the Solicitation cover sheet or elsewhere in the Solicitation. Offerors should raise any questions about the Solicitation or the procurement at that time. An Offeror may not rely on any verbal responses to questions at the conference. Material issues raised at the conference that result in changes to the Solicitation shall be answered solely through a written Solicitation Amendment.

RESPONSE: Evercom has read, understands and will comply.

2.8 Persons With Disabilities. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Solicitation contact person. Requests shall be made as early as possible to

allow time to arrange the accommodation.

- RESPONSE: Evercom has read, understands and will comply.**

3 Offer Preparation

3.1 Forms: No Facsimile, Telegraphic or Electronic Mail Offers. An Offer shall be submitted either on the forms provided in this Solicitation or their substantial equivalent. Any substitute document for the forms provided in this Solicitation must be legible and contain the same information requested on the forms, unless the Solicitation indicates otherwise. A facsimile, telegraphic, mailgram or electronic mail Offer shall be rejected if submitted in response to requests for proposals or invitation for bids, unless the Solicitation indicated otherwise.

- RESPONSE: Evercom has read, understands and will comply.**

3.2 Typed or Ink; Corrections. The Offer shall be typed or in ink. Erasures, interlineations or other modifications in the Offer shall be initialed in ink by the person signing the Offer. Modifications shall not be permitted after Offers have been opened except as otherwise provided under applicable law.

- RESPONSE: Evercom has read, understands and will comply.**

3.3 Evidence of Intent to be Bound. The Offer and Acceptance form within the Solicitation shall be submitted with the Offer and shall include a signature (or acknowledgment for electronic submissions, when authorized) by a person authorized to sign the Offer. The signature shall signify the Offeror's intent to be bound by the Offer and the terms of the Solicitation and that the information provided is true, accurate and complete. Failure to submit verifiable evidence of a intent to be bound, such as an original signature, shall result in rejection of the Offer.

- RESPONSE: Evercom has read, understands and will comply.**

3.4 Exceptions to Terms and Conditions. All exceptions included with the Offer shall be submitted in a clearly identified separate section of the Offer in which the Offeror clearly identifies the specific paragraphs of the Solicitation where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting Contract unless such exception is specifically accepted by the Procurement Officer in a written statement. The Offeror's preprinted or standard terms will not be considered by the State as a part of any resulting Contract.

RESPONSE: Evercom has read, understands and will comply.

3.4.1 Invitation for Bids: An Offer that takes exception to a material requirement of any part of the Solicitation, including terms and conditions, shall be rejected.

3.4.2 Request for Proposals: All exceptions that are contained in the Offer may negatively affect the State's proposal evaluation based on the evaluation criteria as stated in the Solicitation or result in rejection of the Offer. An Offer that takes exception to any material requirement of the Solicitation may be rejected.

RESPONSE: Evercom has read, understands and will comply.

3.5 Subcontracts. Offerors shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities in the Offer.

RESPONSE: Evercom has read, understands and will comply.

3.6 Cost of Offer Preparation. The State will not reimburse any Offeror the cost of responding to a Solicitation.

RESPONSE: Evercom has read, understands and will comply.

3.7 Solicitation Amendments. Each Solicitation Amendment shall be signed with an original signature by the person signing the Offer, and shall be submitted no later than the Offer due date and time. Failure to return a signed (or acknowledgment for

electronic submission, when authorized) copy of a Solicitation Amendment may result in rejection of the Offer.

RESPONSE: Evercom has read, understands and will comply.

3.8 Federal Excise Tax. The State of Arizona is exempt from certain Federal Excise Tax on manufactured goods. Exemption Certificates will be provided by the State.

RESPONSE: Evercom has read, understands and will comply.

3.9 Provision of Tax Identification Numbers. Offerors are required to provide their Arizona Transaction Privilege Tax Number and/or Federal Tax Identification number in the space provided on the Offer and Acceptance form.

RESPONSE: Evercom has read, understands and will comply.

3.10 Employee Identification. Offeror agrees to provide an employee identification number or social security number to the State for the purposes of reporting to appropriate taxing authorities, monies paid by the State under this Contract. If the Federal identifier of the Offeror is a social security number, this number is being requested solely for tax reporting purposes and will be shared only with appropriate State and Federal officials. This submission is mandatory under 26 U.S.C. §6041A.

RESPONSE: Evercom has read, understands and will comply.

3.11 Identification of Taxes in Offer. The State of Arizona is subject to all applicable State and local transaction privilege taxes. All applicable taxes shall be identified as a separate item offered in the Solicitation when applicable, the tax rate and amount shall be identified on the price sheet. At all times, payment of taxes and the determination of applicable taxes are the sole responsibility of the Contractor.

RESPONSE: Evercom has read, understands and will comply.

3.12 Disclosure. If the firm, business or person submitting this Offer has been debarred, suspended or otherwise lawfully precluded from participating in any public procurement activity, including being disapproved as a subcontractor with any Federal, State or local government, or if any such preclusion from participation from any public procurement activity is currently pending, the Offeror shall fully explain the circumstances relating to the preclusion or proposed preclusion in the Offer. The Offeror shall include a letter with its Offer setting forth the name and address of the governmental unit, the effective date of this suspension or debarment, the duration of the suspension or debarment, and the relevant circumstances relating to the suspension or debarment. If suspension or debarment is currently pending, a detailed description of all relevant circumstances including the details enumerated above shall be provided.

RESPONSE: Evercom has read, understands and will comply.

3.13 Solicitation Order of Precedence. In the event of a conflict in the provisions of this Solicitation, the following shall prevail in the order set forth below:

- 3.13.1 Special Terms and Conditions;
- 3.13.2 Uniform Terms and Conditions;
- 3.13.3 Statement or Scope of Work;
- 3.13.4 Specifications;
- 3.13.5 Attachments;
- 3.13.6 Exhibits;
- 3.13.7 Special Instructions to Offerors;
- 3.13.8 Uniform Instructions to Offerors.
- 3.13.9 Other documents referenced or included in the Solicitation.

RESPONSE: Evercom has read, understands and will comply.

3.14 Delivery. Unless stated otherwise in the Solicitation, all prices shall be F.O.B. Destination and shall include all freight, delivery and unloading at the destination(s).

RESPONSE: Evercom has read, understands and will comply.

3.15 Offshore Performance of Work Prohibited. Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the State shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or "overhead" services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers. Offerors shall declare all anticipated offshore services in the proposal.

RESPONSE: Evercom has read, understands and will comply.

3.16 Electronic and Information Technology. Any electronic or information technology offered to the State of Arizona under this solicitation shall comply with A.R.S. §41-2531 and §41-2532 and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities. If the offeror believes that compliance with this requirement poses an Undue Burden, the offeror shall notify the procurement officer in writing at least five days before the offer due date and time.

RESPONSE: Evercom has read, understands and will comply.

4 Submission of Offer

4.1 Sealed Envelope or Package. Except for electronic submissions, when authorized, each Offer shall be submitted to the submittal location identified in this Solicitation. Offers should be submitted in a sealed envelope or container. The envelope or container should be clearly identified with name of the Offeror and Solicitation number. The State may open envelopes or

containers to identify contents if the envelope or container is not clearly identified.

RESPONSE: Evercom has read, understands and will comply.

4.2 Offer Amendment or Withdrawal. An Offer may not be amended or withdrawn after the Offer due date and time except as otherwise provided under applicable law.

RESPONSE: Evercom has read, understands and will comply.

4.3 Public Record. All Offers submitted and opened are public records and must be retained by the State. Offers shall be open to public inspection after Contract award, except for such Offers deemed to be confidential by the State. If an Offeror believes that information in its Offer should remain confidential, it shall indicate as confidential the specific information and submit a statement with its Offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise. The State shall determine whether the identified information is confidential pursuant to the Arizona Procurement Code.

RESPONSE: Evercom has read, understands and will comply.

4.4 Non-Collusion, Employment, and Services. By signing the Offer and Acceptance form or other official Contract form, the Offeror certifies that:

4.4.1 The Offeror did not engage in collusion or other anti-competitive practices in connection with the preparation or submission of its Offer; and

4.4.2 The Offeror does not discriminate against any employee or applicant for employment or person to whom it provides services because of race, color, religion, sex, national origin, or disability, and that it complies with all applicable Federal, State and local laws and executive orders regarding employment.

RESPONSE: Evercom has read, understands and will comply.

5 Evaluation

5.1 Unit Price Prevails. In the case of discrepancy between the unit price or rate and the extension of that unit price or rate, the unit price or rate shall govern.

RESPONSE: Evercom has read, understands and will comply.

5.2 Taxes. Arizona transaction privilege and use taxes shall not be considered for evaluation.

RESPONSE: Evercom has read, understands and will comply.

5.3 Late Offers. An Offer submitted after the exact Offer due date and time shall be rejected.

RESPONSE: Evercom has read, understands and will comply.

5.4 Disqualification. An Offeror (including any of its principals) who is currently debarred, suspended or otherwise lawfully prohibited from any public procurement activity shall have its Offer rejected.

RESPONSE: Evercom has read, understands and will comply.

5.5 Offer Acceptance Period. An Offeror submitting an Offer under this Solicitation shall hold its Offer open for the number of days from the Offer due date that is stated in the Solicitation. If the Solicitation does not specifically state a number of days for Offer acceptance, the number of days shall be one hundred-twenty (120). If a Final Proposal Revision is requested pursuant to a Request for Proposals, an Offeror shall hold its Offer open for one hundred-twenty (120) days from the Final Proposal Revision due date.

RESPONSE: Evercom has read, understands and will comply.

5.6 Waiver and Rejection Rights. Notwithstanding any other provision of the Solicitation, the State reserves the right to:

5.6.1 Waive any minor informality;

5.6.2 Reject any and all Offers or portions thereof; or

5.6.3 Cancel a Solicitation.

RESPONSE: Evercom has read, understands and will comply.

6 Award

6.1 Number or Types of Awards. The State reserves the right to make multiple awards or to award a Contract by individual line items or alternatives, by group of line items or alternatives, or to make an aggregate award, or regional awards, whichever is most advantageous to the State. If the Procurement Officer determines that an aggregate award to one Offeror is not in the State's best interest, all or none Offers shall be rejected.

RESPONSE: Evercom has read, understands and will comply.

6.2 Contract Inception. An Offer does not constitute a Contract nor does it confer any rights on the Offeror to the award of a Contract. A Contract is not created until the Offer is accepted in writing by the Procurement Officer's signature on the Offer and Acceptance form. A notice of award or of the intent to award shall not constitute acceptance of the Offer.

RESPONSE: Evercom has read, understands and will comply.

6.3 Effective Date. The effective date of this Contract shall be the date that the Procurement Officer signs the Offer and Acceptance form or other official Contract form, unless another date is specifically stated in the Contract.

RESPONSE: Evercom has read, understands and will comply.

7 **Protests.** A protest shall comply with and be resolved according to Arizona Revised Statutes Title 41, Chapter 23,

Article 9 and rules adopted thereunder. Protests shall be in writing and be filed with both the Procurement Officer of the purchasing agency and with the State Procurement Administrator. A protest of a Solicitation shall be received by the Procurement Officer before the Offer due date. A protest of a proposed award or of an award shall be filed within ten (10) days after the protester knows or should have known the basis of the protest. A protest shall include:

- 7.1 The name, address and telephone number of the protester;
- 7.2 The signature of the protester or its representative;
- 7.3 Identification of the purchasing agency and the Solicitation or Contract number;
- 7.4 A detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
- 7.5 The form of relief requested.

RESPONSE: Evercom has read, understands and will comply.

8 Comments Welcome. The State Procurement Office periodically reviews the Uniform Instructions to Offerors and welcomes any comments you may have. Please submit your comments to: State Procurement Administrator, State Procurement Office, 100 North 15th Avenue, Suite 104, Phoenix, Arizona 85007.

RESPONSE: Evercom has read, understands and will comply.

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UNIFORM TERMS AND CONDITIONS

- 1 Definition of Terms.** As used in this Solicitation and any resulting Contract, the terms listed below are defined as follows:
- 1.1 "*Attachment*" means any item the Solicitation requires the Offeror to submit as part of the Offer.
 - 1.2 "*Contract*" means the combination of the Solicitation, including the Uniform and Special Instructions to Offerors, the Uniform and Special Terms and Conditions, and the Specifications and Statement of Scope of Work; the Offer and any Final Proposal Revisions; and any Solicitation Amendments or Contract Amendments.
 - 1.3 "*Contract Amendment*" means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
 - 1.4 "*Contractor*" means any person who has a Contract with the State.
 - 1.5 "*Days*" means calendar days unless otherwise specified.
 - 1.6 "*Exhibit*" means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
 - 1.7 "*Gratuity*" means a payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is received.
 - 1.8 "*Materials*" means all property, including equipment, supplies, printing, insurance and leases of property but does not include land, a permanent interest in land or real property or leasing space.
 - 1.9 "*Procurement Officer*" means the person, or his or her designee, duly authorized by the State to enter into and administer Contracts and make written determinations with respect to the Contract.
 - 1.10 "*Services*" means the furnishing of labor, time or effort by a

Contractor or subcontractor which does not involve the delivery of a specific end product other than required reports and performance, but does not include employment agreements or collective bargaining agreements.

- 1.11 "*Subcontract*" means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
- 1.12 "*State*" means the State of Arizona and Department or Agency of the State that executes the Contract.
- 1.13 "*State Fiscal Year*" means the period beginning with July 1 and ending June 30.

RESPONSE: Evercom has read and understands.

2 Contract Interpretation

- 2.1 Arizona Law. The Arizona law applies to this Contract including, where applicable, the Uniform Commercial Code as adopted by the State of Arizona and the Arizona Procurement Code, Arizona Revised Statutes (A.R.S.) Title 41, Chapter 23, and its implementing rules, Arizona Administrative Code (A.A.C.) Title 2, Chapter 7.

RESPONSE: Evercom has read, understands and will comply.

- 2.2 Implied Contract Terms. Each provision of law and any terms required by law to be in this Contract are a part of this Contract as if fully stated in it.

RESPONSE: Evercom has read, understands and will comply.

- 2.3 Contract Order of Precedence. In the event of a conflict in the provisions of the Contract, as accepted by the State and as they may be amended, the following shall prevail in the order set forth below:

- 2.3.1 Special Terms and Conditions;
2.3.2 Uniform Terms and Conditions;

- 2.3.3 Statement or Scope of Work;
- 2.3.4 Specifications;
- 2.3.5 Attachments;
- 2.3.6 Exhibits;
- 2.3.7 Documents referenced or included in the Solicitation.

RESPONSE: Evercom has read, understands and will comply.

2.4 Relationship of Parties. The Contractor under this Contract is an independent Contractor. Neither party to this Contract shall be deemed to be the employee or agent of the other party to the Contract.

RESPONSE: Evercom has read, understands and will comply.

2.5 Severability. The provisions of this Contract are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of the Contract.

RESPONSE: Evercom has read, understands and will comply.

2.6 No Parol Evidence. This Contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any terms used in this document and no other understanding either oral or in writing shall be binding.

RESPONSE: Evercom has read, understands and will comply.

2.7 No Waiver. Either party's failure to insist on strict performance of any term or condition of the Contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

RESPONSE: Evercom has read, understands and will comply.

2.8 Offshore Performance of Work Prohibited. Due to

security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the State shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or "overhead" services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

RESPONSE: Evercom has read, understands and will comply.

2.9 Ownership of Intellectual Property. Any and all intellectual property, including but not limited to copyright, invention, trademark, tradename, service mark, and/or trade secrets created or conceived pursuant to or as a result of this Contract and any related subcontract ("Intellectual Property"), shall be work made for hire and the State shall be considered the creator of such Intellectual Property. The agency, department, division, board or commission of the State of Arizona requesting the issuance of this Contract shall own (for and on behalf of the State) the entire right, title and interest to the Intellectual Property throughout the world. Contractor shall notify the State, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on behalf of itself and any subcontractor(s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the State and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the State. The Intellectual Property shall not be disclosed by the Contractor or its subcontractor(s) to any entity not the State without the express written authorization of the agency, department, division, board or commission of the State of Arizona requesting the issuance of this Contract.

RESPONSE: Evercom has read, understands and will comply.

Evercom generally agrees except that we believe the services offered through this proposal should not be considered works for hire. Evercom provides services based on its own Intellectual Property and such Intellectual Property will be owned by Evercom.

3 Contract Administration and Operation

3.1 Records. Under A.R.S. § 35-214 and § 35-215, the Contractor shall retain and shall contractually require each subcontractor to retain all data and other "records" relating to the acquisition and performance of the Contract for a period of five (5) years after the completion of the Contract. All records shall be subject to inspection and audit by the State at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records.

RESPONSE: Evercom has read, understands and will comply.

3.2 Non-Discrimination. The Contractor shall comply with State Executive Order No. 99-4 and all other applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.

RESPONSE: Evercom has read, understands and will comply.

3.3 Audit. Pursuant to A.R.S. § 35-214, at any time during the term of this Contract and five (5) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by the State and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the Contract or Subcontract.

RESPONSE: Evercom has read, understands and will comply.

3.4 Facilities Inspection and Materials Testing. The Contractor agrees to permit access to its facilities, subcontractor facilities and the Contractor's processes or services, at reasonable times for inspection of the facilities or materials covered under this Contract. The State shall also have the right to test, at its own cost, the materials to be supplied

under this Contract. Neither inspection at the Contractor's facilities nor materials testing shall constitute final acceptance of the materials or services. If the State determines non-compliance of the materials, the Contractor shall be responsible for the payment of all costs incurred by the State for testing and inspection.

RESPONSE: Evercom has read, understands and will comply.

3.5 Notices. Notices to the Contractor required by this Contract shall be made by the State to the person indicated on the Offer and Acceptance form submitted by the Contractor unless otherwise stated in the Contract. Notices to the State required by the Contract shall be made by the Contractor to the Solicitation Contact Person indicated on the Solicitation cover sheet, unless otherwise stated in the Contract. An authorized Procurement Officer and an authorized Contractor representative may change their respective person to whom notice shall be given by written notice to the other and an amendment to the Contract shall not be necessary.

RESPONSE: Evercom has read, understands and will comply.

3.6 Advertising, Publishing and Promotion of Contract. The Contractor shall not use, advertise or promote information for commercial benefit concerning this Contract without the prior written approval of the Procurement Officer.

RESPONSE: Evercom has read, understands and will comply.

3.7 Property of the State. Any materials, including reports, computer programs and other deliverables, created under this Contract are the sole property of the State. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of the State.

RESPONSE: Evercom has read, understands and agrees for those services that are works for hire.

Evercom's position is that the basic services offered through this proposal are not considered works for hire. Evercom provides services based on its own Intellectual Property and such Intellectual Property will be owned by Evercom.

3.8 Electronic and Information Technology. Unless specifically authorized in the Contract, any electronic or information technology offered to the State of Arizona under this Contract shall comply with A.R.S. §41-2531 and §41-2532 and Section 508 of the Rehabilitation Act of 1973, which requires that employees and members of the public shall have access to and use of information technology that is comparable to the access and use by employees and members of the public who are not individuals with disabilities.

RESPONSE: Evercom has read, understands and will comply.

4 Costs and Payments

4.1 Payments. Payments shall comply with the requirements of A. R. S. Titles 35 and 41, Net 30 days. Upon receipt and acceptance of goods or services, the Contractor shall submit a complete and accurate invoice for payment from the State within thirty (30) days.

RESPONSE: Evercom has read, understands and will comply.

4.2 Delivery. Unless stated otherwise in the Contract, all prices shall be F. O. B. Destination and shall include all freight delivery and unloading at the destination.

RESPONSE: Evercom has read, understands and will comply.

4.3 Applicable Taxes.

4.3.1 Payment of Taxes. The Contractor shall be responsible for paying all applicable taxes.

4.3.2 State and Local Transaction Privilege Taxes. The

State of Arizona is subject to all applicable State and local transaction privilege taxes. Transaction privilege taxes apply to the sale and are the responsibility of the seller to remit. Failure to collect taxes from the buyer does not relieve the seller from its obligation to remit taxes.

- 4.3.3 Tax Indemnification. Contractor and all subcontractors shall pay all Federal, State and local taxes applicable to its operation and any persons employed by the Contractor.

Contractor shall, and require all subcontractors to hold the State harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or State and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, social security and worker's compensation.

- 4.3.4 I.R.S. W9 Form. In order to receive payment, the Contractor shall have a current I.R.S. W9 Form on file with the State of Arizona, unless not required by law.

RESPONSE: Evercom has read, understands and will comply.

- 4.4 Availability of Funds for the Next State Fiscal Year. Funds may not presently be available for performance under this Contract beyond the current State fiscal year. No legal liability on the part of the State for any payment may arise under this Contract beyond the current State fiscal year until funds are made available for performance of this Contract.

RESPONSE: Evercom has read, understands and will comply.

- 4.5 Availability of Funds for the Current State Fiscal Year. Should the State Legislature enter back into session and reduce the appropriations or for any reason and these goods or services are not funded, the State may take any of the following actions:

- 4.5.1 Accept a decrease in price offered by the Contractor;
- 4.5.2 Cancel the Contract;
- 4.5.3 Cancel the Contract and re-solicit the requirements.

RESPONSE: Evercom has read, understands and will comply.

5 Contract Changes

5.1 Amendments. This Contract is issued under the authority of the Procurement Officer who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the procurement officer in writing or made unilaterally by the Contractor are violations of the Contract and of applicable law. Such changes, including unauthorized written Contract Amendments shall be void and without effect, and the Contractor shall not be entitled to any claim under this Contract based on those changes.

RESPONSE: Evercom has read, understands and will comply.

5.2 Subcontracts. The Contractor shall not enter into any subcontract under this Contract for the performance of this Contract without the advance written approval of the Procurement Officer.

The Contractor shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities. The subcontract shall incorporate by reference the terms and conditions of this Contract.

RESPONSE: Evercom has read, understands and will comply.

5.3 Assignment and Delegation. The Contractor shall not assign any right nor delegate any duty under this Contract without the prior written approval of the Procurement Officer. The

State shall not unreasonably withhold approval.

- RESPONSE: Evercom has read, understands and will comply.**

6 Risk and Liability

- 6.1 Risk of Loss. The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.

- RESPONSE: Evercom has read, understands and will comply.**

6.2 Indemnification.

- 6.2.1 Contractor/Vendor Indemnification (Not Public Agency). The parties to this Contract agree that the State of Arizona, its departments, agencies, boards and commissions shall be indemnified and held harmless by the Contractor for the vicarious liability of the State as a result of entering into this Contract. However, the parties further agree that the State of Arizona, its departments, agencies, boards and commissions shall be responsible for its own negligence. Each party to this Contract is responsible for its own negligence.

- RESPONSE: Evercom has read, understands and will comply.**

- 6.2.2 Public Agency Language Only. Each party (as 'indemnitor') agrees to indemnify, defend, and hold harmless the other party (as 'indemnitee') from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as 'claims') arising out of bodily injury of any person (including death) or property damage but only to the extent that such claims which result in vicarious/derivative liability to the indemnitee, are caused by the act, omission, negligence, misconduct, or other fault of

the indemnitor, its' officers, officials, agents, employees, or volunteers.

RESPONSE: Evercom has read, understands and will comply.

6.3 Indemnification - Patent and Copyright. The Contractor shall indemnify and hold harmless the State against any liability, including costs and expenses, for infringement of any patent, trademark or copyright arising out of Contract performance or use by the State of materials furnished or work performed under this Contract. The State shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph. If the Contractor is insured pursuant to A.R.S. § 41-621 and § 35-154, this section shall not apply.

RESPONSE: Evercom has read, understands, will comply, but reserves the right to negotiate further.

6.4 Force Majeure.

6.4.1 Except for payment of sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injunctions-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.

RESPONSE: Evercom has read, understands and will comply.

6.4.2 Force Majeure shall not include the following occurrences:

6.4.2.1 Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market;

6.4.2.2 Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or

6.4.2.3 Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.

RESPONSE: Evercom has read, understands and will comply.

6.4.3 If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

RESPONSE: Evercom has read, understands and will comply.

6.4.4 Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

RESPONSE: Evercom has read, understands and will comply.

6.5 Third Party Antitrust Violations. The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

RESPONSE: Evercom has read and understands.

As a sole source provider, Evercom does not believe that the above paragraph has application to the services offered through our proposal. However, we are willing to discuss this further.

7 Warranties

7.1 Liens. The Contractor warrants that the materials supplied under this Contract are free of liens and shall remain free of liens.

RESPONSE: Evercom has read, understands and will comply.

7.2 Quality. Unless otherwise modified elsewhere in these terms and conditions, the Contractor warrants that, for one (1) year after acceptance by the State of the materials, they shall be:

7.2.1 Of a quality to pass without objection in the trade under the Contract description;

7.2.2 Fit for the intended purposes for which the materials are used;

7.2.3 Within the variations permitted by the Contract and are of even kind, quantity, and quality within each unit and among all units;

7.2.4 Adequately contained, packaged and marked as the Contract may require; and

7.2.5 Conform to the written promises or affirmations of fact made by the Contractor.

RESPONSE: Evercom has read, understands and will comply.

7.3 Fitness. The Contractor warrants that any material supplied to the State shall fully conform to all requirements of the Contract and all representations of the Contractor, and

shall be fit for all purposes and uses required by the Contract.

RESPONSE: Evercom has read, understands and will comply.

7.4 Inspection/Testing. The warranties set forth in subparagraphs 7.1 through 7.3 of this paragraph are not affected by inspection or testing of or payment for the materials by the State.

RESPONSE: Evercom has read, understands and will comply.

7.5 Year 2000.

7.5.1 Notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor warrants that all products delivered and all services rendered under this Contract shall comply in all respects to performance and delivery requirements of the specifications and shall not be adversely affected by any date-related data year 2000 issues. This warranty shall survive the expiration or termination of this Contract. In addition, the defense of *force majeure* shall not apply to the Contractor's failure to perform specification requirements as a result of any date-related data year 2000 issues.

RESPONSE: Evercom has read, understands and will comply.

7.5.2 Additionally, notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor warrants that each hardware, software, and firmware product delivered under this Contract shall be able to accurately process date/time data (including but not limited to calculation, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology utilized by the State in combination with the information technology being acquired under this

Contract properly exchanges date-time data with it. If this Contract requires that the information technology products being acquired perform as a system, or that the information technology products being acquired perform as a system in combination with other State information technology, then this warranty shall apply to the acquired products as a system. The remedies available to the State for breach of this warranty shall include, but shall not be limited to, repair and replacement of the information technology products delivered under this Contract. In addition, the defense of *force majeure* shall not apply to the failure of the Contractor to perform any specification requirements as a result of any date-related data year 2000 issues.

RESPONSE: Evercom has read, understands and will comply.

7.6 Compliance With Applicable Laws. The materials and services supplied under this Contract shall comply with all applicable Federal, State and local laws, and the Contractor shall maintain all applicable license and permit requirements.

RESPONSE: Evercom has read, understands and will comply.

7.7 Survival of Rights and Obligations after Contract Expiration or Termination.

7.7.1 Contractor's Representations and Warranties. All representations and warranties made by the Contractor under this Contract shall survive the expiration or termination hereof. In addition, the parties hereto acknowledge that pursuant to A.R.S. § 12-510, except as provided in A.R.S. § 12-529, the State is not subject to or barred by any limitations of actions prescribed in A.R.S., Title 12, Chapter 5.

RESPONSE: Evercom has read, understands and will comply.

Evercom will retain ownership of all equipment and will remove the equipment upon termination of the contract.

7.7.2 Purchase Orders. The Contractor shall, in accordance with all terms and conditions of the Contract, fully perform and shall be obligated to comply with all purchase orders received by the Contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Procurement Officer, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this Contract.

RESPONSE: Evercom has read, understands and will comply.

8. State's Contractual Remedies

8.1 Right to Assurance. If the State in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing under this Contract, the Procurement Officer may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of days specified in the demand may, at the State's option, be the basis for terminating the Contract under the Uniform Terms and Conditions or other rights and remedies available by law or provided by the Contract.

RESPONSE: Evercom has read, understands and will comply.

8.2 Stop Work Order.

8.2.1 The State may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Contract for a period(s) of days indicated by the State after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by

the order during the period of work stoppage.

8.2.2 If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Procurement Officer shall make an equitable adjustment in the delivery schedule or Contract price, or both, and the Contract shall be amended in writing accordingly.

RESPONSE: Evercom has read, understands and will comply.

8.3 Non-Exclusive Remedies. The rights and the remedies of the State under this Contract are not exclusive.

RESPONSE: Evercom has read, understands and will comply.

8.4 Nonconforming Tender. Materials supplied under this Contract shall fully comply with the Contract. The delivery of materials or services or a portion of the materials or services that do not fully comply constitutes a breach of Contract. On delivery of nonconforming materials or services, the State may terminate the Contract for default under applicable termination clauses in the Contract, exercise any of its rights and remedies under the Uniform Commercial Code, or pursue any other right or remedy available to it.

RESPONSE: Evercom has read, understands and will comply.

The deliverables will materially comply with Contract.

8.5 Right of Offset, The State shall be entitled to offset against any sums due the Contractor, any expenses or costs incurred by the State, or damages assessed by the State concerning the Contractor's nonconforming performance or failure to perform the Contract, including expenses, costs and damages described in the Uniform Terms and Conditions.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom reserves the right to negotiate the specific application of this provision further.

9. Contract Termination

- 9.1 Cancellation for Conflict of Interest. Pursuant to A.R.S. § 38-511, the State may cancel this Contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Contract on behalf of the State is or becomes at any time while the Contract or an extension of the Contract is in effect an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time. If the Contractor is a political subdivision of the State, it may also cancel this Contract as provided in A.R.S. § 38-511.

- RESPONSE: Evercom has read, understands and will comply.**

- 9.2 Gratuities. The State may, by written notice, terminate this Contract, in whole or in part, if the State determines that employment or a Gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of the State for the purpose of influencing the outcome of the procurement or securing the Contract, an amendment to the Contract, or favorable treatment concerning the Contract, including the making of any determination or decision about Contract performance. The State, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three (3) times the value of the Gratuity offered by the Contractor.

- RESPONSE: Evercom has read, understands and will comply.**

- 9.3 Suspension or Debarment. The State may, by written notice to the Contractor, immediately terminate this

Contract if the State determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. Submittal of an Offer or execution of a Contract shall attest that the Contractor is not currently suspended or debarred. If the Contractor becomes suspended or debarred, the Contractor shall immediately notify the State.

RESPONSE: Evercom has read, understands and will comply.

9.4 Termination for Convenience. The State reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the State without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the State. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R2-7-701 shall apply.

RESPONSE: Evercom has read, understands and will comply.

Evercom anticipates a termination for convenience will allow for recovery of Evercom's costs including but not limited to capital expenditures.

9.5 Termination for Default.

9.5.1 In addition to the rights reserved in the Contract, the State may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds,

licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom requests a cure period of thirty (30) days after written receipt of notice of default.

9.5.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State on demand.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom generally agrees except that Evercom will own all billing records and retains all rights of ownership to its IPS and Evercom's Intellectual Property.

9.5.3 The State may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the State for any excess costs incurred by the State in procuring materials or services in substitution for those due from the Contractor.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom reserves the right to negotiate further.

9.6 Continuation of Performance Through Termination. The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

- RESPONSE: Evercom has read, understands and will comply.**

10 Contract Claims. All Contract claims or controversies under this Contract shall be resolved according to A.R.S. Title 41, Chapter 23, Article 9, and rules adopted thereunder.

RESPONSE: Evercom has read, understands and will comply.

11 Arbitration. The parties to this Contract agree to resolve all disputes arising out of or relating to this Contract through arbitration, after exhausting applicable administrative review, to the extent required by A.R.S. § 12-1518, except as may be required by other applicable statutes (Title 41).

RESPONSE: Evercom has read, understands and will comply.

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SPECIAL TERMS AND CONDITIONS1.1 Purpose

1.1.1 Pursuant to provisions of the Arizona Procurement Code, A. R. S. § 41 -2501, et. seq., the State of Arizona, Department of Corrections, hereafter known as the Department intends to establish a Contract for Inmate Telephone System. Proposals from qualified Offerors will be accepted for the purpose of selecting a Contractor to provide Inmate Telephone System for the Arizona Department of Corrections Prison Institutions and Private Prisons as identified in Attachment #4, Inmate Phone Locations.

1.1.1.1 The Department reserves the right to add or delete Prison Institutions and service locations relative to this Contract as determined by the Department.

RESPONSE: Evercom has read, understands and will comply.

1.1.2 Offerors interested in providing Inmate Telephone System to the Department must deliver one (1) original, eight (8) copies and one (1) CD copy of their proposal by no later than 3:00 p.m., on June 20, 2006, to the Department's Contracts Administration Office at the address on the cover page of this Solicitation.

RESPONSE: Evercom has read, understands and will comply.

1.2 On-Site Inspections

1.2.1 An on-site inspection will be held at each selected facility on the date and time designated below. The purpose of this inspection is for the visual evaluation of the facilities to be serviced. It is expected to take approximately 1-8 hours for the inspection at each facility.

RESPONSE: Evercom has read, understands and will comply.

1.2.2 Contractors are asked to completely inspect project site prior to submitting the proposal in order to determine all requirements associated with the contract. Failure to do so

shall not relieve the successful contractor from the responsibility of furnishing and installing, without cost to the Department any materials and equipment or performing any labor that may be required to carry out the intent of the resulting contract.

RESPONSE: Evercom has read, understands and will comply.

1.2.3 Prospective bidders wishing to attend the on-site inspections shall fax the following information no later than 5:00 p.m. M.S.T., **April 28, 2006**, to Kristine Yaw at (602) 364-3790 to make arrangements to attend the on-site inspections: Name of person(s) attending, social security number(s) and date(s) of birth. This information is required for the purpose of security checks, prior to allowing persons onto a correctional facility. No more than 2 persons from each company shall be allowed to attend the on-site inspections.

RESPONSE: Evercom has read, understands and will comply.

1.2.4 On-site attendees must comply with Department Order #503, Employee Grooming Standards (i.e., no blue jeans or orange color clothing). A copy of this Department Order is located at www.azcorrections.gov. On-Site attendees must obtain prior approved security clearance before entering a State Prison. On-Site attendees failing to obtain security clearance and/or to comply with the non-uniformed personnel grooming, dress standards, will not be admitted into the facility.

RESPONSE: Evercom has read, understands and will comply.

1.2.5 On-Site Inspections are as shown in Attachment #7, Prison Site Visit Schedule.

RESPONSE: Evercom has read, understands and will comply.

1.3 Pre-Proposal Conference

1.3.1 A Pre-Proposal Conference will be held on May 25, 2006 at 10:00 a.m. M.S.T. at the Arizona Department of Corrections, 4th Floor Training Room, 1645 W. Jefferson, Phoenix, Arizona 85007. A maximum of 3 persons from each company shall be allowed to attend the Pre-Proposal Conference due to limited space.

RESPONSE: Evercom has read, understands and will comply.

1.4 Term of Contract (per amendment 1)

1.4.1 The term of any resultant Contract shall commence on the date of award and shall continue for a period of seven (7) years thereafter, contingent upon availability of funds and resources to each party with which to carry out its part of the Contract, unless renewed, terminated or canceled, as otherwise provided herein.

RESPONSE: Evercom has read, understands and will comply.

1.5 Authority to Contract

1.5.1 This Contract activity is issued under the authority of the Arizona Department of Corrections, Chief Procurement Officer. No alteration of any portion of the Contract, any items or services awarded, or any other agreement that is based upon this Contract may be made without express written approval of the Department in the form of an official Contract amendment. Any attempt to alter any documents on the part of the ordering agency or any Contractor is a violation of the Contract and the Arizona Procurement Code. Any such action is subject to legal and Contractual remedies available to the State inclusive of, but not limited to, Contract cancellation, suspension and/or debarment of the Contractor.

RESPONSE: Evercom has read, understands and will comply.

1.6 Offer and Acceptance

1.6.1 In order to allow for an adequate evaluation, the Department requires an Offer in response to this Solicitation to be valid and irrevocable for one-hundred twenty (120) days after the opening time and date.

RESPONSE: Evercom has read, understands and will comply.

1.7 Proposal Format

1.7.1 One (1) original, eight (8) copies and one (1) CD copy of the proposal shall be submitted on the forms and format as contained in the RFP. The proposal numbering sequence must be in accordance with the Solicitation document. All proposals, including copies, shall contain all descriptive literature, specifications, samples, etc.

RESPONSE: Evercom has read, understands and will comply.

1.8 Written Questions

1.8.1 Please submit any questions about the RFP needing clarification, no later than seven (7) days prior to the RFP due date, to:

Arizona Department of Corrections
Kristine Yaw, Buyer IV
1601 West Jefferson Street, M/C 55303
Phoenix, Arizona 85007-3002
(602) 364-3790 fax

RESPONSE: Evercom has read, understands and will comply.

1.9 Proposal Opening

1.9.1 Proposals shall be opened on the date and time, and at the place designated on the cover page of this Solicitation, unless amended in writing by the Department. The name of each Offeror shall be read at this time. All Offers and any modifications and other information received in response to this Request for

Proposal shall be shown only to the authorized State personnel having a legitimate interest in them or persons assisting the State in the evaluation. After Contract award, the proposals and evaluation documents shall be open for public inspection.

RESPONSE: Evercom has read, understands and will comply.

1.10 Pricing

1.10.1 The method of compensation governing the Contract shall be fixed rate.

RESPONSE: Evercom has read, understands and will comply.

1.11 Price Increase

1.11.1 The Department may review a fully documented request for a price increase only after the Contract has been in effect for twelve (12) months. A price increase adjustment shall only be considered at the time of a Contract renewal and shall be a factor in the renewal review process. The Department shall determine whether the requested price increase or an alternate option is in the best interest of the State.

1.11.2 Price reductions may be submitted to the Department for consideration at any time during the Contract period. The Department at its own discretion may accept a price reduction.

1.11.3 The price increase adjustment, if approved, will be effective upon the effective date of the Contract renewal. Price reductions will become effective upon acceptance by the Department.

RESPONSE: Evercom has read, understands and will comply.

1.12 Rules

1.12.1 Attention of the Offerors is called to the requirements specified in Attachment #1, Rules for Non-Employees of the Department of Corrections in Arizona State Prison Complexes which shall be adhered to in all respects.

RESPONSE: Evercom has read, understands and will comply.

1.12.2 Should the Contractor require signatures of other parties such as subcontractor or persons directly or indirectly employed by the Contractor, it shall be the Contractor's responsibility to obtain such signatures. The signed document must be submitted within ten (10) days of notification of intent to award.

RESPONSE: Evercom has read, understands and will comply.

1.13 Multiple Awards

1.13.1 In order to assure that any ensuing Contracts will allow the Department to fulfill current and future requirements, the Department reserves the right to award Contracts to multiple companies. The actual utilization of any Contract will be at the sole discretion of the Department. The fact that the Department may make multiple awards should be taken into consideration by each Offeror.

RESPONSE: Evercom has read, understands and will comply.

1.14 Award

1.14.1 It is the intention of the Department to award a single Contract for all of the proposed services.

RESPONSE: Evercom has read, understands and will comply.

1.15 Unlawful Sexual Conduct

1.15.1 A person who is employed by the State Department of Corrections, a private facility or a city or county jail or who Contracts to provide services with the State Department of Corrections, a private prison facility or a city or county jail commits unlawful sexual conduct by engaging in oral sexual contact, sexual contact or sexual intercourse with a prisoner who is in the custody of the State Department of Corrections, a private prison facility or a city or county jail

or with an offender who is under the supervision of the State Department of Corrections or a city or county.

RESPONSE: Evercom has read, understands and will comply.

1.15.2 A prisoner who is in the custody of the State Department of Corrections, a private prison facility or a city or county jail or an offender who is on release status and who is under supervision of the State Department of Corrections or a city or county commits unlawful sexual conduct by engaging in oral sexual contact, sexual contact or sexual intercourse with a person who is employed by the State Department of Corrections, a private prison facility or a city or county jail or who Contracts to provide services with the State Department of Corrections, a private prison facility or a city or county jail.

RESPONSE: Evercom has read, understands and will comply.

1.15.3 This section does not apply to:

1.15.3.1 A person who is employed by the State Department of Corrections, a private prison facility or a city or county jail or who Contracts to provide services with the State Department of Corrections, a private prison facility or a city or county jail or an offender who is on release status if the person was lawfully married to the prisoner or offender on release status before the prisoner or offender was sentenced to the State Department of Corrections or was incarcerated in a city or county jail.

RESPONSE: Evercom has read, understands and will comply.

1.15.3.2 An offender who is on release status and who was lawfully married to a person who is employed by the State Department of Corrections, a private prison facility or a city or county jail or who Contracts to provide services with the State Department of Corrections, a private prison facility or a city or county jail if the marriage occurred prior to the offender being sentenced to the State Department

of Corrections or incarcerated in a city or county jail.

RESPONSE: Evercom has read, understands and will comply.

1.15.4 Unlawful sexual conduct is a class 5 felony.

RESPONSE: Evercom has read, understands and will comply.

1.15.5 Unlawful sexual conduct; correctional employees; prisoners; classification; Definition A.R.S. § 13-1419.

RESPONSE: Evercom has read, understands and will comply.

1.16 Documents for Award

1.16.1 The Department will not sign any agreements or any other documents presented for the services listed herein. The completed Offer and Acceptance form signed by the Chief Procurement Officer and the award notice will be the Contract.

RESPONSE: Evercom has read, understands and will comply.

1.16 Department Policy and Procedures

1.17.1 The Contractor shall follow all Department policies, procedures and Department orders (DO) i.e., dress code, grooming code, etc. The policies, procedures and DOs will be made available in the library, or applicable orders will be made available upon request after award.

RESPONSE: Evercom has read, understands and will comply.

1.17.2 In addition to the requirements set forth herein, services shall be provided in compliance with the requirements of Department written instructions including, but not limited to, DOs 116, 120, 205, 501, 503 and 602, which are hereby made part of this RFP by reference and are available on the following web site www.azcorrections.gov. Hard copies of the DOs are available upon request.

- RESPONSE: Evercom has read, understands and will comply.**

1.18 Investigations

1.18.1 The Department reserves the right to make investigations, as deemed necessary, to determine the ability of the Contractor to perform the specified work. The Contractor shall furnish to the Department all such information and data for this purpose as may be requested. The Department reserves the right to reject any Offer if evidence submitted or investigation fails to satisfy the Department that the Contractor is properly qualified to carry out the obligations of the Solicitation. Conditional Offers shall not be accepted.

- RESPONSE: Evercom has read, understands and will comply.**

1.19 Rejection of Offers

1.19.1 The Department, at its discretion, may reject any and/or all Offers.

- RESPONSE: Evercom has read, understands and will comply.**

1.20 Cancellation

1.20.1 The Department reserves the right to cancel the whole or any part of this Contract due to failure by the Contractor to carry out any obligation, term or condition of this Contract. The Department will issue written notice to the Contractor for acting or failing to act as in any of the following:

- 1.20.1.1 The Contractor provides services or material that does not meet the specifications of this Contract;
- 1.20.1.2 The Contractor fails to adequately perform the services set forth in the specifications of this Contract;
- 1.20.1.3 The Contractor fails to complete the services required or to furnish the materials required within the time stipulated in the Contract;
- 1.20.1.4 The Contractor fails to progress in the

performance of this Contract and/or gives the Department reason to believe that the Contractor will not or cannot perform to the requirements of the Contract.

RESPONSE: Evercom has read, understands and will comply.

1.20.2 Upon receipt of the written notice of concern, the Contractor shall have ten (10) days to provide a satisfactory response to the Department. Failure on the part of the Contractor to adequately address all issues of concern may result in the Department resorting to any single or combination of the following remedies:

- 1.20.2.1 Cancel any Contract;
- 1.20.2.2 Reserve all rights or claims of damage for breach or any covenants of the Contract;
- 1.20.2.3 Perform any test or analysis on materials or services for compliance with the specifications of this Contract. If the results of any test or analysis find a material non-compliant with the specifications, the actual expense of testing shall be borne by the Contractor;

RESPONSE: Evercom has read, understands and will comply.

1.20.3 In case of default, the Department reserves the right to procure services or to complete the required work in accordance with the Arizona Procurement Code. The Department may recover any actual excess costs from the Contractor or by:

- 1.20.3.1 Deduction from unpaid balance;
- 1.20.3.2 Collection against the Offer and/or performance bond, or;
- 1.20.3.3 Any combination of the above or any other remedies as provided by law.

RESPONSE: Evercom has read, understands and will comply.

1.21 Evaluation

1.21.1 In accordance with the Arizona Procurement Code § 41-2534, Competitive Sealed Proposals, award shall be made to the responsible Offeror whose proposal is determined in writing to be the most advantageous to the Department based upon the evaluation criteria listed below. The evaluation factors are listed in the relative order of importance.

1.21.1.1 Cost and Commissions.

1.21.1.2 Technical Requirements.

1.21.1.3 Vendor Qualification Requirements.

1.21.1.4 Implementation Plan.

1.21.1.5 Conformity to Uniform Terms and Conditions and Special Terms and Conditions.

RESPONSE: Evercom has read, understands and will comply.

1.22 Discussions

1.22.1 In accordance with A.R.S. § 41-2534, after the initial receipt of proposals, the Department reserves the option to conduct discussions with those Offerors who submit proposals determined by the Department to be reasonably susceptible of being selected for award.

RESPONSE: Evercom has read, understands and will comply.

1.23 Confidentiality of Records

1.23.1 The Contractor shall establish and maintain procedures and controls, that are acceptable to the Department for the purpose of assuring that no information contained in its records or obtained from the Department or from others in carrying out its functions under the Contract shall be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the Department. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of the Contractor as needed for the

performance of duties under the Contract, unless otherwise agreed to in writing by the Department.

RESPONSE: Evercom has read, understands and will comply.

1.24 Indemnification Clause

1.24.1 Contractor shall indemnify, defend, save and hold harmless the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys' fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as "Claims") for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers' Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the State of Arizona, its officers, officials, agents and employees for losses arising from the work performed by the Contractor for the State of Arizona.

RESPONSE: Evercom has read, understands and will comply.

1.24.2 This indemnity shall not apply if the contractor or sub-contractor(s) is/are an agency, board, commission or university of the State of Arizona.

RESPONSE: Evercom has read, understands and will comply.

1.25 Insurance

1.25.1 Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract, are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

RESPONSE: Evercom has read, understands and will comply.

1.25.2 The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The State of Arizona in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, its agents, representatives, employees or subcontractors, and Contractor is free to purchase additional insurance.

RESPONSE: Evercom has read, understands and will comply.

1.25.3 **MINIMUM SCOPE AND LIMITS OF INSURANCE:**

Contractor shall provide coverage with limits of liability not less than those stated below.

RESPONSE: Evercom has read, understands and will comply.

1.25.4 Commercial General Liability – Occurrence Form. Policy shall include bodily injury, property damage, personal injury and broad form contractual liability coverage.

1.25.4.1 General Aggregate \$2,000,000

1.25.4.2 Products - Completed Operations Aggregates 1,000,000

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- 1.25.4.3 Personal and Advertising Injury: \$1,000,000
- 1.25.4.4 Blanket Contractual Liability -Written and Oral \$1,000,000
- 1.25.4.5 Fire Legal Liability: \$ 50,000
- 1.25.4.6 Each Occurrence: \$ 1,000,000
- 1.25.4.7 The policy shall be endorsed to include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees shall be named as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor".
- 1.25.4.8 Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

1.25.5 Automobile Liability – Bodily Injury and Property Damage for any owned, hired, and/or non-owned vehicles used in the performance of this Contract.

- 1.25.5.1 Combined Single Limit (CSL) \$1,000,000
- 1.25.5.2 The policy shall be endorsed to include the following additional insured language: "The State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees shall be named as additional insurers with respect to liability arising out of the activities performed by or on behalf of the Contractor, involving automobiles owned, leased, hired or borrowed by the Contractor".

1.25.6 Worker's Compensation and Employers' Liability

- 1.25.6.1 Workers' Compensation Statutory
- 1.25.6.2 Employers' Liability:
- 1.25.6.3 Each Accident \$ 500,000
- 1.25.6.4 Disease - Each Employee \$ 500,000
- 1.25.6.5 Disease - Policy Limit \$1,000,000
- 1.25.6.6 Policy shall contain a waiver of subrogation

against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

1.25.6.7 This requirement shall not apply to: Separately, each contractor or subcontractor exempt under A. R.S. 23-901, and when such contractor or subcontractor executes the appropriate waiver (Sole Proprietor/Independent Contractor) form.

1.25.7 Professional Liability (Errors and Omissions Liability)

1.25.7.1 Each Claim \$1,000,000

1.25.7.2 Annual Aggregate \$2,000,000

1.25.7.3 In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

1.25.7.4 Policy shall contain a waiver of subrogation against the State of Arizona, its departments, agencies, boards, commissions, universities and its officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

1.25.7.5 The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Work of this contract.

RESPONSE: Evercom has read, understands and will comply.

1.25.8 ADDITIONAL INSURANCE REQUIREMENTS: The policies shall include, or be endorsed to include, the following provisions:

1.25.8.1 The State of Arizona, its departments,

agencies, boards, commissions, universities and its officers, officials, agents, and employees wherever additional insured status is required such additional insured shall be covered to the full limits of liability purchased by the Contractor, even if those limits of liability are in excess of those required by this Contract.

1.25.8.2 The Contractor's insurance coverage shall be primary insurance with respect to all other available sources.

1.25.8.3 Coverage provided by the Contractor shall not be limited to the liability assumed under the indemnification provisions of this Contract.

RESPONSE: Evercom has read, understands and will comply.

1.25.9 **NOTICE OF CANCELLATION:** Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided, canceled, or reduced in coverage or in limits except after thirty (30) days prior written notice has been given to the State of Arizona. Such notice shall be sent directly to (State of Arizona Department of Corrections, 1601 West Jefferson Street, M/C 55303, Phoenix, AZ 85007-3002 and shall be sent by certified mail, return receipt requested.

RESPONSE: Evercom has read, understands and will comply.

1.25.10 **ACCEPT ABILITY OF INSURERS:** Insurance is to be placed with duly licensed or approved non-admitted insurers in the state of Arizona with an "A.M. Best" rating of not less than A-VII. The State of Arizona in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

RESPONSE: Evercom has read, understands and will comply.

1.25.11 **VERIFICATION OF COVERAGE:** Contractor shall furnish the State of Arizona with certificates of insurance (ACORD form or equivalent approved by the State of Arizona) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

RESPONSE: Evercom has read, understands and will comply.

1.25.12 All certificates and endorsements are to be received and approved by the State of Arizona before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal, is a material breach of contract.

RESPONSE: Evercom has read, understands and will comply.

1.25.13 All certificates required by this Contract shall be sent directly to State of Arizona Department of Corrections, 1601 West Jefferson Street, M/C 55303, Phoenix, AZ 85007-3002. The State of Arizona project/contract number and project description shall be noted on the certificate of insurance. The State of Arizona reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time. Do not send certificates of insurance to the state of Arizona's Risk Management section.

RESPONSE: Evercom has read, understands and will comply.

1.25.14 **SUBCONTRACTORS:** Contractors' certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall furnish to the State of Arizona separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

RESPONSE: Evercom has read, understands and will comply.

1.25.15 **APPROVAL:** Any modification or variation from the insurance requirements in this Contract shall be made by the Department of Administration, Risk Management Section, whose decision shall be final. Such action will not require a formal Contract amendment, but may be made by administrative action.

RESPONSE: Evercom has read, understands and will comply.

1.25.16 **EXCEPTIONS:** In the event the Contractor or sub-contractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a Certificate of Self-Insurance. If the contractor or subcontractors) is/are a State of Arizona agency, board, commission, or university, none of the above shall apply.

RESPONSE: Evercom has read, understands and will comply.

1.26 Independent Status of the Contractor

1.26.1 The Contractor is an independent Contractor and will not, under any circumstances, be considered an employee, servant or agent of the Department, nor will the employees, servants or agents of the Contractor be considered employees of the Department.

RESPONSE: Evercom has read, understands and will comply.

1.26.2 Personnel actions of employees on the Contractor's payroll shall be the Contractor's responsibility. The Contractor shall comply with all applicable government regulations related to the employment, compensation and payment of personnel.

RESPONSE: Evercom has read, understands and will comply.

1.26.3 The Department will not be responsible in any way for the damage or loss caused by fire, theft, accident, or

otherwise to the Contractor's stored supplies, materials, equipment, or his employee's personal property stored on Department property.

RESPONSE: Evercom has read, understands and will comply.

1.27 Notice Warning

1.27.1 Any person who takes into or out of or attempts to take into or out of a correctional facility or the grounds belonging to or adjacent to a correctional facility, any item not specifically authorized by the correctional facility, shall be prosecuted under the provisions of the Arizona Revised Statutes. All persons, including employees and visitors, entering upon these confines are subject to routine searches of their persons, vehicles, property or packages in accordance with Department Order 708 and A.R.S. § 13-2505.

Definitions A.R.S. § 13-2501.

RESPONSE: Evercom has read, understands and will comply.

1.28 Contraband

1.28.1 Contraband means any dangerous drug, narcotic drug, intoxicating liquor of any kind, deadly weapon, dangerous instrument, explosive or any other article whose use of or possession would endanger the safety, security or preservation of order in a correctional facility or any person therein. (Any other article includes any substance which could cause abnormal behavior, i.e., marijuana, nonprescription medication, etc.)

Promoting prison contraband A.R.S. § 13-2505 and Department Order 708.

1.28.1.1 A person, not otherwise authorized by law, commits promoting contraband:

1.28.1.1.1 By knowingly taking contraband into a correctional facility or the grounds of such a facility; or

1.28.1.1.2 By knowingly conveying contraband

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- 1.28.1.1.3 to any persons confined in a correctional facility; or
By knowingly making, obtaining, or possessing contraband in a correctional facility.

RESPONSE: Evercom has read, understands and will comply.

1.29 Civil Rights of Institutionalized Persons Act Compliance (CRIPA)

1.29.1 The Arizona Department of Corrections (Department) entered into an agreement with the Department of Justice regarding the matter of United States of America vs. Department of Corrections, et al. (Civil Action No. 97-476-PHX-ROS). The agreement affects all correctional and non-correctional staff with female inmate contact, including Contract providers.

- 1.29.1.1 The areas that impact the Contract are: 1) backgrounds on existing staff; 2) stringent pre-employment screening practices for future staff; 3) pre-service and in-service training; 4) mandatory staff participation in sexual misconduct investigations; and 5) minimization of one on one situations where a female inmate and male staff are alone together.

RESPONSE: Evercom has read, understands and will comply.

THE AGREEMENT REQUIRES

- 1.29.1.2 Background checks on all current non-correctional staff with female inmate contact. Any staff that has been convicted of or pled guilty to any felony charge from contact with a female inmate will be removed from their position.
- 1.29.1.3 All future staff with significant female inmate contact will require extensive pre-employment screening.
- 1.29.1.4 All Department Contractors will now be required to provide for each new applicant: 1) a complete

- background questionnaire to include drivers license number and record, past employment, past education, references, criminal arrest and criminal record; 2) be fingerprinted and screened by the Federal Bureau of Investigations; 3) NCIC/ACIC records check including law enforcement agency check or agencies where applicant has lived; 4) military discharge status; 5) investigation of whether applicant has ever worked in Department prisons, and if so, whether they were the subject of investigations and allegations of inappropriate staff-inmate behavior; and, 6) tests to access personality to be scored by a professional psychologist.
- 1.29.1.5 The Department will perform the background checks at no charge to the Contractor, however, the Contractor is responsible for the psychological testing, analysis, and personal interviews that may be required as a result of an appeal and submission of the scoring/report for review by the Department, prior to finalization of the hiring process.
- 1.29.1.6 All current and future Contract staff will be required to view a video describing inappropriate staff-inmate behavior. There will be a requirement that all staff will acknowledge, in writing, viewing of the video. The Department will provide the video to Contract providers.
- 1.29.1.7 Pre-employment training will include at least eight (8) hours of specific topics relating to inappropriate staff-inmate behavior. The Department's video will be included in the curriculum. (Subject to clarification at a later date by the parties to the agreement, the training may be made part of the New Employee training to be provided within the first sixty (60) days of employment.)
- 1.29.1.8 The Department will provide the selected Contractor with a copy of the lesson plan for their use. The plan will include the topics and procedural changes affecting staff working with female inmates. In-service training will cover inappropriate staff-inmate behavior and the

viewing of a video. The number of hours for in-service will be determined at a later date.

- 1.29.1.9 Licensed Medical Providers currently on Contract shall not be required to attend the training. Contracts issued after July 1, 1999 shall require the Contractor to attend a one (1) hour training program.

RESPONSE: Evercom has read, understands and will comply.

1.30 Millennium Compliance Certification

- 1.30.1 Prior to or at the time of proposal opening, the Contractor shall prepare and provide a "Millennium Compliance Certification" to the Department. The Millennium Compliance Certification shall set forth an unequivocal certification of the following: (1) that any and all information technology that the Contractor will deliver under this Contract will accurately process date data (including without limitation, calculating, comparing, and/or sequencing) from, into, and between the years 1999 and 2000 and the twentieth and twenty-first centuries; and (2) that any and all information technology that the Contractor will deliver under this Contract shall accurately process leap year calculations.

RESPONSE: Evercom has read, understands and will comply.

Evercom certifies that any and all information technology that Evercom will deliver under this Contract will accurately process date data (including without limitation, calculating, comparing, and/or sequencing) from, into, and between the years 1999 and 2000 and the twentieth and twenty-first centuries; and that any and all information technology that Evercom will deliver under this Contract shall accurately process leap year calculations.

1.31 Millennium Compliance

1.31.1 Hardware, Software, or Firmware Contracts:

- 1.31.1.1 Notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor

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warrants that each hardware, software, and firmware product delivered under this Contract shall be able to accurately process date/time data (including but not limited to calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries, and the years 1999 and 2000 and leap year calculations, to the extent that other information technology utilized by the State in combination with the information technology being acquired under this Contract properly exchanges date/time data with it. If this Contract requires that the information technology products being acquired perform as a system, or that the information technology products being acquired perform as a system in combination with other State information technology, then this warranty shall apply to the acquired products as a system. This warranty shall survive the expiration or termination of this Contract. The remedies available to the State for breach of this warranty shall include, but shall not be limited to, repair and replacement of the information technology products delivered under this Contract. In addition, the defense of force majeure shall not apply to the Contractor's failure to perform any specification requirements as a result of any date-related data year 2000 issues.

- RESPONSE: Evercom has read, understands and will comply.**

1.31.2 Contracts not involving Hardware, Software or Firmware:

- 1.31.2.1 Notwithstanding any other warranty or disclaimer of warranty in this Contract, the Contractor warrants that all products delivered and all services rendered under this Contract shall comply in all respects to performance and delivery requirements of the specifications and shall not be adversely affected by any date-related data year 2000 issues. This warranty shall survive the expiration or termination of this Contract. In addition, the defense offeree majeure shall not apply to the Contractor's failure to perform any

specification requirements as a result of any date-related data year 2000 issues.

- RESPONSE: Evercom has read, understands and will comply.**

1.32 Business Standing A.R.S. § 10-1501

1.32.1 A selected Contractor whose business structure requires that documents be filed regularly with the Arizona Corporation Commission (ACC) must remain in good standing with the ACC during the term of the Contract. An out-of-state firm selected for Contract award must file necessary documents with the ACC as doing business in Arizona prior to execution of the Contract and, throughout the term of the Contract, must remain in good standing with the ACC and the entity where the original documents were filed.

- RESPONSE: Evercom has read, understands and will comply.**

1.33 Inclusive Offeror

1.33.1 Offeror(s) are encouraged to make every effort to utilize subcontractors that are small, women-owned and/or minority owned business enterprises. This could include subcontractors for percentage of Name of Service, (Lottery Advertising included creative development, media placement or printing services). Offerors who are committing a portion of their work to such subcontractors shall do so by identifying the type of service and work to be performed by providing detail concerning your organization's utilization of small, women-owned and/or minority business enterprises. Emphasis should be placed on specific areas that are subcontracted and percentage of contract utilization and how this effort will be administered and managed, including reporting requirements.

- RESPONSE: Evercom has read, understands and will comply.**

1.34 Federal Immigration and Nationality Act

1.34.1 By submission of the offer, the offeror warrants that both it and all proposed subcontractors are and shall remain

in compliance with all federal, state and local immigration laws and regulations relating to the immigration status of their employees. The State may, at its sole discretion require evidence of compliance during the evaluation process. Should the State request evidence of compliance, the offeror shall have 5 days from receipt of the request to supply adequate information. Failure to comply with this instruction or failure to supply requested information within the time frame specified shall result in the offer not being considered for contract award.

RESPONSE: Evercom has read, understands and will comply.

1.34.2 The contractor shall comply with all federal, state and local immigration laws and regulations relating to the immigration status of their employees during the term of the contract. Further, the contractor shall flow down this requirement to all subcontractors utilized during the term of the contract. The State shall retain the right to perform random audits of contractor and subcontractor records or to inspect papers of any employee thereof to ensure compliance. Should the State determine that the contractor and/or any subcontractors be found noncompliant, the State may pursue all remedies allowed by law, including, but not limited to; suspension of work, termination of the contract for default and suspension and/or debarment of the contractor.

RESPONSE: Evercom has read, understands and will comply.

1.35 Payment, Performance Bond and Insurance

1.35.1 Successful vendor will be required to submit a fully executed 100% Statutory Payment Bond. 100 % Statutory Performance Bond and Certificate of Insurance within ten (10) days written notice of intent to award this Contract.

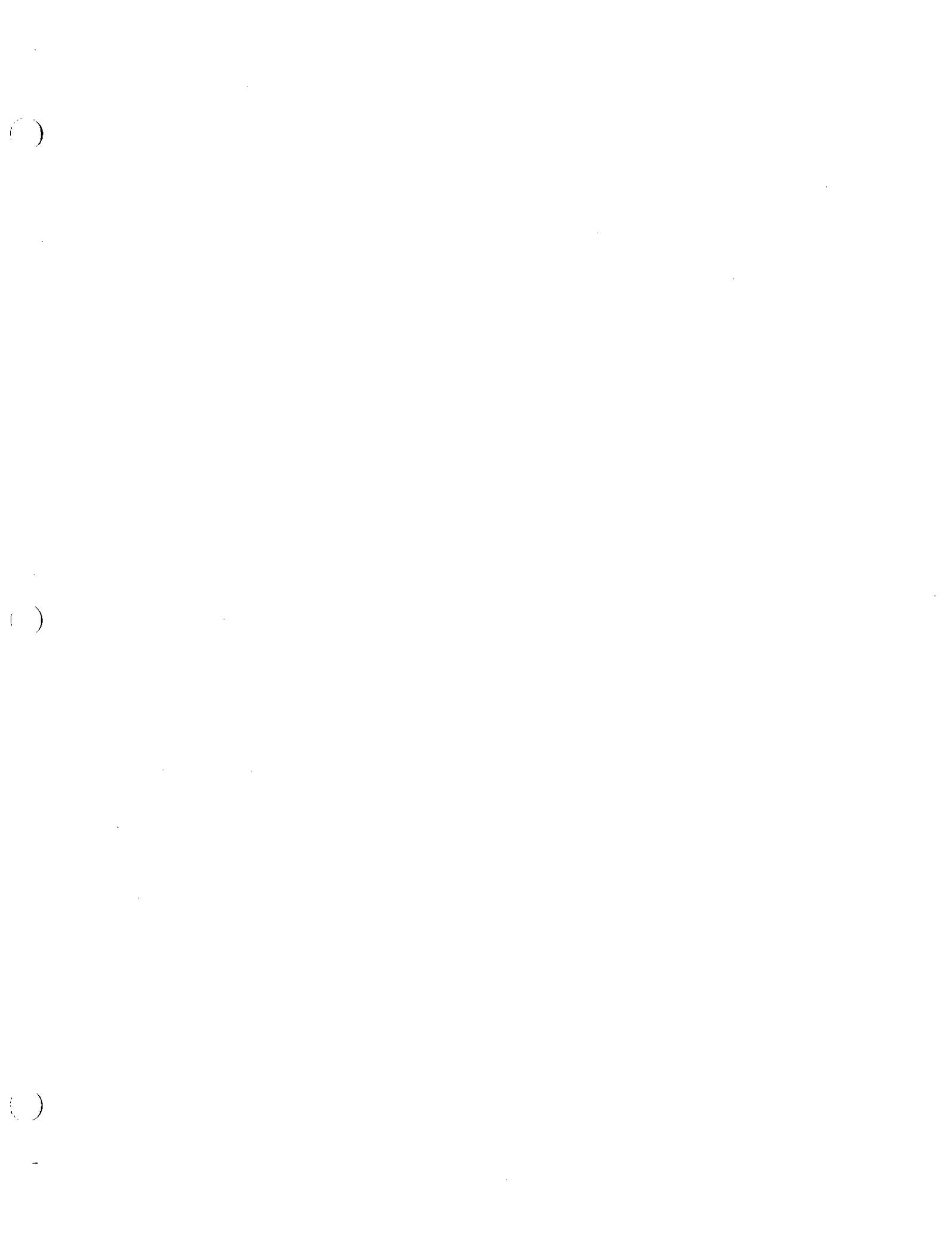
RESPONSE: Evercom has read, understands and will comply.

1.36 I.R.S. W-9 Form Request for Taxpayer Identification Number and Certification.

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1.36.1 In order to receive payment, the Contractor shall have a current I.R.S. W9 Form on file with the State of Arizona, unless not required by law. See Attached form.

RESPONSE: Evercom has read, understands and will comply.



2. SCOPE OF WORK**2.1 OVERVIEW**

- 2.1.1 The Arizona Department of Corrections (Department) is soliciting a qualified Contractor to provide telecommunication services and equipment, to ensure that inmates in prison, pre-release and work release facilities are provided access to public telephones subject to limitations and restrictions necessary to safeguard the security and order of the facility, and to protect the public from unwanted inmate calls. This RFP will establish a single contract for the implementation and operation of a turnkey inmate telephone system with integrated recording and monitoring capabilities to meet current and future legislative requirements.
- 2.1.2 The Department intends to enter into a contract with a single Contractor who will provide complete logistical support, ongoing operation, and maintenance of the inmate telecommunications system/services for 20 correctional facilities.
- 2.1.3 This RFP is expected to result in the award of a single contract with the Contractor who best meets the stated requirements and provides competitive prices for inmates, inmate families and friends. The proposed solution is for a turnkey system to include, among other things, installation, maintenance, telephones, communications, enclosures, panel and such other equipment or materials necessary to replace the current inmate telephone system/services.

- RESPONSE: Evercom has read, understands and will comply.**

The Evercom proposal offers a Single Source solution as a prime contractor and provides the AZ DOC with the unique opportunity to work directly with the IPS system developer and designer. Evercom will be the provider of all services and will be the single point of contact for any issues related to the statewide DOC IPS system.

Evercom proposes a fully designed and operational, turn-key IPS solution. With our total end to end responsibilities we are positioned to manage all aspects of the RFP without outside intervention. Evercom's unique role as an equipment manufacturer will enable to provide superior quality for installation and maintenance services for the AZ DOC facilities as well as call center operator and billing

support/service center. The IPS platform will be supported by the company that designed the technology. While most providers must purchase or lease their calling systems, Evercom develops, perpetually upgrades and supports its own.

Our proposal to provide full service and support ensures a single source for accountability in all aspects of our calling services. EVERCOM' System and Services will meet or exceed all the requirements of the RFP and will provide the capabilities, hardware, software, and personnel necessary to provide an efficient and successful installation of properly operating equipment and software. Evercom's proposal offers to the Department a comprehensive level of maintenance and support by certified technicians, leading edge technology, and fair calling rates in tandem with a competitive commission offering.

2.2 GENERAL BACKGROUND

2.2.1 The Department, an executive-branch agency of the Arizona State Government, employs approximately 10,000 individuals who are responsible for approximately 30,000 inmates in the state prison system. The Department operates 16 state prison facilities and supervises 4 privatized prison sites within the State of Arizona, which vary significantly in size and geographic location.

RESPONSE: Evercom has read and understands.

2.2.2 For the year of 2005 inmates completed approximately: 435,832 local calls totaling 5,813,983 minutes 479,253 intraLata calls totaling 5,103,503 minutes 356,995 interLata calls totaling 4,734,869 minutes 124,890 interstate calls totaling 1,594,150 minutes 8,162 international calls totaling 87,313 minutes

RESPONSE: Evercom has read and understands.

2.3 COMMISSION

2.3.1 The Contractor selected and subsequently providing the services required by this RFP will pay a commission to the Department as set forth in Section 3 of this RFP.

RESPONSE: Evercom has read, understands and will comply.

Commissions are paid on all gross revenue. The DOC will not be responsible for any uncollectible telephone bills, nor will any uncollectible billed amounts be deducted from the DOC's commission calculations. Commissions to the DOC will be based on revenues generated from all completed calls. Gross revenue excludes taxes, government imposed fees or charges, and any applicable billing or security fees. A comprehensive usage and revenue report is provided with our monthly commission payments.

RIGHT ON THE MONEY

Evercom sets the "Gold Standard" for accuracy and excellence to each and every customer. The Right on the Money Program we have implemented is a proactive program which will illustrate to customers our ability to account for all call detail records from call attempts to all commissioned CDRs.

- Availability to all account activity
- Audits & Alerts that permit us to prevent errors before there is an impact on the accuracy of your commission payments.

See Attachment 10: Sample Reports.

2.4 TECHNICAL REQUIREMENTS

2.4.1 The Inmate Phone System (IPS) and Related Services proposed for the Department must meet or exceed the technical requirements outlined in this Section. The IPS proposed to meet these technical requirements must be provided for all facilities at no cost to the Department including system installation, training, operation and maintenance of the system and its components.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom's System and Service will meet or exceed all the requirements of the RFP and will provide the capabilities, hardware, software, and personnel necessary to provide an efficient and successful installation of properly operating equipment and software.

The proposed platform will be provided for all facilities at no cost to the Department including system installation,

training, operation and maintenance of the system and its components as well as call center operations and billing support/service centers.

2.4.2 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom is responsible for replacement of the IPS in its entirety or its individual components regardless of cause. The system or component replacement will be performed at no cost to the Department and will occur immediately upon notification.

2.4.3 The IPS proposed for the Department must include the following components:

2.4.3.1 A Centralized System Database located outside of the Department facilities and maintained by the Contractor. The Contractor must state, in its response, the physical location (City/State) where the centralized system database is located.

RESPONSE: Evercom has read, understands and will comply.

The Centralized System Database will be located at Evercom's headquarters in Dallas, Texas.

Each remote site is connected to a central site using TCP/IP over an MPLS Network. This provides a connection from the remote platforms to the central site for transferring call records, recordings, and user profiles. As call records are generated at the remote sites, they are immediately sent to the central site for archiving, and used to provide data for centralized reports. New or updated user profiles and system configuration data are also sent central site for

centralized management. The central site has the ability to login to the remote sites when necessary to operate the system, change system configuration, troubleshoot, and retrieve data. The system security features at both the central site and each remote 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 calling platform. The database resides on a fully managed and redundant SAN with multiple levels of backup and failsafe protections.

2.4.3.2 The proposed IPS must allow for all Department locations to be networked together, which allows for the sharing of inmate information, inmate PINs and call records between systems. This network between Department locations must allow for remote access of the IPS at one of the Department facility by an authorized user at another Department facility.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS allows for all Department locations to be networked together, which allows for the sharing of inmate information, inmate PINs and call records between systems. This network between Department locations will allow for remote access of the IPS at one of the Department facility by an authorized user at another Department facility.

2.4.3.3 The proposed IPS must allow for administrator password levels that restrict Department personnel to the EPS within their particular facility as well as allow certain Department personnel to access multiple systems, if required.

RESPONSE: Evercom has read, understands and will comply.

Security procedures that allow administrative access to the calling platform at each facility are provided by a multi-level user encrypted password system that requires a known login ID and password before access is granted. A

continuous historical audit trail is used to police the access and flow of data and information to and from the computer system. This audit trail records a user ID code and change date with each administrative modification. User groups may be created and maintained by the security administrator.

2.4.3.4 The Contractor must propose one type of IPS for all Department locations. All system hardware, software, software level and support systems must be the same in each of the Department facilities.

RESPONSE: Evercom has read, understands and will comply.

All system hardware, software, software level and support systems will be the same in each of the Department facilities.

2.4.3.5 The IPS at each of the Department facilities must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for the Department personnel.

RESPONSE: Evercom has read, understands and will comply.

The IPS will provide for all telecommunications capabilities for inmate services as well as administrative capabilities for the Department personnel.

2.4.3.6 The Contractor must provide a Centralized System Database that is located at a Contractor provided site and provide full database redundancy for the System at the Central Office facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide a Centralized System Database that is located at the Evercom headquarters and provides full database redundancy for the System at the Central Office facility. The database resides on a fully managed and redundant Storage Area Network (SAN) with multiple levels

of backup and failsafe protections. It resides in a fully secured Data center environment.

2.4.3.7 The Contractor must propose an IPS at no cost to the Department and include:

2.4.3.7.1 Full design, programming and installation;

2.4.3.7.2 Programming of all inmate PFNs and call lists;

2.4.3.7.3 Post installation maintenance;

2.4.3.7.4 All network services (local, IntraLATA, InterLATA);

2.4.3.7.5 All network services for administration of the Inmate Phone System.

RESPONSE: Evercom has read, understands and will comply.

Evercom is proposing our calling platform at no cost to the Department. The IPS will include the aforementioned requirements.

- **Full design, programming and installation;**
- **Programming of all inmate PINs and call lists;**
- **Post installation maintenance;**
- **All network services (local, IntraLATA, InterLATA);**
- **All network services for administration of the Inmate Phone System.**

2.4.3.8 The Contractor must propose an IPS for the Department that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode or a combination of the two depending on the Department facility and unique needs of the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom's proposed system is capable of working in a collect call mode, a pre-paid debit mode or a combination of both modes.

The IPS allows for the configuration of all calling features on a system-wide, facility, building, unit, or individual phone basis. This allows for configurations that are custom-tailored to the needs of each facility.

In the event the Department desires the system to operate in a combination of collect call and pre-paid debit mode, the following is:

System Prompt	Corresponding Activity
"For English, press 1. For Spanish, press 2..."	Inmate selects English or Spanish.
"To place a collect call, press 0..."	Inmate pauses for more options.
"To place a debit call, press 1..."	Inmate presses desired calling option on the inmate telephone keypad.
"Please enter your PIN now..."	Inmate enters the Prison Identification Number.
"At the tone, please dial the number you are calling..."	For domestic and North American calls, inmate dials area code and telephone number. For Pre-paid International calls, inmate dials 011, country code, then phone number.
"You have <u>XX</u> minutes for this call. At the tone, please state your name..."	Inmate states name after tone.
"Please wait while your call is processed. You may hear silence during the acceptance of your call."	There is a pause for several seconds. The system verifies the billing status of the inmate account or destination number.
Upon verification of a valid call the system dials the entered number.	Upon answering the call, the called party will hear, "This is a Collect (or Pre-paid) call from the XYZ Correctional Facility. This call is subject to monitoring and recording. If you wish to accept this call, please press 0. If you do not wish to accept this call, please hang up now." If the called party hangs up, the call is terminated.
During the acceptance phase of the call, the inmate and	Called party presses 0. System prompt returns, "Thank you for

called party cannot communicate until active acceptance is validated. The called party hears the following prompt."	using Evercom. Go ahead with your call." Call is connected.
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2.4.3.9

The Contractor must propose an IPS that allows for all inmate telephones to be in use simultaneously. The Contractor must describe, in its response, how this will be accomplished with the proposed IPS.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom agrees that the proposed IPS will allow for all inmate telephones to be in use simultaneously. There is always sufficient bandwidth available on the outbound side of the IPS to connect the maximum possible calls. There is no longer the potential for blocking because of the implementation of Grade of Service rating the establishment of an inmate call as the top priority. The system generates its own internal dial tone as part of remaining separate from the Public Switched Telephone Network (PSTN). To ensure the highest level of security and fraud detection, the system does not connect a call to the PSTN until it is authorized by the system to be processed. Dial tones heard by inmates are generated internally, eliminating the need for the line to be constantly connected to the PSTN for dial tone generation, and greatly reducing the opportunity for fraudulent activity.

The proposed IPS constantly monitors the hookswitch of the inmate telephone. If the hookswitch is depressed at any time, internal dial tone will reappear. This prevents hookswitch manipulation for fraudulent purposes and prevents dialing if secondary dial tone is received after the called party hangs-up. Should an on-hook transition be missed by the proposed IPS, the system continuously looks for the occurrence of DTMF tones and dial tone. After proper timing qualification of these tones, to prevent inadvertent disconnects due to ambient background noise, the system will cause call termination resulting in the re-establishment of either PIN tone, or dial tone to the inmate, forcing a new, fully-controlled call.

2.4.3.10 The Contractor must propose an IPS that can be shut down quickly and selectively. The Department must be able to shutdown the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.

RESPONSE: Evercom has read, understands and will comply.

The system permits the automatic, immediate cut-off of all inmate telephones at once, groups of telephones (e.g. an entire building or wing), or individual telephones, and the ability to pre-select hours of operation by telephone or group of telephones.

The system allows for unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per minute, per phone, per group, per facility, or system wide basis. Multiple allowed/prohibited call times can be configured each day of the week. For example, one area can be configured to come on at 8:00 AM, go off at 12:00 PM, come back on at 2:00 PM and go off again at 10:30 PM, while another area can be configured to come on at 10 AM, and go off at 11:45 PM.

If a telephone is out of service due to time of day limitation, an announcement will be played when a user goes off-hook.

When a phone is not in a valid time of day, the inmate will hear, "No calls are allowed at this time. Please hang-up and try your call at a later time."

2.4.3.11 The Contractor must propose an IPS solution that allows the Department to completely restrict inmate access to outside network services/facilities should the IPS control unit of the IPS fail for any purpose. The Contractor must describe, in its response, how this restriction is accomplished with the proposed IPS (e.g., toggle "kill" switches, etc.).

- RESPONSE:** Evercom has read, understands and will comply.

Remote monitors can be placed in control towers or rooms. The system can include monitors for each guard station. Information from the telephones would be output to the monitors for guards to check. Disallowed destination numbers could be identified on-screen and a "kill switch" beside the monitor allowed guards the option of taking a phone out of service.

The Phone Cutoff Switch form of manual control allows facility personnel to disable a certain phone or groups of phones in an out of service condition. While this function can be performed through the administrative terminal, the System is also equipped with these manual cutoff switches located in controlled areas. In the event of an uprising, this Evercom feature prevents inmates from reaching assistance outside the facility.

2.4.3.12 The proposed IPS must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Contractor must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS allows for outgoing, collect or pre-paid debit calling only. At no time can incoming calls be received. It is our standard procedure to install telephone lines or circuits that are configured to prohibit incoming calls. The system is configured to busy all trunks that receive ring voltage associated with an incoming call. This eliminates the possibility of a facility receiving incoming calls on the inmate system.

The Evercom calling platform is a fully automated system that does not allow incoming calls of any kind. No inmate telephone connected to the system will be capable of receiving an incoming call. Evercom works with all local exchange carriers to ensure this. The telephony controllers utilize extensive security measures to insure that inmates

cannot receive incoming calls from parties either within or outside the facility. There is no defined path designed into the system hardware or software logic that would allow the incoming call to be connected to an inmate telephone.

2.4.3.13 The IPS must block all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Contractor must be responsible for ensuring that the system is programmed for such blocking.

2.4.3.13.1 900, 972, 976, 550, telephone numbers incurring excess charges;

2.4.3.13.2 Long distance carrier access codes (e.g., 101-XXXX);

2.4.3.13.3 Local toll free numbers (e.g., 950-XXXX);

2.4.3.13.4 Directory assistance numbers (e.g., 411, 555-1212, etc.);

2.4.3.13.5 Toll free numbers (e.g., 800, 888, 877, 866, 855, etc.).

RESPONSE: Evercom has read, understands and will comply.

During installation, a "Call Blocking" table is established which denies inmates from making calls to specific numbers. Typically, access is denied to residential or business lines, including those of judges, sheriffs, facility personnel, jury members, attorneys and witnesses.

The calling platform is programmed to automatically prohibit calls to toll free, pay-per-call, directory assistance and emergency services, including: 800, 888, 877, 900, 976, 550, 555-1212, 700, 500, 911, 411, etc. Further, the system automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers which access long distance carriers such as 950-XXXX and toll-free area codes and exchanges.

The proposed IPS has the capability to block an unlimited number of calls at any one time. Number blocking is accomplished in one of two methods:

1. Enter the number(s) to be blocked in the Restrict Number Editor through the on-site workstation, or
2. Submit the number(s) to be blocked to Evercom.

Either option provides for immediate restriction of the number once it is entered into the system. The County may submit a list of numbers they wish to have blocked and Evercom will enter the numbers into the system prior to installation.

Call blocking can also be accomplished by the use of "wildcards". For example, using the NPA or NIP-NXX portions of the phone numbers, the system can be configured to block any number in the NAP or NPA-NXX range specified.

Because Call Blocking tables often contain thousands of entries, the proposed IPS offers virtually unlimited blocking potential with a standard capability of 1,000,000 individual entries. The entries may consist of an entire area code, an entire exchange code within an area code, or a specific telephone number.

This blocked number list may be administered locally by facility personnel using the Administrative Workstation, or remotely by the Evercom National Service Center.

- 2.4.3.14 The proposed IPS must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS does not allow an inmate to obtain a second dial tone without termination of the first call. Follow-on, or "chain" dialing, is prevented by a combination of features. When the called party disconnects prior to, or without the inmate hanging up, the Public Switched Telephone Network (PSTN) should by today's standards not return a "second" dial tone. Instead,

a pre-recorded message such as "If you would like to make a call, please hang up then place your call," will be played to the inmate.

2.4.3.15 The proposed IPS must allow for a maximum "ring time" prior to disconnecting the inmate call. This "ring time" parameter must be consistent among Department facilities.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS is configured for a default ring time of six (6) ringing cycles before a call is disconnected for a "no answer". This parameter can be easily adjusted at the discretion of the Department from three (3) to twenty (20) ringing cycles, and will be adjusted to be consistent among all Department facilities.

2.4.3.16 The proposed IPS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both prepay or collect call mode of operation.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS allows an inmate to hear all call progress (i.e., ringing, busy, SIT, etc.) tones and messages when processing a call. The platform also provides very specific information to the inmate in the event a call is not allowed as a result of a collect call block. This is a result of the integration between Evercom's validation system and the system. These features apply to both collect and direct-dialed debit calls. Examples of the voice prompts provided to the inmates if a call was not completed are as follows:

"That number is restricted"

"The number you have dialed has a collect call block"

"Try your call again at a later time"

"That is not a valid number"

“This call is being terminated, dialing of additional digits is not allowed”
“No calls are allowed at this time”
“Your call was refused”
“All circuits are busy”
“No one is answering at this time”
“No third party or credit card calls are allowed”
“You have reached your maximum allowed number of calls” (PIN/debit).

2.4.3.17 The proposed IPS must not allow the inmate to speak to the called party until the call has been positively accepted. This requirement must be implemented for both prepay or collect call mode of operation.

- RESPONSE: Evercom has read, understands and will comply.**

As required, all audio is muted between the inmate and called party prior to positive call acceptance for both prepay and collect call modes of operation.

With Evercom’s proposed IPS, the line of communication is fully muted until the system detects a positive acceptance by the called party. The inmate is never allowed to speak to the called party until the call has been positively accepted by the end user. This applies to both collect and prepaid calls. Messages cannot be passed during call acceptance because we will ensure that the automated operator function uses the inmate’s pre-recorded name (recorded either by the inmate’s voice and language, or by the voice of a person designated by the facility) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate’s name will be performed by the PIN assignment. Most other automated systems only allow the inmate a recording “window” to say his or her name each time a call is made or more importantly pass messages to the called party.

As an additional feature, if desired, the system can also be configured to prevent the inmate from hearing the call acceptance process. This feature, called “mute

acceptance”, can be selectively enabled for specific inmates, phones, or facilities.

2.4.3.18 The proposed IPS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS offers a feature called “mute acceptance” that determines what the inmate will hear during the call process.

If mute acceptance is turned on, the inmate will simply hear a tagline of “Please wait while your call is in progress”. After this prompt, the inmate will hear nothing until the called party positively accepts the call. Upon acceptance, both parties will hear, “Your call is subject to recording and monitoring. Thank you for using Evercom.” Otherwise, the inmate will receive an automated response as to the reason the call was not accepted, such as “No one is answering at this time.”

If mute acceptance is turned off, the inmate will hear the progress of the call, but the voice path to the called party will not be connected until the call is positively accepted. The inmate will hear each step of the call progress: the system dials out to our validation system; if clear, will then dial the requested number; will hear the phone ring; party will accept/reject the call; if rejected or no answer, inmate will receive automated response; if accepted, call path is connected and parties hear taglines, “Your call is subject to recording and monitoring. Thank you for using Evercom.”

The decision to have mute acceptance turned on or off will be up to the Department.

2.4.3.19 The proposed IPS must allow for the Department to program times when the system will be available or unavailable to inmate calling.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS allows for unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per minute, per phone, per group, per facility, or system wide basis. Multiple allowed/prohibited call times can be configured each day of the week. For example, one unit can be configured to come on at 8:00 AM, go off at 12:00 PM, come back on at 2:00 PM and go off again at 10:30 PM, while another block can be configured to come on at 10:00 AM, and go off at 11:45 PM.

If a telephone is out of service due to time of day limitation, an announcement will be played when a user goes off-hook.

When a phone is not in a valid time of day, the inmate will hear, "No calls are allowed at this time. Please hang-up and try your call at a later time."

2.4.3.20 The proposed IPS must allow the Department personnel to temporarily restrict or disconnect service to an individual inmate telephone or station.

RESPONSE: Evercom has read, understands and will comply.

The system permits the automatic, regular immediate cut-off of all inmate telephones at once, groups of telephones (e.g. an entire building or wing), or individual telephones, and the ability to pre-select hours of operation by telephone or group of telephones.

2.4.3.21 As one of the major problems associated with inmate calling, the initiation of 3-Way or Conference Calling is a constant issue with the Department. Currently setting the sensitivity level of the existing IPS causes "false disconnects". The proposed IPS must provide technology that deters an inmate's attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how this technology operates with regard to the proposed IPS and the options available to the Department.

2.4.3.21.1 It is desirable that the proposed IPS provides a function that prevents 3-Way or Conference Calling while minimizing the possibility of "false disconnects". The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.

RESPONSE: Evercom has read, understands and will comply.

Evercom understands that the DOC's number one goal is security. The system has several detection and prevention capabilities related to fraudulent, illicit or unauthorized activity.

Evercom will provide all DOC facilities with the most robust and most effective switch-hook 3-way call detection technology in the industry today. Evercom is widely acknowledged as the undisputed leader in this field. Our research and development commitment has valued intellectual property with the following 3-Way Call Detection patents:

- **U.S. Patent #5,319,702 Methods and Apparatus for Detecting and Responding to Hook Flash Events Occurring on a Remote Telephone**
- **U.S. Patent #5,539,812 Method an Attempted Three-Way Conference Call on a Remote Telephone**
- **U.S. Patent #5,805,685 Three Way Call Detection By Counting Signal Characteristics**
- **U.S. Patent #5,796,811 Three Way Call Detection**

Evercom's patented 3-way Call detection feature has been proven in independent tests to have nearly flawless effectiveness.

With all 3-way call blocking methods, the technology requires "art" as well as science. Its configuration at each facility will be customized by Evercom to adjust sensitive parameters and thresholds for optimum performance.

The 3-Way Conference Calling Fraud Detection feature prohibits the major fraud practice possible with other automated and live-operator systems. Inmates could enlist the aid of an outside accomplice to “conference” them, via Central Office-provided 3-way calling, to an “unrestricted” line, bypassing the system controls. Without this protection, inmates have in effect, unrestricted access to the outside world, defeating the correctional objectives and policies of the institution along with subjecting the public to inmate harassment and fraud. Evercom’s system is unique in its ability to detect and foil an accomplice’s attempt to activate the 3-way call feature by immediately disconnecting the call upon detection. Evercom’s proposed IPS has the unique ability to disable 3-way call detection on a particular number or groups of numbers, such as attorneys.

2.4.3.22 As one of the major problems associated with inmate calling, the use of call forwarding at the destination telephone number is a constant issue with the Department. The proposed IPS must provide technology that deters the use of call forwarding by the party being called by the inmate and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how this technology operates with regard to the proposed IPS and the options available to the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom’s 3-way call detection feature will block call forwarding that is attempted when the originally-called party uses the switch-hook or flash key. When a called party accepts a call from an inmate and then attempts either to forward the call to another number or conference the call with another number using the switch-hook or flash key, Evercom is able to detect the attempt and terminate the call.

The Evercom calling platform is able to detect, in real time, the called party’s attempt to access 3-way and/or conference calling following the connection of the call between the inmate and the called party, regardless of where the called party is located (local, intraLATA or

interLATA) or whether the called party has first accepted the call. The system also has the option to terminate the connection upon detection of the attempt to access 3-way or conference calling. The Call Control Processor incorporates sophisticated technology to identify specific "hook flash" activities and eliminate fraud attempts by disconnecting the call.

Evercom's patented method of preventing 3-way call detection is centered around our sophisticated ability to identify a specific "click" and associated events. The "click" event is easily discernable from any sound that is created through normal speech. The specific sound characteristics that distinguish a hook flash is a very short burst of sub 300Hz energy followed by a very abrupt cutting of the signal source. Any sound created by a human voice box that has a great deal of sub 300Hz energy will have a sound "tail" associated with it. This is generally conclusive evidence that the sound was created by something other than a hook flash. So, the 3-Way detection algorithm looks for an impulse of sub 300Hz that was not obviously caused by a human voice.

3-Way Detect is active from the moment the called party has the ability to answer the call and prior to call acceptance. Upon detection of a 3-way call, the call will be disconnected immediately, should that option be selected by the facility.

If the inmate telephone hook switch is depressed at any time, internal dial tone will reappear. This prevents hook switch manipulation for fraudulent purposes and prevents dialing if secondary dial tone is received after the called party hangs-up. Should an on-hook transition be missed by the System, the System continuously looks for the occurrence of DTMF tones and dial tone. After proper timing qualification of these tones, to prevent inadvertent disconnects due to ambient background noise, the system will cause call termination resulting in the re-establishment of either PIN tone, or dial tone to the inmate, forcing a new, fully controlled call.

Evercom would welcome the opportunity to perform a product demonstration, to the evaluation committee, of its

ability to detect and disconnect 3-way calling on all local, toll and long distance calls.

2.4.3.22.1 It is desirable that the proposed IPS provides a function that prevents call forwarding while minimizing the possibility of "false disconnects". The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.

RESPONSE: Evercom has read, understands and will comply.

Evercom has developed a proprietary process which proactively detects calls to telephone numbers that have been automatically forwarded by called parties. These numbers are forwarded through the use of local or toll free numbers provided by 3rd party telecom service provider. This patent-pending screening process gives facilities control over possible Remote Call Forwarding (RCF) activity.

Why Screen For Remote Call Forwarded Numbers?

Without proper detection, Remote Call Forwarding activity could result

- decreased revenue from long distance arbitrage (calls which should have been rated as long distance are transitioned to locally rated calls)
- decreased security by allowing inmates access to unauthorized individuals (i.e., victims, judges, etc.)
- increased exposure to called parties non-payment of calls

Evercom's RCF Screening Process identifies, analyzes, and blocks numbers which have a high probability of being remote call forwarded numbers.

How The Process Works

Through its state-of-the-art Customer Care subsidiary Correctional Billing Services, Evercom has instantaneous access to millions of call records that are generated from

its 3,100 served facilities. Tens of thousands of calls are processed to called party numbers daily. Evercom's Revenue Assurance Management Center analyzes called party calling pattern and expected physical location (in relation to the number dialed) and compares this information with nationwide 3rd party database to develop an RCF Target List. A team of Revenue Assurance Specialists confirms these numbers are actually forwarded and then permanently blocks them in Customer Care.

Since implementing this screening process in early 2005, Evercom has added an increased layer of security for all of our facilities.

2.4.3.23 The proposed IPS must provide a Call Alert feature. This feature will alert the Department personnel that a designated inmate is simply placing a call or is placing a telephone call to a specific number that has been assigned alert status. This status will be activated by the Department personnel at the Department's discretion.

- RESPONSE:** Evercom has read, understands and will comply.

COVERT ALERT

The system will be equipped with the capability to bridge a call to an authorized remote number for those numbers, or PINs, that are under surveillance by the investigative unit. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number, or PIN, is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) from which he/she wants the call sent to for 'Live' monitoring. The call is then automatically bridged once the call is accepted by the called party and in progress. There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' remote live call-forwarding feature. This allows for facility investigators to effectively monitor potential elicit activities regardless of the investigators' location.

2.4.3.24 The Contractor must describe, in its response, how the proposed IPS operates when the inmate call is to a cellular telephone.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom proposes to work closely with the AZ DOC to determine the appropriate business rules for completing calls to cell phones. We believe we offer more call completion options than any other company in the industry.

Evercom maintains billing agreements with most all the LEC's, RBOC's and IXC's which allow Evercom to include its monthly statement for charges, incurred by the called party, on their monthly billing statements. Collect calls to cell phones are not billable by LEC's, RBOCs or IXC's. Evercom completes more calls by offering alternate billing methods for calls that could not otherwise be billed - like calls to cell phones or to unbillable numbers in areas served by blocked independent phone companies such as Competitive Local Exchange Carriers (CLEC).

We do this by using

- prepaid collect accounts for family & friends,
- commissary debit accounts for inmates, and
- Our new *First Call Connect* functionality

The following provides a sample call progression for our Automated Voice Prompt. Upon lifting the receiver the offender is prompted by an automated operator as follows:

The inmate shall be required to input their PIN and a valid telephone number from their approved call list for a call to be processed. Voice prompts available in English and Spanish and proceed to select a collect call or prepaid option.

The Inmate Calling System validates the calling status of this number. One major advantage of the IPS is the speed of validation. Since IPS is connected to the Evercom private network, validation is performed over an IP data link. IP validation has proven to be more reliable and substantially increases the speed of call completion.

The inmate will hear the progress of the call, but the voice path to the called party will not be connected until the call is positively accepted.

The inmate will hear each step of the IPS call process: System dials out to our validation system; if clear will then dial the requested number; will hear the phone ring; party will accept/reject the call; if rejected or no answer, inmate will receive automated response; if accepted, call path is connected and any appropriate messages are played.

Prepaid Accounts allow the end user complete control of his or her account. The customer can deposit any amount of money into the account and can monitor the amount of money s/he wishes to spend on collect calls from the prison.

When an end user speaks with a Customer Service Alternate billing options are presented to customer as the solution for call completion, such as Prepayment, or Direct Billing for Special Accounts (bail bonding companies, attorneys, public defenders, etc).

With Prepayment, the customer is asked to submit payment to establish Prepaid Account. Payment options are:

- Western Union Quick Collect
- Visa, Mastercard by phone
- Check by phone
- Money Order, Cashier's check by US Mail

The suggested minimum payment amount for a Prepaid Account is \$50.00. The suggested amount may be lower if the calls to the end user are local calls from the facility. Once payment is received, the account is overridden in validation, and calls will complete.

The customer must maintain a positive balance in account to avoid line restriction. The customer will receive an automated courtesy call when account balance reaches \$20.

This is Correctional Billing Services. This courtesy call is being made to advise you that the balance in your prepaid account is \$20 or less. To prevent any interruption in your service, please

forward additional payment, or call Correctional Billing Services at 800-844-6591. Again, that number is 800-8440-6591.

Thank you.

The end user can call into the Correctional Billing Services' automated system to access account status at any time, and can also talk to a live operator for assistance.

AZ DOC is notified in several ways of calls placed to cell phones.

If LIDB Validation Approved

If call to cell phone call is not accepted or answered by the called party;

- IPS will provide the appropriate voice response to the inmate

- IPS will provide to Phone Monitoring (Scan Patrol feature) the status of the call (Let's review with screen shot) and Call Detail Record information below to

- **Called Part Number**
- **PIN Number**
- **Phone used**
- **Call start date/time**
- **Call Accepted date/time**
- **Duration**
- **Call stop date/time**
- **Call deny/approval code**
- **Trunk ID**
- **Reason for termination**
- **Extra dialed digits detected**
- **Three Way detected**

2.4.3.25 The proposed IPS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the Department that the number should be deleted from the calling inmate's "Authorized Telephone Number List".

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS provides an optional feature that allows the called party to permanently block future calls from the facility by dialing a single digit on his or her telephone. This feature, when implemented, notifies the called party of this option during the call acceptance process. Not only will this end harassing calls, but inmates have been known to randomly dial numbers looking for someone to accept their calls, and this feature provides the called parties a method to block any future calls.

No notification is sent. If a called party permanently blocks future calls, the inmate will not be able to complete any further calls to that party, even though that number is on the inmates calling list. The inmate will most likely remove the number when they update/edit their calling list.

2.4.3.26 Each call placed (prepay or collect) through the IPS must be electronically identified by the system as being a call originating from the Department facility in 100% of the cases with or without the accompanying inmate PIN.

RESPONSE: Evercom has read, understands and will comply.

As required, each call placed (prepay or collect) through the proposed IPS will be electronically identified by the system as being a call originating from the Department facility in all instances with or without the accompanying inmate PIN.

2.4.3.27 If a call is not accepted by the called party, or if no one answers the call, the IPS must inform the inmate of the situation rather than simply disconnecting the call.

RESPONSE: Evercom has read, understands and will comply.

As required, inmates are informed by the proposed IPS when calls are not accepted by the called party or when calls are not answered.

The proposed IPS allows an inmate to hear all call progress (i.e., ringing, busy, SIT, etc.) tones and messages when

processing a call. The platform also provides very specific information to the inmate in the event a call is not allowed as a result of a collect call block. This is a result of the integration between Evercom's validation system and the system. These features apply to both collect and direct-dialed debit calls. Examples of the voice prompts provided to the inmates if a call was not completed are as follows:

- "That number is restricted"
- "The number you have dialed has a collect call block"
- "Try your call again at a later time"
- "That is not a valid number"
- "This call is being terminated, dialing of additional digits is not allowed"
- "No calls are allowed at this time"
- "Your call was refused"
- "All circuits are busy"
- "No one is answering at this time"
- "No third party or credit card calls are allowed"
- "You have reached your maximum allowed number of calls" (PIN/debit).

2.4.3.28 The IPS must have the capability to accept the called party's response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.

- RESPONSE: Evercom has read, understands and will comply.**

The IPS requires positive 'called party' acceptance in order for two-way conversation to take place. When the called party answers the phone, the system's answer detection triggers the call acceptance voice message. This message announces the inmate's call and asks the called party if they wish to accept the charges of a collect call. The called party is instructed to dial a single digit on his or her own telephone instrument to accept the collect call charges, or hang-up to disconnect the call and refuse charges. The inmate cannot hear or speak to the called party until positive acceptance has occurred. This 'active' acceptance procedure ensures that the called party does not get billed for any charges that they have not authorized.

2.4.3.29 The IPS, whether in pre-pay or collect call mode, must be capable of announcing to the called party the name of the calling inmate. Contractors must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by the Department institution.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS brands each inmate call with both the name of the facility and the name of the inmate placing the call. This brand provides the called party with clear identification from where and whom the call is coming. The system currently allows three (3) seconds for an inmate to record his or her name when placing a call. This parameter is configurable.

When recording an inmate name, there are three (3) options available for doing this:

- 1. Inmates will be prompted to say their names each time when placing a call. This is generally used for non-PIN telephones.**
- 2. For PIN accounts only, an inmate name can be recorded the first time the inmate places a call; thereafter, the stored inmate name will be automatically uploaded for presentation during call setup. The name is in permanent memory associated with the inmate's PIN database. This process will be required only once. The inmate's name is recorded in real-time voice and stored in system memory for access from any inmate telephone in the facility. When an inmate places an authorized call, the system uploads his or her name to the inmate telephone controller module for insertion at the appropriate time during the called party announcement.**
- 3. When a new PIN is added, either facility personnel or an authorized user may record an inmate's name; thereafter the stored inmate name will be automatically uploaded for presentation during call setup. These**

authorized users may re-record inmates' names for purposes of security and accuracy. The name is permanent memory associated with the inmate's PIN database. This process will be required only once. The inmate's name is recorded in real-time voice and stored in system memory for access from any inmate telephone in the facility. When an inmate places an authorized call, the system uploads his or her name to the inmate telephone controller module, for insertion at the appropriate time during the called party announcement.

Options 2 and 3 eliminate the "short messages" and abuse when inmates are allowed to say their name, or anything else, prior to placing the call. Most other automated systems only allow the inmate a recording "window" to say his or her name each time a call is made.

Additionally, in multiple facility environments, for example, a Department of Corrections, the inmate's stored recorded name file will automatically be transferred with his or her PIN information to the destination facility. This feature is available in both the collect only and debit-based modes.

2.4.3.30 The IPS must be capable of announcing to the called party how to accept calls.

- RESPONSE:** Evercom has read, understands and will comply.

When the called party answers, the system's call announcement message notifies the called party that they have a collect call from an inmate and states the name of the institution in which the inmate is located. The inmate's recorded name is announced to the called party as part of this call acceptance message to provide identification of the calling inmate.

The system will use an announcement format similar to the following:

"Hello, you have a collect call from (INMATE NAME), an inmate from (NAME OF INSTITUTION), an Arizona Correctional institution. To accept charges press zero (0); to refuse charges press one (1) or hang up now; to block

your number from receiving future calls from this facility, press six (6); to obtain a rate quote press four (4). If you use three way calling or call waiting, you will be disconnected. All call detail and conversations excluding approved attorney calls, will be recorded." After acceptance of call, "This call is subject to monitoring and recording. Thank you for using Evercom". The facility name branding can be customized for every facility or can be standardized by organization.

2.4.3.31 The proposed IPS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Contractor must describe how this is accomplished by the called party.

RESPONSE: Evercom has read, understands and will comply.

The system provides, on demand, "rate quotes" to the called party prior to acceptance of the call. Upon receiving a call from an inmate, the called party will hear an announcement similar to the following:

"Hello, you have a collect call from (INMATE NAME), an inmate from (NAME OF INSTITUTION), an Arizona Correctional institution. To accept charges press zero (0); to refuse charges press one (1) or hang up now; to block your number from receiving future calls from this facility, press six (6); to obtain a rate quote press four (4). If you use three way calling or call waiting, you will be disconnected. All call detail and conversations excluding approved attorney calls, will be recorded." After acceptance of call, "This call is subject to monitoring and recording. Thank you for using Evercom". The facility name branding can be customized for every facility or can be standardized by organization.

2.4.3.32 The system must provide a manner for all calls (pre-pay or collect) to be "branded" with the standard Department message as well as the statement that "All Calls are Recorded".

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS features will ensure that the automated operator function uses the inmate's pre-recorded name (recorded either by the inmate's voice and language, or by the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name will be performed by and according to the PIN assignment.

The proposed IPS will use an announcement format similar to the following:

"Hello, you have a collect call from (INMATE NAME), an inmate from (NAME OF INSTITUTION), an Arizona Correctional institution. To accept charges press zero (0); to refuse charges press one (1) or hang up now; to block your number from receiving future calls from this facility, press six (6); to obtain a rate quote press four (4). If you use three way calling or call waiting, you will be disconnected. All call detail and conversations excluding approved attorney calls, will be recorded." After acceptance of call, "This call is subject to monitoring and recording. Thank you for using Evercom". The facility name branding can be customized for every facility or can be standardized by organization.

2.4.3.33 The Contractor must propose and implement an IPS that provides telephone reception quality meeting all industry standards for service quality as defined by the Federal Communications Commission (FCC). The Contractor must accept the Department's decision regarding such determination.

- RESPONSE:** Evercom has read, understands and will comply.

The Evercom Team's proposed IPS meets and/or exceeds all of the State and Federal industry standards for telephone reception and service quality.

Evercom uses full time EMI/RFI filters that prevent line noise from causing data errors and innovative line-interactive design that uses the DC to AC power inverter "in

reverse,” like a battery charger, during normal operation providing greater performance and efficiency.

2.4.3.34 The Contractor must provide and install adequate surge protection for the proposed IPS and its components. The use of traditional “power strips” for surge protection is not acceptable for this requirement.

RESPONSE: Evercom has read, understands and will comply.

Evercom installs specific Lightning protection manufactured for analog and digital phone lines protecting both in-house and incoming lines. These provide guaranteed second level overvoltage protection and react within microseconds to shunt spikes to ground. Traditional “power strips” are indeed unacceptable. The installed UPS system effectively provides primary surge protection and guards against over voltage.

2.4.3.35 The Contractor must provide and install adequate lightning protection equipment on all network services supplied for the proposed IPS.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide and install adequate lightning protection equipment on all network services supplied for the proposed IPS.

Evercom installs specific Lightning protection manufactured for analog and digital phone lines protecting both in-house and incoming lines. These provide guaranteed second level over voltage protection and react within microseconds to shunt spikes to ground. Traditional “power strips” are indeed unacceptable. The installed UPS system effectively provides primary surge protection and guards against over voltage.

2.4.3.36 The Contractor must provide a sufficient number of uninterruptible power supply (UPS) systems that also have surge protection at each of the Department facility capable of supporting all IPS

components including recording devices for a minimum of one (1) hour.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS is a fully electronic-based switching system; in the event the centralized processor fails the uninterruptible power supply (UPS) backup will maintain the system and allow calls to be completed. The proposed IPS has a sufficient UPS system installed to ensure complete uninterrupted operation of the Correctional Applications Management system, including recording and network services, for a minimum of one hour. All UPS equipment provides electrical surge, lightning and power conditioning protection as well.

Upon the loss of commercial power, no change in the operational characteristics of the system will occur. If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down. The system will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required. If commercial power is restored prior to the exhaustion of UPS power, no change in the operational characteristics of the system will occur.

2.4.3.37 The Contractor must provide, install and maintain (according to manufacturer's specifications) all IPS UPS equipment at each of the Department facilities. The Contractor must replace all UPS equipment upon expiration of the manufacturer's life cycle of the installed product.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will provide, install and maintain all UPS equipment at each of the Department facilities. Evercom will replace all UPS equipment upon expiration of the manufacturer's life cycle of the installed product.

The proposed IPS is a fully electronic-based switching system; in the event the centralized processor fails the uninterruptible power supply (UPS) backup will maintain

the system and allow calls to be completed. The system has a sufficient UPS system installed to ensure complete uninterrupted operation of the Correctional Applications Management system, including recording and network services, for a minimum of one hour. All UPS equipment provides electrical surge, lightning and power conditioning protection as well.

Upon the loss of commercial power, no change in the operational characteristics of the system will occur. If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down. The system will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required. If commercial power is restored prior to the exhaustion of UPS power, no change in the operational characteristics of the system will occur.

2.4.3.38 In the unlikely case of the loss of commercial power and the failure of the UPS, the IPS must automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the Department.

RESPONSE: Evercom has read, understands and will comply.

In the unlikely case of the loss of commercial power and the failure of the UPS, the IPS will automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the Department.

2.4.3.39 The Contractor must describe, in its response, what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide all backup and archival hardware, supplies, and recovery procedures at no cost to the Department. This includes the following:

For both local and central databases, the proposed IPS provides reliability and redundancy as an integral part of the inmate calling service to eliminate loss of service and reduce downtime due to utility or component failures. The system will operate without the assistance of a headquarters-based central processor. The UPS will provide protection from power utility failure and line anomalies.

Much of the system's functionality is based on Microsoft® SQL Server™ multi-user relational database management system, which provides powerful tools for the creation, maintenance, and administration of large databases. SQL gives the system the ability to organize and processes large amounts of data in a fast and efficient manner. SQL has significant data replication capabilities that provide substantial data backup security.

The proposed IPS stores all CDRs in non-volatile memory located within the system. This data is kept in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. The platform is capable of storing multiple months of records at the site; however, all Call Detail Records are collected daily in Evercom's Data Center for billing purposes and are archived for a minimum of seven (7) years at the secure Data Center.

2.4.3.40 It is desirable that the Contractor provide an IPS in which the Central Processor Unit (CPU) and other critical components are redundant. The Contractor must describe, in its response, those critical components that are redundant with the proposed IPS.

RESPONSE: Evercom has read, understands and will comply.

SECURUS Technologies' approach to reliability and performance includes redundancy of all physical and logical components but reliability and performance are not simply a matter of redundant components.

The evolution of the Secure Calling Network (SCN) started early in the design stages with a set of goals and a process. The process used is defined by Securus' Software Development Life Cycle (SDLC) that defines the stages of analysis, design, code and testing with their appropriate documentation. The goals, in addition to the required functionality, centered around stability, reliability, security, monitoring, operational support and both software and operational maintenance.

Physical Plant:

- Primary location is in an AT&T Data Center
- A/B Power systems on separate generators, battery systems and building entry;
- Optical network, ingress and egress, is dual ring with separate entry points;
- Nx redundant Air Conditioning chillers.

IP Network:

- Foundry, Cisco, Acme Packets, Adtran;
- All hardware is paired using VRRP or HSRP;
- All equipment is multi-homed on parallel switches.

Servers & Components:

- Dell, Sun, Conveda;
- All hardware has internal redundancy – power, drives, ECC memory;
- All hardware supports remote lights-out management.

SAN:

- EMC, Brocade;
- Multiple SAN storage units each with redundant controllers;
- All equipment is multi-homed on fiber switches.

Software Components:

- Oracle, Ubiquity, Bay Packets, BEA;
- Clustered and managed per vendor's recommendations;
- Mixture of active/standby and active-active depending on need.

2.4.3.41 The Contractor must provide standard hardware and software enhancements/upgrades to the proposed IPS at no cost to the Department during

the term of this contract. The installed IPS at each of the Department facility must always be at the latest general release of the system's available hardware and software including operating systems for the system administration and system reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the Department. Prior to any hardware and/or software upgrades or enhancements, the Contractor must discuss the software benefits with the Department and proceed only after the Department approval.

- RESPONSE: Evercom has read, understands and will comply.**

As technology advances and additional value-added enhancements become generally available, Evercom will contact the DOC to verify interest in new service and/or equipment upgrades that will increase system security or operational efficiency.

Evercom will provide the calling platform at all DOC facilities. All system hardware, software, and components will be the same at all facilities, and will operate identically.

Evercom welcomes the opportunity to discuss software enhancements and/or suggestions with the DOC at any time. It is our intent to maintain a state-of-the-art system throughout the duration of the contract, which may include software upgrades and/or specific modifications to the system from time to time.

Standard software upgrades will be performed at all locations when they become available and have been authorized for implementation by the DOC.

2.4.3.42 Telephone network services provided by the Contractor shall not be capable of being detected by the called party for calling number identification (Caller ID).

- RESPONSE: Evercom has read, understands and will comply.**

Evercom is the industry leader in Call Control Features. Caller ID blocking to the called party is a feature which is standard with the proposed IPS. This feature can also be configured to send a generic Caller ID that would not include the specific originating number, but that would enable the called party to identify that the call was originating from a correctional facility.

2.4.3.43 The proposed IPS must allow for the monitoring of inmate calls while in process ("real time") by the Department personnel. This monitoring must be allowed by **specific inmate telephone, specific inmate PIN or by called telephone number**. Any and all equipment and software required to perform this function must be provided with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The system enables facility personnel to listen to a conversation in-progress on a real-time basis and have the conversation recorded at the same time. All conversations currently in progress will be displayed and the user may select the desired conversation to monitor. Once the user makes the selection, the requested conversation will be directed to the integrated playback module.

The proposed IPS enables the system administrator to select specific dialed or called numbers, inmate telephone set or lines, and calls place using specific inmate PINs to be recorded. When the platform detects activity based on the selected criteria, conversations will be automatically recorded. As an alternate mode of operation, the platform will simultaneously record all inmate conversations.

2.4.3.44 Monitoring of inmate calls must be provide in true "real time". The Department personnel must be capable of monitoring an inmate's call while the call is in progress with no delay in transmission of the audio. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

- RESPONSE: Evercom has read, understands and will comply.**

Monitoring of inmate calls is provided in true "real time". The Department personnel will be capable of monitoring an inmate's call while the call is in progress with no delay in transmission of the audio.

The system enables facility personnel to listen to a conversation in-progress on a real-time basis and have the conversation recorded at the same time. All conversations currently in progress will be displayed and the user may select the desired conversation to monitor. Once the user makes the selection, the requested conversation will be directed to the integrated monitoring module.

The proposed IPS enables the system administrator to select specific dialed numbers, lines, or inmate PINs to be recorded. When the platform detects activity based on the selected criteria, conversations will be automatically recorded. As an alternate mode of operation, the platform will simultaneously record all inmate conversations.

2.4.3.45 The collect call automated announcement function of the IPS must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

- RESPONSE: Evercom has read, understands and will comply.**

Each standard system is capable of providing message prompts in English and Spanish. An inmate may select a specific language, at the beginning of the call process, by dialing a SINGLE DIGIT. This will initiate the selected language prompts to the inmate. If desired, the language selection for the called party may be preset in the system database. If additional languages are required, they may be developed for specific customer needs at no cost.

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
- Portugese
- Korean
- Laotian
- Chinese
- Japanese
- Navaho

2.4.3.46 The proposed Secure Inmate Calling System must allow for Department to program times when the system will be available or unavailable to inmate calling. The Contractor must describe, in its response, how this is accomplished

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS allows for unlimited time-based control of inmate calling. As with most features, calling times can be configured on a per minute, per phone, per group, per facility, or system wide basis. Multiple allowed/prohibited call times can be configured each day of the week. For example, one area can be configured to come on at 8:00 AM, go off at 12:00 PM, come back on at 2:00 PM and go off again at 10:30 PM, while another area can be configured to come on at 10 AM, and go off at 11:45 PM.

If a telephone is out of service due to time of day limitation, an announcement will be played when a user goes off-hook.

When a phone is not in a valid time of day, the inmate will hear, "No calls are allowed at this time. Please hang-up and try your call at a later time."

2.4.4 Personal Identification Numbers (PINs)

2.4.4.1 It is the intention of the Department to implement the proposed IPS in a collect and prepaid call mode with the use of inmate Personal Identification Numbers (PINs). Whether in collect call mode or pre-paid mode, the proposed IPS must adhere to the following requirements for PIN operation.

- RESPONSE: Evercom has read, understands and will comply.**

2.4.4.2 The IPS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the Department and remain consistent throughout Department facilities.

- RESPONSE: Evercom has read, understands and will comply.**

Each inmate is assigned a unique PIN, normally ranging from four (4) to twelve (12) digits. This range creates an innumerable number of PIN combinations. The proposed IPS has the ability to randomly generate PINs and automatically assign a new unique PIN to each inmate. When the handset is removed from its cradle, the inmate telephone provides audible instructions prompting the inmate to dial his or her PIN.

2.4.4.3 The proposed IPS must allow for the cross-referencing of inmate PINs to the Department inmate commitment number allowing for the Department personnel to search by commitment number for call records and call recordings. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

- RESPONSE: Evercom has read, understands and will comply.**

The proposed IPS will allow for the cross-referencing of inmate PINs to the Department inmate commitment number allowing for the Department personnel to search by commitment number for call records and call recordings.

The Evercom IPS PIN database includes first and last name entries enabling cross reference searches by name. A screen similar to the one shown below is displayed with name and the additional fields that are available in the PIN database:

Refresh New Inmate Clear PANs Deactivate Add Summary Report Debt transaction Report Close

PIN Editor

Inmate (PIN) Information

PIN: 1234567 Active Balance: \$12.00 Type: Day No Calls Allowed: First Day: 11
 Docket: 00786 PAID Entered: 06/06/2006 Minutes: 5 Last Day: 11
 First Name: John Minutes Used: 0 Recorded Name:
 Last Name: Smith Last Call: Route:
 Time Group: INTA08
 Description: From IM

PAN Debt Security

Personal Allowed Number (PAN) List

#	Phone Number	Speed	LDI	Area	Private	Blocked	Watch	Balance	1st Call Date	Description
X	915997933							\$20.00	01/6/2006 1:20:09 PM	
X	7025651545							\$20.00	01/6/2006 6:27:55 AM	
X	0725433458							\$100.00	01/6/2006 1:16:22 PM	
X	0725927094							\$120.00	01/6/2006 6:28:18 AM	
X	0724627600							\$20.00	01/6/2006 1:18:08 PM	

When searching by name, the Evercom IPS Web enabled User Interface provides first and last name search capabilities link to the information in the PIN database as shown above. By entering any part of the first name and or last the IPS will provide all matches in the query. A screen of available search parameters is shown below:

Call Detail Search

Fixed Searches (4 of 7) Search Parameters

X Inmate Inmate

Start Date: 07/29/2006 End Date: 07/29/2006
 Start Time: 00:00 End Time: 24:00
 Inmate First Name: Inmate Last Name: Available
 PIN: Complete
 Docket: Incomplete
 Calling Card Number: Watch
 Destination Number: Private
 Call Type:
 Stop Code:
 Site:
 Phones: Select All
 0-1
 1-1
 1-10
 1-11

Rows Per Page: 10 SEARCH Reset Clear Save

2.4.4.4 The Contractor must be responsible for the administration of all inmates PIN through its Administrators.

RESPONSE: Evercom has read, understands and will comply.

Evercom will be responsible for the administration of all inmate PINs through its Administrators.

2.4.4.5 The IPS must allow each PIN to have a "class of service" assigned. For example, each PIN must have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

- RESPONSE:** Evercom has read, understands and will comply.

The PIN System is enabled as a Port Class of Service option within the Automated Operator Service and can be applied to a single phone, group of phones, or all phones in a facility. The PIN System can be configured to operate in one of three (3) primary modes. Mode 3 is the strictest with the controlled PIN feature providing the approved calling list.

2.4.4.5.1 **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;

- RESPONSE:** Evercom has read, understands and will comply.

The system can be set to make a phone call either by PIN or without the use of PIN.

2.4.4.5.2 **Use of Specific Telephones:** Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the Department's option;

- RESPONSE:** Evercom has read, understands and will comply.

Inmates, via the PIN can be restricted to a specific telephone or group of telephones, at the Department's option.

2.4.4.5.3 **Duration of Call:** Maximum call duration can be set globally (all PIN's), by site, by facility area, by individual inmate's PIN, by type of call (Local, IntraLATA, InterLATA) at the Department's option;

- RESPONSE:** Evercom has read, understands and will comply.

The Department can set maximum call duration globally (all PINs), by site, by facility area, by individual inmate's PIN, or by type of call (Local, IntraLATA, InterLATA).

2.4.4.5.4 **Time of Day Calling:** An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions) at the Department's option.

- RESPONSE: Evercom has read, understands and will comply.**

Through the proposed IPS, the Department can institute an allowed calling schedule for each specific PIN, by facility area, by site and globally (all PINs). The global restrictions can take precedence over individual PIN restrictions.

2.4.4.5.5 **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).

- RESPONSE: Evercom has read, understands and will comply.**

The Department can restrict an inmate under disciplinary action from placing all calls assigned to their particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).

2.4.4.5.6 **Restriction:** Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

- RESPONSE: Evercom has read, understands and will comply.**

The Department can set call duration, set number of calls per day, set only certain numbers per PIN, etc.

2.4.4.6 The IPS's PIN feature must ensure that the automated operator function uses the inmate's pre-

recorded name (recorded in both the inmate's voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmate's name must be performed by the PIN assignment. This feature will be implemented at the discretion of the Department.

- RESPONSE: Evercom has read, understands and will comply.**

The Evercom PIN feature ensures that the automated operator function uses the inmate's pre-recorded name (recorded in either the inmate's voice, or in the voice of an administrator) to announce the called party from whom the call is originating.

System Prompt	Corresponding Activity
"For English, press 1. For Spanish, press 2..."	Inmate selects English or Spanish.
"To place a collect call, press 0..."	Inmate pauses for more options.
"To place a debit call, press 1..."	Inmate presses desired calling option on the inmate telephone keypad.
"Please enter your PIN now..."	Inmate enters the Prison Identification Number.
"At the tone, please dial the number you are calling..."	For domestic and North American calls, inmate dials area code and telephone number. For Pre-paid International calls, inmate dials 011, country code, then phone number.
"You have XX minutes for this call. At the tone, please state your name..."	Inmate states name after tone.
"Please wait while your call is processed. You may hear silence during the acceptance of your call."	There is a pause for several seconds. The system verifies the billing status of the inmate account or destination number.
Upon verification of a valid call the system dials the entered	Upon answering the call, the called party will hear, "This is a Collect (or

number.	Pre-paid) call from the XYZ Correctional Facility. This call is subject to monitoring and recording. If you wish to accept this call, please press 0. If you do not wish to accept this call, please hang up now." If the called party hangs up, the call is terminated.
During the acceptance phase of the call, the inmate and called party cannot communicate until active acceptance is validated. The called party hears the following prompt."	Called party presses 0. System prompt returns, "Thank you for using Evercom. Go ahead with your call." Call is connected.

2.4.4.7 The IPS must use an announcement format similar to the following:

2.4.4.7.1 "You have a call from 'inmate name', an inmate at 'facility name'. Call forwarding or 3-way calling are not allowed. The cost of this call is \$X.XX for the first minute, and \$.XX for each additional minute. To consent to these charges and accept this call, please press 0."

RESPONSE: Evercom has read, understands and will comply.

The system provides, on demand, "rate quotes" that allows the called party to be informed of the call cost prior to acceptance. Once selected, the prompt will inform the called party of both the initial costs and any additional per minute costs. This feature, when implemented, notifies the called party of this option during the call acceptance process.

Upon receiving a call from an inmate, the called party will hear an announcement similar to the following:

"Hello, you have a collect call from (INMATE NAME), an inmate from (NAME OF INSTITUTION), an Arizona Correctional institution. To accept charges press zero (0); to refuse charges press one (1) or hang up now; to block

your number from receiving future calls from this facility, press six (6); to obtain a rate quote press four (4). If you use three way calling or call waiting, you will be disconnected. All call detail and conversations excluding approved attorney calls, will be recorded." After acceptance of call, "This call is subject to monitoring and recording. Thank you for using Evercom". The facility name branding can be customized for every facility or can be standardized by organization.

2.4.4.8 The IPS' PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

RESPONSE: Evercom has read, understands and will comply.

The Evercom IPS allows the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

2.4.4.9 The proposed IPS must provide for telephone lists to be assigned to each particular inmate's account information. These telephone lists must be restricted and controlled by the inmate's PIN.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS will provide for telephone lists to be assigned to each particular inmate's account information. These telephone lists will be restricted and controlled by the inmate's PIN.

Below are the three primary modes, which may be applied to a single phone or group of phones in a facility:

Mode 1 – Open PIN: This is the most basic mode of operation and the simplest to administer. Each inmate is assigned a unique PIN that will be required to make a phone call, however, no individual phone number restrictions or calling lists are utilized in this mode. Only global system calling restrictions will be applied to the inmate's calls.

Mode 2 – Open PIN with Restrictions: Mode 2 builds on the Mode 1 Open PIN feature and adds the ability to place restrictions and limits on specific phone numbers, while allowing all other phone numbers to be processed as they would in an Open PIN system. Mode 2 restrictions can also include the recording and alarming of numbers, language options, special parameters for destination numbers, and the use of facility or global number lists.

Mode 3 – Closed PIN: Mode 3 provides the most restrictive type of calling privileges, however, it is also the most administration-intensive of the three modes. In the System's standard configuration, each inmate is allowed to register from one (1) to thirty (30) telephone numbers he or she wishes to call, up to a total of 150,000 individual 11-digit numbers. The total number of destination numbers available to put on an inmate's list is unlimited. The facility will determine the maximum number of telephone numbers each inmate is allowed to register. Registration of a telephone number includes the number, name of the party who the inmate wishes to call, and the relationship of that party to the inmate. The telephone numbers registered by each inmate are identified with the inmate's PIN and are resident in the system. Only that specific PIN may validate calls to those numbers. Updating calling lists is a continuous process as inmates are booked into, or released from the facility, or as the inmates request changes to their calling lists. This type of control is usually recommended only for facilities with a low rate of inmate population turnover or where such extreme security measures are deemed desirable. Note that in a Closed PIN environment, the facility may choose to make certain telephone numbers "commonly available" to all inmates. These common numbers may be assigned Global and/or Facility Accounts.

- 2.4.4.10 The proposed IPS must allow for a minimum of 10 telephone numbers to be assigned to each particular inmate's account information. These telephone numbers shall be placed in the particular inmate's "Approved Number List" assigned to the inmate's PIN.

- RESPONSE: Evercom has read, understands and will comply.**

The proposed IPS will allow for a minimum of 10 telephone numbers to be assigned to each particular inmate's account information. These telephone numbers will be placed in the particular inmate's "Approved Number List" assigned to the inmate's PIN.

- 2.4.4.11 The Contractor must state the maximum number of telephone numbers assignable to each inmate's account.

- RESPONSE: Evercom has read, understands and will comply.**

The total number of destination numbers available to be put on an inmate's list is currently 1,000, but even this number can be increased at the direction of the Department. Therefore, the maximum amount of telephone numbers available for inmate's to call is at the complete discretion of each facility within the Arizona DOC.

- 2.4.4.12 The proposed IPS must allow the Department to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

- RESPONSE: Evercom has read, understands and will comply.**

A single inmate's PIN or any number of inmates' PINs may be suspended for a specified period of time from either the on-site Administrative terminal or an authorized remote terminal. This Suspension feature is frequently used for punitive reasons and allows the facility to deny telephone privileges to one or more inmates without affecting other inmates sharing the same inmate telephones. The length of time for PIN denial is input and automatically policed, enforced, and released by the IPS.

- 2.4.4.13 It is desirable that the proposed IPS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

- RESPONSE:** Evercom has read, understands and will comply.

The length of time for PIN denial is input and automatically policed, enforced, and released by the IPS. The proposed IPS will automatically reset the PIN to allow calls on the day requested so no manual intervention is needed. This feature allows inmates, if necessary, to still make privileged calls even while being suspended from other calls. Direct manual control of this suspension feature is also allowed from the on-site administrative terminal or authorized remote terminal.

- 2.4.4.14 The proposed IPS must provide the Department personnel with the capability to enter, modify, and delete numbers from an inmate's "Approved Number Lists".

- RESPONSE:** Evercom has read, understands and will comply.

Evercom's proposed IPS does provide the Department personnel with the capability to enter, modify and delete numbers from an inmate's Approved Number List.

- 2.4.4.15 The proposed IPS must provide the capability to flag an individual telephone number in the inmate's 'Approved Number List' as "do not record". The default setting for each telephone number will be to record until flagged by the Department personnel to the contrary.

- RESPONSE:** Evercom has read, understands and will comply.

A telephone number which is defined as "Record Restricted" in the proposed IPS prevents recording of attorney calls or other privileged communication. When the PIN system is being used, each inmate will be required to identify the attorney number(s) in his or her calling list. The numbers are flagged in the database as confidential attorney numbers. The system will not allow monitoring and/or recording of calls placed to those numbers. The outgoing message to the called party on these "Record Restricted" numbers does not include the notification that

the call may be monitored and/or recorded. The inmate and called party should receive a notification that the call will not be monitored and/or recorded. When appropriate, the system disables three-way call detection on a particular number or groups of numbers, such as attorneys.

2.4.4.16 The proposed IPS must be capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS is capable of assigning an inmate's account to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones will still be capable of being used by inmate accounts not specifically assigned to them.

2.4.4.17 The proposed IPS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS will allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN.

Once an inmate is released, all information in the PIN table is recorded and archived into a PIN Retired table. The PIN Retired table allows for historical searches and name field comparisons of all inmates that are released. In the event the inmate returns to the facility, the original PIN and information associated with the PIN and easily be reactivated without having to recreate the entire PIN profile.

2.4.4.18 The proposed IPS must allow for the inmate PIN to be associated or linked to the inmate's Department number. The Contractor must describe, in its response, how this will be accomplished with the proposed system for both "active" inmates and "inactive" (released) inmates.

RESPONSE: Evercom has read, understands and will comply.

As displayed in the graphic below, the PIN database in the IPS includes a unique number field that can be any type of department identifier. This field named as Docket below can be renamed to inmate Department Number or any naming convention desired by the AZ DOC. This field is searchable when running standard call detail queries.

The screenshot shows a software interface with a menu bar at the top containing: Refresh, New Inmate, Clear PANs, Deactivate, Debt Summary Report, Debt Transaction Report, and Close. Below the menu is a form for 'PIN Editor' with fields for: Inmate (PIN) Information, PIN (1234567), Docket (R0755), First Name (John), Last Name (Smith), Time Group (Inmate), and Description (From UI). To the right of these fields are checkboxes for 'Active' and 'PAID', and numerical fields for 'Balance' (\$12.00), 'Entered' (06/06/2006), 'Last Facility' (none), 'Type', 'Day', 'Minutes', 'Minutes Used' (0), and 'Last Call' (//). There are also 'First Day' and 'Last Day' fields, a 'Recorded Home' field, and 'Play' and 'Delete' buttons.

Below the form is a 'Personal Allowed Number (PAN) List' table with columns: Phone Number, Speed, TRF, Trca, Private, Backup, Watch, Balance, Last Call Date, and Description. The table contains five rows of data:

Phone Number	Speed	TRF	Trca	Private	Backup	Watch	Balance	Last Call Date	Description
3185878922							123.00	01/16/2006 1:20:08 PM	
7025831345							30.00	01/16/2006 9:27:55 AM	
8723443406							100.00	01/16/2006 1:18:22 PM	
0723647894							120.00	01/16/2006 6:28:18 AM	
8724587890							150.00	01/16/2006 1:10:08 PM	

2.4.5 General System Management Requirements

2.4.5.1 The Contractor must propose an IPS that can be administered by a Contractor's Centralized Administrator or the Department personnel.

RESPONSE: Evercom has read, understands and will comply.

Administrative functions may be easily processed by either Evercom's Centralized Administrator or the Department personnel. Full system training will be provided at no cost

to the Department for all Arizona DOC personnel identified by the Department to be authorized to perform administrative and/or investigative functions.

2.4.5.2 The Contractor must propose an IPS that allows for changes to be administered in "real time" while the system is in use. The proposed system must not require the system to be taken offline to make additions, changes or retrieve reports.

RESPONSE: Evercom has read, understands and will comply.

All system changes can be made in real-time, while the system is still running. The system does not have to be taken off-line to make additions, changes or retrieve reports.

2.4.5.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions.

RESPONSE: Evercom has read, understands and will comply.

The system proposed provides a Windows-based Graphical User Interface (GUI) for both system administration and system reporting functions. The graphical user interface administration applications includes the CDR Export which is a 'point and click' interface that provide a user-friendly environment. The CDR Export feature is used to save the desired report as a file to a specified destination, in a specified format. Reports may be saved to a variety of destinations.

2.4.5.4 The IPS proposed for the Department must allow for investigation personnel to access the inmate call records at any Department facility from the Department Headquarters in Phoenix, Arizona, and/or remotely from their place of residence.

The Contractor must describe, in its response, how this will be accomplished with the proposed IPS. This description must include what is

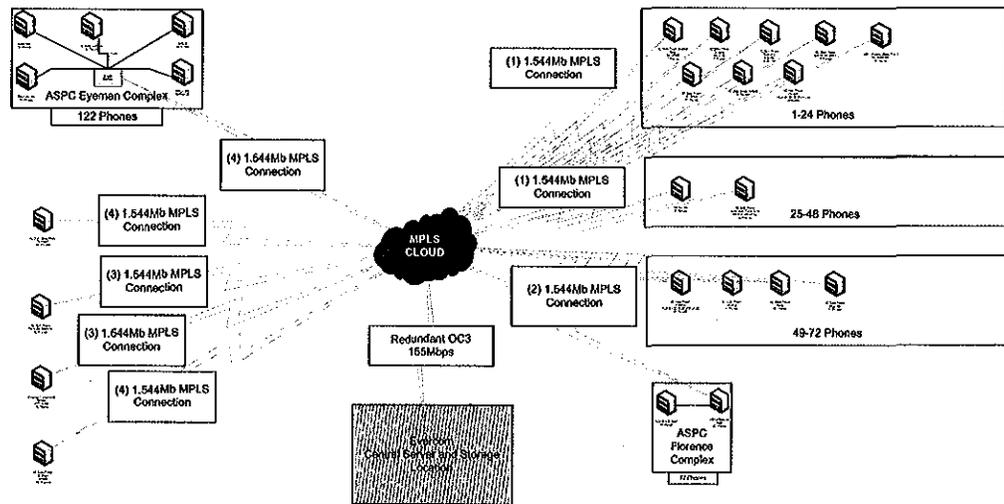
required with regard to hardware, software and network services as well as the security procedures involved with this remote access.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS will allow for investigation personnel to access the inmate call records at any Department facility from the Department Headquarters in Phoenix, Arizona, and/or remotely from their place of residence.

Evercom's IPS product is truly a web-based product that allows authorized personnel access to valuable information from any PC, anywhere. This product allows you to take advantage of high speed internet technologies, insure database security, maintain software maintenance by certified personnel, expedite new software enhancements and provide for contingencies and quick disaster recovery (often within minutes). Below is a high level view of the network Evercom will provide allowing access to every facility from a single workstation access.

AZ DOC Central Network High Level Design
Thursday, August 24, 2006



2.4.6 Restrictions, Fraud Control Options and System Security

2.4.6.1 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Contractor must describe in its proposal in detail how this is accomplished

RESPONSE: Evercom has read, understands and will comply.

Voice overlay messages may be played throughout the call as an additional fraud protection feature. They can easily be customized to meet the needs of the Arizona DOC. For example, a voice overlay message such as, "This call is from an Arizona DOC Facility and it is subject to monitoring and recording", will be inserted to reduce the incidence of fraudulent use of the telephones. This feature is programmed into the system, per customer specifications, prior to installation and adjusted as required.

The volume of the voice overlay message prompts will not disrupt the inmates' conversation. The frequency that the established message is played may be programmed by minute increments or a random setting. All messages are played in the background, rather than muting the on-going conversation.

2.4.6.2 The Contractor must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed IPS.

RESPONSE: Evercom has read, understands and will comply.

- **Dialing Controls—The system has incorporated a successful fraud control feature that prohibits additional "digit dialing" and thus, thwarts any dial around attempt by the inmate. Once the inmate has entered the destination number, it is immediately processed through our validation system. If at all during the process the**

inmate attempts to dial additional digits, his/her call will be immediately terminated.

- **Random Tag Lines—Professionally recorded voice prompts, featured by the system, all for specific call progressions and requirements. When monitoring and recording a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel. In cases where time restrictions are placed on inmate calls, both the inmate and called party are warned one (1) minute prior to termination of the call. Customized random tag lines are also available as a precautionary measure to deter fraudulent use of phone. Voice prompts are easily manipulated and can be customized to meet the facility's wishes.**
- **Call Validation—Evercom employs the most sophisticated intelligent validation network in the industry. As a real-time, computer based switching system, it never allows an inmate to be connected to a conventional dial tone. Each dialed number is thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line Information Data Base (LIDB) that the number is able to receive collect calls, and is not a cellular or pay phone, pager, etc. Once the dialed number passes all these tests it will be dialed by the system.**

Evercom currently serves approximately 3,300 inmate facilities with out validation hub. This collective information/validation process is very effective in reducing fraudulent and illicit calling.

- **Name Auto Insert—Using the Profiler PIN Application, the system offers an auto insert feature that records the inmate's name the first time the PIN is used. The recording is then filed and used each time the inmate places a call, thus eliminating any "window of opportunity" to pass call messages. This feature also can be used as a fraud deterrent ensuring that adequate funds are available.**

- **Call Branding**—Personalized prompts that identify the facility on each attempted call will be included with the system. Random tag lines are also available as a precautionary measure to deter the fraudulent use of phones. Further security parameters may be set in place by allowing only prerecorded names to be used every time an inmate makes a call.
- **Frequently Called Number Report**—Allows investigators to generate a report based on user-defined threshold criteria. For example, by entering “50” in the parameter field the system will display only those numbers that have been called 50 or more times within a designated time frame. Once the report is displayed on screen a simple click of the mouse will automatically produce a second report that represents all areas of the facility from which a specific number has been called. From this report investigators can analyze data to determine specific call patterns, detail suspicious activity and selectively assign a watched number status to potential fraudulent numbers.

The system has incorporated a successful fraud control feature that prohibits additional “digit dialing” and thus, thwarts any dial around attempt by the inmate. Once the inmate has entered the destination number, it is immediately processed through our validation system. If at all during the process the inmate attempts to dial additional digits, his/her call will be immediately terminated and the event will be logged by the system.

2.4.6.3 The Contractor must identify, in its response, specific activities the proposed system capabilities shall detect and/or prevent. The Contractor must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

- RESPONSE:** Evercom has read, understands and will comply.

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Fraudulent Activity Attempted by Inmate	Evercom IPS Detection and Prevention Feature	Prevention of Inmate Circumvention Attempts
Unlawful Message Passing	Recording and Monitoring System	<p>The inmate may attempt to pass messages before the call is accepted, speak softly or listen for a line noise indication that his or her call is being monitored.</p> <p>The IPS talk paths are muted before call acceptance, Digital recording and volume controls allow exceptional line monitoring capabilities. When monitoring is invoked, the system incorporates analog suppression/amplification hardware that allows investigative monitoring of calls without inmate or called party detection. There is absolutely no click noise, dB loss or other indicator when this feature is activated.</p>
Unauthorized use of PINs	SECUREvoice™ System	<p>Inmates may attempt to use another prisoner's PIN to make unauthorized calls. SECUREvoice™ halts this activity by requiring the inmate's voice print to be identified with the PIN before a call can be processed. Supervised Voice Verification enrollment is a necessary step to initial enrollment process. Because of the precision of this voice print identification method, inmates are unable to assume another inmate's voice identity when attempted.</p>
Conference	3-Way Call	The Evercom Patented 3-

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TECHNOLOGIES

Fraudulent Activity Attempted by Inmate	Evercom's Prevention Feature	Prevention to Halt Inmate Circumvention/Attempts
Calling to Unrestricted Line	Detection and Prevention Feature	Way Calling feature guards inmate attempts to create a connection to a conference call or transfer to an unrestricted outside line.
Hookswitching, Follow-On, Chain-Dialing, Black-Boxing, and Hacking	Second Dial Tone Prevention and Extra Dialed Digits Detection	The system combines the Second Dial Tone feature and Extra Dialed Digits feature to stop any form of Hookswitching or Chain-Dialing attempts by through the systems own internal dial tone, detection of 3-Way calls, Extra dialed digits after a call has been accepted and DTMF tone monitoring. Thresholds may be programmed to disconnect calls as the system monitors these features.
Fraudulent Credit Card Calls or Calling Card Calls	Call Branding, Overlay Messages and Automated Operator	When inmates attempt to reach outside lines to commit fraudulent acts; called parties are protected by calls that identify the inmate at call acceptance and repeating overlay messages of where the prisoner is calling from through an automated operator only.
Extra Dialed Digits to Reach Unrestricted Line	Extra Dialed Digits Feature/3-Way Calling Detection	Once a call is accepted the inmate or called party may attempt to reach outside lines. The Extra Dial Digits and 3-way Calling feature terminates calls immediately when the extra dialed digit threshold is met.
Harassment to Called Parties	Call Blocking	Programmed Call blocks will prevent inmates calling witnesses and others through facility

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Inmate Activity Attempted by Inmate	Evercom IPS Detection and Prevention Feature	Prevention to Halt Inmate Circumvention/Attempts
		programming and PIN programming capabilities. Called Parties may also permanently block calls by dialing the digit "5" on their keypad during call introduction.
Attempt to Call Unapproved Number	PIN System	In addition to the Call Blocking program parameters, the PIN system does not allow the inmate to call any number unless it has been pre-approved.
Message Passing Before Call Acceptance	Controlled Talk/Listen Audio Paths & Recorded inmate name announcement	<p>Inmates may attempt to pass messages before a call is accepted. However, the system prevents this activity by the controlled mute status of the phone line between the inmate and called party.</p> <p>Additionally, an inmate may try to state an unauthorized message instead of his or her name when the automated operator announces the call to the end user. To prevent this opportunity, the IPS uses the inmate's recorded name in the announcement message.</p>
Attempt to Call a restricted or "HOT NUMBER"	Alerts Feature	Even when numbers are blocked in the system or restricted through the PIN system, inmates may attempt to circumvent these restrictions. The alerts feature, however, enables facility personnel with password authorization to 'tag' specific dialed numbers or PINs that will

Fraudulent Activity Attempted by Inmate	Evercom IPS Detection and Prevention Feature	Prevention to Halt Inmate Circumvention Attempts
		provide notification when those 'tagged' parameters are detected in the process of a call. The System provides multi-level alerts that can be assigned to appropriate investigative groups.

2.4.6.4 The Contractor must propose an IPS that is capable of detecting extra dialed digits from either the called party or the inmate's telephone. The Contractor must describe, in its response, the options available to the Department upon detection of the extra dialed digits, (i.e., call termination, system alarm, logging of call to the database, etc.)

RESPONSE: Evercom has read, understands and will comply.

The system has incorporated a successful fraud control feature that prohibits additional "digit dialing" and thus, thwarts any dial around attempt by the inmate. Once the inmate has entered the destination number, it is immediately processed through our validation system. If the inmate attempts to dial additional digits, his/her call will be immediately terminated and the event will be logged by the system.

2.4.6.5 The Contractor must propose an IPS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Contractor must describe, in its response, the options available to the Department upon detection of the unusual or suspicious number sequences.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS is capable of detecting unusual and/or suspicious dialing patterns and will either notify facility personnel and/or terminate such calls.

Even when numbers are blocked in the system or restricted through the PIN system, inmates may attempt to circumvent these restrictions. The alerts feature, however, enables facility personnel with password authorization to 'tag' specific dialed numbers or PINs that will provide notification when those 'tagged' parameters are detected in the process of a call. The System provides multi-level alerts that can be assigned to appropriate investigative groups.

The IPS reporting tool can provide routine scheduled reports, or reports on an ad hoc basis. The System is capable of searches and call detail analysis on all calls placed from each inmate telephone through the System which includes date, time and duration, telephone number or origination and destination, if utilized, inmate ID, reason for termination, and much more. Call details are kept on all call attempts, except those to blocked numbers. The standard reports can be customized by varying search criteria such as date range, facility, or call length. The reporting tool can provide the generation of reports by an AZ DOC facility, including Central Office, a combination of AZ DOC facilities or all AZ DOC facilities for any routine scheduled reports or reports on an ad hoc basis. These standard reports can be customized to meet the AZ DOC's needs.

Frequently Called Numbers Report - Microsoft Internet Explorer

Date: 6/7/06
Time: 8:55:30 AM
of Calls: 1
Phone Location:
Call Completion Type(s): Complete

Frequently Called Numbers Report
06/05/2006 - 06/07/2006 00:00 - 24:00

Number Called	Number of Calls
4078364814	961
4071234567	326
4072816004	29
4078930194	25
4073511801	21
4077389571	20
4073813805	19
4076586569	19
4072463828	19
4072992480	19
3213546778	19
8004238477	18
4074629101	18
4079497074	18
4076488338	18
8632978825	18
4072095416	17
4073511954	17
4075800675	17
4072540114	17
4077125158	17
4078954934	16
4078545741	16
4072678043	16
4075684157	16
4074083538	15
4078047853	15

Done Local Intranet

2.4.6.6 The proposed IPS must allow the Department to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire Department facility by the Department personnel with the appropriate authorization level.

RESPONSE: Evercom has read, understands and will comply.

The system is extremely flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Up-to-the-minute on/off call times and call durations may be determined by authorized personnel, as well as the application of any specific calling restrictions that may be necessary. The proposed IPS is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:

- On/Off times may be programmed at each minute, 24 hours a day.
- On/Off times may be programmed to be unique to each day of the week.
- On/Off times may be programmed to be unique to different areas within a facility.

Shut down can still be accomplished should the Department not employ PINs for inmates. The entire phone system may also be turned On/Off with a couple clicks of the mouse at the on-site workstation and/or manipulated by toggle switches located in a secure location of the facilit(ies).

Remote monitors can be placed in control towers or rooms. The system can include monitors for each guard station. Information from the telephones would be output to the monitors for guards to check. Disallowed destination numbers could be identified on-screen and a "kill switch" beside the monitor allowed guards the option of taking a phone out of service.

The Phone Cutoff Switch form of manual control allows facility personnel to disable a certain phone or groups of phones in an out of service condition. While this function can be performed through the administrative terminal, the System is also equipped with these manual cutoff switches located in an area to be determined by the jail administrator. In the event of an uprising, this Evercom feature prevents inmates from reaching assistance outside the facility.

2.4.6.7 The Contractor must describe, in its response, all standard and optional security services employed to protect the proposed IPS in terms of unauthorized access through the installed network of services, unauthorized access through the IPS Local Area Network (LAN), unauthorized access to the IPS programming, and unauthorized access through the Wide Area Network (WAN).

- RESPONSE:** Evercom has read, understands and will comply.

All suitable software, hardware, network infrastructure and a firewall will be implemented to maintain IPS integrity and safety to the network to interface and link all AZ DOC institutions and databases. This will be provided by Evercom at no additional cost to the AZ DOC.

The central site has the ability to login to the remote sites when necessary to operate the system, change system configuration, troubleshoot, and retrieve data. The System security features at both the central site and each remote 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.

2.4.6.8 The Contractor must describe, in its response, how the Department will be able to monitor the installed IPS and the WAN network of services for possible security breaches.

RESPONSE: Evercom has read, understands and will comply.

Security procedures that allow administrative access to the System at each facility are provided by a multi-level user encrypted password system that requires a known login ID and password before access is granted. A continuous historical audit trail is used to police the access and flow of data and information to and from the computer system. This audit trail records a user ID code and change date with each administrative modification. User groups may be created and maintained by the security administrator. The System also allows a configurable number of attempts to enter a user's ID and password that if exceeded, no further access is permitted until the user ID account is reactivated by the security administrator. All administrative modifications are logged to provide permanent change records.

2.4.7 General Operational Requirements

2.4.7.1 The Contractor must describe, in its response, the network of services required to support the

proposed IPS. (i.e., ISDN, 56Kbps Circuit, TI, etc.).

- RESPONSE: Evercom has read, understands and will comply.**

Evercom proposes to use Multi-Protocol Label Switching (MPLS) T-1's for all network services in support of the IPS. MPLS is a data packet forwarding technology improving the forwarding speed of routers by using labels to make data forwarding decisions. The MPLS network will also provide Evercom Network Engineers a great deal of flexibility to divert and route traffic around link failures, congestion, and bottlenecks.

2.4.7.2 The Contractor must describe, in its response, how it will address instances of inadequate outside network plant facilities at the Department facility to ensure that the proposed IPS is implemented according to the installation schedule agreed to by the Department

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will establish a comprehensive conversion plan with current Prime Contractor. The development of this plan with the current vendor is designed to assure that the conversion to new service goes smoothly and without interruption of service. The fact that T-NETIX, also a subsidiary of SECURUS Technologies, is a sub contractor on current contract, will enable us to quickly identify any potential areas where outside plant facilities may be an issue and we will be able to accommodate any issues through appropriate scheduling. Timely execution and completion will be monitored by using scheduled completion dates coordinated by Project Management.

Without disturbing service to the existing system, the IPS is fully installed, except physical phone lines. Phone lines remain connected to existing system, until the IPS is verified to be fully functional and ready for "cutover" to begin. With both the existing system and the IPS operational, phone lines are independently transferred to the new system to provide minimal service interruption to

inmates. Upon completion of "cutover", the existing system is removed without interruption to the IPS.

2.4.7.3 The Contractor must describe, in its response, how remote access to the IPS for maintenance and programming by the Contractor will be provided. The Contractor must describe, in its response, all security measures, policies and procedures in place for this remote access.

RESPONSE: Evercom has read, understands and will comply.

Each remote site can be connected to a central site using TCP/IP over the frame relay Wide Area Network. This connectivity provides a data link from the remote platforms to the central site for transferring call records and user profiles. As call records are generated at the remote sites, they can be sent to the central site for archiving, or used to provide data for centralized reports. New or updated user profiles and system configuration data can also be sent to the central site for centralized management. The central site has the ability to login to the remote sites when necessary to operate the system, change system configuration, troubleshoot, and retrieve data. The System security features at both the central site and each remote 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 proposed IPS.

Each call control platform is comprised of three main functions: the *Telephony Interface*, a *Validation Service*, and a *Graphical User Interface (GUI)* system administration application.

2.4.7.4 The Contractor must provide, in its response, all electrical and environmental requirements of the IPS for each of the Department facility. Such information must be provided for all components of the IPS including the central processor/equipment, call recording equipment, & etc.

- RESPONSE: Evercom has read, understands and will comply.**

Each system requires a minimum area of two (2) feet wide by three (3) feet deep by four (4) feet high, in a temperature and humidity controlled environment. At least one, preferably two, isolated 120V/20A electrical circuit is required. Each administrative workstation requires minimal desk space or the same space as a personal PC with monitor, PC Speakers, keyboard, printer and mouse.

Temperature/Environment

**Operating Temperature 0° C to 60° C
Storage Temperature -40° C to 70° C
Humidity condensing 5% to 90% non-condensing**

- 2.4.7.5 The IPS proposed by the Contractor must be capable of automatically recovering from a power outage (auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This "auto reboot" must include all system hardware components, all software including the Department specific programming and restrictions and all network services (analog lines, T1 circuits, etc.). The Contractor must describe, in its response, any interaction required by the Department personnel for this system "auto reboot" to occur.

- RESPONSE: Evercom has read, understands and will comply.**

The proposed IPS is capable of automatically recovering from a power outage to full working order and is capable of processing inmate telephone calls with all programmed restrictions in place. This "auto reboot" will include all system hardware components, all software including the Department specific programming and restrictions all network services (analog lines, T1 circuits, etc.).

- 2.4.7.6 The Contractor must provide, in its response, a written description of the space requirements associated with all components of the proposed IPS. The Contractor must clearly define how much

physical space is required by each hardware component and provide a recommended equipment layout configuration.

- RESPONSE: Evercom has read, understands and will comply.**

The system is custom built with the correctional facility's needs in mind. While traditional inmate calling systems require a significant amount of physical space for hardware accommodation, the Evercom calling platform is able to service a facility (and sometimes multiple facilities) from a single 4' Rack of equipment. When the time comes to make additions to the inmate calling system, the simple addition of a additional Integrated Access Device (IAD) is most often all that is needed. The open architecture of the IPS is designed to accommodate the facility's needs rather than requiring the facility to adapt to the inmate calling system's functionality.

Each System will be housed in one rack provided by Evercom. Each Rack is 24" wide x 42" deep x 48" tall.

2.4.7.7 The Contractor must provide, in its response, the capacities/limits for the proposed IPS. At a minimum, the Contractor must provide the capacity for the following:

2.4.7.7.1 Individual Inmate Accounts

- RESPONSE: Evercom has read, understands and will comply.**

The system has the capacity for over 1 million individual inmate accounts and can be expanded beyond that if required.

2.4.7.7.2 Call Records

- RESPONSE: Evercom has read, understands and will comply.**

The system has the capacity for over 50 million call records and can be expanded beyond that if required.

2.4.7.7.3 Simultaneous Administrative Users

- RESPONSE:** Evercom has read, understands and will comply.

The initial access license provided allows 50 simultaneous users access to the system for live monitoring of calls or administration of the system. Additional licenses will be provided if required at no cost to the AZ DOC. These web-centric access licenses are managed from a central location and are expandable to allow access to as many recognized users as required. Built with dedicated and redundant SONET connections to the internet backbone at over 155Mbps and a fully redundant Gigabit Ethernet core, Evercom's IPS is designed as a true large scale simultaneous user environment.

2.4.7.7.4 Workstations/PCs

- RESPONSE:** Evercom has read, understands and will comply.

There will be at least 1 workstation provided at every Arizona DOC location.

2.4.7.7.5 Simultaneous Live Call Monitors

- RESPONSE:** Evercom has read, understands and will comply.

The initial access license provided allows 50 simultaneous users access to the system for live monitoring of calls or administration of the system. Additional licenses will be provided if required at no cost to the AZ DOC. These web-centric access licenses are managed from a central location and are expandable to allow access to as many recognized users as required. Built with dedicated and redundant SONET connections to the internet backbone at over 155Mbps and a fully redundant Gigabit Ethernet core, Evercom's IPS is designed as a true large scale simultaneous user environment.

2.4.7.7.6 Inmate Telephones

- RESPONSE: Evercom has read, understands and will comply.**

Our initial installation will include the required number of inmate telephones. Additional phones will be added as required upon mutual agreement between the Arizona DOC and Evercom.

2.4.7.7.7 Simultaneous Telephone Calls

- RESPONSE: Evercom has read, understands and will comply.**

Evercom's engineering design this ensures all phones in the DOC may place calls simultaneously. AZ DOC's systems are designed for a 1:1 environment assuring each handset and user sufficient access at all times to complete all calls. There are no restrictions in the amount of installed sets or simultaneous telephone conversations as any expansion in sets will be met with a concomitant expansion of access bandwidth.

2.4.8 System Call Recording

- 2.4.8.1 The Department currently records inmate calls and monitors (in real time) select calls when necessary. This recording and monitoring is conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Contractor must address the following specifications regarding the recording of inmate calls.

- RESPONSE: Evercom has read, understands and will comply.**

The system has advanced monitoring and recording capabilities that are accessible from central workstations.

RECORDING: The system's unique, fully integrated recording application, works independently of other product(s) so there is never a need for third party products to work along side the system. The system permits immediate retrieval of information that is critical to your investigative team.

The system's fully digital recording function utilizes multiple redundant high capacities for long-term storage and future archival of call recordings.

The calling platform is capable of recording all calls simultaneously and also allow personnel to listen to a pre-recorded call, while active calls continue to be recorded—all without loss of information. The system has the capability to record the entire conversation from the time the inmate lifts the handset off the cradle to termination of the call. Because the recording and monitoring applications are fully integrated features of the system, call synchronization between call record time and recording time is guaranteed.

Further, the newest release of the system will be installed and provide expanded functionality in the area of forwarding calls to remote locations for immediate monitoring of live calls. This new function will allow your investigative team to listen to important information while in the field.

2.4.8.2 The IPS proposed by the Contractor must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Contractor must describe, in its response, the call recording system being proposed in conjunction with the IPS.

RESPONSE: Evercom has read, understands and will comply.

The calling platform is capable of recording all calls simultaneously and also allow personnel to listen to a an active call or a pre-recorded call, while active calls continue to be recorded—all without loss of information. Because the recording and monitoring applications are fully integrated features of the system, call synchronization between call record time and recording time is guaranteed.

The Digital Recording and Monitoring System is a modular component of the IPS Calling Platform. It is fully integrated into the platform and provides secure recording and playback of inmate telephone conversations. The user interface live application displays concise descriptions of activity for each phone. The Investigative Reports

Application allows quick and easy access to call detail records and call recordings. The system also allows for any specific attorney telephone number to be marked as "Private," which prevents the call from being recorded, and prohibits monitoring of the call.

The recording system is specifically designed to meet the demanding recording requirements of large DOC correctional facilities. All call recordings will meet the Arizona DOC requirement of being stored online. IPS is equipped to record all calls simultaneously and also listen to a pre-recorded call, while calls continue to be recorded, without loss of information and/or call recordings. IPS records the entire conversation from the time the inmate lifts the handset off the cradle to termination of the call.

Scan Patrol allows an investigator to listen to 15 seconds of a call in progress and then moves on to the next call, bypassing any inactive line. This feature enables an investor to efficiently sample calls without the burden of manually selecting each individual call. 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.

Live monitoring also is equipped with a remote call-forwarding feature for those numbers that are under surveillance by the investigative unit as requested in the bid specifications. The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) from which he/she wants the call sent to for 'Live' monitoring. The call is then automatically re-routed once the call is accepted by the called party and in progress.

2.4.8.3 The call recording system proposed by the Contractor must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmate's PIN. This capability would be utilized for inmate calls to attorneys, etc.

RESPONSE: Evercom has read, understands and will comply.

The system is capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmate's PIN. The system will apply special privileges to inmate calls placed to attorneys—including the ability to not be recorded or monitored.

2.4.8.4 The call recording system proposed with the IPS must be a fully digital system allowing for digital storage of call recordings.

RESPONSE: Evercom has read, understands and will comply.

The system's fully digital recording function utilizes multiple redundant high capacities for long-term storage and future archival of call recordings.

Evercom offers the below option for the storage of recorded calls for greater portability and off-site access.

- **To further enhance portability, selected calls may be copied onto a CD in either audio or data format. This gives investigators the ability to play the calls on any CD player or remote PC when necessary.**

2.4.8.5 The call recording system proposed by the Contractor must be capable of storing a minimum of five current years of inmate call recordings.

RESPONSE: Evercom has read, understands and will comply.

The Evercom system will meet and exceed the requirement by offering a system that is capable of storing up to 7 years of inmate call recordings.

2.4.8.6 The Contractor must provide backup storage of all recordings of inmate calls from each of the Department facility off site at the Contractor's data storage facility for the life of this contract. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

Evercom proposes online storage and backup redundancy for all call recordings of each DOC Department Facility at our central office in Dallas, Texas for the life of the contract. The Evercom Central Office will provide full backup redundancy of hardware and software. In the event of a catastrophic failure in our Dallas Central office, all information and support of the network will be duplicated in our Disaster Recovery Center located in Allen, Texas.

Evercom will provide a Centralized System Database, which will facilitate full access to stored recordings, that is located at the Evercom headquarters and provides full database redundancy for the System at the Central Office facility. The database resides on a fully managed and redundant Storage Area Network (SAN) with multiple levels of backup and failsafe protections. It resides in a fully secured Data center environment.

2.4.8.7 The Contractor must allow access to off site inmate call recordings by the Department personnel providing the ability for the Department personnel to download and transfer such recordings to the Department designated location. The Contractor must describe, in its response, how this is accomplished with the proposed solution for the Department and what security measures are in place to ensure that the Department personnel access only those call recordings for which they are authorized.

RESPONSE: Evercom has read, understands and will comply.

Evercom allows access to off site inmate call recordings by the Department personnel via a secure web interface from any location with internet access, providing the ability for the Department personnel to download and transfer such recordings to the Department designated location.

The Evercom system is based on security level and is password protected.

Security procedures that allow administrative access to the system at each facility are provided at a multi-level user encrypted password system that requires a known login ID and password before access is granted. A continuous

historical audit trail is used to police the access and flow of data and information to and from the computer system. This audit trail records a user ID code and change date with each administrative modification.

2.4.8.8 The call recording system proposed by the Contractor must allow access to inmate call recordings from any PC on the IPS network within each facility. The Contractor must describe, in its response, how this is accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

SECURUS will provide a secure network connection in the event a facility chooses to connect to the Inmate Calling System. Connectivity is provided through the use of a Cisco PIX 501 Firewall device and IP addresses that are forwarded to Web based utilities on the SECURUS network.

Direct connection allows administrative personnel with a secure password access to all investigative modules that exists on the SECURUS network through the use of Microsoft Internet Explorer 6.0 or higher. This connection also permits data transfer of Booking and/or commissary information in the event automation of these task create inmate PIN and/or pre-paid calling accounts.

2.4.8.9 The call recording system proposed by the Contractor must allow access to inmate call recordings at each Department facility by investigative personnel located at the Department's Central Office. The Contractor must describe, in its response, how this is accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The proposed recording system allows access to inmate call recordings at each Department facility by investigative personnel located at the Department's Central Office.

The system will be configured so that Investigative personnel can access all recordings from AZ DOC facilities from the DOC Central Office through the AZ DOC area

network through the WAN. This will be accomplished through the use of a firewall to maintain AZ DOC integrity and safety of the network. Once the investigative staff has accessed the recorded data through the WAN, the same high-speed connection available at original workstations is available remotely to the investigator. The network will be compatible with existing AZ DOC networks via a SONET connection designed to provide speeds equivalent to DSL or faster.

All monitoring and recording equipment will be installed within the AZ DOC administrative building(s). Corrections personnel can listen to live or archived recordings via multi-media PC interfaces connected over WAN/ LAN Networks. Multiple levels of security ensure that only authorized personnel can access and monitor the inmate recordings. Security procedures that allow administrative access to the System at each facility are provided by a multi-level user encrypted password system that requires a known login ID and password before access is granted.

2.4.8.10 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or Department violation investigations. The system proposed to the Department must include the capability of transferring recorded calls and call segments to the Department designated location, and/or a Compact Disk (CD-R/CD-RW) to be played on any industry standard CD device. The interface for accessing such recordings must have a Graphical User Interface (GUI) such as Microsoft Windows® and allow for "click and drag" capability for the transferring of recorded calls or call segments to CD.

RESPONSE: Evercom has read, understands and will comply.

Recorded calls can be transferred to a CD via the CD Burner function of the IPS. There are three choices for CD format. Data CD is automatically selected, but you can select Audio CD or MP3 instead.

Data CD—allows approximately 3,000 minutes to be saved to the CD. In addition to the call recordings, a program is saved to the CD that allows playback from any computer.

Audio CD—allows approximately 80 minutes of calls to be saved to the CD. This CD plays just as any audio CD.

The system proposed provides a Windows-based Graphical User Interface (GUI) for both system administration and system reporting functions. The graphical user interface administration applications include the CDR Export and the Phone System Monitor (PSM) which are both 'point and click' interfaces that provide a user-friendly environment. The CDR Export feature is used to save the desired report as a file to a specified destination, in a specified format. Reports may be saved to a variety of destinations. In addition, the PSM application allows administrators to view the real-time status of all calls-in-progress and enact real-time call controls to enable and disable calls.

Localtion	ANI	PHI	U-Of/Time	Dir	Comment
1-30 BDE HOLD	7022425268		09/02/2003 01:31	15:06	DIS M A I A
			09/02/2003 06:07	14:19	This is a test

Total Calls: 2 Minutes: 28:25

Use:

BurnCD Delete Print
 DataCD AudioCD
 Encrypt
 Delete CD Call Queue after burning CD

2.4.8.11 The call recording system proposed by the Contractor must allow the Department personnel to locate call recordings in the following manners:

- 2.4.8.11.1 Search by inmate PIN;
- 2.4.8.11.2 Search by certain time period (date/time);
- 2.4.8.11.3 Search by certain telephone instruments;
- 2.4.8.11.4 The system must allow for the search criteria either individually or in combinations.

RESPONSE: Evercom has read, understands and will comply.

The proposed call recording system allows the Department personnel to locate call recordings by searching by inmate PIN, by certain time period (date/time), by certain telephone instruments. The system allows for the search criterion to be individually entered or in combination with other search criteria.

Call Detail Search	
Saved Searches (Profiles)	Search Parameters
<input checked="" type="checkbox"/> QCL Test	Start Date: 06/07/2008
<input checked="" type="checkbox"/> Inmate Live	End Date: 06/07/2008
	Start Time: 00:00
	End Time: 24:00
	Inmate First Name: <input type="text"/>
	Inmate Last Name: <input type="text"/>
	PIN: <input type="text"/>
	Complete: <input checked="" type="checkbox"/>
	Docket: <input type="text"/>
	Incomplete: <input type="checkbox"/>
	Calling Card Number: <input type="text"/>
	Watch: <input type="checkbox"/>
	Destination Number: <input type="text"/>
	Private: <input type="checkbox"/>
	Call Type: <input type="text"/>
	Stop Code: <input type="text"/>
	Site: <input type="text"/>
	Phones: <input checked="" type="checkbox"/> Select All
	<input checked="" type="checkbox"/> 0-1
	<input checked="" type="checkbox"/> 1-1
	<input checked="" type="checkbox"/> 1-10
	<input type="checkbox"/> 1-11
Rows Per Page: 10	
<input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="Save"/> <input type="button" value="Save As"/>	

2.4.8.12 The Contractor must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Contractor at no cost to the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will retain ownership of the proposed recording equipment for the duration of the contract. Evercom agrees that all responsibility for maintenance and upgrades will be provided by Evercom at no cost to the Department.

2.4.8.13 The Contractor must ensure that the call recording system proposed with the IPS is maintained at the latest hardware and software level to ensure that the Department personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

RESPONSE: Evercom has read, understands and will comply.

Evercom ensures that the proposed call recording system with the IPS is maintained at the latest hardware and software level to ensure that the Department personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

2.4.8.14 It is desirable that the call recording system provide a search capability that allows the Department personnel to search recordings for certain keywords or phrases. The Contractor must provide, in its response, a description of this capability.

RESPONSE: Evercom has read, understands and will comply.

Evercom offers, ECHO, a word search turnkey solution for correctional facilities' recorded inmate conversations. This technology assists investigators in searching inmate conversations for words or phrases such as trigger words associated with potential escape scenarios and drug-related incidents. This solution makes it possible for the investigators to search for and replay specific words or phrases within audio recordings. This productivity tool significantly expedites audio searches, which are highly time-consuming using traditional retrieval methods that require listening to extended portions of recordings to locate desired content.

Word Search provides fast and easy navigation of audio files, and is far superior to the rudimentary "start" and "stop" functions of conventional media player controls. The user can quickly locate specific words and phrases that match their search request, then click and play back the desired audio content. In addition, it provides advanced language processing features such as "sounds like" searches, and generation of a list of the key topic words spoken in a specific recording.

While this application is not foolproof, it adds a significant tool to help investigators save valuable time and solve crimes.

2.4.8.15 It is desirable that the call recording system provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Contractor must describe, in its response, how this encryption function operates and the features provided by such.

RESPONSE: Evercom has read, understands and will comply.

The Evercom IPS embeds 128 bit encrypted key information in the header of each call wave file based on an algorithm is placed in each recorded file during the creation and after the creation of the file. The encryption key is then verifiable on the CD when the record is later pulled up for review. This encryption assures the file has not been tampered with. As an added option, the recordings may be encrypted password to prevent playback by any means without the proper password.

2.4.9 Live Monitoring

2.4.9.1 The proposed IPS must allow the Department personnel to monitoring inmate calls while the call is in process ("real time"). This live monitoring must be allowed by specific inmate telephone within the Department facility. The Contractor must provide all necessary equipment and software required to perform live monitoring with the proposed system.

- RESPONSE: Evercom has read, understands and will comply.**

The system allows for immediate, real-time live monitoring of calls in progress via either the Evercom provided multi-media PC workstation or predetermined desktops on the LAN throughout the DOC.

The monitoring system has the capability of controlling and restricting inmate telephone usage according to Department requirements.

2.4.9.2 The live monitoring function of the proposed IPS must allow for "real time" monitoring of inmate calls in progress within each of the Department facility with no delay in the monitoring. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

- RESPONSE: Evercom has read, understands and will comply.**

The system provides live-monitoring capability via line indicator at a central location with which facility personnel

will have the ability to select any access line by processing a single button or issuing a simple keystroke command. This capability will be provided from any workstation to any facility. Neither the called party nor the inmate will detect an audible indicator that would warn him/her that the line is monitored.

The monitoring system allows the DOC to turn an offender telephone on or off with an automated cut-off switch; monitor an inmate telephone conversation via speakerphone; and record an inmate telephone conversation.

The user interface live application allows for the immediate, real-time monitoring of calls in progress via the multi-media PC workstation. Facility personnel (with appropriate password privileges) are able to monitor live calls by simply highlighting the call in progress and clicking on the speaker icon. This process is undetectable by either the inmate or the called party and does not disrupt the recording process. Furthermore, concise descriptions of activity are displayed for each phone in use, for example, the system displays the specific telephone location, inmate PIN and name, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, such as "In Progress," "Calling Destination," "Get Acceptance".

The system also provides the ability to automatically eliminate any monitoring or recording of special calls, such as to legal counsel, by designating the number as a "private" number. In the event that a retrieval of a "private" call is attempted, the system will inform the user that, "This call is prohibited from monitoring."

As an additional value add to the live monitoring requirement, Evercom will provide, at no cost to the Department, its Scan Patrol feature.

Scan Patrol

This exclusive feature allows an investigator to listen to a programmable number of seconds, e.g. 15 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. 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.

2.4.9.3 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering the specific inmate PIN. The Contractor must describe, in its response, how this is accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The system allows for the Department personnel to monitor inmate calls in progress by entering a specific inmate PIN.

The monitoring system has the capability of controlling and restricting inmate telephone usage according to Department requirements.

The system provides live-monitoring capability via line indicator at a central location with which facility personnel will have the ability to select any access line by processing a single button or issuing a simple keystroke command. This capability will be provided from any workstation to any facility. Neither the called party nor the inmate will detect an audible indicator that would warn him/her that the line is monitored.

2.4.9.4 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering a specific telephone number. The Contractor must describe, in its response, how this is accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The system allows for the Department personnel to monitor inmate calls in progress by entering a specific telephone number.

The system enables facility personnel, with password authorization, to 'tag' specific dialed numbers or "hot

numbers” from administrative stations. This feature will provide notification when those ‘tagged’ parameters are detected in the process of a call. The system will notify personnel immediately at all administrative stations that a call is being made to a "hot number" and will display the called number and location where the call is being made from on the administrative workstation screen.

The monitoring system has the capability of controlling and restricting inmate telephone usage according to Department requirements.

The system provides live-monitoring capability via line indicator at a central location with which facility personnel will have the ability to select any access line by processing a single button or issuing a simple keystroke command. This capability will be provided from any workstation to any facility. Neither the called party nor the inmate will detect an audible indicator that would warn him/her that the line is monitored.

Location	PIN	Destination	City/State	Duration	Watch	Status
K-UP ROHT		815363613	ROCKFORD IL	01:33		In Progress
L-UP ROHT		8152275443	ROCKFORD IL	05:00		In Progress
H-UP ROHT		8159041034	ROCKFORD IL	12:18		In Progress
P-1		8152268966	ROCKFORD IL	04:07		In Progress

2.4.9.5 The proposed IPS must allow for alerts or alarms that will notify the Department personnel when a specific inmate is placing a telephone call thus allowing the Department personnel to monitor that call while it is in progress. The Contractor must describe, in its response, how this function will operate with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

COVERT ALERT

The system will be equipped with the capability to bridge a call to an authorized remote number for those numbers, or PINs, that are under surveillance by the investigative unit.

The Covert Alert feature allows authorized personnel to monitor a call, from any designated remote location, while the call is in progress. Once a number, or PIN, is assigned a 'covert' status, the user simply enters a telephone number (cellular, home, office, etc.) from which he/she wants the call sent to for 'Live' monitoring. The call is then automatically bridged once the call is accepted by the called party and in progress.

There are no distance barriers to the retrieval process so the remote telephone number can be located within the facility or across the country. As an additional benefit, administrators may continue to monitor other calls, through the on-site workstation, while utilizing the 'Covert Alert' remote live call-forwarding feature. This allows for facility investigators to effectively monitor potential elicited activities regardless of the investigators' location. If the investigator is unable to perform live monitoring as the result of a covert alert notification, the recordings remain available and will be identified with alert notification status.

2.4.9.6 It is desirable that the IPS provide the alerts listed above via e-mail address, wireless pager and/or cellular telephone. The Contractor must list, in its response, the devices to which the IPS can send alerts.

RESPONSE: Evercom has read, understands and will comply.

The system can provide the alerts listed above via e-mail address, wireless pager and/or cellular telephone.

2.4.9.7 It is desirable that the IPS provide the alerts to the devices in a multiple "target" mode. For example, the alert is sent to a cellular telephone. If unanswered, the call would then send via e-mail or to a pager number.

RESPONSE: Evercom has read, understands and will comply.

The system can also provide the alerts to the devices in a multiple "target" mode. For example, the alert is sent to a cellular telephone. If unanswered, the call would then be sent via e-mail or to a pager number.

2.4.9.8 It is desirable that the IPS call monitoring capability provide a form of speech or word recognition that would alert the Department personnel when certain words or phrases were used by an inmate during an outgoing call. The Contractor must provide, in its response, a description of this capability.

RESPONSE: Evercom has read, understands and will comply.

Evercom offers, ECHO, a word search turnkey solution for correctional facilities' recorded inmate conversations. This technology assists investigators in searching inmate conversations for words or phrases such as trigger words associated with potential escape scenarios and drug-related incidents. This solution makes it possible for the investigators to search for and replay specific words or phrases within audio recordings. This productivity tool significantly expedites audio searches, which are highly time-consuming using traditional retrieval methods that require listening to extended portions of recordings to locate desired content.

Word Search provides fast and easy navigation of audio files, and is far superior to the rudimentary "start" and "stop" functions of conventional media player controls. The user can quickly locate specific words and phrases that match their search request, then click and play back the desired audio content. In addition, it provides advanced language processing features such as "sounds like" searches, and generation of a list of the key topic words spoken in a specific recording.

While this application is not foolproof, it adds a significant tool to help investigators save valuable time and solve crimes.

2.4.9.9 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress for a site remote from the Department facility from which the call is placed. The Contractor must state, in its response, how this will be accomplished with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

Evercom's IPS product is truly a web-based product that allows authorized personnel access to valuable information from any PC, anywhere. This product allows you to take advantage of high speed internet technologies and insure monitoring security by certified personnel.

2.4.9.10 It is desirable that the IPS call monitoring capability allow for remote monitoring of the inmate calls in progress from within the facility (e.g., officers in towers, etc.). The Contractor must state, in its response, what is required to provide this remote call monitoring within the particular the Department facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom's IPS product is truly a web-based product that allows authorized personnel access to valuable information from any PC, anywhere. This product allows you to take advantage of high speed internet technologies and insure database security by certified personnel.

2.4.10 General Telephone Equipment Requirements

2.4.10.1 The Inmate Telephone Station Equipment required for the Department must consist of four (4) types of telephones as listed:

RESPONSE: Evercom has read, understands and will comply.

Type 1: Wall Mounted Telephones (Indoor)

2.4.10.1.1.1 The first type must be permanently mounted wall telephones meeting the following specifications:

RESPONSE: Evercom has read, understands and will comply.

Evercom Inmate Telephones are the strongest and most reliable units available, and are designed specifically for the prison environment.



The dimensions of our inmate telephones are 8 ½ inches deep, 22 ¼ inches high, and 9 ¼ inches wide. The shipping weight of our inmate telephones is 10 lbs. The standard length of the receiver cord and stainless steel lanyard is 18 inches.

Please review the following information for additional features and specifications.

ITC7042BL Full Size Blue Inmate Phone with Volume Control

THE INDUSTRY STANDARD:

- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Facilities nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear® Technology is Here!

ORDERING OPTIONS:

- ITC7042BL Full Size Blue Phone with VC
- ITC7042BL/DC Full Size Blue Phone with DuraClear® and Volume Control

FEATURES:

- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party

- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)

2.4.10.1.1.2 All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed IPS at no cost to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

All Inmate Telephone Equipment will be of new manufacture and be provided (and installed) with the proposed IPS at no cost to the Department.

2.4.10.1.1.3 The Contractor must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

2.4.10.1.1.4 The Contractor is responsible for reimbursing the Department for any "construction" costs incurred to facilitate the installation of the inmate telephones.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom is responsible for reimbursing the Department for any "construction" costs incurred to facilitate the installation of the inmate telephones.

2.4.10.1.1.5 All inmate telephones must be powered by the IPS system and require no additional power source at the instrument.

- RESPONSE: Evercom has read, understands and will comply.**

The units are line powered and require no external wiring, backup batteries, or AC voltage.

2.4.10.1.1.6 The inmate telephone instrument must be compact in design. The Contractor must include photographs of the proposed inmate telephones in its response.

- RESPONSE: Evercom has read, understands and will comply.**

The Evercom system is compact in design.

2.4.10.1.1.7 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

- RESPONSE: Evercom has read, understands and will comply.**

The Evercom system does not include coin entry slots or coin return slots regardless of whether these functions are disabled on the station equipment.

2.4.10.1.1.8 The inmate telephone instruments must not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts

- RESPONSE:** Evercom has read, understands and will comply.

The Evercom calling platform does not contain card reader capabilities used to identify inmate telephone accounts for purposes of debiting inmate telephone accounts.

2.4.10.1.1.9 The Contractor must provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by the Department personnel for the purposes of reporting troubles and troubleshooting problems. As new inmate telephones are added or telephones are replaced they must be identified in the same manner and all appropriate paper work must be updated to reflect the addition.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by Department staff for the purposes of reporting troubles and troubleshooting problems. As new Inmate Telephones are added or telephones are replaced they will be identified in the same manner and all appropriate paper work will be updated to reflect the addition.

2.4.10.1.1.10 The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Contractor must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).

- RESPONSE:** Evercom has read, understands and will comply.

Evercom utilizes state-of-the-art electronic equipment, and digital recording and T1 equipment to provide acceptable audio quality, at a minimum. Evercom does not use voice compression, and maintains an audio frequency response

of +/- 1 .1dB, 300-3400Hz (relative to 0 dBm, 1000Hz). Extensive testing is performed, including numerous test calls from each facility during installation, to ensure excellent audio quality. All work required to satisfy this requirement will be done at no cost to the Department. The lines utilized by the system are ordered through the local exchange carrier (LEC), which guarantees equivalent audio quality.

2.4.10.1.1.11 All inmate telephones must provide volume controls which allow inmates to amplify the called party's voice.

- RESPONSE: Evercom has read, understands and will comply.**

The Evercom platform provides volume controls will allow inmates to amplify the called party's voice.

2.4.10.1.1.12 The Contractor must provide dialing instructions as well as a "warning" that states "This Call is Being Recorded" to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible surface instructions will not be acceptable to meet this requirement.

- RESPONSE: Evercom has read, understands and will comply.**

Each Inmate Telephone Station dialing instruction plate will include a "warning" statement in both English and Spanish on each Inmate Telephone Station Set that states "This Call is Subject to Monitoring and/or Recording" that is printed and mounted behind a clear Lexan window, which is supported from behind by a metal plate and held securely in place at four points.

2.4.10.1.1.13 The Contractor must maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will maintain the above required station set dialing instructions and warning statements for legibility and accuracy during the course of this contract.

2.4.10.1.1.14 The inmate telephone instrument must not be capable of being used to program any feature of the proposed IPS.

- RESPONSE: Evercom has read, understands and will comply.**

The inmate telephone instrument is not capable of being used to program any feature of the proposed IPS.

2.4.10.1.1.15 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).

- RESPONSE: Evercom has read, understands and will comply.**

All of the proposed inmate telephones are compliant with all applicable requirements of the Americans with Disabilities Act (ADA).

2.4.10.1.2 Type 2: Special Management Unit Telephones

2.4.10.1.2.1 The second type of inmate telephone instrument must be portable or "movable" inmate telephones that are used mainly in special management units and must be manufactured to withstand abuse (physical, liquid, etc.) as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable at meeting this requirement. The Contractor must state how it will allow the Department to secure the touch tone pad after the special management unit's inmate's initial call now has been placed.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom is familiar with this type of requirement and has developed a portable unit that is of the same height to allow the handset of a secure inmate instrument the ability to fit through the Food Slot (Bean Hole).

2.4.10.1.2.2 The Contractor must describe, in its response, how these movable or portable telephones will be moved from one cell to another by the Department personnel to allow for inmate calling.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom's portable telephones are mounted to prison carts or dollies. The Department personnel simply rolls the device from one cell to another to allow for inmate calling.

2.4.10.1.2.3 The Contractor must provide a special management unit telephone that includes all call restrictions of the IPS with regard to inmate PINs, call duration, etc.

- RESPONSE: Evercom has read, understands and will comply.**

2.4.10.1.2.4 The Contractor must provide a special management unit telephone that allows the Department personnel to provide the handset only to the inmate thus denying access to the dial pad by the inmate. The Contractor must describe, in its response, how this is accomplished with the proposed telephone instrument.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom is familiar with this type of requirement and has developed a portable unit that is of the same height to allow the handset of a secure inmate instrument the ability to fit through the Food Slot (Bean Hole). Although the handset

inserts into the Food Slot, the dial pad is outside of the cell denying access by the inmate for supervised dialing by Department Personnel.

2.4.10.1.3 Type 3: Outdoor Telephones

2.4.10.1.3.1 The third type of Inmate Telephone Station Equipment must be "all weather" inmate telephone sets to be used in some outdoor conditions as various Department facilities.

RESPONSE: Evercom has read, understands and will comply.

2.4.10.1.3.2 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Contractor must state this compliance in its response.

RESPONSE: Evercom has read, understands and will comply.

The outdoor inmate telephone instruments meet all requirements of the Type 1: Wall Mounted Telephones (indoors) described in this section.

2.4.10.1.3.3 The outdoor inmate telephone instrument must be weather proof to ensure durability in outdoor conditions.

RESPONSE: Evercom has read, understands and will comply.

The outdoor inmate telephone instrument is weather proof to ensure durability in outdoor conditions.

2.4.10.1.4 Type 4: TDD/TTY Devices

2.4.10.1.4.1 The Department currently has inmates who are deaf or hearing impaired and must place outgoing telephone calls via a TDD/TTY. The Contractor must describe, in its response,

how such calls will be conducted in conjunction with the proposed IPS.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom's program for inmates who are deaf or hearing impaired will provide those inmates the ability to place outgoing telephone calls utilizing a TTY (Text Telephone) device that will be integrated with the Inmate Calling System (IPS). The technology that will be provided will eliminate the need for correctional officer or staff member from having to initiate the call process. The inmate calling process is initiated when the inmate types the information into the TTY device that will dial out through the Evercom IPS to the state's Telecommunication Relay Center (TRS). The information will include the inmate's PIN Number along with a pre-set toll free number that will direct dial to the TRS. With TRS, a special operator will communicate back to the inmate to confirm the connection and begin the call connection process to the called party who receives the call on a collect basis. Integrating the TTY call through the IPS allows for various policy and security measures that would be specified by the DOC such as time limits, recording of calls, remote printing the content of the calls, prevent redialing, etc. All TTY calls originating from a corrections environment that are integrated with the Evercom IPS are collect and processed through a TRS. Future development will allow the inmates to process calls direct to an authorized called party that has a TTY device and the call will have the ability to be processed either collect or prepaid.

2.4.10.1.4.2 The Contractor must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:

- 2.4.10.1.4.2.1 A standard telephone number on the inmate's call list.
- 2.4.10.1.4.2.2 Toll free number for the deaf relay service;
- 2.4.10.1.4.2.3 711 deaf relay service call;

- RESPONSE:** Evercom has read, understands and will comply.

Evercom's TDD/TTY System has the capability to access the deaf relay service through the Evercom IPS by dialing either the TRS toll free number designated in the State of Arizona or the 711 number if applicable.

Currently the system requires the inmate to place calls using his PIN number which then goes to the Telecommunication Relay Center (TRC). The special operator will recognize that the call is originating from a correctional facility but currently does not have access to specific call lists. Evercom's engineering department is researching alternative solutions.

2.4.10.1.4.3 The Contractor must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed IPS.

- RESPONSE:** Evercom has read, understands and will comply.

The inmate calling process is initiated when the inmate types the information into the TTY device that will dial out through the Evercom IPS to the state's Telecommunication Relay Center (TRS). The information will include the inmate's PIN Number along with a pre-set toll free number that will direct dial to the TRS. With TRS, a special operator will communicate back to the inmate to confirm the connection and begin the call connection process to the called party who receives the call on a collect basis. The special operator will recognize that the call is originating from a correctional facility. Integrating the TTY call through the IPS allows for various policy and security measures that would be specified by the DOC such as time limits, recording of calls, remote printing the content of the calls, prevent redialing, etc.

2.4.10.1.4.4 The Contractor must provide adequate TDD/TTY or suitable devices to each of the Department facility, maintain such devices as well as provide additional devices, at no

cost, when requested by a specific Department facility.

- RESPONSE:** Evercom has read, understands and will comply.

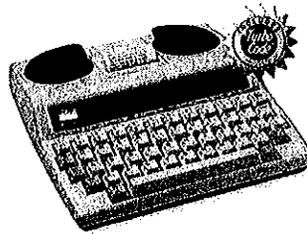
Evercom's TDD portable units feature direct connect . Call progress tells the inmate if the phone he or she is calling is ringing or busy. Convenient arrow keys make it easy to review information saved in memory. The TTY Announcer lets hearing people know the inmate is on the line. The User-programmable Relay Voice Announcer tells hearing callers to use a TTY or use relay, and gives the phone number for the inmate's relay service. Auto ID lets everyone you call know that the inmate caller is using a TTY.

Superprint 4425 Portable TDD

- Built-in, 24-character printer
- 3 selectable print sizes
- 32k memory
- Date/time printed at the beginning of each call
- Turbo Code® and Auto IDTM
- Built-in ring flasher
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memo
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)
- ASCII code is available
- Model CT-178ADP.
- FCC Registered: 1U8USA-74411-CC-T
- TTY Announcer™ tells hearing callers you are using a TTY

Additional TDD Features Include:

- Direct connect (with 2 jacks) to standard telephone line
- User-programmable Relay Voice Announcer
- Call progress - display indicates "ringing" or "busy"
- Auto-Answer capabilities (with programmable message)
- Auto-busy redial and Wait for Response
- Remote message retrieval
- Tone or pulse dial
- Keyboard dialing
- Memory dialing/redial



2.4.10.1.4.5 The Contractor must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.

- RESPONSE: Evercom has read, understands and will comply.**

All TDD/TTY equipment will contain a digital display (i.e., LCD and LED) and a printer device. The Display shows call progress and tells the inmate if the phone he or she is calling is ringing or busy. Convenient arrow keys make it easy to review information saved in memory within the display.

2.4.10.1.4.6 The Contractor must provide TDD/TTY or suitable devices that allow the inmate conversation to be printed in real-time allowing the Department to have a hard copy of the inmate conversation with the exception of privileged calls to attorneys, etc.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide TDD/TTY or suitable devices that allow the inmate conversation to be printed in real-time allowing the DOC to have hard copy of the inmate conversation. Upon acceptance of the collect call the Relay Operator will start conversing with the inmate on the TTY device and then the inmate would type a message to the relay operator. The Relay Operator would then read the text message to the called party. The called party would then respond verbally with their message which then would be typed by the Relay Operator and sent back to the inmate. That process would continue through the duration of the

call. The results would be that both conversations (TTY and verbal) would be printed out on a printer in an area designated by the DOC.

2.4.10.1.4.7 The Contractor must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call.

RESPONSE: Evercom has read, understands and will comply.

The inmate calling process is initiated when the inmate types the information into the TTY device that will dial out through the Evercom IPS to the Arizona Deaf Relay Service. At the time that the relay operator receives confirmation of collect call acceptance, a call detail record is generated that will be processed as a collect call to the called party. The cost for that call will be received by the called party as part of their normal telephone bill.

2.4.11 Data Back-Up

2.4.11.1 The Contractor must perform all system and database back ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Contractor at no cost to the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide all backup and archival hardware, supplies, and recover procedures at no cost to the Department. This includes the following:

Backup and archiving are accomplished within the proposed IPS. The system has internal capacity to store daily records, even if power is lost or the system goes down for some reason.

The Evercom system includes hardware and software to support archiving of all data. The Evercom approach allows the Department real time access to current and archived data. The archiving system supports at least

seven (7) years of near-line storage with tapes providing storage as long as desired. Archived data on the archive server allows the Department to view, query, and report archived information in the same manner as IPS real-time operations, while not disrupting or interfering with current operations. The Department staff merely has to access the "Archive" menu option, and a window will then be available to step through the desired process.

2.4.11.2 The Contractor must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.

RESPONSE: Evercom has read, understands and will comply.

The extensive backup capability described above, including separate locations (e.g., disaster recovery), enable Evercom to recover all data to the point of full system operation.

2.4.11.3 The Contractor must describe, in its response, the back-up schedule for:

2.4.11.3.1 The local system programming databases for each of the Department facility;

RESPONSE: Evercom has read, understands and will comply.

Backups are performed Daily.

2.4.11.3.2 The central Contractor maintained programming database for all Department facilities;

RESPONSE: Evercom has read, understands and will comply.

Backups are performed Daily.

2.4.11.3.3 All inmate call records for each of the Department facility;

- RESPONSE: Evercom has read, understands and will comply.**

Backups are performed once every 5 minutes.

2.4.11.3.4 All inmate call records for all Department facilities maintained at the Contractor's site;

- RESPONSE: Evercom has read, understands and will comply.**

Backups are performed Daily.

2.4.11.3.5 All inmate call recordings for each of the Department facility;

- RESPONSE: Evercom has read, understands and will comply.**

Duplicates are created after conversation has ended on each call.

2.4.11.3.6 All inmate call recordings for all Department facilities maintained at the Contractor's site.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom proposes online storage and backup redundancy for all call recordings of each DOC Department Facility at our central office in Dallas, Texas for the life of the contract. The Evercom Central Office will provide full backup redundancy of hardware and software. In the event of a catastrophic failure in our Dallas Central office, all information and support of the network will be duplicated in our Disaster Recovery Center located in Allen, Texas.

2.4.11.4 The Contractor must state, in its response, if these system back-ups are performed in real-time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.

- RESPONSE: Evercom has read, understands and will comply.**

The system back-ups are performed on a real-time basis.

2.4.11.5 The Contractor must describe, in its response, how the local IPS databases at all Department facilities will be kept current with the IPS backups at the Contractor site in case of required re-programming or system recovery at the Department facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom proposes 6 months online storage and backup redundancy for all call recordings of each DOC Department Facility at our central office in Dallas, Texas for the life of the contract. The Evercom Central Office will provide full backup redundancy of hardware and software. In the event of a catastrophic failure in our Dallas Central office, all information and support of the network will be duplicated in our Disaster Recovery Center located in Allen, Texas.

2.4.11.6 The Contractor must agree, in its response, that the Department retains ownership of all archived information, call detail, inmate records, etc. The Contractor must agree, in its response, that the Department has the right to obtain all archived information, call detail, inmate records, etc. associated with the IPS regardless of the location of such information within the Contractor's organization or site.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees that the Department retains ownership of all archived information, call detail, inmate records, etc. Evercom also agrees that the Department has the right to obtain all archived information, call detail, inmate records, etc. associated with the system regardless of the location of such information within Evercom's organization or site.

Evercom will retain ownership of all billing records, but will make those available to the Department upon request.

2.4.11.7 The Contractor must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such

sensitive information will be performed within the Contractor's organization.

- RESPONSE:** Evercom has read, understands and will comply.

Security procedures that allow administrative access to the system at each facility are provided by a multi-level user encrypted password system that requires a known login ID and password before access is granted. A continuous historical audit trail is used to police the access and flow of data and information to and from the computer system. This audit trail records a user ID code and change date with each administrative modification. User groups may be created and maintained by the security administrator. Again, all administrative modifications are logged to provide permanent change records.

A Profile Group is a collected set of user parameters that are given a defined name. This defined profile group can, in turn, be assigned to various users across different facilities. These Profile Groups define various aspects of a user's "appearance" such as:

- Number of password retries allowed during login attempts
- Inactivity timeout
- Rights to change own password
- Time period between required password changes
- Number between password re-use

The Evercom proposed IPS has dial-in security for the Evercom Support team. The Support team may dial into the workstation or calling platform machine, which are both password protected. Evercom does not dial into the platform to obtain Call Detail Records (CDRs); instead, the system actually dials from the facilities to Evercom headquarters to upload the CDRs.

The system stores all CDRs in non-volatile memory located within the proposed IPS. This data is kept in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. The platform is capable of storing multiple months of records at the site; however, all Call Detail Records are

collected daily in Evercom's Data Center for billing purposes and are archived for a minimum of five (5) years at the secure Data Center.

2.4.12 IPS Management/Administration Requirements

2.4.12.1 The Contractor must propose an IPS that can be administered on-site by the Contractor's personnel and the Department personnel.

RESPONSE: Evercom has read, understands and will comply.

The system is fully administrable either on-site or remotely by Evercom personnel or by personnel from the Department. The platform administration terminal is a Windows XP based client that is able to efficiently control the proposed IPS in real-time.

2.4.12.2 The Contractor must propose an IPS that allows for changes to be administered in "real time" while the system is in use. The proposed system must not require the system to be taken offline to make additions, changes or retrieve reports.

RESPONSE: Evercom has read, understands and will comply.

All system changes can be made in real-time, while the system is still running. The system does not have to be taken off line to make additions, changes or retrieve reports.

2.4.12.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows™) for both system administration and system reporting functions. The Contractor must provide samples of its User Interface screens with it response.

RESPONSE: Evercom has read, understands and will comply.

The system proposed provides a Windows-based Graphical User Interface (GUI) for both system administration and system reporting functions. The graphical user interface

administration applications include the CDR Export which is a 'point and click' interface that provide a user-friendly environment. The CDR Export feature is used to save the desired report as a file to a specified destination, in a specified format. Reports may be saved to a variety of destinations.

Evercom has provided samples of our User Interface screens throughout our response.

2.4.12.4 The Contractor must describe, in its response, what system administration functions are available with the proposed IPS (i.e., new account entry, account/record modification, account deletion, etc.).

- RESPONSE:** Evercom has read, understands and will comply.

All administrative system functions of the Evercom system are designed to be user-friendly. Some of these functions include: new account entry, account/record modification, account deletion, call blocking, station on/off timers, call duration, call metering/limits, ring time, inmate suspensions, alert groups, line status monitoring and reports generation/printing.

PIN Search

Search Parameters

PIN: 21344 First Name: Last Name:

Search Reset New PIN

PIN Search Results

PIN	Name	Enter Date	Active	Description
<input checked="" type="checkbox"/> 21344	Jackson, Floyd	12/26/2003	<input checked="" type="checkbox"/>	

PIN Editor

PIN: 21344 Active: PAIR: Entered: 12/26/2003

Last name: Jackson

First Name: Floyd

Balance: \$0.00 Last Facility: 1-1 A-1-UPPER Time Group:

Description:

Save Delete Cancel Retire

Time Restrictions

Daily First Day:

Minutes: Last Day:

Minutes Used: 0

Last Call: //

Recorded Name

Rouse

Play Delete

PAN Editor

PIN: 21344 PAIR: 2140301980 Last Edit:

Speed: 12

Free: Private:

Blocked: Watch:

Description: Public Defender number

Save Delete Cancel

2.4.13 PIN Transfer Between Department Sites

2.4.13.1 The Department makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the Department understands that there will sometimes be unusual circumstances to prevent such, it is important that the PIN assigned to the transferred inmate be active at the new facility within 12 hours after the physical transfer. The Department will provide the Contractor with a list of inmates to be transferred on a daily basis to assist in facilitate this PIN transfer.

RESPONSE: Evercom has read, understands and will comply.

It is Evercom's goal to automate the PIN transfer list, so that the Department is able to use a file transfer to alert Evercom of inmate transfers and the PIN transfer will be immediately effective with the receipt of the PIN transfer file. Until automated PIN transfer is available Evercom will use both its on-site service administrators and our national administrative support center to meet the requirement to transfer PINs with 12 hours.

2.4.13.2 The Contractor must agree, in its response, to this 12 hour PIN transfer requirement.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees to this 12 hour PIN transfer requirement.

2.4.13.3 The Contractor must describe, in its response, how it will perform daily scheduled transfers.

RESPONSE: Evercom has read, understands and will comply.

Inmate records will be kept on a shared database, with all of the Department facilities having access. Therefore, inmate transfers between Department facilities will not require any records transfer.

2.4.13.4 The Contractor must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to their attorney through the IPS.

RESPONSE: Evercom has read, understands and will comply.

Evercom's IPS performs PIN transfers that automatically transfer the existing inmate calling list associated with the inmate's PIN. PIN transfer can be done manually by a site administrator that is either located at the facility or through remote access to the system. It is Evercom's goal to set up a file transfer from the Department that would enable the PIN to be automatically transferred to the inmate's new facility without manual intervention. This provides for less work on the department. Transferring PINs automatically ensures that the transferred inmate has access to their attorney through the IPS.

2.4.14 Semi-Annual Review

2.4.14.1 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that all Department staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The Department will provide a list of appropriate telephone numbers.

RESPONSE: Evercom has read, understands and will comply.

Evercom will conduct a semi-annual review of the inmate PIN database to ensure that all Department staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists.

2.4.15 System Reporting Function

2.4.15.1 The proposed IPS must provide a system reporting package accessible by the Department personnel. This reporting package must allow for the querying of inmate call records and include a graphical user interface (GUI) for ease of use.

- RESPONSE:** Evercom has read, understands and will comply.

The system proposed provides a Windows-based Graphical User Interface (GUI) for both system administration and system reporting functions. The graphical user interface administration applications include the CDR Export which is a 'point and click' interface that provides a user-friendly environment. The CDR Export feature is used to save the desired report as a file to a specified destination, in a specified format. Reports may be saved to a variety of destinations.

2.4.15.2 The proposed IPS must allow for the generation of reports by the Department facility, a combination of the Department facilities or all Department facilities.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS allows for the generation of reports by the Department facility, a combination of the Department facilities or all Department facilities.

2.4.15.3 The proposed IPS must allow for the generation of reports by the Department personnel based on their user access level.

- RESPONSE:** Evercom has read, understands and will comply.

The proposed IPS allows for the generation of reports by the Department personnel based on their user access level.

2.4.15.4 The proposed IPS must provide for standard or custom reports that provide for the following, at a minimum:

- 2.4.15.4.1.1 Monthly revenue by prison location and phone
- 2.4.15.4.1.2 Chronological List of Calls
- 2.4.15.4.1.3 Daily Call Volume Summary
- 2.4.15.4.1.4 Daily Call Volume Detail
- 2.4.15.4.1.5 Weekly Call Volume Summary
- 2.4.15.4.1.6 Weekly Call Volume Detail
- 2.4.15.4.1.7 Inmate Account Summary
- 2.4.15.4.1.8 Inmate Account Detail
- 2.4.15.4.1.9 Frequently Dialed Numbers
- 2.4.15.4.1.10 Specific Telephone Number Dialed Usage
- 2.4.15.4.1.11 Suspended Inmate Account
- 2.4.15.4.1.12 Alert Notification
- 2.4.15.4.1.13 Telephone Numbers Called by More Than One Inmate
- 2.4.15.4.1.14 Telephone Numbers Assigned to More Than One Inmate Account
- 2.4.15.4.1.15 Quantity of Calls per Inmate Account
- 2.4.15.4.1.16 Quantity of Minutes per Inmate Account
- 2.4.15.4.1.17 Blocked Telephone Number List
- 2.4.15.4.1.18 Local Exchange Volume (by Exchange)
- 2.4.15.4.1.19 Area Code Volume (by Area Code)

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS has standard system reports as well as reports customized for the specific needs of the Department including:

- **Monthly revenue by prison location and phone**
- **Chronological List of Calls**
- **Daily Call Volume Summary**
- **Daily Call Volume Detail**
- **Weekly Call Volume Summary**
- **Weekly Call Volume Detail**
- **Inmate Account Summary**
- **Inmate Account Detail**

- **Frequently Dialed Numbers**
- **Specific Telephone Number Dialed Usage**
- **Suspended Inmate Account**
- **Alert Notification**
- **Telephone Numbers Called by More Than One Inmate**
- **Telephone Numbers Assigned to More Than One Inmate Account**
- **Quantity of Calls per Inmate Account**
- **Quantity of Minutes per Inmate Account**
- **Blocked Telephone Number List**
- **Local Exchange Volume (by Exchange)**
- **Area Code Volume (by Area Code)**

See Attachment 10: Sample Reports.

2.4.15.5 The proposed IPS must allow for selected reports to be generated automatically based on The Department criteria (e.g., time of day, volume of calls, particular inmate, etc.).

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS can be programmed to generate the aforementioned reports automatically based on the parameters set by the Department.

2.4.15.6 The proposed IPS must allow for automatic generation of reports by individual the Department facility or on a system wide basis.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS allows for automatic generation of reports by individual, the Department facility or on a system wide basis.

2.4.15.7 The proposed IPS reporting function must allow for the exporting reporting data to Microsoft SQL Server® at a minimum.

RESPONSE: Evercom has read, understands and will comply.

Evercom utilizes Microsoft SQL Server® for a database manager. Therefore, there will be no need to export because we could simply replicate the data. Additionally, the Evercom IPS can export to other file programs such as Standard Text or Microsoft Excel.

2.4.15.8 It is desirable that the IPS provide the Department personnel that ability to simply click on the called number and be provided with the name and address of the called party. The Contractor must describe, in its response, how this function is provided and how it operates with the proposed system.

RESPONSE: Evercom has read, understands and will comply.

The IPS provides the Department personnel the ability to simply click on the called number and be provided with the name and address of the called party through our Electronic Dragnet feature. Electronic Dragnet is a standalone web based application. The focus of this application is the next level of investigative features above what is offered in the industry.

2.4.16 Training Requirements

2.4.16.1 It is instrumental to the success of the installation of the IPS that the Department personnel be trained in various aspects of the system operation. Therefore, the Contractor must provide a complete training schedule based on the following requirements.

RESPONSE: Evercom has read, understands and will comply.

A DETAILED ILLUSTRATION FOLLOWS BELOW:

Training Course Elements

Evercom is committed to ensuring that the users of the SYSTEM are provided with ongoing training that will help them maximize the investigative and administrative potential of the system. The following table details the standard SYSTEM training course elements that Evercom will provide at no charge. In addition, our customers are provided with detailed SYSTEM manuals and learning tools

that will further complement their system administration capabilities.

Course Element	Description
SYSTEM Components: Purpose and Operation	Participants learn what a wide area network (WAN) and a local area network (LAN) are, and how they relate to the components of the SYSTEM. All components of the SYSTEM will be discussed, as well as the centrally located SYSTEM server and backup system(s).
Secure Access: Multilevel Password Security Features, Functionality and Operation	Participants will be instructed on how to set up and assign different or specific access levels to authorized individuals. Participants will also learn how to modify initial access levels and or input additional levels based on facility clearance objectives and designated entry to each application. The facility administrator has the ability to determine system accessibility by assigning passwords and security levels to authorized personnel. Multi-Level access applies to each application of the SYSTEM with three primary levels – Low, Medium and High. Participants will be trained in the manner for which appropriate application levels are applied.
SYSTEM Live: <ol style="list-style-type: none"> 1. Call Monitoring and Disabling 2. 'Live' Call Activation 3. Remote Access 4. Disabling 5. Investigative Tool 	LIVE: Visual and Audio call monitoring will be described with specific instructions on how to activate the primary functions of this application. Specific features of the 'Live' monitoring screen will be discussed in detail to include: <ul style="list-style-type: none"> • column headings • manipulation of the information order • 'hot' keys for disabling/enabling ports • multiple party monitoring REMOTE: The monitoring application tools will be discussed to include on-site 'Live' monitoring and the remote access capabilities specific to performing tasks related to the 'Live' call retrieval and forwarding functions. DISABLING: Authorized personnel will also be trained in the area of phone control for the purpose of disabling

Course Element	Description
	<p>individual or multiple ports when immediate action is required.</p> <p>INVESTIGATIVE: The potential to deter and control crime within the facility and outside the facility through the use of call monitoring will be discussed. Actual customer experiences will be shared with the participants.</p>
<p>Profiler: PIN & PAN Setup/Maintenance.</p> <p>Prisoner Identification #s Call Restrictions/Privileges Personal Allowed # Lists Global Assignment</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> • Establish an inmate PIN record with specific number assignments, time restrictions and audit trail of calls • Define a Personal Allowed Number list with specific number restrictions and called party association • Assign Private Number Status for attorney/client privilege (disables recording and monitoring capabilities) • Assign 'Watched' Number Status <ul style="list-style-type: none"> ○ Remote and on-site alerting capabilities • Apply Call Restrictions per PIN <ul style="list-style-type: none"> ○ Time of day restrictions ○ Call limitations based on daily, weekly and monthly ○ Special calling privileges • Access record for editing and modifications • Global number assignment
<p>Watched Number Alert: Audible watched number alert</p>	<p>Selected participants will be instructed on how to designate specific numbers as 'watched' through the 'Watch Alert' feature of the Number Restrict Editor application.</p>
<p>Covert Alert: Remote Live Monitoring of Calls</p>	<p>Participants will be instructed on how to set up and establish remote call forwarding and monitoring for those numbers that are under surveillance. Participants will learn how to enter new numbers and the destination number to which the call will be forwarded once in progress. Additionally, participants will also learn how to display the active/inactive list of those numbers assigned a 'watch' status.</p>
<p>Call Playback Function: Recorded Playback Copy Function Restore Function</p>	<p>PLAYBACK: The participant will be taught how to selectively retrieve and listen to a pre-recorded conversation that is resident on the hard drive,</p>

Course Element	Description
	<p>backed-up to AIT device or other archival device.</p> <p>COPY: Participants will be instructed in how to copy a pre-recorded conversation to a CDR device that offers enhanced portability and a valuable tool for building a library of evidence.</p> <p>RESTORE: Instruction will be provided on the restorative capabilities of the system relative to the tape backup function.</p>
<p>Recorder Application: Hard-Drive Capacity Back-up Function Labeling Function</p>	<p>HARD-DRIVE: The participant will be versed in the storage capacity of the hard-drive with specific instruction on the importance of maintaining a tape drive back-up.</p> <p>BACK-UP: Instruction specific to the back-up process and storage life of the calls.</p> <p>LABELING: Participants will be instructed in the proper labeling of storage devices for the purpose of recall and playback of audio calls.</p>
<p>Three Way Call Detection: Methodology Options Available On-Site Controls</p>	<p>METHODOLOGY: Participants will be instructed in the methodology employed to reduce the incidence of 3-way calls.</p> <p>OPTIONS: Instruction will be provided on the options (tag line messaging, call termination, etc.) available for handling potential 3-way calls.</p> <p>CONTROLS: Participants will learn how to adjust the sensitivity settings to reduce the incidence of flagging calls that are not 3-way attempts.</p>
<p>Restrict Number Editor: Search Parameters New Number Assignment Editing/Delete Restrictions Restrictions & Assignments Validation Codes</p>	<p>SEARCH: Instruction will be provided on the restriction feature, which allows authorized personnel to search, retrieve, review and edit number restrictions. The use of this feature as a tool to officers and investigative personnel will be described in detail.</p> <p>NEW: Instruction will be given on how to add a new number and apply restrictions to it such as 'Watched', 'Free', 'Call Block' and 'Private'. Use of the</p>

Course Element	Description
	<p>description field for comments or reasons for the restriction will also be discussed.</p> <p>EDIT: Participants will also be instructed on how to identify, edit and delete a telephone number and/or restrictions that has been previously entered in the system.</p> <p>RESTRICTIONS: Participants will review each of the number restrictions and assignments available through this application to include call blocks, harass and PERMAblock function, free, private and watched status, and the wildcard feature.</p> <p>VALIDATION: Review the validation process. The associated codes and status of the number will be included.</p>
<p>Investigative Reports: Tracking/analyzing inmate call patterns Report Types Parameter Fields Selective Grouping Global Restrictions</p>	<p>REPORTS: Participants will review each of the 15 standard reports with discussion on the capability for generating user specific reports.</p> <p>PARAMETERS: The participant will be versed in the parameter fields relative to each report and how to generate a report with user defined information and report content. The participant will be informed of the investigative values of the report application. The parameter fields include information relative to each telephone, location, destination number, date, PIN, call duration, call type, frequency of calls, etc.</p> <p>SELECTIVE: Participants will receive instruction on how to perform group or individual call searches from a single application.</p> <p>GLOBAL: Participants will also learn about the value added function of the global administrator for number restrictions.</p>
<p>Call Tracker: Case notes with embedded conversations Investigative Tool Case Management</p>	<p>Participants will be instructed in how to establish an investigative log of calls with specific tracking identifiers. The instruction will also include the ability to search, edit and expand existing record logs and the value it offers the investigative unit for case management.</p>
<p>Transporter: True Portability with embedded</p>	<p>Authorized personnel will be instructed in the methods to copy one or multiple</p>

Course Element	Description
call detail	calls to a CD that can be played on any PC without SYSTEM software. Participants will also be taught how to create a CD for use on any audio stereo device (e.g., 'Boom Box' or car stereo system).
<p>Optional Calling Methods: Debit Based Platform Prepaid Card SmartConnect CBS Account Prepayment</p>	<p>In addition to collect calling, additional calling options are available through the SYSTEM. Participants will be provided with an overview of each option and the value it offers.</p> <p>DEBIT: SYSTEM offers a fully integrated debit based calling platform that offers additional tracking controls of the inmates calling activities. PREPAID: Cards can be purchased and then resold through the commissary to allow inmates to prepay for calls placed to friends and family. SMARTCONNECT: Exclusive product of Evercom that offers greater budgeting and calling flexibility to families for maintaining close contact with an inmate. CBS: Family and friends have an option to prepay their phone charges through our dedicated customer care center. Each of these options provides additional avenues for revenue while providing a valuable budgeting tool to families and friends.</p>

2.4.16.2 The Contractor must provide all end-user training to the Department at no cost.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide a thorough training on the system and telephony equipment. Training provided will include the following topics, subject to the approval and modification of Evercom and the Department: the system components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

Follow-up training will be provided as needed. This training can be done via email, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). Evercom also provides an interactive training CD and workbook for use in any PC. This is especially useful when personnel were not able to attend the initial training session and for personnel/shift changes.

See Attachment 11: Training Outline.

2.4.16.3 The Contractor must provide all end-user training on site at the various Department facilities.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide end user training on site at the various Department facilities.

Training sessions may be conducted regionally or individually (by institution), as determined by the AZ DOC and Evercom. The number of attendees per session is dependant upon the availability and size of the room where the training is held. Evercom would like to keep the class size to around 15 people or less, but will work with the DOC to suit your needs.

2.4.16.4 The Contractor must provide training for various levels of Department personnel including full-time system administrators, part-time system administrators, special investigators and data entry specialists, etc.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide training for various levels of Department personnel including full-time system administrators, part-time system administrators, special investigators, and data entry specialists.

Evercom provides thorough training on the inmate calling system and the monitoring and recording system. Both systems are integrated in a way that the training for each is combined to present a more thorough knowledge of the

system as a whole. Each session is customized to meet the experience and expertise level that best suits the attendees. Evercom recommends that Administrators, Investigators and Management attend the training. Training provided includes the following topics, subject to the approval and modification of Evercom and the AZ DOC: the IPS components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

2.4.16.5 The Contractor must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

Evercom provides system training that includes supplying the DOC with documentation covering the IPS and Recording systems. All training is provided by employees of Evercom. At the end of the training module, including the completion of extensive hands on practice with the Windows-based user interface, participants will be able to perform the functions necessary to the basic operation of the inmate call control and Recording systems. Basic functions include but are not limited to the knowledge or creating, deleting and modifying of inmate programming and profiles; generation of system reports; maintenance of inmate alert levels and/or any other functionalities that would meet the needs of the state.

2.4.16.6 The Contractor must provide full training for all assigned system users on how to generate appropriate system reports.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training for all assigned system users on how to generate appropriate system reports. Hands-on report generation is included in training sessions.

2.4.16.7 The Contractor must provide full training for all assigned system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training for all assigned system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.

2.4.16.8 The Contractor must provide full training on all components of the Secure Inmate Calling System.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training on all components of the Secure Inmate Calling System.

Participants will be able to perform the functions necessary to the complete operation of the inmate call control and recording systems.

2.4.16.9 The Contractor must provide full training on the provided call recording function including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.

RESPONSE: Evercom has read, understands and will comply.

Full training to the appropriate Department personnel on the provided recording equipment including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations will be provided to the Department.

2.4.16.10 The Contractor must provide full training for all assigned Department system users on how to change inmate restriction levels (by telephone, suspend PIN, etc.).

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training for all assigned system users on how to change inmate restriction levels.

Inmate and phone restrictions levels and edits of inmate accounts are thoroughly addressed in user training.

2.4.16.11 The Contractor must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

2.4.16.12 The Contractor must provide ongoing system training for existing Department personnel when required by the Department at no cost.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide ongoing system training for existing Department personnel as required by the Department at no cost. This training can be done via email, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). Evercom will work with the Department to schedule any follow-up training that may be needed.

2.4.16.13 The Contractor must provide additional training for new Department personnel when required by the Department at no cost.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will provide additional training for new Department personnel when required by the Department at no cost. This training can be done via email, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). Evercom will work with the Department to schedule any follow-up training that may be needed for new department personnel.

2.4.16.14 The Contractor must describe, in its response, any advanced system training that may be available to the Department personnel whether provided on-site at the Department facility or off-site at the Contractor's training facilities.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will provide system training, including documentation, covering the system. Additional training will be provided to new staff assigned during the Agreement period at no cost to the Department of Corrections. Training manuals will be provided to Detention Facility Staff at all training programs and will become property of the Detention Facility.

All training is provided by experienced employees of Evercom. At the end of the training module, including the completion of extensive hands on practice with the user interface, participants will be able to perform the functions necessary to the basic operation of the system. Training on the Evercom calling platform, including supplemental and refresher training, is provided at no cost to the DOC.

Evercom offers an extensive training program, along with detailed documentation and automated voice instructions, in order to prepare the facility personnel and the inmate population for the use of the inmate telephone system. Evercom's training program enables facility personnel to take advantage of the system's features beginning from the day of installation.

Evercom will provide at least two (2) days of on-site, classroom style training for various levels of facility staff. The training emphasizes hands on demonstrations to familiarize participants with the Evercom calling platform. The courses are designed to encourage participants to practice the skills necessary to perform their daily functions on the Evercom platform.

Additionally, Evercom will work with you to tailor our efforts to meet your training needs. We can also do separate classes for different groups of individuals to ensure that we are matching our training to each groups requirements and focus on their individual needs.

Evercom will provide a thorough training on the system and telephony equipment at no charge to the DOC. Training provided will include the following topics, subject to the approval and modification of Evercom and the DOC: the system components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

Follow-up training will also be provided as needed. This training can be done via a web-meeting, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). Evercom also provides an interactive training CD and workbook for use in any PC. This is especially useful when personnel are not able to attend the initial training session and for personnel/shift changes.

2.4.16.15 The Contractor must in its proposal include the name, title and qualifications of the Contractor staff member who will have the overall responsibility for training.

RESPONSE: Evercom has read, understands and will comply.

Alice Clements is the Director of Evercom's Training Center located in Dallas, Texas, and Manager of our team of certified field trainers. Alice brings to Evercom extensive experience in corporate education and training.

The on-site training will be conducted by our AZ DOC lead trainer Patrick Dover and assisted by Project Manager, Helen McCoy, and the Service Manager, John Jacoby. Ms. McCoy has 15+ years of training with 4½ years on the proposed systems, conducting approximately 20 sessions. Mr. Jacoby has 10½ years of training with 4½ years on the proposed systems, conducting approximately 25 sessions.

Patrick Dover, lead trainer, has been an educator and trainer for over 14 years; during this time he has worked in both the public and private arenas. In addition to his B.S. in Education he has complete the Certified Internet Webmaster Certified Instructor program, he has led Train the Trainer sessions and has coached other trainers on improving their classroom techniques. Besides his training he has Microsoft Office Specialist, Adobe Certified Professional, and Certified Internet Webmaster certifications. He has designed, developed, and delivered hundreds of training programs to organizations and companies throughout the U.S.

2.4.16.16 The proposed IPS must provide for integrated help function for system operation, administration, reporting and management functions.

RESPONSE: Evercom has read, understands and will comply.

The proposed IPS provides for integrated help function for system operation, administration, reporting and management functions.

2.4.16.17 The Contractor must provide a "live" Help Desk support function to the Department at no cost to the Department during the term of this contract. This Help Desk function must be capable of providing support via telephone to the Department IPS personnel for the functions of the IPS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Arizona Time.

RESPONSE: Evercom has read, understands and will comply.

For any service issue, the Department will call the Evercom National Service Center located at Evercom's Operations headquarters in Dallas, TX. The NSC provides a single-point-of-contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days a year. All troubles may be reported on the 24 hour toll-free number 1-800-947-0899. The service call results in a trouble ticket with severity level assignment, which drives the problem diagnosis and repair process. More than 95% of all service calls are handled remotely through the NSC.

2.4.16.18 The "live" Help Desk support function provided by the Contractor must be located within the continental United States.

RESPONSE: Evercom has read, understands and will comply.

For any service issue, the Department will call the Evercom National Service Center located at Evercom's Operations headquarters in Dallas, TX.

2.4.17 Equipment/System Maintenance

2.4.17.1 The Contractor must provide an IPS at all required Department facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.

RESPONSE: Evercom has read, understands and will comply.

The Contractor will provide an IPS at all required Department facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.

2.4.17.2 The Contractor must warrant that the IPS installed for the Department facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Contractor must immediately correct the defect or irregularity or bring the

system within code and performance specifications at no cost to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

Our warranty ensures the installed system will be free of defects and irregularities (i.e., be of good commercial quality workmanship), the installations will be performed in a professional manner conforming to applicable local, Federal, and Department codes and regulations, and the installed system will operate as designed and proposed. In the unlikely event that any of these criteria are not met, Evercom will correct the problem at no cost to the Department.

2.4.17.3 The Contractor must provide all post installation system programming and maintenance services at no cost to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide all post installation system programming and maintenance at no cost to the Department.

2.4.17.4 The Contractor must agree in its response that maintenance service is available on its IPS seven days per week, twenty-four (24) hours a day.

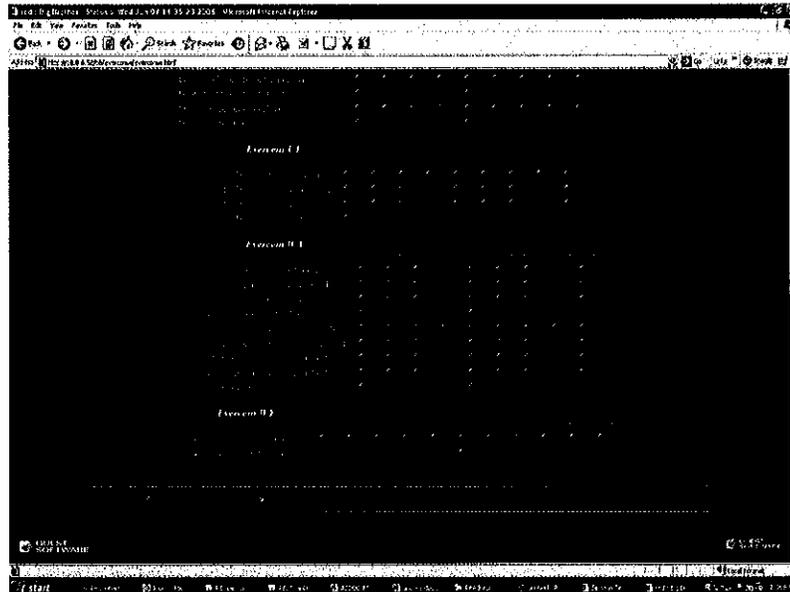
- RESPONSE: Evercom has read, understands and will comply.**

Maintenance service will be available on Evercom's calling platform seven (7) days per week, twenty-four (24) hours a day through the local service team.

2.4.17.5 The Contractor must propose an IPS that provides for remote diagnostic and maintenance.

- RESPONSE: Evercom has read, understands and will comply.**

Remote diagnostics, analysis, and monitoring of the Digital Call Manager are performed by Sentinel. Sentinel is our system and networking monitoring package that proactively alerts technical personnel of irregularities in the system software and hardware. The system maintains connectivity to the IPS over the Wide Area Network, connected by a 56k circuit. Sentinel continually monitors key trouble areas and automatically assigns service consultants and/or dispatch's field technicians to insure optimal operation of your system 24/7. Sentinel actively monitors communication channels, CPU's, disk's, messages, processors and servers to insure optimal operations at all times. Sentinel is fully integrated with IPS. Through our National Service Center, Arizona DOC can be assured of around-the-clock security and service support availability.



2.4.17.6 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the Department facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom is responsible for repair and replace actions of the IPS, either as a whole or with individual components, regardless of causal factor (e.g., normal wear and tear, inmate abuse, inmate unrest, natural disaster) within the system. Such repair and replace activities will be accomplished immediately upon notification by the Department facility at no cost to the Department. Evercom has dedicated phone and FAX lines for the Department IPS program:

- Phone: 1-877-250-8782

Further, the remote diagnostics allows Evercom to monitor equipment status and implement corrective action before the condition manifests itself as a failure.

2.4.17.7 The Contractor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest.

- RESPONSE: Evercom has read, understands and will comply.**

For the term of the contract, Evercom is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement, as necessary, will be performed at no cost to the Department.

2.4.18 Response to Maintenance Calls

2.4.18.1 Should any critical component of the IPS provided by the Contractor fail, the Contractor must respond to IPS maintenance/repair calls from the Department in the manner outlined in this section.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom agrees that "Response" to a maintenance call requires that Evercom will begin remote testing of the system or have a qualified technician (suitably equipped for

the installed system, components or system hardware/software) on site at the reporting Department location.

After receipt of the service call from the Department, Evercom is required to notify the reporting facility, by the required response times outlined in this Section, that it has commenced (or completed) remote testing or when a qualified service technician will be on site to facilitate repair of the service.

2.4.18.1.1 Definition of a "Major Emergency"

2.4.18.1.1.1 For the purpose of this RFP, a "Major Emergency" shall be defined as an occurrence of any one of the following conditions. The Contractor is required to further discuss with the Department prior to system installation to determine additional specific criteria for a "Major Emergency".

RESPONSE: Evercom has read, understands and will comply.

2.4.18.1.1.2 A failure of the IPS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;

2.4.18.1.1.3 A failure of the recording function or any of its components that affects the full recording operation;

2.4.18.1.1.4 A failure of 50% or more of the inmate telephones at any one area within a Department facility;

2.4.18.1.1.5 A failure of any of the IPS functions that result in the ability of inmates to place calls without the use of assigned PINs;

2.4.18.1.1.6 A failure of any of the IPS functions that results in the ability of inmates to make direct dialed calls when the

system is operating in collect call mode;

- 2.4.18.1.1.7 A failure of any of the system functions that results in the ability of inmates to reach a "live" operator;
- 2.4.18.1.1.8 A failure of the system "kill switches" or similar IPS disabling function proposed by the Contractor.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees that the specified criteria constitute major emergencies. Evercom will notify the affected facility within the applicable response time that either the remote diagnostics have started or that a technician will be on site to initiate appropriate troubleshooting, service, and repair actions.

2.4.18.1.2 Response Time for a "Major Emergency"

- 2.4.18.1.2.1 For a "Major Emergency" the Contractor must respond to the service problem within 30 minutes of initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed IPS on site at the Department location within two (2) hours from the time of initial trouble report.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees to respond to service problems within 30 minutes of initial trouble report by the Department, through remote testing or access. Compliance test records will be available to the Department upon request. Should the system not be accessible for remote access, Evercom will have a qualified technician, suitably equipped for the

installed system on site at the Department location within two (2) hours from the time of initial trouble report.

2.4.18.1.2.2 Should the problem not to be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within two (2) hours from the time of initial trouble report.

RESPONSE: Evercom has read, understands and will comply.

Should the problem not to be resolved via remote access, Evercom will have a qualified technician, suitably equipped for the installed system, on site at the Department institution within two (2) hours from the time of initial trouble report.

2.4.18.1.2.3 Response to "Major Emergency" conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis throughout the term of this contract.

RESPONSE: Evercom has read, understands and will comply.

Response to "Major Emergency" conditions will be performed on a 24 hours-a-day/7 days-a-week/365 days-a-year basis throughout the term of this contract.

2.4.18.1.3 Definition of "Routine Service"

2.4.18.1.3.1 Routine Service shall be defined as an IPS failure or problem other than a "Major Emergency" item as listed above or defined by the Department.

RESPONSE: Evercom has read, understands and will comply.

2.4.18.1.4 Response Times for "Routine Service"

2.4.18.1.4.1 For a "Routine Service" the Contractor must respond to the service problem within four (4) hours of the initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department facility within twelve (12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday, Arizona Time.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will respond using remote diagnostics or on-site access to respond to a "Routine Service" notification within four (4) hours of receipt of the initial trouble report by the Department facility. Compliance test records will be available to the Department upon request. In the event remote access is unavailable, Evercom will have a qualified service technician on site within 12 business hours (8:00 am – 6:00 pm, Monday through Friday, Arizona time) of receiving the initial trouble report.

2.4.18.1.4.2 Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within six (6) hours from the time of initial trouble report.

- RESPONSE: Evercom has read, understands and will comply.**

Should the problem not be resolved via remote access, the Evercom will have a qualified technician, suitably equipped for the installed system, on site at the Department institution within six (6) hours from the time of initial trouble report.

2.4.18.1.5 Answering of Maintenance Calls

2.4.18.1.5.1 The Contractor must ensure and state, in its response, that all maintenance calls from the Department shall be answered by a "live" operator/service representative at all times.

- RESPONSE:** Evercom has read, understands and will comply.

The National Service Center is located at Evercom's headquarters. The NSC provides a single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days per year. The NSC is manned by highly trained Customer Service Representatives. The NSC is staffed twenty-four hours per day, and will take all calls that come into the center.

2.4.18.1.5.2 It is desirable that all maintenance calls from the Department be answered by a "live" operator/service representative at all times.

- RESPONSE:** Evercom has read, understands and will comply.

The National Service Center is located at Evercom's headquarters. The NSC provides a single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week, 365 days per year. The NSC is manned by highly trained Customer Service Representatives. The NSC is staffed twenty-four hours per day, and will take all calls that come into the center.

2.4.19 Critical Component Availability

2.4.19.1 The Contractor must guarantee to the Department that all parts and materials necessary to repair the proposed IPS are readily available to on-site service personnel 24 hours per day, seven days per week, 365 days per year. The Department will not accept the delay of any IPS repair based on the fact that service personnel cannot access a system parts warehouse, office or similar Contractor facility because the facility not being opened "after hours", or on weekends or holidays.

RESPONSE: Evercom has read, understands and will comply.

All technicians maintain spare parts and components for repair in their inventory aboard the company vehicles. All parts and components used from a technician's inventory for service or installations are documented by site. Each part is documented in the trouble reporting software that is linked to the inventory and accounting processes. Each week, the inventory manager produces reports, by technician, reflecting each broken/used inventory item. Technicians ship all broken items to Irving for replacement. In the event a technician's inventory is depleted prior to receiving the replacement shipment, the technician would return to the closest service office to restock the inventory or an alternative solution is to:

- **purchase the parts locally; or**
- **the parts will be shipped from the main warehouse via overnight delivery service.**

Our main inventory warehouse is located in Irving, Texas with approximately 1.2 million dollars of inventory.

2.4.19.2 It is desirable that the Contractor provide "spare" inmate telephone equipment at each Department facility to allow for timely replacement of telephones that are not operating for any reason. The Contractor must provide on site a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each of the Department facility.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide "spare" inmate telephone equipment at each Department facility to allow for timely replacement of telephones that are not operating for any reason. Evercom will provide on-site a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each of the Department facility.

2.4.20 Escalation Procedures During Service Maintenance

2.4.20.1 The Contractor must provide, in its response, escalation procedures to address inadequate maintenance service of the IP S. These escalation procedures must include multiple levels of management personnel. Access to additional management personnel must be made available to the Department upon request.

RESPONSE: Evercom has read, understands and will comply.

Evercom's sophisticated trouble ticket tracking software is able to run reports not only on specific accounts, but platform types as well. This allows Evercom to be able to track recurring problems on systems. Evercom can track the actual time it takes to respond and resolve service issues. Evercom is committed to providing the best service in the industry. Upon award, Evercom will supply the names and contact numbers of the personnel responsible for the Department. Evercom will work with the Department upon award to adjust its escalation procedures, if necessary.

It is our goal to resolve ever reported issue as quickly as possible. The Department will always receive prompt service and access to all levels of service management to ensure quick attention to all issues.

Escalation Policy

Upon contact from the facility, each service call is assigned one of four initial acuity levels, each with its own resolutions and escalation timelines. Every effort is made to resolve the problem remotely, within the framework of the resolution timeframes. If the problem cannot be resolved remotely, a service technician is dispatched to the

facility to expedite problem resolution. Technician dispatched also have resolution and escalation timelines appropriate for the assigned acuity level.

If resolution is delayed, escalation procedures within Evercom Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

In all instances, Evercom will work as quickly as possible to rectify all service issues.

Standard assigned response times to each priority level are as follows:

Priority 1 – 2 hours

Priority 2 – 8 hours

Escalation Contacts:

Technical Support (All Levels)		866-558-2323
Acuity Level	Contact	Telephone Number
Level 1	Manager – Tony Taillac	972-953-4199
	Director - Debbie Cates	972-277-0314
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311
Level 2	Manager – Tammie Carpenter	972-953-4125
	Director - David Lang	972-953-4217
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311
Level 3 & 4	Manager – Mitchell McMahon	972-953-4200
	Director - David Lang	972-953-4217
	Senior Director - Alice Clements	972-277-0315

	Vice President of Operations - Bob Rae	972-277-0311
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2.4.20.2 The Contractor must provide, in its response, a complete list of its maintenance service escalation procedures including:

2.4.20.2.1 A list of personnel at each level of escalation;

2.4.20.2.2 Contact telephone, fax, pager, cellular numbers;

2.4.20.2.3 Methods by which escalation is initiated; and

2.4.20.2.4 Criteria for escalation at each level.

RESPONSE: Evercom has read, understands and will comply.

It is our goal to resolve ever reported issue as quickly as possible. The Department will always receive prompt service and access to all levels of service management to ensure quick attention to all issues.

Escalation Policy

Upon contact from the facility, each service call is assigned one of four initial acuity levels, each with its own resolutions and escalation timelines. Every effort is made to resolve the problem remotely, within the framework of the resolution timeframes. If the problem cannot be resolved remotely, a service technician is dispatched to the facility to expedite problem resolution. Technician dispatched also have resolution and escalation timelines appropriate for the assigned acuity level.

If resolution is delayed, escalation procedures within Evercom Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

In all instances, Evercom will work as quickly as possible to rectify all service issues.

Standard assigned response times to each priority level are as follows:

Priority 1 – 2 hours
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Escalation Contacts:

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	Vice President of Operations - Bob Rae	972-277-0311
Level 2	Manager – Tammie Carpenter	972-953-4125
	Director - David Lang	972-953-4217
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311
Level 3 & 4	Manager – Mitchell McMahon	972-953-4200
	Director - David Lang	972-953-4217
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311

2.4.20.3 The Contractor must agree, in its response, that the Department has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Contractor.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees that the Department has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of Evercom.

2.4.21 Maintenance Records

2.4.21.1 The Contractor must provide to the Department, upon request during the term of this contract, maintenance records that include a listing of all repair notices including the date and time of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide to the Department, upon request during the term of this contract, maintenance records that include a listing of all repair notices including the date and time of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

2.4.21.2 The Contractor must provide historical maintenance records for 24 months from the current date.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide historical maintenance records for 24 months from the current date.

2.4.21.3 It is desirable that the Contractor provide historical maintenance records from the initial contract date of this contract with the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will work with the AZ DOC to develop Monthly Maintenance Reports in a format acceptable to the Department. The reports will be available in both hard copy and electronic format from the initial contract date. These reports will be provided to AZ DOC within 15 working days after the end of the previous reporting month. Evercom will continue to prepare and provide monthly maintenance reports to the AZ DOC for the duration of this contract.

2.4.22 Contractor Performance

2.4.22.1 As the single State of Agency responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming, the Department requires that the IPS and the Contractor perform at the highest levels of operation and service.

RESPONSE: Evercom has read, understands and will comply.

Evercom and the proposed IPS will perform at the highest levels of operation and service.

2.4.22.1.1 The Contractor must describe, in its response, how it will maintain maximum network "up time" for the IPS installed at each of the Department location. The Contractor must provide current network "up time" figures for similar IPS installations.

RESPONSE: Evercom has read, understands and will comply.

Remote diagnostics, analysis, and monitoring of the Evercom's IPS are performed by Sentinel. Sentinel is Evercom's system and networking monitoring package that proactively alerts technical personnel of irregularities in the system software and hardware. The system maintains connectivity to each facility over the Wide Area Network, connected by an MPLS T-1 circuit. Sentinel continually monitors key trouble areas and automatically assigns service consultants and/or dispatch's field technicians to insure optimal operation of your system 24/7. Sentinel actively monitors communication channels, CPU's, disk's, messages, processors and servers to insure optimal operations at all times.

Below is a 6 month "Up Time" report of our network validation services for all 3100+ facilities served by Evercom.

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Evercom Network Up Time	Jan-06	Feb-06	Mar-06	Apr-06	May-06
IP Network	3,137,224 - 99.991%	2,986,338 - 99.993%	3,318,009 - 99.998%	3,255,033 - 99.856%	3,857,603 - 100%
Dial Up Network	2,458,794 - 99.991%	2,985,344 - 99.993%	3,990,370 - 99.998%	3,941,562 - 99.856%	4,163,490 - 100%
Frame Relay	1,559,535 - 99.991%	1,437,804 - 99.993%	1,563,066 - 99.998%	1,520,969 - 99.856%	1,596,529 - 100%
Total Hits	12,830,549 - 99.991%	12,741,562 - 99.993%	14,918,055 - 99.998%	13,877,158 - 99.856%	15,404,249 - 100%

2.4.22.1.2 The Contractor must describe, in its response, how it will maintain maximum network "up time" for the network services installed for the IPS at each of the Department location. The Contractor must provide current network "up time" figures for similar IPS installations.

RESPONSE: Evercom has read, understands and will comply.

Remote diagnostics, analysis, and monitoring of the Evercom's IPS are performed by Sentinel. Sentinel is Evercom's system and networking monitoring package that proactively alerts technical personnel of irregularities in the system software and hardware. The system maintains connectivity to each facility over the Wide Area Network, connected by an MPLS T-1 circuit. Sentinel continually monitors key trouble areas and automatically assigns service consultants and/or dispatch's field technicians to insure optimal operation of your system 24/7. Sentinel actively monitors communication channels, CPU's, disk's, messages, processors and servers to insure optimal operations at all times.

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Total Hits	12,830,549 - 99.991%	12,741,562 - 99.993%	14,918,055 - 99.998%	13,877,158 - 99.856%	15,404,249 - 100%

2.4.23 Catastrophic Network Failure Conditions

2.4.23.1 The Contractor must describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the network services installed to serve the IPS installed at the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will make provisions for joint testing of the proposed IPS in the event of a problem or question of continuity arising during installation.

Additionally, The Evercom Project Manager, via phone calls and in-person visits, will be in regular contact with AZDOC personnel throughout the installation progress. Through this regular contact, the Project Manager will keep the AZDOC informed of the status of the project.

Evercom Account Team members will provide a single-point-of contact for AZDOC for all services related to providing new telephones, system and network design services, system programming services, system transition and implementation services, post installation programming, updates and maintenance services and commission fee schedule services.

The Account Team will work closely with the AZDOC to resolve any technical issues that may arise between the

Customer Premise Equipment (CPE), network contractor (voice or data) being used by AZDOC, and any existing or future voice/data systems installed by AZDOC. The Account Team will also serve as a liaison between other CPE contractors, the local exchange carrier, long distance carrier, and others to resolve technical issues.

2.4.24 Post Installation and Expansion Requirements

2.4.24.1 The Department may require the addition of equipment at its facilities after the original installation of the proposed IPS. The Contractor must install additional equipment within 30 days upon notification from the Department authorized personnel. The installation of this equipment shall be at no cost to the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will install additional equipment within 30 days upon notification from the Department authorized personnel. The installation of this equipment will be at no cost to the Department.

2.4.24.2 When a new Department facility is opened by the Department, the Contractor must determine (in conjunction with the Department) a schedule for installation of an IPS at that facility to ensure inmate calling service at the new site as soon as practical. The IPS must be installed at the new facility at no cost to the Department.

RESPONSE: Evercom has read, understands and will comply.

If a new facility is opened by the Department, Evercom will work with the Department to determine a mutually acceptable installation schedule. Installation will be at no cost to the Department.

2.4.24.3 The Contractor must be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the Department. The update of the

IPS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will make industry dialing required modifications to area codes and exchanges as necessary, with no cost to the DOC, to insure the inmate's ability to place calls. This modification will occur within 30 days of the introduction of the new area codes and exchanges to the general public.

- 2.4.24.4 The Contractor must be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the term of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes shall be made at no additional cost to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will be responsible for complying with and updating the Secure Inmate Calling System for any regulatory changes and requirements during the life of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes will be made at no additional cost to the Department.

- 2.4.24.5 All call processing and call rating information must be kept current by the Contractor to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates, and any other information necessary to accurately process and rate calls. The Contractor must provide the Department with rating information within 24 hours when requested by the Department.

- RESPONSE: Evercom has read, understands and will comply.**

All call processing and call rating information will be kept current by Evercom to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical and horizontal coordinates, and any other information necessary to accurately process and rate calls. Calls are rated using standard Bellcore V&H data and algorithms that are based on where the call originates and where it is terminated. This ensures that the rating will be accurate and can address multiple tariffs as necessary. All area codes, local exchanges, country codes, and other information will be kept up to date to insure the ability of the inmate to place calls. Any rate information requested by the Department will be provided quickly at any time during the term of the Contract.

2.4.24.6 The Contractor must describe, in its response, the transition plan for all call records and call recordings to be transferred to the Department at the end of the contract term.

RESPONSE: Evercom has read, understands and will comply.

The majority of Evercom's IPS functionality is based upon Microsoft® SQL Server™ multi-user relational database management. This open architecture design provides powerful tools for the creation, maintenance, administration and replication of large databases. SQL gives the IPS the ability to organize and process large amounts of data in a fast and efficient manner. SQL has significant data replication capabilities that provide substantial data backup and security.

Upon termination of the contract, all call recordings will be archived to large capacity hard drives, Advance Intelligent Tapes (AIT) or DVD. A copy of the SQL database can be replicated to a workstation or a server on the AZ DOC network as a library of call records to indicate where a particular call recording may be stored.

2.4.24.7 The Contractor must provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract term should the Contractor not be

selected for the next contract to provide an IPS to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

It is Evercom's standard practice to work closely with the customer and new vendor enforcing a smooth transition from our service to another. Evercom understands that maximum uptime of communications is important to the facility and residents of the facility.

Installation of individual telephone sets is the most time consuming task during a transition and Evercom allows purchasing of existing sets in place or if all new equipment is required, Evercom will permit the new vendor to remove existing sets while replacing their own.

Provisioned services from Local Exchange Carriers will remain active until all services for a Facility have been replaced with the new vendor's services. Additionally all cable termination blocks installed by Evercom will be clearly labeled and considered the property of the AZ DOC providing a clear demarcation point for the new vendor.

2.4.24.8 This plan must indicate any commission adjustment that will take effect should the new contractor not be able to phase-in its service for ninety (90) days.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will continue to pay commissions at the agreed upon commission rates for up as long as we continue to complete calls. Evercom will not make any commission adjustments if a new contractor is not able to phase-in its service in ninety (90) days.

2.4.24.9 The Contractor must identify any equipment which will be owned by the Department and any equipment not owned by the Department at the end of this contract.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will retain ownership of all equipment associated with the IPS. All cabling and wiring become the property of the Department.

2.4.25 System Administrators

2.4.25.1 The Contractor is required to provide full time (40 hours per week minimum) System Administrators dedicated to the Department for the term of this contract. The number, location, and method of operation must be described by the Contractor.

RESPONSE: Evercom has read, understands and will comply.

Evercom understands that it is required to provide full time (40 hours per week minimum) System Administrators dedicated to the Department for the term of this contract.

The number, location, and method of operation are described below:

- **Susan Gastelum is located in Phoenix. She will service Alhambra, Picacho, Florence Main Florence East, Eyman SMU, Eyman Rynning, Eyman Cook, Eyman Meadows, Eyman SMU II, and Florence West.**
- **Mark Degerstom is located in Tucson and will service ASP Tucson, ASP Douglas, ASP Papago, ASP Ft. Grant and ASP Stafford**
- **Nancy Baraha is located in Buckeye. She will provide service to ASP Perryville and ASP Lewis**
- **Mark Whitney is located in Yuma and will services ASP Yuma**
- **Dave Beeley is one of the Field Technicians and he will provide administrative services to services ASP Apache, ASP Winslow and ASP Globe.**
- **Rob Day is one of the Field Technicians and he will service Arizona DOC Kingman.**

Additionally, all of the service administrators are back-up by our centralized service administration organization located in Dallas, TX. At this centralized location all administration functions normally handled on site may be performed remotely.

2.4.25.2 The Administrators must be fully trained on the proposed IPS with regards to system programming, entering- of inmate information, manipulation of call recordings and the treatment of call records for required reports.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide complete training to enable both Evercom's Administrators and Department personnel to maximize the performance and functionality of the proposed IPS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.

2.4.25.3 The Contractor must state if the site administrators proposed for the Department will be employees or independent contractors of the Contractor.

RESPONSE: Evercom has read, understands and will comply.

The proposed Site Administrators are employees of Evercom.

2.4.25.4 The Contractor must describe, in its response, how it will keep the turnover of Administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).

RESPONSE: Evercom has read, understands and will comply.

As valued employees of Evercom, we will provide the Site Administrators with competitive salaries, appropriate working environment with necessary tools and training, provide time off for vacation, sick days, personal days and holidays. Evercom will provide employees with health and welfare benefits, open and timely communication and support from the field and home office, as well as a reasonable opportunity for career advancement.

2.4.25.5 It is desirable that the Contractor provide Administrators with a minimum hourly wage of \$15.00 and competitive health benefits. The Contractor must describe in its response how it meets this desirable specification.

RESPONSE: Evercom has read, understands and will comply.

We will offer the employees a minimum hourly wage of \$15.00 per hour and competitive health benefits. Evercom provides time off for vacation, sick, personal and holidays, and provides employees with health and welfare benefits.

2.4.25.6 It is important to the success of this contract that the Administrator positions are filled at all times by the Contractor. The Contractor must fill any Administrator position vacancy within 45 days. Failure to achieve such may result in a \$200 per day penalty commencing on day 46 until the position is filled and the new Administrator attends the Department's new employee orientation.

RESPONSE: Evercom has read, understands and will comply.

Evercom will fill any Administrator position vacancy within 45 days. Evercom understands that failure to achieve such may result in a \$200 per day penalty commencing on day 46 until the position is filled and the new Administrator attends the Department's new employee orientation.

2.4.25.7 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the Department with regard to the IPS installed at each facility:

2.4.25.7.1 Test the IPS to ensure functionality each day;

2.4.25.7.2 PIN data base initial entry (at committing sites);

2.4.25.7.3 PIN changes, moves, transfers, discipline sanctions, etc.;

2.4.25.7.4 Production of standard administrative and investigative reports;

2.4.25.7.5 Production of customized reports as required;

- 2.4.25.7.6 Conducting of quarterly inmate PIN list updates;
- 2.4.25.7.7 Conducting of semi-annual scans of inmate PIN lists for the Department personnel telephone numbers, etc.;
- 2.4.25.7.8 Initiate or facilitate maintenance and repair of the proposed IPS, as required;
- 2.4.25.7.9 Primary Contractor point of contact for Department facilities;
- 2.4.25.7.10 Resolve all complaints and inquiries regarding the IPS in a timely manner;
- 2.4.25.7.11 Transfer call recordings to portable media as directed by the Department;
- 2.4.25.7.12 Transfer of inmate PFNs between Department facilities when required;
- 2.4.25.7.13 Other related duties as determined by the Department.

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide site administrators that will perform the following functions, at a minimum, for the Department with regard to the IPS installed at each facility.

- **Test the IPS to ensure functionality each day; PIN data base initial entry (at committing sites);**
- **PIN changes, moves, transfers, discipline sanctions, etc.;**
- **Production of standard administrative and investigative reports;**
- **Production of customized reports as required;**
- **Conducting of quarterly inmate PIN list updates;**
- **Conducting of semi-annual scans of inmate PIN lists for the Department personnel telephone numbers, etc.;**
- **Initiate or facilitate maintenance and repair of the proposed IPS, as required;**
- **Primary Contractor point of contact for Department facilities;**
- **Resolve all complaints and inquiries regarding the IPS in a timely manner;**

- **Transfer call recordings to portable media as directed by the Department;**
- **Transfer of inmate PFNs between Department facilities when required;**
- **Other related duties as determined by the Department.**

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

- **Act as the primary liaison between SECURUS Technologies and the Correctional facilities to insure effective operation of the Inmate Calling Systems and timely communication between all parties.**
- **Maintain a high level of ongoing effective communication with Management to assure quality customer service is being provided to all customers and issues are being resolved in a timely manner.**
- **Dress neatly and wear proper attire based upon the surroundings and the facility guidelines.**
- **Report to work and remain on-site as scheduled.**
- **Follow-up with the facility to insure all systems are operational and work is completed thoroughly and accurately.**
- **Perform administration of IPIN data entry, blocks and unblocks, debit & prepaid transactions, investigations of Inmate and Facility complaints, processing of internal documents, and generate reports as requested.**
- **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.**
- **Maintain effective operation of Inmate Calling system components including hardware, software, and telephony equipment.**

2.5 PROPOSAL REQUIREMENTS

2.5.1 Inmate Phone Management Criteria

- 2.5.1.1** Inmates are afforded restricted access to telephones consistent with their security classification and within the physical limits of the institution. During family emergencies and certain holiday periods, inmates may

be permitted to have brief telephone conversations with incarcerated family members. The Department establishes procedures for requesting, approving and scheduling phone calls, and describes monitoring and recording requirements. Refer to Attachment #3, Management Criteria for the inmate security levels and their authorized phone limit, and the criteria used to increase their respective phone privileges. Inmates with a disability may request a reasonable accommodation such as a sign language interpreter, by notifying staff of their need. Requests are made as early as possible to allow time to arrange the accommodation.

RESPONSE: Evercom has read, understands and will comply.

2.6 CONTRACTOR QUALIFICATION REQUIREMENTS

2.6.1 Contractor Firm Information

2.6.1.1 Contractor Name and Address

2.6.1.1.1 State the proposing organization's full company or corporate name and give the official representative, address, telephone number, email address (if any) and FAX number of the Contractor's office location responsible for performance under a contract with the state of Arizona in the event the Contractor becomes the Apparent Successful Contractor.

RESPONSE: Evercom has read, understands and will comply.

Evercom, a subsidiary of SECURUS Technologies
Kevin Collins
Senior Account Executive
7495 S Ivy Way
Centennial, CO 80112
720-488-5696
Kcollins3@securustech.net
972-277-0514

2.6.1.2 Organization

2.6.1.2.1 Specify how the proposing entity is organized (proprietorship, partnership, and corporation).

- RESPONSE: Evercom has read, understands and will comply.**

Evercom Systems, Inc. is a corporation that is a wholly owned subsidiary of the corporation SECURUS Technologies.

2.6.1.3 Year of Organization

2.6.1.3.1 Specify the year in which the Contractor was first organized to do business as substantially the entity which now exists, whether or not the form of organization has changed in the interim (such as by subsequent incorporation, merger, or other organizational change) and regardless of name changes. The intent of this requirement is to ascertain the longevity of continuous operation of the Contractor, and the response should be formulated to provide that information as appropriate to the Contractor's business circumstances.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom was first organized to do business as substantially the entity which now exists in 1986.

The breadth and depth of Evercom's experience in the correctional telecommunication industry is best represented by our experienced employees, our best-in-class processes, and our cutting-edge technology.

With more than 600 employees and 20 years in the inmate telephone business, Evercom brings immeasurable industry experience to meet the requirements of the Arizona DOC. Our industry knowledge, coupled with the strength of our service personnel assigned to the DOC will provide you with unmatched service and support.

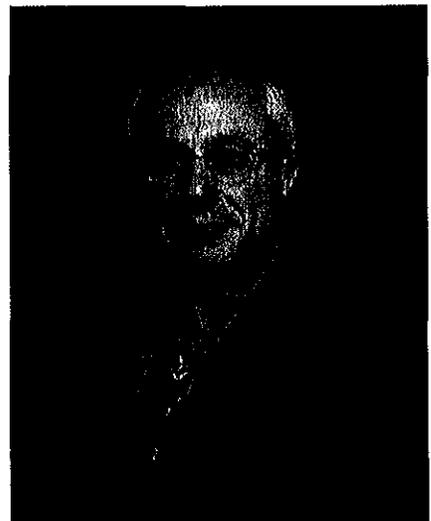
2.6.1.4 Principal Officers

2.6.1.4.1 Give the name, office, address, and business telephone number of the principal office is of the Contractor's organization. At a minimum, include office is who hold the following functional positions, if applicable:

2.6.1.4.1.1 Board Chairman, if a corporation

RESPONSE: Evercom has read, understands and will comply.

**Richard Falcone
Chairman of the Board
14651 N. Dallas Parkway
Suite 600
Dallas, TX 75254**



Mr. Falcone has served as Chief Executive Officer of SECURUS since September of 2004 and before that was the Chief Executive Officer of Evercom, Systems. Mr. Falcone brings with him more than 34 years experience in the telecommunications industry with expertise in Sales, Marketing, Customer Service, Product Management, Information Technologies, Operations and Finance. Among other leadership roles, Mr. Falcone had responsibility for a \$3 billion P&L for the small telecom business market, and managed a 14,000 person service organization responsible for all business accounts in the United States. Prior to joining SECURUS, Mr. Falcone most recently served as Vice President and General Manager for e-Enabling AT&T Business Markets Organization.

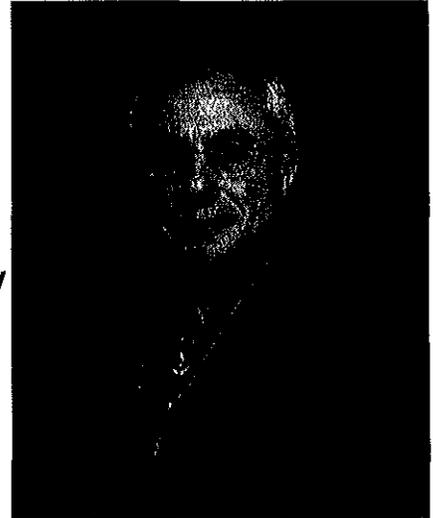
Throughout his career Mr. Falcone has received numerous awards and honors in the telecommunications area and community based organizations. He is a supporting founder of the National Black Business Council; was appointed Senior Executive Corporate Advisory Board of the U.S. Hispanic Chamber of Commerce; and is the only

corporate individual to hold a seat on the Board of the National Foundation of Women Business Owners.

2.6.1.4.1.2 President or other Chief Executive Officer

- RESPONSE: Evercom has read, understands and will comply.**

**Richard Falcone
Chief Executive Officer
14651 N. Dallas Parkway
Suite 600
Dallas, TX 75254**



Mr. Falcone, Chief Executive Officer of Evercom, a subsidiary of SECURUS, since October of 2000. Mr. Falcone brings with him more than 34 years experience in the telecommunications industry with expertise in Sales, Marketing, Customer Service, Product Management, Information Technologies, Operations and Finance. Among other leadership roles, Mr. Falcone had responsibility for a \$3 billion P&L for the small telecom business market, and managed a 14,000 person service organization responsible for all business accounts in the United States. Prior to joining SECURUS, Mr. Falcone most recently served as Vice President and General Manager for e-Enabling AT&T Business Markets Organization.

Throughout his career Mr. Falcone has received numerous awards and honors in the telecommunications area and community based organizations. He is a supporting founder of the National Black Business Council; was appointed Senior Executive Corporate Advisory Board of the U.S. Hispanic Chamber of Commerce; and is the only corporate individual to hold a seat on the Board of the National Foundation of Women Business Owners.

2.6.1.4.1.3 Corporate Director, if a corporation

- RESPONSE:** Evercom has read, understands and will comply.

John J. Viola
Vice President and General
Manager, Correctional
Systems
14651 N. Dallas Parkway
Suite 600
Dallas, TX 75254



Mr. Viola, Vice President of Sales and Marketing of Evercom, a subsidiary of SECURUS, since November of 2000. Mr. Viola brings with him more than 20 years of experience in the telecommunications industry with expertise in Sales, Marketing, and Customer Service. Within his first year as General Manager for AT&T (Denver, Colorado branch, 1992-1998), Mr. Viola significantly improved customer and employee satisfaction. He also introduced an Electronic Commerce Offer Set that provided customer's tools to increase revenues, reduce costs, and improve customer service. Most recently, Mr. Viola served as the Vice President of Sales and Marketing for Westwind Media.com, which provides radio, video, and multimedia solutions for business Internet sites. Mr. Viola's focus on operations, quality and relationship management, and client satisfaction has resulted in outstanding success for both the companies and clients involved.

2.6.1.4.1.4 Chief Financial Officer

- RESPONSE:** Evercom has read, understands and will comply.

Keith Kelson
Chief Financial Officer,
Assistant Secretary
14651 N. Dallas Parkway
Suite 600
Dallas, TX 75254



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Keith Kelson was named Chief Financial Officer of Evercom, a subsidiary of SECURUS, Inc., in April, 2000. Until this time, Mr. Kelson served as Vice President of Finance from April, 1998 and Assistant Secretary and Assistant Treasurer of the company that same year. From January of 1995 until April of 1998, Mr. Kelson served as a manager of accounting and auditing services with Deloitte & Touche, LLP. From 1991 until January of 1995, Mr. Kelson served as an Accounting Manager for Vista Corporation, a credit card processing company. Mr. Kelson holds a BBA in Accounting from Texas Christian University and is a Certified Public Accountant.

2.6.1.5 Owners

2.6.1.5.1 Identify by name, business address and telephone number of all owners, partners or stockholders who own ten percent (10%) or more of the proposing organization. If any corporation owns ten percent (10%) or more of the proposing organization, identify the corporation and its chief executive officer and chief financial officer.

RESPONSE: Evercom has read, understands and will comply.

H.I.G. Capital, a Miami-based private equity firm, recently completed the tender offer for all of the outstanding shares of common stock of T-NETIX and Evercom Systems. H.I.G. Capital is a leading private equity and venture capital investment firm with more than \$1 billion of equity capital under management. H.I.G. specializes in providing capital to small and medium-sized companies with attractive growth potential. H.I.G. invests in management-led buyouts and recapitalizations of well-established, profitable, and well-managed manufacturing or service businesses, and in promising early-stage technology companies. Since it's founding, H.I.G. has made more than fifty highly successful investments, acquiring companies with combined revenues in excess of \$4.0 billion. The resources H.I.G. brings to Evercom are incredible assets and allows Evercom advanced opportunity to continue our strong growth.



"H.I.G. is delighted to be making an investment in Evercom." said Brian Schwartz, Managing Director of H.I.G. Capital. "Evercom's outstanding management team and compelling business model provide a solid foundation for future growth. Our capital commitment will unleash their true potential. Evercom has consistently demonstrated its exceptional ability to satisfy its customers."

2.6.1.6 Change in Ownership

2.6.1.6.1 If any change in ownership or control of the proposing organization is anticipated during the twelve (12) months following the proposal due date, describe the circumstances of such change and indicate when the change will likely occur.

RESPONSE: Evercom has read, understands and will comply.

Evercom is not at liberty to disclose any contemplated mergers or acquisitions. However, Evercom agrees to provide the requested documentation above if any such transaction should occur.

2.6.2 Responsible Parties**2.6.2.1 Contract Responsibility**

2.6.2.1.1 Identify by name, title or position and telephone number the individual who would have primary responsibility for initiating service resulting from this RFP; i.e., a manager or representative for this contract.

**Kevin Collins
Senior Account Executive
720-488-5696 (office)**

Kevin Collins has been with SECURUS Technologies in various management capacities for eleven years and has been involved in the telecommunications industry for over 22 years. As Senior Account Executive for the SECURUS DOC team his responsibilities are establishing the business relationships with State Department of Corrections and managing the Canadian Corrections Market with strategic partners.

Further responsibilities are interfacing with various account teams, product teams and Industry consultants to develop creative solutions. His past experiences include the role as Regional Vice President Prison Market. His role included the account management of several Regional Bell Operating Companies, State Department of Corrections

market, and the Canadian Corrections market. His various past responsibilities included the management of the T-NETIX account management team for the Midwest and Qwest Communications territory. The Canadian Criminal Justice relationship was initiated in February 2000 as the Canadian corrections market opportunity emerged with TELUS Communications.

Prior to joining T-NETIX, Inc. Mr. Collins was in sales management in the telecom industry managing a \$100M+ annual revenue stream in major account markets including IBM, Hewlett-Packard, Chevron, Lockheed Martin, Lucent, and Exxon.

2.6.3 Arizona Business License/Federal Employer Identification Number

2.6.3.1 Either (a) state that the Contractor now holds a valid business license, Universal Business Identifier (UBI) issued by the state of Arizona, and provides the license number, or (b) declare that the Contractor will obtain such license if selected as the Apparent Successful Contractor, immediately upon such selection and before execution of a resulting contract. Also provide the Federal Employer Identification Number (FEIN) or Social Security Number.

RESPONSE: Evercom has read, understands and will comply.

Evercom holds a valid business license, Universal Business Identifier (UBI) issued by the state of Arizona.

See Attachment 12: Certificate of Authority.

2.6.4 Qualifications

2.6.4.1 Please respond to paragraphs 2.6.5 through 2.6.11 on each of the experience category.

RESPONSE: Evercom has read, understands and will comply.

2.6.5 System-wide inmate telephone systems - Provision of inmate telephone systems and services statewide for a state correctional department or a countywide system and services for a county correctional department.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom has provided and is currently providing system-wide inmate telephone systems statewide for a state correctional department and services for a county correctional department.

- 2.6.6 Local inmate telephone systems - Provision of inmate telephone systems in a state or county that does not encompass all inmate facilities within the state or county. This would include federal facilities that are individually served.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom has provided and is currently providing local inmate telephone systems in a state and county that does not encompass all inmate facilities within the state or county.

- 2.6.7 Inmate Telephone Systems and Services

- 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.

- RESPONSE: Evercom has read, understands and will comply.**

Two leaders in correctional facility management software, T-NETIX, Inc. and Evercom have joined forces to become the biggest and best in the industry.

H.I.G., through its purchase of Evercom and its previous acquisition of T-NETIX, Inc., now holds two of the correctional industry's key providers of inmate telecommunications systems in its portfolio of companies.

On March 5, 2004, H.I.G. Capital, a Miami-based private equity firm, announced that it has successfully completed the tender offer for all of the outstanding shares of common stock of T-NETIX, Inc. H.I.G. Capital is a leading

private equity and venture capital investment firm with more than \$1 Billion of equity capital under management. H.I.G. specializes in providing capital to small and medium-sized companies with attractive growth potential.

On September 9, 2004, H.I.G. Capital acquired all of the outstanding stock of Evercom Holdings, Inc. The two companies have initially joined forces as subsidiaries operating under the SECURUS Technologies banner. As a result of this consolidation, SECURUS Technologies will be able to satisfy the industry's ever-expanding technological requirements while remaining close to its customer's individual needs.

SECURUS is now the largest independent provider of collect, pre-paid and debit calling services to local, county, state and private correctional facilities in the United States. SECURUS designs, implements and maintains inmate telecommunication systems and facility management software solutions that streamline the operation of criminal justice facilities and empower administrators with administrative, investigative and economic capabilities.

SECURUS services approximately 3,100 correctional facilities in 49 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequaled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

The network based operating systems that support our operations—as well as our finance and accounting, customer support, engineering, information systems, billing and marketing activities—are consolidated in our corporate headquarters in Dallas, Texas. Customer development, account management, installation and support, and customer service are managed from our three regional operating centers in Selma, Alabama; Raleigh, North Carolina; and Dallas, Texas. By consolidating our

network and technologies in one centralized location, and maintaining customer support facilities close to our customers, Evercom has become the correctional industry's recognized leader in comprehensive innovative technical solutions and responsive value-added customer service.

2.6.8 References/Experience

2.6.8.1 List at least three and no more than five Contractor references for which the Contractor has provided inmate telephone systems similar to this services. References must contain the firm's name, contacts name, and phone number.

RESPONSE: Evercom has read, understands and will comply.

1. **Mr. Greg Tuttle**
Telecommunications Manager
Willard Plank
Indiana Department of Corrections
Technology Services Division
317-232-6930
2. **Warden David McKune**
Kansas Department of Corrections
Lansing, Kansas
913-727-3235
3. **Tim Schuetzle**
Director of Prisons
North Dakota Department of Corrections
701-328-6111
4. **TELUS Communications/BC Corrections**
David Fowler, Director
403-530-4512

2.6.8.2 List any accounts which you have lost or canceled in the last year which are similar in type (correction institutional), give the reason for each List all Correctional accounts you have operated in the past five years, their current status, reasons why, if any, of these contracts have been lost, cancelled or re-bid and provide names of contacts for these accounts so references can be verified. Also, describe how each experience applies to the following:

- 2.6.8.2.1 Design and implementation of system wide or local inmate phone systems
- 2.6.8.2.2 Billing/payments
- 2.6.8.2.3 Customer/public relations
- 2.6.8.2.4 Management of subcontractors
- 2.6.8.2.5 Maintenance/repair
- 2.6.8.2.6 Troubleshooting/response
- 2.6.8.2.7 Monitoring/recording integration
- 2.6.8.2.8 Other

RESPONSE: Evercom has read, understands and will comply.

Evercom Systems, Inc. serves in excess of 3,100 facilities nationally. Further, we renew in excess of 96% of these customers at each renewal opportunity. Indeed, not 100% of our customers always renew due to various factors such as jail closings and competition. We understand the Department's interest in our history with our customers and we will provide all required information including current customers or past customers who chose not to renew their agreements with Evercom Systems, Inc. However, we prefer not to provide such proprietary information in an RFP response which becomes a public document. We are more than willing to comply with this request, provided it is through a separate submittal subject to an agreement of non-disclosure to outside parties or other arrangements that address our concerns and are mutually acceptable.

2.6.9 Contractor Resources

- 2.6.9.1 Provide brief one-page resumes of the single point of contact and any other individual presently employed by the Contractor or stated subcontractors who will be responsible to ensure Contractor performance and customer (Department, inmate, and public users) satisfaction with the services provided. Provide documentation showing arrangements made with local exchange carriers to allow inmates to make collect calls. The score will be based on review of resumes provided, contact with references included within the resumes, and the extent of arrangements made with local exchange carriers.
- 2.6.9.2 Include the following information, at a minimum, for each person identified:

- 2.6.9.2.1 Name
- 2.6.9.2.2 Position, roles, and responsibilities served in past engagements
- 2.6.9.2.3 Description of key specialties and abilities
- 2.6.9.2.4 Description of education and training
- 2.6.9.2.5 References for the past engagements

RESPONSE: Evercom has read, understands and will comply.

See Attachment 13: Resumes.

2.6.10 Added Value to the Department

2.6.10.1 Describe the resources Contractor proposes to provide as added value in meeting the needs of the Department. Include resources to be provided the Department (including any dedicated staff that would reduce need for the Department to perform certain tasks), and demonstrated commitment to serving customers including state and local governments.

RESPONSE: Evercom has read, understands and will comply.

The breadth and depth of Evercom's experience in the correctional telecommunication industry is best represented by our experienced employees, our best-in-class processes, and our cutting-edge technology.

With more than 600 employees and 20 years in the inmate telephone business, Evercom brings immeasurable industry experience to meet the requirements of the Arizona DOC. Our industry knowledge, coupled with the strength of our service personnel assigned to the DOC will provide you with unmatched service and support.

Evercom's employees possess an unsurpassed combination of telecommunications and justice community knowledge and experience allowing us to offer tailor-made communications solutions for the unique requirements of the correctional environment. This experience has helped us to develop proven processes that, combined with the

best technology available, ensure the evolving needs of correctional facilities are met today—and in the future.

See Attachment 14: Organizational Chart.

2.6.11 Contractor Financial Responsibility

2.6.11.1 Describe the proposing organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information in such a manner that the proposal evaluators may reasonably formulate a determination about the stability and financial strength of the proposing organization.

RESPONSE: Evercom has read, understands and will comply.

Evercom has a solid and growing customer base in a competitive and challenging industry. By continuously exceeding our customers' expectations with industry-leading products, services, and support, we foresee a continued profitable and financially healthy future for Evercom.

H.I.G. Capital, a Miami-based private equity firm, recently completed the tender offer for all of the outstanding shares of common stock of T-NETIX and Evercom Systems. H.I.G. Capital is a leading private equity and venture capital investment firm with more than \$1 billion of equity capital under management. H.I.G. specializes in providing capital to small and medium-sized companies with attractive growth potential. H.I.G. invests in management-led buyouts and recapitalizations of well-established, profitable, and well-managed manufacturing or service businesses, and in promising early-stage technology companies. Since it's founding, H.I.G. has made more than fifty highly successful investments, acquiring companies with combined revenues in excess of \$4.0 billion. The resources H.I.G. brings to Evercom are incredible assets and allows Evercom advanced opportunity to continue our strong growth.

SECURUS is now the largest independent provider of collect, pre-paid and debit calling services to local, county, state and private correctional facilities in the United States.

SECURUS designs, implements and maintains inmate telecommunication systems and facility management software solutions that streamline the operation of criminal justice facilities and empower administrators with administrative, investigative and economic capabilities.

SECURUS services approximately 3,100 correctional facilities in 49 states, including locations operated by city, county, state and federal authorities and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequalled expertise, superior service and application driven solutions, SECURUS has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry and to continually strive to provide creative industry products and solutions to our customers.

The network based operating systems that support our operations—as well as our finance and accounting, customer support, engineering, information systems, billing and marketing activities—are consolidated in our corporate headquarters in Dallas, Texas. Customer development, account management, installation and support, and customer service are managed from our three regional operating centers in Selma, Alabama; Raleigh, North Carolina; and Dallas, Texas. By consolidating our network and technologies in one centralized location, and maintaining customer support facilities close to our customers, Evercom has become the correctional industry's recognized leader in comprehensive innovative technical solutions and responsive value-added customer service.

2.6.11.2 Provide a copy of the Contractor's Dunn and Bradstreet, Equifax, TRW, or other appropriate credit rating. For sole proprietors, provide a copy of the appropriate credit rating for our sole proprietorship. A credit report for the sole proprietorship will be required before contract execution.

RESPONSE: Evercom has read, understands and will comply.

Evercom has included copies of the Standard & Poor as well as Dunn & Bradstreet financial ratings in Attachment 15.

2.6.11.3 Provide a copy of the organizations, audited, financial records for the past three (3) years.

RESPONSE: Evercom has read, understands and will comply.

See Attachment 16: Financials.

2.6.11.4 Disclose any and all judgments, pending or expected litigation, or other real or potential financial or legal events that might materially affect the viability or stability of the proposing organization or warrant that no such condition is known to exist.

RESPONSE: Evercom has read, understands and will comply.

There are no lawsuits pending against Evercom that, if such suit results in an unfavorable outcome or judgment, would have a material adverse effect on Evercom's ability to fully perform all obligations and liabilities contained in this RFP and/or the awarded contract.

2.7 IMPLEMENTATION PLAN

2.7.1 One Contractor will be selected to enter into a written contract as a result of this RFP with the selected Contractor to begin providing services no later than 120 days after execution of a written contract. The proposal must include an implementation plan describing the tasks and activities to be completed and their timeframes/milestones prior to the start of services. The implementation plan is to detail how the Contractor would satisfy the RFP's requirements regarding the installation, operation and maintenance of an inmate phone system with monitoring and recording capabilities, such that each issue addressed would be complete and detailed enough to assure the Department of the Contractor's understanding and capability to perform the cited requirements, and to substantiate that the IPS will be fully operational within the timeframe stated after execution of the written contract.

2.7.1.1 Please specify Contractor's timeframe for the implementation plan if less than 120 days.

- RESPONSE:** Evercom has read, understands and will comply.

Evercom has a preliminary implementation plan that includes transitional meetings and tasks associated with the transition from the current vendor to Evercom's proposed system. Evercom has extensive knowledge and experience in preparing locations for new system implementation without disrupting the facility's current service. Evercom will have all hardware, phone lines, workstations, etc. in place prior to switching out the telephone instruments and cutting over to the proposed system.

System Implementation

Evercom personnel will use the master Installation Plan to conduct the transition and installation process and follow the time frames set forth by the DOC. Each specific site is surveyed and network lines are ordered. Equipment identified from the site survey is ordered and equipment forecasts are entered into the ordering and financial management System. The system equipment is assembled, and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover.

Installation procedures and guidelines are followed and testing procedures completed prior to cutover. Evercom Installation field technicians are provided an orientation to become familiar with the system. Bills of Lading for equipment parts and kits are identified for each installed site, and for the DOC facility assigned contact to receive the shipment for storage until installation. Any replacement parts are distributed by Evercom headquarters directly to the DOC site. All shipments are delivered by licensed, bonded inter/intrastate freight carriers.

Project Controls and Quality Checks

Timely execution and completion will be monitored by using scheduled completion dates in correcting implementation or operational problems, as well as problems reported through Evercom trouble reporting

system. Summary reporting, trend analysis, and schedule monitoring will facilitate tracking problem correction.

Other less formal reviews of installation status are held throughout the installation. In addition to design reviews, internal technical reviews chaired by senior technical staff are held periodically. Operations staff meetings provide the Area Service Director with up-to-the-minute status, and allow coordination and dissemination of the information necessary to successful completion of program objectives.

2.7.2 Describe in detail the Implementation and Cutover Plan. The overarching considerations are to maintain connectivity, avoid disruption of telephone services to inmates and the Department's need to monitor and/or rerecord inmate calls and to minimize the concurrent use of the incumbent provider's and successor's services.

RESPONSE: Evercom has read, understands and will comply.

Evercom will deploy three Project Teams for the implementation of the Arizona DOC contract. The commitment and dedication of the Project Teams will maintain a high level of sensitivity to the overarching considerations to maintain connectivity, avoid disruption of telephone services to inmates and the Department's need to monitor and/or record inmate calls and to minimize the concurrent use of the incumbent provider's and successor's services.

See Attachment 17: Implementation Plan.

2.7.2.1 The tasks and activities to be completed and their timeframes/milestones prior to the start of services (e.g. set-up of facilities, hook-up of phone lines, hiring/training of personnel).

RESPONSE: Evercom has read, understands and will comply.

See Attachment 17: Implementation Plan.

2.7.2.2 The schedule or sequencing of the service installations at Department sites.

- RESPONSE: Evercom has read, understands and will comply.**

See Attached Project Plan for all the pertinent details. Listed below is a summary of the Project Plan as it pertains to this question:

1. Signed Contract Received
2. Site Surveys
3. Order Circuits
4. Order, receive, build, test ISP system for each site
5. Circuits installed at each facility—Evercom will be onsite to test and turn up all circuits
6. Evercom ISP system equipment arrives at site
 - (a) Evercom Team arrives to install ICS and test with circuits in preparation for cutover (1 to 2 weeks prior to cutover)
7. ISP system is cutover
8. Training of site personnel on new Evercom ICS system
9. Customer Sign Off on Evercom ICS System

2.7.2.3 The potential risks that might affect the changeover to a new phone provider, their possible impacts and any strategies or solutions that the Contractor proposes to mitigate or prevent these impacts.

- RESPONSE: Evercom has read, understands and will comply.**

By installing all Evercom ICS equipment and circuits prior to the cutover date, usually one to two weeks in advance of the cutover date, this allows for all systems, circuits, etc., to be fully tested. By fully testing prior to cutover, there will be no risk of service interruptions due to the changeover to the new Evercom ICS system. The Evercom team has used this process with much success throughout their many multiple site accounts in the US & Canada.

2.7.2.4 The Contractors plan to avoid any service disruptions.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will have installed and tested all necessary equipment and circuits at each site prior to the actual cutover date. Once the Evercom ICS system is installed it will be running on the circuits provided by Evercom and will not have any impact on the incumbent's ICS. There will be no interruption of service at that time. On the cutover date, the inmate phones will be unplugged from the incumbent's ICS and reconnected, via amphenol connections, to the Evercom ICS system. There will not be any interruption of service. The cutover may be conducted during the time the facility has all phones off, i.e., a count time, prior to the phones coming on at the beginning of the day or after the phones go off for the day. This will minimize any downtime for the facilities.

2.7.3 System Implementation and Transition

2.7.3.1 The Department is presently utilizing an IPS provided by Globe Tel*Link Corporation (GTL). It is therefore of the utmost importance that the Contractor address the issue of transition from the existing system to the new IPS at all Department locations. The Department realizes that some "down time" will occur during this transition but the Contractor must propose an implementation plan that reduces this "down time" and allows for a smooth progression to the new system. The amount of estimated down time must be stated.

RESPONSE: Evercom has read, understands and will comply.

2.7.3.2 The Contractor is required to provide the Department a full implementation plan for the IPS. The Contractor's implementation plan must include a detailed explanation of the following items:

2.7.3.2.1 Pre-installation procedures for each of the Department facility;

RESPONSE: Evercom has read, understands and will comply.

2. SCOPE OF WORK

Contract Signed	1 day	0
<i>Implementation Meeting Held with designated AZ DOC personnel and Evercom Project Team Personnel</i> <ul style="list-style-type: none"> • Establish site contact personnel • Establish ISP rollout schedule & AZ DOC procedures • Finalize feature set selection • Verify May 2006 Findings from Site Surveys of All Locations 	1 day	Day 1
Evercom Project Team Meetings	1 day	Day 40
Product Order Completed/Submitted	1 day	
POF Processing	5 days	
Conversion Plan Evaluated & Adjusted as Necessary During Weekly Internal Conference Calls Through-out Project Duration <ul style="list-style-type: none"> • Confirm install dates with Master Scheduler • Confirm Installation Team • Confirm Install Support • Confirm Shipping • Confirm Training 	1 day per week	
Order/Install Lines for all locations <ul style="list-style-type: none"> • T1's/Analog Lines/Frames • Modem lines 	45 – 60 days for install by provider	
Feature Selection Confirmed	1 day	
Obtain Line Numbers and Confirm Orders and Due Dates with Local Exchange Company	1 day	
Branding Messages Developed	7 days	
Pull Equipment and Parts	1 day	
Build Inmate Call Out Program	10 days	
Configure Inmate Call Out Program	10 days	

Quality Control IPS test <ul style="list-style-type: none"> • Feature testing • System testing • Load testing * All quality control is conducted in Dallas prior to ship.	5 days per facility	
Package & Ship Equipment to Delivery Location	7 days	
Installation of IPS <ul style="list-style-type: none"> • Receive and inventory equipment • Build equipment • Prepare to cut IPS – Power-up IPS – Install workstations – Perform minimum acceptance test – Connect test line and conduct install tests – Contact Install Support – Install blocked number table, free numbers, and inmate PINs/PANs • Replace inmate telephone sets 	5 days	Day 30-45
Cutover of IPS <ul style="list-style-type: none"> • Notify facility that cutover will occur and gain Site/Central office approval to proceed • Cutover system at agreed upon time to minimize disruption • Notify facility of cut 	1 day	
Quality Assurance of IPS	½ day	
Training of Facility Personnel	½-1 day	
De-installation of Previous System	½ day	
Equipment Location Clean-up	½ day	

At each site, the Evercom Project Team will perform the following pre-installation tasks for each Department facility:

1. Complete site survey, including the following elements:
2. Individual phone set survey

3. Telephone room survey
4. Plant cable survey
5. LAN requirement survey
6. Facility personnel interview to determine:
 - Installation date
 - System placement/workstation placement
 - Identification of special conditions for each phone/cell
 - PIN/PAN conversion
7. Program manager will develop implementation plan and submit to facility for approval.

2.7.3.2.2 Pre-installation procedures for the complete system;

- RESPONSE:** Evercom has read, understands and will comply.

Overall implementation plan and milestones reviewed:

Evercom and AZ DOC will develop and finalize the initial IPS facility rollout schedule. Once the final requirements are established, the following events will take place:

Evercom will perform all detail design, software and hardware development and will test their equipment. All Evercom components will be tested as an integrated system.

It is important to the AZ DOC to successfully install the IPS system correctly and with a minimal amount of problems. To accomplish this, the system is fully built and tested at Evercom's manufacturing facility in Dallas. The system is built based on the Installation Quality Checklist that is created for each site. The system is tested using a call simulator. This stresses the system as if it were in the field. When all tests are passed, it is disassembled and crated for shipping to the site.

2.7.3.2.3 Network circuits/service coordination requirements;

- RESPONSE:** Evercom has read, understands and will comply.

To meet network service coordination requirements, Evercom will order the required network service immediately upon award. This will allow us to ensure that the network provider has the required plant to provide service. To avoid the risk of transition problem, a network provisioning specialist will be assigned to the Department until the project is completely installed.

2.7.3.2.4 Software programming and preparation;

- RESPONSE:** Evercom has read, understands and will comply.

Kick off meetings between Project Management and Install team to review the validation process that will be used to ensure that the system conforms to the functional requirements in the AZ DOC RFP and that other scheduled IPS installations are not affected.

Prior to shipment systems are fully tested and that the IPS system can be successfully implemented at all AZ DOC sites. All Evercom components will be tested as an integrated system. Confirm version of Platform and recording/playback.

System implementation team to actually build and integrate the hardware components, code and integrate the software modules, and interconnect the hardware and software segments prior to test.

Software updates for the operating system and System Security Patches/Updates

2.7.3.2.5 Equipment delivery schedules;

- RESPONSE:** Evercom has read, understands and will comply.

Hardware design will be performed for each site to be installed. The existing site survey conducted in May will be confirmed for the 20 AZ DOC sites. After the site surveys are confirmed all site requirements will be identified and a bill of lading (BOL) will be prepared. The BOL will be provided to the AZ DOC to ensure all parties agree to the items and their quantities. The system equipment is assembled, and forwarded to a staging and testing area prior to shipment. The system is typically shipped two weeks prior to cutover.

Evercom currently installs the call processor at a rate of approximately 15 per month. Evercom is well prepared to provision and install all required equipment within the stated installation period.

2.7.3.2.6 Equipment security procedures;

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will work with the Department to review a AZ DOC security policies. We will work closely with the AZ DOC Security to ensure a safe and secure computing environment by adhering to AZ DOC mandated policies, procedures and implementing best practices methodology. Evercom employs as employees certified technicians to handle and install equipment securely. We will be in accordance with the AZ DOC security check and clearance guidelines.

Evercom will be responsible for providing and maintaining the necessary expertise to perform the day-to-day functions required for keeping the IPS safe and securing the computing environment. Evercom considers the data and the system integrity of utmost importance. Evercom will provide a secure environment for the operation of all call processors, workstations, networking modules, and the data archives. All computer equipment will reside in a locked cabinet.

2.7.3.2.7 Equipment/system installation procedures;

- RESPONSE:** Evercom has read, understands and will comply.

After the site surveys are reviewed and/or confirmed all site requirements will be identified and a bill of lading (BOL) will be prepared. The BOL will be provided to the AZ DOC to ensure all parties agree to the items and their quantities. Design activities will occur for the site after the BOM is approved by AZ DOC. A design will be required for each site to be installed. Upon approval of the AZ DOC, Evercom Project Manager and Field Services Manager installation will be coordinated. Certain design activities and line provisioning begin in advance to accelerate the installation schedule. A time oriented installation schedule will be developed and used to identify the time and date for the following activities:

1. Network installation
2. System installation
3. Local Area Network installation
4. System training
5. System transition
6. Phone transition

Important phase since T-NETIX/Evercom is the sub contractor under the current contract all transitional stages will be coordinated with the same install team installing IPS. This ensures the AZ DOC central office and the facility a thorough installation of the system with minimal down time in service. The goal will be to provide a complete turnkey system without disrupting the activities of the Arizona DOC facility.

Evercom will work closely with the AZ DOC during the Implementation Plan and rollout schedule to ensure the installation schedules are attainable and the installation procedures are complete. Weekly coordination meetings will be proposed to review action items and activities during installation phases. The Implementation Plan will be updated throughout the process.

A qualified installation team will perform the installation at each site. The system will be fully tested by Evercom using the tests described in 2.7.3.2.9 below before being placed into service. The site will begin as required by the RFP a 30 day acceptance period after the equipment is installed and will begin the maintenance phase after acceptance. Billing for calls will commence when the first inmate call is placed.

2.7.3.2.8 Inmate telephone installation procedures;

- RESPONSE:** Evercom has read, understands and will comply.

Once each port has been tested on the system, the transition of each individual phone set will occur. Evercom proposes that we replace each set individually, as we remove the previous vendor's telephones. This will limit the downtime to minutes per telephone.

Evercom will be responsible for maintaining all telephones in working condition. A 5 %spares inventory of telephones will

be maintained at each site to ensure rapid telephone replacements. All costs related to the telephone maintenance to include replacement and shipping costs are Evercom's responsibility.

2.7.3.2.9 System testing at each of the Department facility;

RESPONSE: Evercom has read, understands and will comply.

Each system is placed under 'stress-testing' for 7 days, before it leaves the production facility. This testing procedure simulates that all ports on the system are in constant use 24 hours straight, for 7 days. The system is again tested onsite to insure total functionality. Test calls are placed from each station port to each trunk. The network integration is validated through a battery of tests that include frame testing and file transmission.

More than 130 individual component tests will be tested and completed by the project manager and field technicians previous to beginning the 30-day operation period, Including:

- Place local Calls and listen to voice prompts
- Select Spanish prompts
- Place intraLATA, and interLATA calls
- Attempt to call blocked numbers
- Print sample call detail reports at the workstation
- Verify that site received user manuals
- Confirm and Test Prepaid calling
- Attempt a 3-way call
- Listen/monitor and active call
- Query Recorded Call information
- Place a call to a privileged number
- All recording and monitoring functions
- Assign and test PIN accounts. Complete Test calls for PINs.

2.7.3.2.10 System testing of overall system connectivity;

RESPONSE: Evercom has read, understands and will comply.

Evercom will provide a thorough training on the system and telephony equipment. Training provided will include the following topics, subject to the approval and modification of Evercom and the Department: the system components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

2.7.3.2.11 Training of the Department personnel;

- RESPONSE:** Evercom has read, understands and will comply.

Evercom will provide a thorough training on the system and telephony equipment. Training provided will include the following topics, subject to the approval and modification of Evercom and the Department: the system components and operation, the setup and maintenance of inmate accounts, real time monitoring and recording applications, reporting capabilities, the restriction application, and the defining of call timing and duration by phones or groups of phones.

Follow-up training will be provided as needed. This training can be done via email, on-site visit, or remotely by taking "control" of the system and walking the administrator through the steps necessary to complete their task(s). Evercom also provides an interactive training CD and workbook for use in any PC. This is especially useful when personnel were not able to attend the initial training session and for personnel/shift changes.

A DETAILED ILLUSTRATION FOLLOWS BELOW:

Training Course Elements

Evercom is committed to ensuring that the users of the SYSTEM are provided with ongoing training that will help them maximize the investigative and administrative potential of the system. The following table details the standard SYSTEM training course elements that Evercom will provide at no charge. In addition, our customers are provided with detailed SYSTEM manuals and learning tools

that will further complement their system administration capabilities.

Course Element	Description
SYSTEM Components: Purpose and Operation	Participants learn what a wide area network (WAN) and a local area network (LAN) are, and how they relate to the components of the SYSTEM. All components of the SYSTEM will be discussed, as well as the centrally located SYSTEM server and backup system(s).
Secure Access: Multilevel Password Security Features, Functionality and Operation	<p>Participants will be instructed on how to set up and assign different or specific access levels to authorized individuals. Participants will also learn how to modify initial access levels and or input additional levels based on facility clearance objectives and designated entry to each application.</p> <p>The facility administrator has the ability to determine system accessibility by assigning passwords and security levels to authorized personnel. Multi-Level access applies to each application of the SYSTEM with three primary levels – Low, Medium and High. Participants will be trained in the manner for which appropriate application levels are applied.</p>
SYSTEM Live: <ol style="list-style-type: none"> 1. Call Monitoring and Disabling 2. 'Live' Call Activation 3. Remote Access 4. Disabling 5. Investigative Tool 	<p>LIVE: Visual and Audio call monitoring will be described with specific instructions on how to activate the primary functions of this application. Specific features of the 'Live' monitoring screen will be discussed in detail to include:</p> <ul style="list-style-type: none"> • column headings • manipulation of the information order • 'hot' keys for disabling/enabling ports • multiple party monitoring <p>REMOTE: The monitoring application tools will be discussed to include on-site 'Live' monitoring and the remote access capabilities specific to performing tasks related to the 'Live' call retrieval and forwarding functions.</p> <p>DISABLING: Authorized personnel will also be trained in the area of phone control for the purpose of disabling</p>

Course Element	Description
	<p>individual or multiple ports when immediate action is required.</p> <p>INVESTIGATIVE: The potential to deter and control crime within the facility and outside the facility through the use of call monitoring will be discussed. Actual customer experiences will be shared with the participants.</p>
<p>Profiler: PIN & PAN Setup/Maintenance.</p> <p>Prisoner Identification #s Call Restrictions/Privileges Personal Allowed # Lists Global Assignment</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> ● Establish an inmate PIN record with specific number assignments, time restrictions and audit trail of calls ● Define a Personal Allowed Number list with specific number restrictions and called party association ● Assign Private Number Status for attorney/client privilege (disables recording and monitoring capabilities) ● Assign 'Watched' Number Status <ul style="list-style-type: none"> ○ Remote and on-site alerting capabilities ● Apply Call Restrictions per PIN <ul style="list-style-type: none"> ○ Time of day restrictions ○ Call limitations based on daily, weekly and monthly ○ Special calling privileges ● Access record for editing and modifications ● Global number assignment
<p>Watched Number Alert: Audible watched number alert</p>	<p>Selected participants will be instructed on how to designate specific numbers as 'watched' through the 'Watch Alert' feature of the Number Restrict Editor application.</p>
<p>Covert Alert: Remote Live Monitoring of Calls</p>	<p>Participants will be instructed on how to set up and establish remote call forwarding and monitoring for those numbers that are under surveillance. Participants will learn how to enter new numbers and the destination number to which the call will be forwarded once in progress. Additionally, participants will also learn how to display the active/inactive list of those numbers assigned a 'watch' status.</p>
<p>Call Playback Function: Recorded Playback Copy Function Restore Function</p>	<p>PLAYBACK: The participant will be taught how to selectively retrieve and listen to a pre-recorded conversation that is resident on the hard drive,</p>

Course Element	Description
	<p>backed-up to AIT device or other archival device.</p> <p>COPY: Participants will be instructed in how to copy a pre-recorded conversation to a CDR device that offers enhanced portability and a valuable tool for building a library of evidence.</p> <p>RESTORE: Instruction will be provided on the restorative capabilities of the system relative to the tape backup function.</p>
<p>Recorder Application: Hard-Drive Capacity Back-up Function Labeling Function</p>	<p>HARD-DRIVE: The participant will be versed in the storage capacity of the hard-drive with specific instruction on the importance of maintaining a tape drive back-up.</p> <p>BACK-UP: Instruction specific to the back-up process and storage life of the calls.</p> <p>LABELING: Participants will be instructed in the proper labeling of storage devices for the purpose of recall and playback of audio calls.</p>
<p>Three Way Call Detection: Methodology Options Available On-Site Controls</p>	<p>METHODOLOGY: Participants will be instructed in the methodology employed to reduce the incidence of 3-way calls.</p> <p>OPTIONS: Instruction will be provided on the options (tag line messaging, call termination, etc.) available for handling potential 3-way calls.</p> <p>CONTROLS: Participants will learn how to adjust the sensitivity settings to reduce the incidence of flagging calls that are not 3-way attempts.</p>
<p>Restrict Number Editor: Search Parameters New Number Assignment Editing/Delete Restrictions Restrictions & Assignments Validation Codes</p>	<p>SEARCH: Instruction will be provided on the restriction feature, which allows authorized personnel to search, retrieve, review and edit number restrictions. The use of this feature as a tool to officers and investigative personnel will be described in detail.</p> <p>NEW: Instruction will be given on how to add a new number and apply restrictions to it such as 'Watched', 'Free', 'Call Block' and 'Private'. Use of the</p>

Course Element	Description
	<p>description field for comments or reasons for the restriction will also be discussed.</p> <p>EDIT: Participants will also be instructed on how to identify, edit and delete a telephone number and/or restrictions that has been previously entered in the system.</p> <p>RESTRICTIONS: Participants will review each of the number restrictions and assignments available through this application to include call blocks, harass and PERMAblock function, free, private and watched status, and the wildcard feature.</p> <p>VALIDATION: Review the validation process. The associated codes and status of the number will be included.</p>
<p><i>Investigative Reports:</i> Tracking/analyzing inmate call patterns Report Types Parameter Fields Selective Grouping Global Restrictions</p>	<p>REPORTS: Participants will review each of the 15 standard reports with discussion on the capability for generating user specific reports.</p> <p>PARAMETERS: The participant will be versed in the parameter fields relative to each report and how to generate a report with user defined information and report content. The participant will be informed of the investigative values of the report application. The parameter fields include information relative to each telephone, location, destination number, date, PIN, call duration, call type, frequency of calls, etc.</p> <p>SELECTIVE: Participants will receive instruction on how to perform group or individual call searches from a single application.</p> <p>GLOBAL: Participants will also learn about the value added function of the global administrator for number restrictions.</p>
<p><i>Call Tracker:</i> Case notes with embedded conversations Investigative Tool Case Management</p>	<p>Participants will be instructed in how to establish an investigative log of calls with specific tracking identifiers. The instruction will also include the ability to search, edit and expand existing record logs and the value it offers the investigative unit for case management.</p>
<p><i>Transporter:</i> 'True Portability with embedded</p>	<p>Authorized personnel will be instructed in the methods to copy one or multiple</p>

Course Element	Description
call detail	calls to a CD that can be played on any PC without SYSTEM software. Participants will also be taught how to create a CD for use on any audio stereo device (e.g., 'Boom Box' or car stereo system).
<p><i>Optional Calling Methods:</i> Debit Based Platform Prepaid Card SmartConnect CBS Account Prepayment</p>	<p>In addition to collect calling, additional calling options are available through the SYSTEM. Participants will be provided with an overview of each option and the value it offers.</p> <p>DEBIT: SYSTEM offers a fully integrated debit based calling platform that offers additional tracking controls of the inmates calling activities. PREPAID: Cards can be purchased and then resold through the commissary to allow inmates to prepay for calls placed to friends and family. SMARTCONNECT: Exclusive product of Evercom that offers greater budgeting and calling flexibility to families for maintaining close contact with an inmate. CBS: Family and friends have an option to prepay their phone charges through our dedicated customer care center. Each of these options provides additional avenues for revenue while providing a valuable budgeting tool to families and friends.</p>

2.7.3.2.12 Actual system cutover to service;

- RESPONSE:** Evercom has read, understands and will comply.

Actual system cutover to service 30-45 days after the execution of a signed contract. This time period is conditional upon installation of local line service by the local service company.

2.7.3.2.13 List of the Department responsibilities.

- RESPONSE:** Evercom has read, understands and will comply.

Initial meeting Evercom and AZ DOC will develop and finalize the IPS implementation schedule.

Weekly meetings with AZ DOC and Updates to Project Management Plan. To allow timely system installation and implementation, AZ DOC staff at each facility will be made aware of the installation schedule to grant the Evercom implementation team access to specific facility areas.

At the end of each installation, the Project Manager, Installation and Operations Manager will compare actions, efforts and time expended to that planned. If there are significant variations from the plan a risk will be identified and tracked. The plan will be evaluated and updated based on performance. The measure provides an accurate measure of whether actions are being worked or not. Items that are late will be investigated and brought to closure as soon as possible.

AZ DOC Central Office and/or AZ DOC facility responsibilities will include:

- **Presence at implementation meetings**
- **Perform security clearances on Evercom personnel**
- **Establish contact personnel and AZ DOC policies & procedures**
- **Confirm installation to proceed**
- **Warden approval to proceed to cutover and agree on off hours to complete to minimize service disruption**
- **Business hour access to Evercom implementation team**
- **Accept Delivery of needed installation equipment upon scheduled arrival**
- **Participate in scheduling of Training classes to AZ DOC staff**
- **Acceptance phase This measure will report on the number of action items, which are 1 to 30 days late.**
- **Allow access to facilities for location clean-up**

The Evercom Account team will be available to meet monthly with AZ DOC staff for the purpose of presenting IPS prior month's maintenance reports mentioned in the previous section and to discuss resolutions to issues and concerns. These meetings will be scheduled at the discretion of the AZ DOC.

- 2.7.3.3 The Contractor must work with the Department to determine the exact times when Inmate Telephone Equipment can be replaced to reduce "down time".

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will work with the Department to determine the exact times when the system can be replaced to reduce "down time". It is always Evercom's plan to work with our customers to limit the amount of down time. Evercom will setup our system next to the old system, proceed to do the prep work so that the downtime is limited to only a few minutes. If needed, Evercom will also do this process overnight to limit the impact to the customer.

- 2.7.3.4 It is strongly suggested the Contractor conduct a site visit to each of the Department facility prior to submitting their bid in order to become familiar with the physical location of the existing IPS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom has completed site surveys at all Arizona DOC sites by qualified Evercom personnel.

- 2.7.3.5 The Contractor must coordinate any removal of the existing inmate telephones in all of the Department facilities. The Contractor is required to meet with the Department so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will coordinate any removal of the existing inmate telephones in all of the Department facilities. Evercom will meet with the Department so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

- 2.7.3.6 The Contractor is allowed to re-use existing station cabling installed at each of the Department facility for the inmate telephones once it has "tone and tested"

each cable run to ensure that the station cable is capable of supporting the new inmate telephones. In cases where the existing cable is reused, the Contractor will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance. In cases where existing station cabling cannot be used, the Contractor will install new station cabling (Category 5e minimum) at no cost to the Department. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Contractor and the Department to ensure proper operation of the inmate telephones.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom agrees to the requirements relative to cabling.

2.7.3.7 Although the Department does not anticipate that such work will be required, the Contractor must agree in its response to obtain Department permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom agrees to obtain the Department's permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fire-proofing or moisture proofing, or potentially cause any structural damage.

2.7.3.8 The Contractor will be responsible for all programming of the IPS including the generation and creation of the system database(s) required to provide a fully operational IPS.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom agrees to the responsibilities relative to database requirements.

- 2.7.3.9 The Contractor must transfer the current IPS database information including inmate profiles (PINs) and call records to the new system. The Contractor must state, in its response, how this will be accomplished and what is required of the Department to facilitate this transfer of information.

- RESPONSE: Evercom has read, understands and will comply.**

The current Inmate Calling System is a proprietary software utilizing the DOS Database Paradox. This was formerly a commercially available software. The calling records of Inmate PIN's and Inmate Approved Numbers can be converted through Paradox to a Text file. This Text file can then be imported into either MS Access or MS Excel which allows the data almost universal accessibility to other modern databases.

- 2.7.3.10 The Contractor must clean up and remove any and all debris and packaging material resulting from its work at the Department facility on a daily basis.

- RESPONSE: Evercom has read, understands and will comply.**

- 2.7.3.11 Upon completion of installation, the Contractor must leave the Department facility clean, orderly and ready for immediate use.

- RESPONSE: Evercom has read, understands and will comply.**

- 2.7.3.12 The Contractor must be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Contractor's installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to

its former condition by the Contractor at no cost to the Department.

- RESPONSE: Evercom has read, understands and will comply.**

2.7.3.13 The Contractor must ensure that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation. The Contractor is responsible for obtaining all necessary permits. Should violation of codes occur relating to this network installation project because necessary permits were not identified and obtained by the Contractor, the Contractor will cease all work at that specific location and correct the situation, immediately, at no cost to the Department prior to continuation of system installation

- RESPONSE: Evercom has read, understands and will comply.**

Evercom ensures that all of its work and materials comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation. Evercom will obtain all necessary permits.

2.7.3.14 The Contractor must include in its Implementation plan how they will address additional requirements referred to in Attachment #8, Requested Changes to Existing Phones.

- RESPONSE: Evercom has read, understands and will comply.**

See Attachment 17: Implementation Plan.

2.7.3.15 The Contractor must include in its Implementation plan their proposed recommendations for adding additional equipment to improve service and coverage. Currently the Department has approximately 30 inmates to each

phone (30 to 1 ratio) as indicated in Attachment #5, Current Inmate Capacity and Phone Types.

- RESPONSE: Evercom has read, understands and will comply.**

See Attachment 17: Implementation Plan.

2.7.4 System Testing

2.7.4.1 The Contractor must describe, in its response, how it performs standard system testing to ensure that the proposed IPS and its network services are fully implemented and ready to accept inmate traffic and Department use. This description must include the Contractor and industry standard methodologies, procedures and protocols consistent with the IPS proposed for the Department. The Contractor must describe what is required of the Department personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to the Department at no cost.

- RESPONSE: Evercom has read, understands and will comply.**

System Acceptance Plan

Evercom will provide all hardware and software at no cost to the Oklahoma Department of Corrections and submits this System Acceptance Plan based on the system design and its intended functionality. The following criteria will be used in conjunction with the Installation Checklist Record represented in our response.

HARDWARE

The system hardware will undergo the following testing with acceptance being acknowledged by the successful completion of the test:

- **Digital Circuits Connected and Operational**
- **Station Ports Operational**
- **Integrated Access Unit Connected and Operational**
- **Monitor Ports Connected and Operational**
- **Network Properly Connected and Operational**

Each of the above will be tested based on the ability to place test calls successfully via direct dial connection.

Additional testing of the system requires the following:

- Establishing Power for the system in Determining successful operation
- Utilize the UPS Backup Power for Various Outages/Disruptions
- Print Test Reports (to insure proper connection and operation)

SOFTWARE

The system software will undergo the following testing with acceptance being acknowledged by the successful completion of the test:

- Manipulate Application Modules for Proper Configuration and Connection
- Number Restriction File
 - Enter data in the appropriate fields
 - Search, save, retrieve, delete data previously entered in the data fields
 - Identify number blocks to insure appropriate assignment of validation codes
 - Utilize the wild card blocks to insure proper functionality
 - Manipulate data to insure system recognition and storage of information
- ON/OFF and Call Duration
 - Manipulate on/off controls of the system to insure proper functionality
 - Place call restrictions (time of day limits) to verify functionality
- Call Detail Reports
 - Generate various reports to determine proper functioning of application
 - Manipulate information in the data fields to insure proper function
 - Retrieve, view and print reports based on user determined criteria
- Automated Voice Prompts
 - Place test calls to insure proper functioning of voice prompts
 - Identify the various call brands for debit and collect calls

Facility Participation Level

All transitional stages will be coordinated with the current vendor, and the facility, to insure an efficient and expedient installation of the system with minimal interruptions in service. Overviews of the tasks necessary to complete the installation have been included in the preliminary implementation plan. Participation on the part of the facility is minimal, but will include such tasks as the following:

1. Conveying to Evercom the system features desired during the system configuration process
2. Providing security clearances, access, and escorts (if needed) to the detention center
3. Providing information to Evercom regarding tool control, dress codes, and other facility rules and regulations
4. Appointing facility personnel to be trained on the features and functions of the system upon completed installation

2.7.4.2 The Contractor is required to provide system testing which simulates normal operating conditions of the installed IPS to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for inmate calling traffic.

RESPONSE: Evercom has read, understands and will comply.

2.7.4.3 The Contractor must agree, in its response, to the Department's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees to the Department's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

2.7.5 System Acceptance

2.7.5.1 The Department defines system acceptance as the "problem free" operation of the IPS and its network of services for a period of 30 consecutive days commencing with the actual completion of IPS installation and testing.

RESPONSE: Evercom has read, understands and will comply.

2.7.5.1.1 Should the proposed IPS operate "problem free" during the initial 30 day acceptance period, the Contractor may consider the IPS installation as complete at that Department facility and commence with post installation maintenance and support.

RESPONSE: Evercom has read and understands.

2.7.5.1.2 Should the IPS fail to operate "problem free" during the 30 day acceptance period, the Contractor must correct the problem at no cost to the Department and the 30 day acceptance period will begin again. The Contractor is required to provide all materials and labor to ensure that the installed IPS is performing according to manufacturer specifications and the requirements of this RFP.

RESPONSE: Evercom has read, understands and will comply.

The Evercom Acceptance and Test Plan provides a complete and comprehensive acceptance plan for the proposed system. This may be used in every installation for the Department. The acceptance plan is the standard against which acceptance is typically measured. Evercom looks forward to working with the Department in developing a specific plan that meets the 30 day problem free operation, and all of the mutually agreed upon criteria.

2.7.5.2 The Contractor must agree, in its response, to discuss the definition of "problem free" operation with the Department prior to system contract. However, for the

purposes of this RFP, "problem free" operation during the initial 30 day period is defined as the following:

- 2.7.5.2.1 Failure of no more than two percent (2%) of the telephone instruments;
- 2.7.5.2.2 Failure of no more than ten percent (10%) of network services';
- 2.7.5.2.3 Failure of no more than one (1) digital trunk (T1,ISDN PRI);
- 2.7.5.2.4 Operation of the system security features including PINs, etc.;
- 2.7.5.2.5 Operation of the system software without major conflicts or feature failure;
- 2.7.5.2.6 Non- failure of any Central Processing Unit (CPU).

RESPONSE: Evercom has read, understands and will comply.

Evercom agrees to discuss the definition of "problem free" operation with the Department prior to system contract. Evercom understands that for the purposes of this RFP, "problem free" operation during the initial 30 day period is defined as the aforementioned.

2.7.6 System Documentation

2.7.6.1 At the completion of the installation, the Contractor must provide a complete set of system reference manuals which must include information specific to the installation at each of the Department facility.

RESPONSE: Evercom has read, understands and will comply.

Upon completion of the project, and as a part of the training curriculum, Evercom will provide a complete set of system reference manuals that will include information specific to the installation at each Department facility.

2.7.6.2 The Contractor must supply all necessary documentation to the Department personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will supply all necessary documentation to the Department site administrator in regards to maintenance contact number, maintenance reporting procedures, maintenance escalation procedures, etc.

- 2.7.6.3 The Contractor must provide programming manuals that are specific to each of the Department facility.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide programming manuals that are specific to each of the Department facility.

- 2.7.6.4 The Contractor must provide the Department facility specific "checklists" allowing trained the Department personnel to become acquainted with the specific programming of the IPS installed at that particular Department facility.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide the Department facility specific "checklists" allowing trained the Department personnel to become acquainted with the specific programming of the IPS installed at that particular Department facility.

- 2.7.6.5 The Contractor must provide written procedures at each of the Department facility that instruct the Department personnel on how to report system troubles, escalate system troubles within the Contractor's organization, contract Contractor personnel during weekend shifts, etc. The Contractor must update such written procedures on a quarterly basis during the term of this contract.

- RESPONSE: Evercom has read, understands and will comply.**

Evercom will provide written procedures at each of the Department facility that instruct the Department personnel on how to report system troubles, escalate system

troubles, contact Evercom personnel during weekend shifts, etc. Evercom will update the written procedures on a quarterly basis during the term of this contract.

Escalation Policy

Upon contact from the facility, each service call is assigned one of four initial acuity levels, each with its own resolutions and escalation timelines. Every effort is made to resolve the problem remotely, within the framework of the resolution timeframes. If the problem cannot be resolved remotely, a service technician is dispatched to the facility to expedite problem resolution. Technician dispatched also have resolution and escalation timelines appropriate for the assigned acuity level.

If resolution is delayed, escalation procedures within Evercom Management Team are activated to ensure appropriate resources are allocated to resolve the problem.

In all instances, Evercom will work as quickly as possible to rectify all service issues.

Standard assigned response times to each priority level are as follows:

- Priority 1 – 2 hours
- Priority 2 – 8hours

Escalation Contacts:

Technical Support (All Levels)		866-558-2323
Acuity Level	Contact	Telephone Number
Level 1	Manager – Tony Taillac	972-953-4199
	Director - Debbie Cates	972-277-0314
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311
Level 2	Manager – Tammie Carpenter	972-953-4125
	Director - David Lang	972-953-4217

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	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311
Level 3 & 4	Manager – Mitchell McMahon	972-953-4200
	Director - David Lang	972-953-4217
	Senior Director - Alice Clements	972-277-0315
	Vice President of Operations - Bob Rae	972-277-0311

3. COST AND COMMISSION REQUIREMENTS

3.1 Inmate Call Cost Proposal Requirements

3.1.1 The Contractor's response to this REP must identify a rate or rates for local, intraLata, interLata, interstate, and international inmate calls. The rates may not be increased during the first year of the contract Rates must be proposed for collect calls and one alternative calling plan such as prepaid or debit and may be per minute, flat rate, a combination (hybrid) of flat rate and per minute rate or such other rate plan as the Contractor may propose.

RESPONSE: Evercom has read, understands and will comply.

See Evercom's response to the Fee Schedule.

3.2 Commission

3.2.1 The successful Contractor will demonstrate in their proposal their method to maximize the commission to the Department at the same time minimizing costs to inmates and families. As a guideline, the Department currently receives a commission of approximately \$4 million dollars annually, based on a commission rate of 52% of the Gross Revenue generated from the existing contract. The approximate current phone rates to inmates and families are shown in Attachment #6, Current Call Rates.

RESPONSE: Evercom has read, understands and will comply.

Evercom's goal is to maximize the commission to the Department while at the same time minimizing costs to inmates and families.

One of the ways Evercom accomplishes this goal is through our patented First Callconnect™ programs. First Callconnect accomplishes one of the toughest issues in inmate calling, allowing the inmate to quickly open an account to permit calling to friends and family members outside the facility. This enabler easily facilitates quick establishment of friend and family accounts.

When an arrestee or inmate attempts to contact family or friends who do not have an account, First Callconnect's **LINK-UP™** system automatically connects the first call and allows a brief conversation before interrupting the call. **LINK-UP's** automated IVR plays a message to the called party prompting them to set up an account. A customer-centric option provides the ability to open an account automatically or be connected directly with a live customer care agent who will assist in the opening of an account. Once the customer has activated their account, contact between the inmate and the account holder is readily available within 24-hours.

3.2.2 The Contractor's proposal must show the calculated annual Gross Revenue amount as well as the proposed percentage commission of Gross Revenue the Department will receive based on the current call usage identified in paragraph 2.2.2 of the Scope of Work. See examples of calculations given in Attachment #2, Example of Contractors Cost Proposal.

RESPONSE: Evercom has read, understands and will comply.

3.2.3 Commissions will be paid to Department as follows:

3.2.3.1 Contractor will make an up front payment to the Department within 10 days from contract award date and a true-up payment based on their proposed % commission rate of gross revenue at contract year end. This will continue each of the 5 year contract term and any subsequent renewals. Calculation example follows.

RESPONSE: Evercom has read, understands and will comply.

3.2.3.2 Example: Annual gross revenue is \$10 million. Proposed commission is 50%. Annual amount due to the Department is (\$10 million times 50% = \$5.0 million minus payments to date of \$3.5 million equals a true-up amount due the Department of \$1.5 million at each contract year end.

RESPONSE: Evercom has read, understands and will comply.

3. COST AND COMMISSION REQUIREMENTS**3.3 Phone Rates Bid by Call Type**

3.3.1 Contractor must indicate the proposed rates for the initial term of the contract for all types of calls in a table/chart as shown on page 85, Fee Schedule. Phone rates may not be increased for the first year of the contract.

RESPONSE: Evercom has read, understands and will comply.

3.4 Inmate Call Costs Calculations

3.4.1 The Contractor must calculate Inmate call costs by using 20-minute call duration using the number of calls for each call type identified in subsection 2.2.2. For the purposes of evaluation a 70%-30% ratio of collect to alternative cost rates (i.e., pre-paid/debit) will be used. If the Contractor proposes day and night rates, the lowest rates proposed will be used provided the rates are within 5% of each other, otherwise the rates will be averaged for evaluation purposes.

RESPONSE: Evercom has read, understands and will comply.

Evercom has provided this information in the Fee Schedule per Amendment #6.

3.5 Attachment #6, Current Call Rates, indicates the current average phone rates under the existing contract for comparison purposes.

RESPONSE: Evercom has read and understands.

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ATTACHMENTS

Signed Offer and Acceptance
Fee Schedule
Certificate of Insurance
Amendments 1-6
Attachment 1: Rules for Non-Employees
Attachment 2: Examples of Contractors Cost Proposal
Attachment 3: Management Criteria
Attachment 4: Inmate Phone Locations
Attachment 5: Current Inmate Capacity and Phone Types
Attachment 6: Current Call Rates
Attachment 7: Prison Site Visit Schedule
Attachment 8: Requested Changes to Existing Phone
Attachment 9: Inmate Phone Number Plan Area
Attachment 10: Sample Reports
Attachment 11: Training Outline
Attachment 12: Certificate of Authority
Attachment 13: Resumes
Attachment 14: Organizational Chart
Attachment 15: Dunn and Bradstreet
Attachment 16: Financials
Attachment 17: Implementation Plan
Attachment 18: Value Added Products

Signed Offer and Acceptance

OFFER AND ACCEPTANCE

ARIZONA DEPARTMENT OF CORRECTIONS

SOLICITATION NO. 060072DC

OFFER

Submit this form with an original signature to the Arizona Department of Corrections, 1601 W. Jefferson St., M/C 55303, Phoenix, AZ 85007-3002

The Undersigned hereby Offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation.

Arizona Transaction (Sales) Privilege

For clarification of this Offer, contact:

Tax License No.: N/A

Name: KEVIN COLLINS

Federal Employer Identification

Phone: 720-488-5696

No.: 75 272 2144

Fax: 972-277-0514

EVERCOM, a sub of SECURUS
Company Name

Kevin Collins
Signature of Person Authorized To Sign Offer

14651 N. Dallas Pkwy #600
Address

KEVIN COLLINS
Printed Name

Dallas TX 75254
City State Zip

Account Executive
Title

OFFER ACCEPTANCE AND CONTRACT AWARD

(For State of Arizona use only)

The Offer is hereby accepted as described in the Notice of Award. The Contractor is now bound to perform based upon the Solicitation and the Contractor's Offer as accepted by the State.

INMATE TELEPHONE SYSTEM

This Contract shall henceforth be referred to as Contract No. 060072DC. The Contractor is hereby cautioned not to commence any billable work or provide a material or service under this Contract until the Contractor receives a Contract release document.

State of Arizona, Department of Corrections

Awarded this 18th day of October 2007

Denel Pickering
Denel Pickering, Chief Procurement Officer

Fee Schedule

REVISED FEE SCHEDULE
 SOLICITATION NO. 060072DC
 SOLICITATION AIVIENDMENT NO. SIX

ARIZONA DEPARTMENT OF
 CORRECTIONS

Contractor Cost Proposal Form

Contractor Name: Evercom, a subsidiary of SECURUS Technologies

Contractors shall provide the dollar amount of up front payment the Department will receive at the beginning of each year of the contract term, \$2,600,000. (Two Million Six Hundred Thousand Dollars) This up front shall be based on the commission rate offered. A true up payment shall be made at the end of each contract year for the balance of the commissions.

Contractor Proposed Rates

			Commission Rate			
			60.60%			
Type Call	Per Call Comp	Surcharge	Per Minute Rate		20 Min Call Cost	Family Costs
Collect						
Local		\$2.30	\$0.00		\$2.30	\$601,448
IntraLATA		\$2.50	\$0.25		\$7.50	\$1,606,478
InterLATA		\$3.00	\$0.30		\$9.00	\$2,587,966
Interstate		\$3.00	\$0.50		\$13.00	\$974,142
International		\$3.00	\$0.50		\$13.00	\$63,648
Prepaid						
Local		\$2.00	\$0.00		\$2.00	\$261,499
IntraLATA		\$2.00	\$0.25		\$7.00	\$749,690
InterLATA		\$2.50	\$0.30		\$8.50	\$1,222,095
Interstate		\$2.50	\$0.50		\$12.50	\$468,338
International		\$2.50	\$0.50		\$12.50	\$30,600
Debit						
Local		\$2.00	\$0.00		\$2.00	\$87,166
IntraLATA		\$2.00	\$0.25		\$7.00	\$249,897
InterLATA		\$2.50	\$0.30		\$8.50	\$407,365
Interstate		\$2.50	\$0.50		\$12.50	\$156,113
International		\$2.50	\$0.50		\$12.50	\$10,200
Call Data (Total Calls - 2005 Data)					Total Family Costs	
60% Collect		30% Prepaid		10% Debit		\$9,476,644
435,832 Local Calls						
356,995 IntraLATA Calls						
479,253 InterLATA Calls						
124,890 Interstate Calls						
8,160 International Calls						

Certificate of Insurance



CERTIFICATE OF INSURANCE

**ARIZONA STATE
DEPARTMENT OF
CORRECTIONS**

1601 W. Jefferson St. M/C 55303
PHOENIX, AZ 85007-3002

SOLICITATION NO. 060072DC

VENDOR

PRIOR TO COMMENCING SERVICES UNDER THIS CONTRACT, THE CONTRATOR MUST FURNISH THE STATE, CERTIFICATION FROM INSURER(S) FOR COVERAGE IN THE MINIMUM AMOUNTS AS STATED BELOW. THE COVERAGE SHALL BE MAINTAINED IN FULL FORCE AND EFFECT DURING THE TERM OF THIS CONTRACT, AND SHALL NOT SERVE TO LIMIT ANY LIABILITIES OR ANY OTHER CONTRACTOR OBLIGATIONS.

NAME AND ADDRESS OF INSURANCE AGENCY:	COMPANY LETTER	COMPANIES AFFORDING COVERAGE
	A	
	B	
	C	
NAME AND ADDRESS OF INSURED:	D	

LIMITS OF LIABILITY MINIMUM - EACH OCCURRENCE	COMPANY LETTER	TYPE OF INSURANCE	POLICY NUMBER	DATE POLICY EXPIRES												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">GENERAL AGGREGATE:</td> <td style="width: 50%; text-align: right;">\$2,000,000.00</td> </tr> <tr> <td>BODILY INJURY:</td> <td style="text-align: right;">\$1,000,000.00</td> </tr> <tr> <td>PER PERSON</td> <td></td> </tr> <tr> <td>EACH OCCURRENCE</td> <td style="text-align: right;">\$1,000,000.00</td> </tr> <tr> <td>PROPERTY DAMAGE OR BODILY INJURY AND PROPERTY DAMAGE</td> <td style="text-align: right;">\$1,000,000.00</td> </tr> <tr> <td>COMBINED</td> <td style="text-align: right;">\$2,000,000.00</td> </tr> </table>	GENERAL AGGREGATE:	\$2,000,000.00	BODILY INJURY:	\$1,000,000.00	PER PERSON		EACH OCCURRENCE	\$1,000,000.00	PROPERTY DAMAGE OR BODILY INJURY AND PROPERTY DAMAGE	\$1,000,000.00	COMBINED	\$2,000,000.00		COMPREHENSIVE GENERAL LIABILITY FORM PREMISES OPERATIONS CONTRACTUAL INDEPENDENT CONTRACTORS PRODUCTS/COMPLETED OPERATIONS HAZARD PERSONAL INJURY BROAD FORM PROPERTY DAMAGE EXPLOSION & COLLAPSE (IF APPLICABLE) UNDERGROUND HAZARD (IF APPLICABLE)		
GENERAL AGGREGATE:	\$2,000,000.00															
BODILY INJURY:	\$1,000,000.00															
PER PERSON																
EACH OCCURRENCE	\$1,000,000.00															
PROPERTY DAMAGE OR BODILY INJURY AND PROPERTY DAMAGE	\$1,000,000.00															
COMBINED	\$2,000,000.00															
SAME AS ABOVE		COMPREHENSIVE BUSINESS AUTO LIABILITY INCLUDING NON-OWNER (IF APPLICABLE)														
NECESSARY IF UNDERLYING IS NOT ABOVE MINIMUM		UMBRELLA LIABILITY														
STATUTORY EACH ACCIDENT	\$500,000.00	WORKMEN'S COMPENSATION AND EMPLOYER'S LIABILITY														
EACH OCCURRENCE	\$1,000,000.00	PROFESSIONAL LIABILITY														
	ACTUAL REPLACE MENT COST	PERSONAL PROPERTY (IF APPLICABLE)														

STATE OF ARIZONA AND THE DEPARTMENT NAMED ABOVE ARE ADDED AS ADDITIONAL INSURED AS REQUIRED BY STATUTE, CONTRACT, PURCHAS ORDER OR OTHERWISE REQUESTED. IT IS AGREED THAT ANY INSURANCE AVAILABLE TO THE NAMED INSURED SHALL BE PRIMARY OF OTHER SOURCES THAT MAY BE AVAILABLE.

IT IS FURTHER AGREED THAT NO POLICY SHALL EXPIRE, BE CANCELED OR MATERIALLY CHANGED TO AFFECT THE COVERAGE AVAILABLE TO THE STATE WITHOUT THIRTY (30) DAYS WRITTEN NOTICE TO THE STATE. THIS CETIFICATE IS NOT VALID UNLESS COUNTERSIGNED BY AN AUTHORIZED REPRESENTATIVE OF THE INSURANCE COMPANY.

NAME AND ADDRESS OF CERTIFICATE HODER	DATE ISSUED _____
	_____ AUTHORIZED REPRESENTATIVE

Amendment 1

SOLICITATION AMENDMENT

ARIZONA
 DEPARTMENT OF CORRECTIONS
 1601W. JEFFERSON, M/C 55303
 CONTRACTS ADMINISTRATION
 PHOENIX, ARIZONA 85007-3002
 (602) 542-1172 PHONE
 (602) 364-3790 FAX

REQUEST FOR PROPOSAL NO. 060072DC**AMENDMENT NO. ONE**

Proposal Due Date: June 20, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.**Inmate Telephone System**

This solicitation is hereby amended as follows:

Special Terms and Conditions, Page 21, Paragraph 1.4, Term of Contract is amended as follow:

From:

1.4 Term of Contract

1.4.1 The term of any resultant Contract shall commence on the date of award and shall continue for a period of sixty (60) months thereafter, contingent upon availability of funds and resources to each party with which to carry out its part of the Contract, unless renewed, terminated or canceled, as otherwise provided herein.

1.4.1.1 By mutual written Contract amendment, any resultant Contract may be renewed for supplemental one year periods of up to a maximum of two additional years.

To:

1.4 Term of Contract

1.4.1 The term of any resultant Contract shall commence on the date of award and shall continue for a period of seven (7) years thereafter, contingent upon availability of funds and resources to each party with which to carry out its part of the Contract, unless renewed, terminated or canceled, as otherwise provided herein.

The following questions have been asked and answered:

Question 1. It has been asked if participating site inspection personnel can bring digital cameras onto the sites to photograph equipment telephone rooms and possible phone locations. Cameras would be for the exclusive purpose of photographing telephone related equipment within the various facilities that could be beneficial in preparing the response.

SOLICITATION AMENDMENT

ARIZONA
 DEPARTMENT OF CORRECTIONS
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. ONE

Proposal Due Date: June 20, 2006

Solicitation Contact Person: Kristine Yaw

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Answer: Cameras are ok as long as they are declared prior to the visit. Vendor must ensure that no pictures of inmates, staff or security devices are taken. Please note that each Warden has the final say on what they will allow into their prisons.

Question 2. Can these same individuals carry cell phones onto sites during facility visits?

Answer: Cell phones will not be allowed. They must be stored in the car.

Question 3. Will each company be responsible for driving to sites or was transportation going to be provided by DOC?

Answer: The Department will not provide any transportation.

Question 4. Could you supply the phone number of each the facilities to get quotes for network?

Answer: Please see the attached Attachment No. #9, Inmate Phone Number Plan Area.

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

Offeror hereby acknowledges receipt and understanding of above amendment.

The above referenced Solicitation Amendment is hereby executed this 3rd Day of May, 2006, in Phoenix, Arizona.

John Viola 9/12/06
 Signature Date

JOHN VIOLA VP & GM
 Typed Name and Title

SECURUS TECHNOLOGIES
 Name of Company

Denel Pickering
 Denel Pickering, Chief Procurement Officer

**ATTACHMENT #9
SOLICITATION NO. 060072DC**

**ARIZONA DEPARTMENT OF
CORRECTIONS**

INMATE PHONE NUMBER PLAN AREA

Site	City	Phone Number	NPA-NXX
ASPC-Phoenix	Phoenix, AZ 85008	602-686-3100	602-685
ASP-Globe (Behind Fairgrounds)	Globe, AZ 85502	928-425-8141	928-425
ASPC-Florence	Florence, AZ 85232	520-868-4011	520-868
ASP-Picacho	Picacho, AZ 85241	520-466-7344	520-466
ASPC-Eyman	Florence, AZ 85232	520-868-8241	520-868
ASPC-Perryville	Goodyear, AZ 85338	623-853-0304	623-853
ASPC-Winslow	Winslow, AZ 86047	928-289-9551	928-289
ASP-Apache	Johns, AZ 85936	928-337-4845	928-337
ASPC-Yuma	San Luis, AZ 85349	928-627-8871	928-627
ASPC-Lewis	Buckeye, AZ 85326	623-386-6160	623-386
ASPC-Safford	Safford, AZ 85546	928-428-4698	928-428
ASP-Ft Grant	Ft Grant, AZ 85643	928-828-3393	928-828
ASPC-Douglas	Douglas, AZ 85607	520-832-5832	520-832
ASP-Papago	Douglas, AZ 85808	520-384-7521	520-384
ASPC-Tucson	Tucson, AZ 85734	520-574-0024	520-574
SACRC	Tucson, AZ 85713	520-884-8541	520-884
Florence West	Florence, AZ 85232	520-868-4251	520-868
Marana	Marana, AZ 85653	520-882-2077	520-882
Phoenix West	Phoenix, AZ 85009	602-352-0350	602-352
Kingman	Golden Valley, AZ 86402	928-565-2460	928-565

Amendment 2

Amendment 3

SOLICITATION AMENDMENT

ARIZONA
DEPARTMENT OF CORRECTIONS
1601 W. JEFFERSON, M/C 55303
CONTRACTS ADMINISTRATION
PHOENIX, ARIZONA 85007-3002
(602) 542-1172 PHONE
(602) 364-3790 FAX

REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Inmate Telephone System

This solicitation is hereby amended as follows:

The Proposal Due Date is being extended to August 10, 2006 at 3:00 p.m., M.S.T.

The following questions have been asked and answered:

Question 1. The following sections do not apply to the contract. Should they be deleted or reworded?

Uniform Terms and Conditions

Section 2.9 Ownership of Intellectual Property, page 11

Section 3.7 Property of the State, page 12

Section 4.1 Payments, page 12

Section 4.3 Applicable Taxes, page 12-13

Section 4.4 Availability of Funds for the Next State Fiscal Year, page 13

Section 4.5 Availability of Funds for the Current State Fiscal Year, page 13

Section 7 Warranties, page 15

Section 7.7.2 Purchase Orders, page 17

Special Terms and Conditions

Section 1.30 Millennium Compliance Certification, page 34

Section 1.31 Millennium Compliance, page 34

Section 1.36 I.R.S. W-9 Form Request for Taxpayer Identification Number and Certification, page 36

Answer: The above sections do apply to this contract and will remain as written in the RFP. These are standard clauses in the Uniform Terms and Conditions and Special Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

SOLICITATION AMENDMENT

ARIZONA
DEPARTMENT OF CORRECTIONS
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Question 2. Section 1.21 Evaluation, page 26, Is there points or % assigned to these factors?

Answer: These points or percentages are determined internally for the evaluation of the proposed offers and will be public record once a contract is awarded.

Question 3. Special Terms and Conditions, section 1.35 Payment, Performance Bond and Insurance, page 36. What is the 100% based on revenue, commissions, etc.

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years.

Question 4. Special Terms and Conditions, section 2.4.3.1. What data will be maintained on this centralized database?

Answer: The data that the contractor's system captures. Contractor proposal should specify what data will be maintained.

Question 5. When did GTL and FSH buy out the contract? I understand that GTL and FSH purchased the Qwest and AT&T contracts. What I am requesting is when did these two companies start doing business under AZ contract?

Answer: GTL acquired AT&T on June 2, 2005.

Question 6. Scope of Work, section 2.4.3.6, page 38, when referring to the central office facility are you referring to the facility where the contractor will house the database as described in section 2.4.3.1?

Answer: Yes.

Question 7. Scope of Work, section 2.4.3.15, page 40, is there a particular maximum ring time DOC is looking for?

Answer: The maximum ring time should be no more than six (6) rings, or one ring prior to when charges begin compounding.

Question 8. Scope of Work, section 2.4.3.19, page 40, what are the current on/off times per/institution?

SOLICITATION AMENDMENT

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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

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Answer: Institutions operate 24 hours per day/7days per week/365 days per year.
On/Off times are variable.

Question 9. Scope of Work, section 2.4.3.36, page 43, could you clarify what type of lightning protection are you looking for?

Answer: The Department is looking for lightning protection that meets the industrial standard for the equipment proposed by the contractor.

Question 10. Scope of Work, section 2.4.4.3, page 45, please describe if the inmate's PIN and commitment number are one and the same or if the PIN number is an extension of the inmate's commitment number or are they totally different number?

Answer: The Department does not use (PINS) in regard to inmate phone operations, because we do not currently have a prepaid capability. The current process is as follows: The inmate types in their inmate ID number assigned by the Department (6 digits), then speaks into the phone where identity is verified by voice print, the inmate then dials a zero (0) and then the number he or she is authorized to call. It is envisioned that the new system will have a prepaid capability, which will require the use of a Personal Identification Number: that the PIN will be assigned to the inmate by the contractor; and will be indexed with the inmate ID number assigned by the Department.

Question 11. Scope of Work, section 2.4.4.5.3, page 45, does the current vendor provide different call duration capability by call type?

Answer: No.

Question 12. Scope of Work, section 2.4.4.16, page 47, please clarify the wording in this section.

Answer: The objective is to specify which phones an inmate can or can not use.

Question 13. Scope of Work, section 2.4.4.18, page 47, currently is the inmate's PIN include the department number?

SOLICITATION AMENDMENT

ARIZONA
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

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Answer: No.

Question 14. Scope of Work, section 2.4.8.5, page 50, can the storage of call recording for five years be on an archived CD?

Answer: Five (5) years of content must be available in an indexed format and made available to DOC without charge. The recordings could be archived on a CD or DVD as long as they are indexed to allow for quick retrieval.

Question 15. Scope of Work, section 2.4.10.1.4.4, page 58, how many TDD devices per site does DOC require?

Answer: The Department is requiring 2 TTY/TDD devices per Complex, and 1 per Remote Unit. Privatized are considered a Remote Unit, so there would be 10 Complexes and 10 Remote Unit, for a total of 30 TTY/TDD devices required.

Question 16. Scope of Work, section 2.4.21.2, page 69, are you requesting historical records from the past 24 months or going forward with the new contract and keep them current for 24 months?

Answer: Going forward for 24 months. The contractor will need to procure a currently used Dictaphone unit and make it available at a central location for the Department investigators for a minimum of six months, in order to support new and ongoing investigations using the old call record tapes and information.

Question 17. Scope of Work, section 2.4.25.1, page 71, how many FT administrators does the DOC require?

Answer: The Department does not require a specific number of Administrators. The Offeror's proposal should include their recommendation as to how many administrators are required to support their solution.

Question 18. Scope of Work, section 2.7.3.9, page 79, what is the current format of the call records? Can data be exported into a file?

Answer: The current formats are not available. See (16) above for the method that access to the current call records will be managed.

SOLICITATION AMENDMENT

ARIZONA
DEPARTMENT OF CORRECTIONS
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Question 19. Attachment #5, page 99 of solicitation, in the current inmate capacity and phone type chart, row 11 which begins with ASP-Globe, is this referring to the Globe facility and should not be included under the ASPC-Phoenix Complex or is it an actual unit in the ASPC-Phoenix complex?

Answer: ASP-Globe is a Remote Unit under the management of the Warden at ASPC-Phoenix.

Question 20. Attachment #5, page 99 of solicitation, in the current inmate capacity and phone type chart, row 18 which begins with ASP-Picacho, is this referring to the Picacho facility and should not be included under the ASPC-Florence Complex or is it an actual unit in the ASPC-Florence complex?

Answer: ASP-Picacho is a Remote Unit under the management of the Warden at ASPC-Florence.

Question 21. Attachment #5, page 100 of solicitation, in the current inmate capacity and phone type chart, row 4 which begins with ASP-Apache, is this referring to the Apache facility and should not be included under the ASPC-Winslow Complex or is it an actual unit in the ASPC-Winslow complex?

Answer: ASP-Apache is a Remote Unit under the supervision and management of the Warden at ASPC-Winslow.

Question 22. Attachment #5, page 100 of solicitation, in the current inmate capacity and phone type chart, row 25 which begins with ASP-Ft Grant, is this referring to the Ft Grant facility and should not be included under the ASPC-Safford Complex or is it an actual unit in the ASPC-Safford complex?

Answer: ASP-Ft Grant is a Remote Unit under the supervision and management of the Warden at ASPC-Safford.

Question 23. Attachment #5, page 100 of solicitation, in the current inmate capacity and phone type chart, row 31 which begins with ASP-Papago, is this referring to the Papago facility and should not be included under the ASPC-Douglas Complex or is it an actual unit in the ASPC-Douglas complex?

SOLICITATION AMENDMENT

ARIZONA
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1601W. JEFFERSON, M/C 55303
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Answer: ASP-Papago is a Remote Unit under the supervision and management of the Warden at ASPC-Douglas.

Question 24. Attachment #5, page 101 of solicitation, in the current inmate capacity and phone type chart, row 4 which begins with SACRC, is this referring to the SACRC facility and should not be included under the ASPC-Tucson Complex or is it an actual unit in the ASPC-Tucson complex?

Answer: SACRC is a Remote Unit under the supervision and management of the Warden at ASPC-Perryville. The supervision and management has changed from ASPC-Tucson, to ASPC-Perryville since the publication of this RFP.

Question 25. Attachment #5, page 101 of solicitation, in the current inmate capacity and phone type chart, row 8&9, what type of phones are these, pedestals, wall, wireless or other?

Answer: Wireless should be changed to cordless.

Location	# of Inmates	Classification	Total	Pedestal	Wall Mount	Cordless	Other
Florence West	600	Minimum	51	0	48	3	0
Marana	456	Minimum	42	0	42	0	0

Question 26. Attachment #5, page 101 of solicitation, in the current inmate capacity and phone type chart, row 11, what type of phones are the remaining 18 phones?

Answer: Wireless should be changed to cordless.

Location	# of Inmates	Classification	Total	Pedestal	Wall Mount	Cordless	Other
Kingman	1400	Minimum	128	18	104	6	0

Question 27. Attachment #5, page 99 of solicitation, in the current inmate capacity and phone type chart, it states, type of phone. One type listed is wireless, is AZDOC referring to cordless phones instead of wireless phone?

Answer: Yes, Wireless should be changed to cordless phones.

SOLICITATION AMENDMENT

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AMENDMENT NO. THREE

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Question 28. Attachment # 6, page 102, does GTL pay commission to AZ DOC for the call comp fee?

Answer: Yes.

Question 29. Attachment # 6, page 102, does FSH pay commission to AZ DOC for pay phone charge?

Answer: All commissions come from the contracted vendor GTL.

Question 30. Attachment # 8, page 107, under heading Rynning unit what type of phones will need to be added? Will they be wall mounted or pedestal?

Answer: Wireless should be changed to cordless. The chart below identifies all the phones required, including the phones that need to be added from attachment # 8.

Location	# of Inmates	Classification	Total	Pedestal	Wall Mount	Cordless	Other
Rynning Unit	800	Close	30	16		13	0
Rynning Unit	80	Maximum	4	0	0	4	0

Question 31. Attachment # 8, page 107, under heading Kaibab Unit it talks about removing the 6 wall mount phones and replacing with portable phones. If I look at attachment #5, the Kaibab unit actually has 34 wall units. Will the remaining 28 phones at Kaibab remain as wall units?

Answer: Wireless should be changed to cordless. The chart below identifies all the phones required, including the phones that need to be added from attachment # 8.

Location	# of Inmates	Classification	Total	Pedestal	Wall Mount	Cordless	Other
Kaibab	800	Close	24	0	24	0	0

Question 32. Attachment # 8, page 107, under heading ASP-Apache it talks about replacing the cordless phones with a higher grade of phone. Could you

SOLICITATION AMENDMENT

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AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

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please request a type of phone for budgeting purposes for those of vendors who are not GTL?

Answer: The Department would like to have a standard cordless phone solution throughout the Department. We have solid steel doors & re-enforced concrete walls to penetrate, and we currently have a variety of different types of cordless phones. The Department is looking for the offeror to propose a cordless solution for those areas that require cordless phones that will meet our requirement.

Question 33. How many PCs per location is DOC requiring?

Answer: The answer to this question depends on the offerors proposed solution; the intent of the RFP is to transfer data between computer systems in order to minimize the need for administrative workstations.

Question 34. Copy of current contract.

Answer: A copy of the contract maybe obtained through the Central Procurement Services Office at \$0.25 each per page or you may schedule an appointment by calling (602) 542-1172 to review the contract at no cost.

Question 35. At RFP Uniformed Instructions to Offerers, Section 3.11 Identification of Taxes in Offer: Please clarify that this requirement is applicable solely to those costs (if any) paid for by the State of Arizona, and Contractors are not required to list every possible applicable tax associated with the indefinite number of possible called party locations and their applicable local, municipality, state, and federal tax.

Answer: This is a requirement of the RFP and will remain as written in this section. The Offeror needs to identify the applicable taxes for the services being offered.

Question 36. General, throughout solicitation (e.g. Uniform, Terms and Conditions Section 7.5, Special Terms and Conditions Sections 1.30 and 1.31, etc.) Request AZ DOC consider removing all Y2K as issues regarding Y2K would no longer apply especially considering new manufactured equipment will be installed.

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Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department of Administration.

Question 37. At RFP Special Terms and Conditions, Section 1.21 Evaluation: Will AZ DOC please provide additional detail regarding total evaluation points available for each evaluation criteria; in addition as to how "Cost and Commission" evaluation criteria is weighted (i.e. which has a greater weight of importance)?

Answer: These points are determined internally for the evaluation of the proposed offers and will be public record once a contract is awarded.

Question 38. At RFP Special Terms and Conditions, Section 1.35 Payment Performance Bond and Insurance: Because the vendor must pay an annual fee for bonds and this cost must be loaded into the business model, please provide a Fixed amount or clarify the term "100% Statutory" as it relates to this concession type contract — in other words how are the applicable amounts for the Payment and Performance Bond determined?

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years.

Question 39. At RFP Scope of Work, Section 2.2.2: Will AZ DOC please provide call and minute details for January through April of 2006? In addition, can AZ DCC please provide a break down of the call and minute detail by each Department facility?

Answer: The Department does not have the call and minute details for January through April 2006.

Question 40. At RFP Scope of Work. Section 2.4.3.8, and RFP Fee Schedule Section 3.1.1; Section 2.4.3.8 specifically requires Contractors to propose both collect and pre-paid debit calling while Section 3.1.1. specifically states that Contractors are able to provide pricing on "collect calls and an alternative calling plan such as prepaid or debit"; please clarify if AZ DCC would like inmate paid debit calling services, called party prepaid services, or both as a part of the calling services available.

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Answer: The Department would like to have both types of prepaid: an inmate paid debit calling service; and a called party prepaid service capability.

Question 41. At RFP Scope of Work, Section 2.4.3.15: Please further define 'maximum 'ring time" based on AZ DOC expectations.

Answer: The maximum ring time should be no more than six (6) rings, or one ring prior to when charges begin compounding.

Question 42. At RFP Scope of Work, Section 2.4.3.24: Please specify if AZ DOC allows calls to cellular telephones today. In addition and regardless if cellular calls are allowed or disallowed, please provide additional information as to how AZ DOC would like such call attempts or calls to be 'handled' by the IPS system.

Answer: The Department does not allow cellular calls with the current inmate phone system. The Department will delete the following from this Section: "This description must include how collect calls are placed to cellular telephones, how billing of the collect call is processed and how the Department is notified when an inmate call is placed to a cellular telephone."

The Department is requesting that the offeror identify how their respective proposal operates when an inmate call is placed to a cellular telephone. The Department would assume that the calls to cellular telephones will be handled in a similar manner as other types of calls.

Question 43. At RFP Scope of Work, Section 2.4.3.29: Is "passive acceptance" as defined in this section, used in the current IPS contract? If so, please provide AZ DOCS stance (In terms of process and commission gross revenue calculations) as it relates to call party requests for refunds relating to calls connected and billed under this 'passive acceptance" definition.

Answer: The Department is removing this requirement from the RFP.

Question 44. At RFP Scope of Work, Section 2.4.4. Personal Identification Numbers (PINS); Please provide Information as to the current structure of the inmate

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PINs, total digits of the PINs, and how PINs are currently assigned to inmates.

Answer: The Department does not use (PINS) in regard to inmate phone operations, because we do not currently have a prepaid capability. The current process is as follows: The inmate types in their inmate ID number assigned by ADC (6 digits), then speaks into the phone where identity is verified by voice print, the inmate then dials a zero (0) and then the number he or she is authorized to call.

Question 45. At RFP Scope of Work, Section 2.4.6 Restrictions, Fraud Control Options and System Security; Please further define the term 'Fraud Control'. Does the term specific to inmate fraud or does the term encompass possible fraudulent activities of the called parties relating to such items as bad debt?

Answer: This section does not relate to bad debt, it is specific to inmate fraud. Please refer to subsections 2.4.6.1 thru 2.4.6.8 for further definition of "Fraud Control".

Question 46. At RFP Scope of Work, Section 2.4.7.4: Please clarify if "environmental requirement? includes such Items as air conditioning for room at which IPS equipment may be located.

Answer: Environmental requirement includes air conditioning.

Question 47. At RFP Scope of Work, Section 2.4.13 PIN Transfer Between Department Sites: Please provide Information on the process used under the existing contract.

Answer: Inmate phone information is transferred between sites using movement sheets. At the receiving facility the responsible contractor Inmate phone administrator reviews the inmate movement information and enters new inmate data for their respective site. This is done on the contractors centralized database.

Question 48. At RFP Scope of Work, Section 2.4.17.2: Request such warranty provisions be moved to the terms and conditions section and not be included in the scope of work requirements.

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Answer: This is a requirement of the RFP and will remain as written in this section.

Question 49. At RFP Scope of Work, Section 2.4.17.7: Please clarify this requirement, as the time to fix a phone due to inmate abuse (i.e. keypad or hand-set replacement) is greatly less than the time to completely remove and replace the phone.

Answer: As a clarification we are removing the last sentence, "The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the Department."

Question 50. At RFP Scope of Work, Sections 2.4.22.1.1 and 2.4.22.1.2: Please clarify these requirements as the text is exactly the same.

Answer: 2.4.22.1.2 will be removed as duplication.

Question 51. At RFP Scope of Work, Section 2.4.25 System Administrators: Please provide information as to the number of full time and part time administrators that support AZ DOC under the current contract and their location (i.e. off site or on site — if on site which site(s)).

Answer: The Department does not have this information.

Question 52. At RFP Scope of Work, Section 2.4.25 System Administrators: If the Contractor proposes to locate administrators at Department facilities, will NV DOC provide necessary space and services (i.e. phone line, internet access, etc.) for these personnel?

Answer: The Department will provide the necessary space and services for proposed administrators. Any charges other than local phone service must be paid for by the contractor. The Department does not currently provide Contractor Inmate Phone Administrators PCs and expect the Contractor to provide their administrators PCs.

Question 53. At RFP Scope of Work, Section 2.5.1 Inmate Phone Management Criteria: Please specify if the new Management Criteria is current being used (and if

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so, please provide additional information as to number of inmates within each category and phase), or if it will be implemented with the new IPS.

Answer: The new Management Criteria is not currently being used. However, it will be implemented with the new IPS.

Question 54. General: Will AZ DOC require, as part of either the technical proposal requirements or contractor qualification requirements, the identification of those IPS services (including maintenance, trouble desk, called party help desk, billing, etc.) the Contractor will be providing themselves and those that will be contracted out to a third party service provider?

Answer: Yes, please refer to Uniform Instructions To Offerors section 3.5 Subcontracts, page 4 of this document for further detail.

Question 55. General: Please clarify how international calls are currently completed. Specifically are international collect calls processed through the automated attendant or via a live operator?

Answer: International collect calls are currently processed through a live operator.

Question 56. General: Please clarify the number of administrative workstations (PCs) required at each Department facility, and also the number of PC's to the located at any non-facility locations. If non-facility locations exist, please provide address and NPA-NXX information for this location.

Answer: The answer to this question depends on the proposed solution; the intent of the RFP is to transfer data between computer systems in order to minimize the need for administrative workstations.

Question 57. General: Please clarify the number of TTY/TDD devices currently required by each Department facility.

Answer: The Department is requiring 2 TTY/TDD devices per Complex, and 1 per Remote Unit. Privatized are considered a Remote Unit, so there would be 10 Complexes and 10 Remote Unit, for a total of 30 TTY/TDD devices required.

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Question 58. General: Please provide Information as to the number of outside phones which have enclosures, by Department facility. Please indicated type of enclosures installed

Answer: 660 Outside Phones have Model L31 enclosures.

Question 59. General: Please clarify if AZ DOCS will allow for the Contractor to charge the called parties a LEC/CLEC billing fee for billing of the called party collect calls via a LFC/CLEC. If so, will this fee be used in the cost of calling evaluation? Also state how this fee, if allowed, is calculated into the commissionable gross revenue.

Answer: The Department will not allow for the Contractor to charge the called parties a LEC/CLEC billing fee for billing of the called party collect calls via a LEC/CLEC.

Question 60. General: Please clarify how the overall commission percentage and the amount to be paid up front yearly are evaluated.

Answer: The Department will evaluate the Offeror's cost and commission program as identified in the RFP. The points or percentages are determined internally for the evaluation of the proposed offers and will be public record once a contract is awarded.

Question 61. General: Given that per call comp (PCC) fees do not apply to inmate calling since there are no other carrier options or payphone owners other than the Contractor; please clarify if AZ DOC will allow Contractors to charge such per call comp fees. If so, will this foe be used in the cost of call evaluation and how is a Contractor to reflect such fee in the Fee Schedule? Also state how PCC, if allowed, is calculated into the commissionable gross revenue.

Answer: The Department will allow Contractors to charge a per call comp fee. This fee will be included in the cost of call evaluation. The per call comp fee will be included as commissionable gross revenue.

Question 62. 2.4.3.37 and 38: Please consider changing this requirement to 15 minutes. Equipment necessary to provide the requested 1 hour operation is very

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expensive to purchase and maintain and is rarely if ever required and impacts the end user cost.

Answer: The Department will change the requirement to 15 minutes.

Question 63. 2.7.3.6 The Contractor is allowed to re-use existing station cabling installed at each of the Department facility for the inmate telephones once it has "tone and tested" each cable run to ensure that the station cable is capable of supporting the new inmate telephones. In cases where the existing cable is re used, the Contractor will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance. In cases where existing station cabling cannot be used, the Contractor will install new station cabling (Category 5e minimum) at no cost to the Department. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Contractor and the Department to ensure proper operation of the inmate telephones.

During the site inspections cabling was identified as sub standard at various DOC facilities. Where cable is identified as sub standard will the contractor be responsible for upgrading all cable and station wiring to standard or will AZ DOC replace cable/wiring prior to install?

Answer: Where cable is identified as sub standard available the Department fiber cable should be used. If fiber cable is not available the Department will be responsible for upgrading the cable/wiring prior to installation. During the site visits there were two (2) sites identified that had sub standard cable, ASPC-Tucson, Santa Rita Unit and ASPC-Florence, Central Unit. The Department is in the process of installing new fiber cable to the Yard Control Offices at the Santa Rita Unit to support inmate phone system. The Department is in the process of installing new fiber cable to each housing unit at ASPC-Florence Central Unit. These efforts should be completed in a few months.

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Question 64. Page 57, Scope of Work 2.4.10.1.2.4. Our understanding is the State is requiring the incoming Contractor provide cordless telephone service in the Special Management Units. The language states the inmate must not have access to the dial pad. We are not aware of a cordless handset without a dial pad, however is it the intent of the State that the handset dial pad be disabled and all inmate calls using a cordless phone must first be dialed by DOC staff from the base station?

Answer: Section 2.4.10.1.2.4 will be modified to state that the inmate will have access to the phone dial pad.

Question 65. Page 57. Scope of Work 2.4.10.1.2.4. In DOC locations where an electrical outlet is not available for the cordless base station transformer will the State provide that electrical outlet?

Answer: The Department will provide electrical outlets where required at all locations.

Question 66. Attachment #5, Current Inmate Capacity and Required Phone Type. There seems to be several errors in the amended document passed out in Pre Bid Meeting. ASPC Douglas list 79 total phones, but 146 pedestal phones, 100 wall mount phones and 8 cordless phones. Additionally, the document shows 24 pedestal phones at Phoenix West. Our survey information indicates there are 25 wall mounts. Please confirm.

Answer: The Department has revised Attachment #5 and included at the end of this Solicitation Amendment as Attachment #5A.

Question 67. Attachment #5, Current Inmate Capacity and Required Phone Type. Would the new IPS provider be able to reduce the number of pedestal phones at ASP Globe to a number that is more in line with the overall DOC inmate to phone ratio (28:1)?

Answer: The Department has no problem with reducing the phones at ASP-Globe to equal a maximum ratio of 25 inmates per phone.

Question 68. Page 53, Scope of Work 2.4.10. Would the State specify the length of armor cord for the handsets to be installed on the standard outside/inside fixed location phones?

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Answer: 22 inches, unless the phone is for use with handicapped/wheelchair bound inmates.

Question 69. Page 50, Scope of Work 2.4.8. Would the State specify how it will access archived tape recordings from the Dictaphone system when it is replaced with the new IPS system?

Answer: The contractor will need to provide a Dictaphone unit at a centralized location for a minimum period of 6 months for the Department investigator use.

Question 70. Attachment #8, Requested Changes to Existing Phone Set-Up at Department Locations. Would the State allow the new IPS provider to exclude the requested work from the 120 day cutover timeline and perform the required changes after all DOC sites have been cut over to the new system?

Answer: Yes.

Question 71. Attachment #8, Requested Changes to Existing Phone Set-Up at Department Locations. ASPC Yuma has requested four additional phones for the Cheyenne Unit, two pedestal phones in the North Yard and two pedestal phones in the South Yard. Who is responsible for pouring the additional concrete to expand the current "hardscape" area for this expansion?

Answer: The Department is responsible for all non-phone modifications.

Question 72. Site Survey, ASPC Phoenix. Would the State DOC allow the IPS system to reside in the phone trailer where the administrative telecom switch is located? If so, would the DOC provide a dedicated electrical circuit for said system?

Answer: The Department would prefer that the IPS system at ASPC-Phoenix resided in the phone trailer, and will provide electrical circuits as needed.

Question 73. The response times written in the RFP seem to contradict themselves. On page 67, 2.4.18.1.4.1 it states if a routine service is required, Tech Support has up to four hours to respond, but if remote access to the system can not be

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accomplished, then a qualified service technician has 12 hours to be at the site for repairs. On page 68, 2.4.18.1.4.2 it states that if remote access fail, then a qualified service technician has 6 hours to be at the site for repairs. Which is correct?

Answer: Tech Support has 4 hours to respond via remote access, and 6 hours after the initial response to have a technician on site if remote access cannot resolve the problem. This section is being rewritten.

Question 74. What is the DOC's requirement for on-line storage for call detail records and recordings?

Answer: The Department requires that a minimum of sixty days worth of recordings be on-line. Any archived recordings and records will have to be verified in the Department's possession before taking that information off-line.

Question 75. It is our understanding vendors can be on more than one bid in a sub contractor role and can bid once on a prime bid. Will the DOC confirm these options?

Answer: Yes. Any vendor can subcontract with another vendor. This would not be considered a multiple bid.

Question 76. How much performance bond is needed? Is this amount a calculation based on the requirement of 100% performance and 100% payment bond?

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years.

Question 77. Attachment 8, Requested Changes to Existing Phone Set-Up at Department Locations. ASPC Eyman has requested eight additional cordless phones for SMU I. Would the State DOC explain how SMU I is set up for phones service now and how SMU I would like to be configured based on the request to add phones?

Answer: SMU I has 16 runs. Currently 2 runs have no phones, 4 runs have 1 phone and 10 runs have 2 phones. SMU I would like to have two phones per run.

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Question 78. Attachment 8, Requested Changes to Existing Phone Set-Up at Department Locations. ASPC Eyman has requested additional cordless phones for Rynning Maximum. Would the State DOC explain how Rynning Maximum is set up for phones service currently and how Rynning Maximum would like to be configured based on the request to add phones?

Answer: Rynning Maximum is asking for four additional cordless phones, one for each pod (two per control room). To clarify, all Rynning housing units would be set up the same way, for a total of 16 cordless phones in this unit.

Question 79. Also, Rynning is an intake unit and the inmates do not have access to the outside inmate telephones. Can those phones be removed to accommodate the additional cordless phone request?

Answer: No, the Rynning outside phones cannot be removed at this time. If use and revenue is insufficient after the cordless phones are in place, then they can be removed and used elsewhere

Question 80. Attachment #5, Current Inmate Capacity and Required Phone Type. ASPC Tucson list one cordless inmate phone at St. Mary's Hospital. How is this phone fed from the current ASPC Tucson inmate telephone system? Is this remote medical site required to have a monitoring phone? What is the address of this hospital?

Answer: The inmate phone at St. Mary's Hospital is fed via a leased Qwest line back to the ASPC-Tucson inmate telephone system. It is required to have a monitoring phone. The address of St. Mary's Hospital is 1601 West St Mary's Rd, Tucson.

Question 81. Will the State provide for use by the vendor state owned fiber strands at AZ DOC facilities, where available, for the extension of the IPS inmate phone stations? If so, will the vendor be able to use those strands for throughout the length of the contract?

Answer: The Department will make available state owned fiber strands for the extension of the IPS inmate phone stations and the vendor will be able to use those strands throughout the length of the contract.

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Question 82. Who is the Commissary provider? If the system is an in-house system, is the same system in use at all facilities?

Answer: Keefe, PC Commissary Network LLC is the commissary provider at all but Phoenix West and Florence West Private prisons. They provide an in-house commissary.

Question 83. Who is the Jail Management System provider? If the system is an in-house system, is the same system in use at all facilities?

Answer: The Department uses an in-house system referred to as the Arizona Inmate Management System (AIMS), which is used by all facilities.

Question 84. How many computer workstations will require access to the Inmate Phone System? Where are they located? How many of these workstations do you want the Inmate Phone System Contractor to provide?

Answer:

Location	Apprx # of Workstations	Users
ASPC-Lewis	40	4 Complex I&I/36 COs
ASPC-Tucson	46	4 Complex Inv/42 COs
ASPC-Eyman	34	4 Complex Inv/30 COs
ASPC-Florence	34	4 Complex Inv/30 COs
ASP-Picacho	8	2 Complex Inv/6 COs
ASPC-Douglas	30	4 Complex Inv/30 COs
ASP-Papago	8	2 Complex Inv/6 COs
ASPC-Safford	22	4 Complex Inv/18 COs
ASP-Ft Grant	8	2 Complex Inv/6 COs
ASPC-Phoenix	40	4 Complex Inv/36 COs
ASP-Globe	8	2 Complex Inv/6 COs
ASPC-Winslow	22	4 Complex Inv/18 COs

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ASP-Apache	8	2 Complex Inv/6 COs
ASPC-Perryville	40	4 Complex Inv/36 COs
SACRC	8	2 Complex Inv/6 COs
ASPC-Yuma	22	4 Complex Inv/18 COs
Florence West	8	2 Complex Inv/6 COs
Marana	8	2 Complex Inv/6 COs
Phoenix West	8	2 Complex Inv/6 COs
Kingman	8	2 Complex Inv/6 COs
Central Office	40	Various Phoenix Locations
Total	450	

The Department does not require computer workstations for Complex Investigators or Correctional Officers, however, the contractor will be required to provide their systems administrators with workstations. The system should allow for the Department central point to control access to the system.

Question 85. Attachment #3, titled "Management Criteria", describes a new program to encourage and reward good behavior. What is the timeframe for implementation of this new phone management program? What does the term "Close" mean, and how long will inmates stay in this category?

Answer: It is anticipated that the "Earned Incentive Criteria" will be implemented sometime in 2007. The term "Close" is a classification similar to the old classification of security level 4 on a scale of (1 thru 5).

Question 86. "Scope of Work" sections 2.4.17.6 and 2.4.17.7 and 2.4.2 require the Contractor to replace components regardless of cause, including inmate vandalism or riots. Will the State agree to notify the Contractor when such acts occur and to cooperate in eliminating the problem?

Answer: Yes.

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Question 87. "Scope of Work" 2.4.8.12 says "the Contractor must retain ownership of the recording equipment". In some cases, there are financial advantages to leasing equipment. Is it the intention of the State to prohibit the Contractor from leasing any equipment or to ensure that the Contractor does not transfer control of the equipment to another for the duration of the contract?

Answer: It is not the intention of the State to prohibit the Contractor from leasing any equipment. However, it is our intent to ensure that the Contractor does not transfer control of the equipment to another for the duration of the contract.

Question 88. In "Scope of Work" 2.4.23.1. There appears to be some works missing from this paragraph, Please clarify.

Answer: 2.4.23.1 should read as follows: The Contractor must describe, in its response, the business continuity plans it has in place to minimize downtime.

Question 89. Attachment #1 requires a signature, however paragraph number 1 is confusing. It would seem the State wants to prevent its employees from receiving compensation from contractors, but this is not clear from the language. Please modify the language or explain what is meant by this paragraph?

Answer: Attachment #1 is being deleted from this RFP.

Question 90. "Scope of Work" 2.4.24.8 talks about adjusting commission if a successor contractor is not able to phase-in service within 90 days. What is the State looking for here?

Answer: The Department is looking for an appropriate penalty that the contractor would offer if the phase-in service is not completed within the agreed to 120 days. The 90 days stated in this question should be changed to 120 days. Reference section 2.7.1 "Scope of Work".

Question 91. "Special Terms and Conditions", paragraph 1.35.1, deals with the Performance Bond and Insurance requirements following Contract award. What is meant by the references to a "100% Statutory Payment Bond" and a "100% Statutory Performance Bond". Does this mean 100% of the annual

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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

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expected commission? What is the difference between the Payment Bond and Performance Bond or are these references to the same thing?

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years. A copy of the Payment and Performance Bond forms are being included with this Solicitation Amendment.

Question 92. We need to plan storage requirements for data and call recordings for each site. Can you provide the number of calls and number of minutes for each site? Are monthly figures available?

Answer: The Department does not have this information.

Question 93. Uniform Terms and Conditions paragraph 2.9 on "Ownership of Intellectual Property" does not appear to apply to an Inmate Telephone Services agreement. The doctrine of "work made for hire" usually applies to employment relationships involving a single employer who hires an employee or independent contractor to perform services on an exclusive basis. Inmate telephone service vendors usually serve numerous correctional facilities, none of whom would assert a priority or claim to the exclusion of the others. Since this section does not apply to the nature of the relationship contemplated, will the State remove this section from the RFP?

Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 94. The "Uniform Terms and Conditions" paragraph 3.7 titled "Property of the State" appears intended to protect the State's property rights with respect to its own data. However, the language used could restrict the vendor's right to obtain patents and copyrights on its own intellectual property. Will the State revise the language to remove all references to computer programs, patents and copyrights?

Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department

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of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 95. "Uniform Terms and Conditions" paragraph 5.3 titled "Assignment and Delegation" uses language that is very broad. The "assignment of certain rights" and the "delegation of duties" are reasonable and necessary actions in the normal course of business. Would the State be willing to revise the wording of this section to make its intent more clear with respect to the current RFP?

Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 96. In "Uniform Terms and Conditions" paragraph 7.1 there is a paragraph on "Liens". Many companies lease equipment because there are certain financial advantages that can translate into lower rates and higher commission. In order to obtain such a lease, it is usually necessary to grant a lien to a financial institution. This is a common business practice that should not pose any risk or concern for the State. Does the State intend this section to be construed in such a manner that it would prohibit the vendor from engaging in any sort of lien even when it is a voluntary and mutually beneficial business practice? Is the State trying to prohibit only certain types of liens that might be adverse to its interests?

Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 97. In "Special Terms and Conditions" paragraph 1.13 titled "Multiple Awards" it says the State may award contracts to multiple vendors. Since vendor pricing is generally based upon winning the entire contract, would vendors be permitted to reasonably adjust their terms in the event that multiple contracts are awarded?

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Answer: The Department's intent is to award a single Contract as stated in Special Terms and Conditions, Paragraph 1.14 Award.

Question 98. In the Indemnification Clause" of paragraph 1.24.1 of "Special Terms and Conditions", would the State be willing to add the words "Covered by this indemnity" to immediately follow the words "except for Claims arising"?

Answer: This is standard clause and will remain as written in the RFP. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 99. Please verify the following Complexes/Units has inmates, but no phones to make calls:

- a. Phoenix - Reception and Q-Ward.
- b. Eyman - Rynning Unit.
- c. Douglas - Cochise Detention.

Answer: ASPC-Phoenix Reception and Q-Ward do not have any inmate phones. ASPC-Eyman Rynning unit has 33 phones. ASPC-Douglas Cochise has 3 phones. The Department has revised Attachment #5 and included at the end of this Solicitation Amendment as Attachment #5A.

Question 100. Please provide estimated inmate population by custody level for the following Complexes/Units where custody level is shown as mixed in RFP Attachment #5:

- a. Perryville - Santa Cruz Unit, Lumley Unit and Santa Maria Unit.
- b. Douglas - Eggars Unit
- c. Tucson - Cimarron Unit, Minors Unit, Santa Rita Unit and SMH

Answer:

<i>Complex/Unit</i>	<i>Inmate Capacity</i>	<i>Custody Level</i>	<i>Explanation</i>
<i>ASPC-Perryville</i>			
<i>Santa Cruz Unit</i>	<i>770</i>	<i>Medium</i>	<i>Not Mixed</i>
<i>Lumley Unit</i>	<i>746</i>	<i>Maximum</i>	<i>Not Mixed</i>

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<i>Santa Maria Unit</i>	586	<i>Minimum</i>	<i>Not Mixed</i>
<i>ASPC-Douglas</i>			
<i>Eggars Unit</i>	200	<i>Minimum</i>	<i>Not Mixed</i>
<i>ASPC-Tucson</i>			
<i>Cimarron Unit</i>	768	<i>Mixed 3/4</i>	<i>256=L3 & 512=L4</i>
<i>Minors Unit</i>	198	<i>Mixed 4/5</i>	<i>132=L4 & 66=L5</i>
<i>Santa Rita Unit</i>	770	<i>Mixed 2/3</i>	<i>257=L2 & 513=L3</i>
<i>SMH (St Mary's Hospital)</i>	29	<i>Mixed 1-5</i>	<i>2=L1, 4=L2, 8=L3, 12=L4, 3=L5</i>

Question 101. Please provide inmate calling statistics (calls and minutes) by complex/unit and for complexes/units having multiple custody levels include by inmate custody level. Request the information for a period of no less than 6 months calling.

Answer: The Department does not have the calling statistics (call and minutes) by complex/unit, or for complexes/units having multiple custody levels by inmate custody level.

Question 102. Please provide phone availability information (i.e. times phones are available for placing calls) by complex/unit; and for complexes/units having multiple custody levels include by inmate custody level.

Answer:

<i>Complex/Unit</i>	<i>Custody Level</i>	<i>Times Available</i>
<i>ASPC-Phoenix</i>		
<i>Reception</i>	<i>Maximum</i>	<i>(No Calls @ Any Time)</i>
<i>Inmate Worker</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>B-Ward</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>O-Ward</i>	<i>Close</i>	<i>(No Calls @ Any Time)</i>
<i>Flamenco-M (I, G, J)</i>	<i>Close</i>	<i>(7:00AM -10:00PM)</i>
<i>Flamenco-F (K)</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>

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<i>Aspen/SPU</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASP-Globe</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASPC-Florence</i>		
<i>Central Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>East Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>North Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>South Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>CB6</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ASP-Picacho</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASPC-Eyman</i>		
<i>Cook Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Meadows Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Rynning Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>Rynning Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>SMU I</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>SMU II</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ASPC-Perryville</i>		
<i>Complex Isolation</i>	<i>Maximum</i>	<i>(No Calls @ Any Time)</i>
<i>Complex Detention</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Complex Bldg 45</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Santa Cruz Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Lumley Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>Minors Unit</i>	<i>Minimum</i>	<i>(No Calls @ Any Time)</i>
<i>San Pedro Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Santa Maria Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Piestewa Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Santa Rosa Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASPC-Winslow</i>		

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<i>Coronado Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Kaibab Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>ASP-Apache</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>CDU</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ADU</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ASPC-Yuma</i>		
<i>Cheyenne Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Cocopah Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Dakota Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>ASPC-Lewis</i>		
<i>Bachman Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Bachman Detention Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>Barchey Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Morey Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>Morey Detention Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>Stiner Red Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Stiner Blue Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Stiner Detention Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>Buckley Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>Rast Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ASPC-Safford</i>		
<i>Graham Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Tonto Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASP-Ft Grant</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASPC-Douglas</i>		
<i>Gila Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Maricopa Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Mohave Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>

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<i>Eggars Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>ASP-Papago</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Cochise Detention Unit</i>	<i>Maximum</i>	<i>(24 hour)</i>
<i>ASPC-Tucson</i>		
<i>Cimarron Unit</i>	<i>Mixed 3/4</i>	<i>(7:00AM - 10:00PM)</i>
<i>Echo Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Manzanita Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Rincon Unit</i>	<i>Close</i>	<i>(7:00AM - 10:00PM)</i>
<i>Minors Unit</i>	<i>Mixed 4/5</i>	<i>(24 hour)</i>
<i>Santa Rita Unit</i>	<i>Mixed 2/3</i>	<i>(7:00AM - 8:00PM)</i>
<i>Winchester Unit</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>Catalina Unit</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>SACRC</i>	<i>Medium</i>	<i>(7:00AM - 8:00PM)</i>
<i>SMH</i>	<i>Mixed (1-5)</i>	<i>(24 hour)</i>
<i>CDU</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Privatized Prisons</i>		
<i>Florence West</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Marana</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Phoenix West</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>
<i>Kingman</i>	<i>Minimum</i>	<i>(7:00AM - 8:00PM)</i>

Note: These are general usage times, inmates can request a phone call privilege under special conditions at other times.

Question 103. A Certificate of Insurance is included in the RFP (page 86) and is included in the Checklist of items that must be included in the Proposal (page 87 of the RFP). However, "Special Terms and Conditions" section 1.35.1 states that the fully executed Certificate of Insurance must be submitted within ten days of written notice of intent to award the Contract. Does the State intend that the fully executed Certificate of Insurance be included in the Proposal, or that

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the blank Certificate be returned with the Proposal and the fully executed Certificate be submitted upon intent to award?

Answer: A fully executed Certificate of Insurance must be submitted upon the notice of intent to award.

Question 104. "Scope of Work" section 2.4.3.9 says, "The Contractor must propose an IPS that allows for all inmate telephones to be in use simultaneously." Could the State please clarify what this means? By "in use", does the State mean all inmate phones would actually be on a call at the same time? Most correctional facilities never encounter that level of demand. To provide the system capacity for this without the corresponding usage to justify it would be expensive and would restrict the Contractor's ability to offer higher commission, lower rates, and other valuable services to the State. Alternatively, by "in use" does the State mean that all inmate telephones could be operational and available to make calls at the same time?

Answer: In this section, the Department intended the term "in use" to mean that all inmate telephones could be operational and available to make calls at the same time

Question 105. Some of the current inmate telephones are mounted on pedestals, and some of the current inmate telephones have enclosures to reduce background noise. Do the existing pedestals and enclosures belong to the State or do they belong to the current inmate telephone service providers?

Answer: The existing pedestals and enclosures belong to the current inmate telephone service provider.

Question 106. Attachment #3 titled "Management Criteria" describes telephone privileges for inmates by "phases" and security levels. We understand that this plan has already taken effect and the procedures and phone privileges described therein are currently in force. Would the State please indicate how many inmates are in each phase of each security level?

Answer: The new Management Criteria is not currently being used. It is anticipated that the "Earned Incentive Criteria" will be implemented sometime in Calendar Year 2007 after the contract has been awarded. The current

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classification with security levels 1 thru 5, will be used until the new Management Criteria is implemented. Current Inmate Phone management criteria is found in Attachment this document.

Question 107. In Attachment #3 (page 96), Phase III of Minimum security specifies "Unlimited Calls per week". Please clarify. Does this mean unlimited duration and/or an unlimited number of calls?

Answer: The term "Unlimited Calls per week" means unlimited number of 15 minutes calls and restricted by the inmate's respective ten (10) authorized phone number call list.

Question 108. Page 36, 1.35.1. Would the State accept a certified check or letter of credit in lieu of the performance and payment bonds?

Answer: The Department will accept a certified check or cashier check made out to the Arizona Department of Corrections.

Question 109. Page 36, 1.35.1. For the performance and payment bonds, the 100% is a percentage of what? For example, 100% of one year of commissions?

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years.

Question 110. Will the State consider multiple bids? In other words, is it possible to submit a proposal as the "Prime" on one bid and be a "sub-contractor" to another vendor on their proposal?

Answer: Yes. Any vendor can submit a proposal as the prime and be a subcontractor with another vendor. This would not be considered a multiple bid.

Question 111. Page 18

9.4 Termination for Convenience. The State reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the State without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the State. In the event

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of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R2-7-701 shall apply

Will State consider eliminating this condition? It is anticipated that there will be substantial costs to provision the system and those costs may not be fully amortized until the final contact year. Termination for Cause is certainly appropriate and there are no objections to this clause.

Answer: This paragraph will remain as written in the RFP. This is a standard clause in the Uniform Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 112. Page 23, 1.13 and Page 37, 2.1

Please review the following RFP items;

1.13 Multiple Awards

1.13.1 In order to assure that any ensuing Contracts will allow the Department to fulfill current and future requirements, the Department reserves the right to award Contracts to multiple companies. The actual utilization of any Contract will be at the sole discretion of the Department. The fact that the Department may make multiple awards should be taken into consideration by each Offeror.

2.1 OVERVIEW

2.1.1 The Arizona Department of Corrections (Department) is soliciting a qualified Contractor to provide telecommunication services and equipment, to ensure that inmates in prison, pre-release and work release facilities are provided access to public telephones subject to limitations and restrictions necessary to safeguard the security and order

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of the facility, and to protect the public from unwanted inmate calls. This RFP will establish a single contract for the implementation and operation of a turnkey inmate telephone system with integrated recording and monitoring capabilities to meet current and future legislative requirements.

2.1.2 The Department intends to enter into a contract with a single Contractor who will provide complete logistical support, ongoing operation, and maintenance of the inmate telecommunications system/services for 20 correctional facilities.

2.1.3 This RFP is expected to result in the award of a single contract with the Contractor who best meets the stated requirements and provides competitive prices for inmates, inmate families and friends. The proposed solution is for a turnkey system to include, among other things, installation, maintenance, telephones, communications, enclosures, panel and such other equipment or materials necessary to replace the current inmate telephone system/services.

There is an apparent conflict between these sections pertaining to the award of contract to a single contractor or to multiple contractors. Please clarify the intent of the State.

Answer: The Department's intent is to award a single Contract as stated in Special Terms and Conditions, Paragraph 1.14 Award.

Question 113. Page 36

1.35 Payment, Performance Bond and Insurance

1.35.1 Successful vendor will be required to submit a fully executed 100% Statutory Payment Bond. 100% Statutory Performance Bond and Certificate of Insurance within ten (10) days written notice of intent to award this Contract.

Please clarify if the State requires a 100% Statutory Payment Bond and a 100% Statutory Performance Bond. Or, are these intended to be one in the

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same? Also, what does the State expect the Bond amount to be predicated on (e.g. anticipated first year's commission estimate)? Due to the anticipated amount, will the State consider extending the timeframe to 20 days after award?

Answer: 100% of value of the contract for the total term. The term identified for this solicitation is 7 years. Payment, Performance Bond and Insurance must be submitted upon the notice of intent to award.

Question 114. Page 47, 2.4.5.1, Page 61, 2.4.12.4; Page 71, 2.4.25.1

2.4.5.1 The Contractor must propose an IPS that can be administered by a Contractor's Centralized Administrator or the Department personnel.

2.4.12.4 The Contractor must describe, in its response, what system administration functions are available with the proposed IPS(i.e., new account entry, account/record modification, account deletion, etc.).

2.4.25.1 The Contractor is required to provide full time (40 hours per week minimum) System Administrators dedicated to the Department for the term of this contract. The number, location, and method of operation must be described by the Contractor.

Does the State expect an on-site administrator or can administrative functions provided by the vendor be managed remotely? Does the State expect a certain number of System Administrators?

Answer: This has been dealt with in question set 2, number 17. DOC does not require a specific number of Administrators. The offerors proposal should include in their recommendation how many administrators are required to support their solution.

The answer to this question depends on the proposed solution; the intent of the RFP is to transfer data between computer systems in order to minimize the need for System Administrators working at the Prisons.

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Question 115. Page 43 Item 2.4.3.37, 2.4.3.38, and 2.4.3.39

These sections on page 43 are all concerned with the provision of UPS equipment. Sustaining all of the IPS features and functions (including recording) for a minimum of one hour would require a UPS of considerable size and expense. In general terms, a UPS is intended to supply power to the system for a short time;

1. Until commercial power is re-established
2. Until back-up generator power is established
3. Or, barring the establishment of commercial or generator power, the UPS is designed to supply battery power long enough to allow the system to facilitate a managed shut down of calls in progress and save all data on the system before powering down pending the re-establishment of commercial or generator power.

Does the State intend to supply back-up (generator) power to the IPS? Is the State aware of the physical size of a UPS capable of sustaining the complete IPS for one hour? Is the State prepared to provide the physical space at all facilities that such UPS would require?

Answer: The Department will change the requirement to 15 minutes.

Question 116. Page 63 and 64 Item 2.4.16 Training

Following initial installation and training on-site, will the State accept additional training via web-based video conferencing to allow multiple sites and employees to be trained at one time? Doing so would save DOC employee time and expense and allow training to be updated more frequently.

Answer: The Department will accept web-based video conferencing training where the sites have the equipment to do so, with the proviso that if the training is insufficient from the Department's viewpoint, that on-site training would then be available.

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Question 117. Page 49

2.4.7 General Operational Requirements

2.4.7.1 The Contractor must describe, in its response, the network of services required to support the proposed IPS, (i.e., ISDN, 56Kbps Circuit, T1, etc.).

2.4.7.2 The Contractor must describe, in its response, how it will address instances of inadequate outside network plant facilities at the Department facility to ensure that the proposed IPS is implemented according to the installation schedule agreed to by the Department.

Please explain your reference on page 49 to "inadequate outside network plant facilities at the Department facility". Is this the cabling provided by the LEC or owned by the State?

What infrastructure work will the State do to enable the successful implementation of a new system? Who is the State contact for Information Technology (IT) and Infrastructure? May we speak to these people? This would greatly assist in correctly assessing the true cost to provision the IPS.

Is it possible to obtain the State's budgeted long range plan, specifically to identify any expansions or new construction that may be contemplated over the contract term?

Due to the age and condition of the facilities, and their location, it is anticipated that there may be insufficient outside plant facilities at some sites to support the bandwidth requirements needed to provide the centralized system the State is looking for. If there are facilities that can not be connected to the centralized system as a result of this bandwidth problem, is the State willing to work with the successful vendor to design an alternative solution?

Answer: This is the cabling provided by the LEC.

Where cable is identified as sub standard available the Department fiber cable should be used. If fiber cable is not available the Department will be responsible for upgrading the cable/wiring prior to installation. During the

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site visits there were two (2) sites identified that had sub standard cable, ASPC-Tucson, Santa Rita Unit and ASPC-Florence, Central Unit. The Department is in the process of installing new fiber cable to the Yard Control Offices at the Santa Rita Unit to support inmate phone system. The Department is in the process of installing new fiber cable to each housing unit at ASPC-Florence Central Unit. These efforts should be completed in a few months.

State contact for Information Technology (IT) and Infrastructure will not be available for discussion until after the contract is awarded.

There are no budgeted long range plans to expand current facilities or for new construction.

Yes, after the contract is awarded. The Offeror's solution must identify the required bandwidth and assumptions made regarding bandwidth, in their respective proposal.

Question 118. Page 50

2.4.8.5 The call recording system proposed by the Contractor must be capable of storing a minimum of five current years of inmate call recordings.

Due to the anticipated storage of this amount of call recordings will the State accept alternative methods of storage/retrieval, as long as the solution meets or exceeds the 5 year requirement?

Answer: Five (5) years of content must be available in an indexed format and made available to DOC without charge. The recordings could be archived on a CD or DVD as long as they are indexed to allow for quick retrieval.

Question 119. Page 54

2.4.10.1.1.4 The Contractor is responsible for reimbursing the Department for any "construction" costs incurred to facilitate the installation of the inmate telephones.

Please define "construction" costs. For instance, if the facility wants to add phones to a specific area but said area does not allow for the installation due

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to wall condition or lack of foundation, who is responsible for the costs to build out the wall or put in a foundation? Typically those costs are assumed by the customer. Once the location is made suitable for installation your vendor would complete the wiring and install the set.

Answer: The Department will assume the work and costs associated with yard construction, such as foundations, concrete and walls.

Question 120. Page 54

2.4.10.1.1.2 of the RFP states that "All Inmate Telephone Equipment must be of new manufacture".

If the existing equipment including enclosures, sets, pedestals, cut-off keys, and Melco monitoring equipment are in good condition can they be reused or sold in place to the selected IPS provider?

Answer: The proposal must be based on replacing all equipment with new manufactured telephone items and/or equipment. Once that proposal has been identified the Offeror may identify those specific items and/or equipment that they determine to be in good working condition, and the cost differential associated with each specific item and/or piece of equipment, if used in the stead of, new manufactured items and/or equipment. It must be shown how this differential would affect commissions, cost of phone calls, and the benefit to administrative and manageability of the system. The intent is to use the cost of new manufactured items and/or equipment as a baseline, and then compare the inclusion of used items and/or equipment with the baseline and identify the benefit of used items and/or equipment.

Question 121. Page 58

2.4.10.1.4.4 of the RFP states: "The Contractor must provide adequate TDD/TTY or suitable devices to each of the Departments facility".

How many TDD/TTY devices does the DOC consider "adequate" at each facility?

Answer: The Department is requiring 2 TTY/TDD devices per Complex, and 1 per Remote Unit. Privatized are considered a Remote Unit, so there would be 10 Complexes and 10 Remote Unit, for a total of 30 TTY/TDD devices required.

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Question 122. Page 77

2.7.1 One Contractor will be selected to enter into a written contract as a result of this RFP with the selected Contractor to begin providing services no later than 120 days after execution of a written contract. The proposal must include an implementation plan describing the tasks and activities to be completed and their timeframes/ milestones prior to the start of services. The implementation plan is to detail how the Contractor would satisfy the RFP's requirements regarding the installation, operation and maintenance of an inmate phone system with monitoring and recording capabilities, such that each issue addressed would be complete and detailed enough to assure the Department of the Contractor's understanding and capability to perform the cited requirements, and to substantiate that the IPS will be fully operational within the timeframe stated after execution of the written contract.

It is anticipated that the complete installation will exceed 120 days. This is due to the scope, location, and networking limitations in addition to anticipated infrastructure upgrade requirements. Invariably issues become uncovered when working directly with the facilities that are unknown today and were not uncovered during the site visits. Will the State accept a plan that is longer than 120 days if said plan includes the level of detail noted above?

Answer: The proposal must provide a detailed implementation plan that does not exceed 120 days and offer an appropriate penalty if the plan is not met. Where unanticipated issues are identified, they will be dealt with at the time of discovery and arbitrated at that time. Once the 120 day implementation plan baseline has been identified the Offeror may identify a longer implementation plan that specifies a specific timeframe and the cost differential associated with the longer timeframe. They must also specify an appropriate penalty if the longer plan is not met. The intent is to ensure that the implementation of the new inmate telephone system is accomplished as quickly as possible and does not go on indefinitely.

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Question 123. Page 78, 2.7.3.1 and Page 79, 2.7.3.9

2.7.3.1 The Department is presently utilizing an IPS provided by Globe Tel*Link Corporation (GTL). It is therefore of the utmost importance that the Contractor address the issue of transition from the existing system to the new IPS at all Department locations. The Department realizes that some "down time" will occur during this transition but the Contractor must propose an implementation plan that reduces this "down time" and allows for a smooth progression to the new system. The amount of estimated down time must be state.

2.7.3.9 The Contractor must transfer the current IPS database information including inmate profiles (PINs) and call records to the new system. The Contractor must state, in its response, how this will be accomplished and what is required of the Department to facilitate this transfer of information.

Implementation planning for everyone, with the exception of the incumbent, will be highly dependent upon the incumbent's ability to meet certain timeframes. In other words, our plan can include what we would consider to be reasonable transition but the incumbent may be unable (not to be construed as unwilling) to meet the dates. What is the State's position?

The transferring of current database information, specifically call records, between disparate systems may be impractical, perhaps even impossible. Typically a vendor can export certain information, such as PINS, attorney numbers, current blocked number tables, etc. What is not generally done is the full transfer of profiles or call records. For the State's purposes, please define the level of detail or provide an example of an inmate profile and call record (redacted, if necessary) it expects to be transferred.

Answer: The Offeror must consider the potential of the incumbent not being capable of meeting certain timeframes in their respective proposal. Once the contract has been awarded the Department would expect the successful contractor to negotiate with the incumbent, if that is necessary, to remove equipment, sell, or lease, in place equipment, until it can be removed. If the incumbent does not have the ability to meet certain timeframes, then the Department will consider the equipment abandoned and will remove the equipment to meet

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the timeframe required. The equipment will then be disposed of by the Department.

The Department would expect that the Offeror would identify in their respective proposal the information they deem crucial to the management of their solution and the data that would need to be transferred from the old system.

Question 124. Page 83

3.2.1 The successful Contractor will demonstrate in their proposal their method to maximize the commission to the Department at the same time minimizing costs to inmates and families. As a guideline, the Department currently receives a commission of approximately \$4 million dollars annually, base on a commission rate of 52% of the Gross Revenue generated from the existing contract. The approximate current phone rates to inmates and families shown in Attachment #6, Current Call Rates.

Please provide a detailed breakdown of the prior 12 months or complete 2005 report of the gross revenue, by call and payment type (e.g. collect, prepaid, debit, local, international, etc) by facility. Is the State receiving 52% commission on all revenue Local, IntraLATA, InterLATA/Intrastate, Interstate, and International calls?

Answer: The Department does not have a detailed breakdown of the prior 12 months or a complete 2005 report of the gross revenue, by call and payment type by facility.

Yes, the Department believes that the State is receiving 52% commission on all revenue Local, IntraLATA, InterLATA/Intrastate, Interstate, and International calls.

Question 125. The following questions are associated with the recently completed site visits:

Each control room with the exception of the new Kingman facility has manual "cut-off" switches to turn off phones within view of the officers. Will computer controlled cut-off be acceptable for this purpose, or will these

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manual cut-off switches remain a requirement? If manual cut-off switches remain a requirement, will the State or the current vendor be installing infrastructure (conduit, wiring) at the Kingman facility for the installation of manual cut-off keys?

Answer: Computer controlled cut-off switches would be acceptable.

Question 126. Monitoring capabilities are currently required at each control room where inmate telephones can be observed by correctional officers. The current equipment utilized to perform this function is obsolete and not replaceable. This monitoring could be performed utilizing State provided computers (sufficiently equipped and connected to the internet). Is the State willing to explore this option and provide the computers to allow for it?

Answer: The Department is willing to explore this option.

Question 127. Define "telephone cabling" as to what type, pair count and gauge. Is the Contractor required to provide this cabling and wiring from IDF to station at all current and future inmate telephone locations?

Answer: Cabling is owned by the Department and will be taken care of by the Department.

Question 128. Will the Fiber to the control room at Tucson (Wilmont Santa Rita Unit) be available for the inmate telephones before platform replacement?

Answer: Yes.

Question 129. What is your standardized handset cord length? If this length is different by facility please provide those specific lengths requested by facility.

Answer: The standardized handset cord length is 22", unless the telephone is a handicapped station.

Question 130. During the site visits, on site DOC contacts requested telephone sets that did not match the RFP requirements, i.e., speaker phones, 2500 sets, trimline sets, and cordless phones. Will vendors be required to provide sets not outlined in the RFP?

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Answer: No.

Question 131. Florence Central unit stated they wanted additional jacks on floors where there is currently no wiring. The RFP does not include this request. Will the DOC have this wiring in place prior to the installation of the new system?

Answer: Yes.

Question 132. Can phones that are experiencing minimal or no usage be moved to other locations or removed completely if the vendor can show verifiable data that the phone(s) are not being used?

Answer: Yes, only after the contract has been awarded and the Department agrees with the recommendation. The Offeror's proposal must be based on the current placement of phone specified in the RFP, with the exception of ASP-Globe. The Department has no problem with reducing the phones at ASP-Globe to equal a maximum ratio of 25 inmates per phone.

Question 133. Will the DOC provide infrastructure (house cable, conduit, concrete platforms, etc.) for any inmate phone location requested after contract signing that is not currently in service?

Answer: Yes.

Question 134. Phone totals for individual sites differ from figures provided in the RFP. Will the phone totals be corrected or inmate phones added or removed to comply with the RFP amounts?

Answer: The RFP phone totals have been modified to reflect the phone inventory. The Department has revised Attachment #5 and included at the end of this Solicitation Amendment as Attachment #5A.

Question 135. Will the inmate telephone system selected be installed at all sites, including the privately owned prisons, and will the system requirements be identical for those facilities?

Answer: Yes.

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Question 136. In Tucson there is currently a special circuit connecting St. Mary's Hospital to the Wilmont facility - will the vendor need to continue providing this circuit?

Answer: Yes.

Question 137. There are pay telephones for visitor use at several DOC facilities. Is there a requirement to continue providing pay telephones at those locations by the successful vendor?

Answer: No.

Question 138. At Eyman/Rynning please provide the telephone circuit path from MPOP to CDU.

Answer: The current inmate phone telephone circuit path travels via copper to the administration building phone room, then via copper to the CDU building. The Department has a remote PBX unit at Rynning, so the copper use between Rynning and the MPOP is minimized. Fiber has been run between the MPOP and Rynning, also from the Rynning administration building to the housing units, a fiber line from the administration building to the CDU building is made available.

Question 139. At Picacho the State phone cable regularly fails. A work order was issued by the State to have it replaced, however the release of this RFP caused that work to be delayed indefinitely. Is the DOC going forward to complete work on the phone cable at Picacho? Also, please provide the phone circuit path a Picacho.

Answer: The copper cabling is failing between the DMARC and the Department PBX trailer. This is in the process of being replaced, and will be made available for the inmate phone system.

Question 140. At Cimarron Unit the copper is failing. Will the copper be replaced? Is fiber available to all housing units?

Answer: Fiber has been pulled to all housing units. The Department does not intend to replace the copper cabling going to the housing units.

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Question 141. At Tucson Wilmont/Echo Units the copper cable is bad between yard control and building 8. Will the DOC replace this copper prior to the new inmate phone system install?

Answer: The Department is presently replacing this cable with a fiber line.

Question 142. To accommodate fiber and cordless usage will the DOC be providing both copper and fiber?

Answer: The Department will provide fiber where possible, and copper only where fiber is not available.

Question 143. On new construction or remodels will the DOC be providing both copper and fiber?

Answer: The Department will provide fiber to the building on new construction or remodels, and copper only from that point to the phone.

Question 144. At Florence West the copper "house" cable to building 3 has failed. As this is one of the privately operated facilities, is the State or the private prison owner responsible for maintaining or replacing cable at this facility? Will the State commit to making sure this cable is replaced prior to the installation of the new inmate phone system?

Answer: The Department will insure that the cable is replaced prior to the installation of the new inmate phone system.

Question 145. Is it the DOC's position that the IPS Contractor will be responsible for repairing or replacing existing cable including conduit from the MPOP to the inmate phones? Would this include cabling between buildings and house riser cable?

Answer: The Department will be responsible for cabling inside the prison. Where cable is identified as sub standard available the Department fiber cable should be used. If fiber cable is not available the Department will be responsible for upgrading the cable/wiring prior to installation. During the site visits there were two (2) sites identified that had sub standard cable, ASPC-Tucson, Santa Rita Unit and ASPC-Florence, Central Unit. The

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Department is in the process of installing new fiber cable to the Yard Control Offices at the Santa Rita Unit to support inmate phone system. The Department is in the process of installing new fiber cable to each housing unit at ASPC-Florence Central Unit. These efforts should be completed in a few months.

Question 146. The State purchased "Adtran" equipment to support inmate phones over fiber at Piestewa, Santa Rosa, Eggers, and Catalina Units. Who is responsible for the cost of repairing and maintaining these Adran units?

Answer: The proposal must be based on replacing all equipment with new manufactured telephone items and/or equipment. Once that proposal has been identified the Offeror may identify those specific items and/or equipment that they determine to be in good working condition, and the cost differential associated with each specific item and/or piece of equipment, if used in the stead of, new manufactured items and/or equipment. It must be shown how this differential would affect commissions, cost of phone calls, and the benefit to administrative and manageability of the system. The intent is to use the cost of new manufactured items and/or equipment as a baseline, and then compare the inclusion of used items and/or equipment with the baseline and identify the benefit of used items and/or equipment.

The contractor may or may not use this equipment depending on whether it is compatible with their solution. If used, the contractor will assume the responsibility for maintenance and repair.

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ATTACHMENT #5A
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CURRENT INMATE CAPACITY AND PHONE TYPE

Complex/Unit	Inmate Capacity	Custody Level	# of Inmate Phones	Type of Phone			
				Pedestal	Wall Mount	Wireless	Other
ASPC-Phoenix (Entry Point)	1043		43	25	18	0	0
Reception	336	Maximum	0	0	0	0	0
Inmate Worker	43	Minimum	3	0	3	0	0
B-Ward	48	Maximum	1	0	1	0	0
Q-Ward	6	Close	0	0	0	0	0
Flamenco-M	105	Close	5	0	5	0	0
Flamenco-F	22	Close	1	0	1	0	0
Aspen/SPU	150	Medium	7	0	7	0	0
ASP-Globe	333	Minimum	26	25	1	0	0
ASPC-Florence	3857		99	70	0	29	0
Central Unit	961	Maximum	23	0	0	0	0
East Unit	702	Medium	15	15	0	0	0
North Unit	1057	Minimum	37	37	0	0	0
South Unit	732	Medium	11	11	0	0	0
CB6	186	Maximum	6	0	0	0	0
ASP-Picacho	219	Minimum	7	7	0	0	0
ASPC-Eyman	4849		114	32	16	66	0
Cook Unit	1037	Medium	16	16	0	0	0
Meadows Unit	1156	Medium	17	16	0	1	0
Rynning Unit	800	Close	17	0	16	1	0
Rynning Unit	80	Maximum	16	0	0	16	0
SMU I	1008	Maximum	24	0	0	24	0
SMU II	768	Maximum	24	0	0	24	0
ASPC-Perryville	3109		86	80	2	4	0
Complex Isolation	6	Maximum	0	0	0	0	0

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Complex Detention	36	Maximum	1	0	0	1	0
Complex - Bldg 45	25	Maximum	2	0	2	0	0
Santa Cruz Unit	770	Mixed 2/3	21	20	0	1	0
Lumley Unit	746	Mixed 3/4/5	21	20	0	1	0
Minors Unit	6	All Levels	0	0	0	0	0
San Pedro Unit	434	Minimum	11	10	0	1	0
Santa Maria	586	Mixed 2/3	10	10	0	0	0
Piestewa Unit	200	Minimum	8	8	0	0	0
Santa Rosa Unit	300	Minimum	12	12	0	0	0
PC-Winslow	1865		61	27	24	10	0
Coronado Unit	628	Minimum	19	19	0	0	0
Kaibab Unit	800	Close	24	0	24	0	0
ASP-Apache	374	Minimum	9	8	0	1	0
CDU	39	Maximum	6	0	0	6	0
ADU	24	Maximum	3	0	0	3	0
ASPC-Yuma	2295		66	46	16	4	0
Cheyenne Unit	1007	Medium	22	20	0	2	0
Cocopah Unit	392	Minimum	10	10	0	0	0
Dakota Unit	896	Close	34	16	16	2	0
ASPC-Lewis	4744		202	88	102	12	0
Bachman Unit	600	Minimum	18	16	0	2	0
Bachman Detention Unit	80	Maximum	6	0	4	2	0
Barchey Unit	1008	Medium	16	16	0	0	0
Morey Unit	801	Close	48	16	32	0	0
Morey Detention Unit	101	Maximum	6	0	4	2	0
Stiner - Red Unit	450	Medium	8	8	0	0	0
Stiner - Blue Unit	454	Medium	8	8	0	0	0
Stiner Detention Unit	100	Maximum	8	0	6	2	0
Buckley Unit	800	Close	48	16	32	0	0
Rast Unit	350	Maximum	36	8	24	0	0

SOLICITATION AMENDMENT

ARIZONA
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. THREE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

ASPC-Safford	1717		37	34	0	3	0
Graham Unit	647	Minimum	11	10	0	1	0
Tonto Unit	290	Medium	9	8	0	1	0
ASP-Ft Grant	780	Minimum	17	16	0	1	0
ASPC-Douglas	2440		79	76	0	0	0
Gila Unit	692	Minimum	20	20	0	0	0
Maricopa Unit	230	Minimum	8	8	0	0	0
Mohave Unit	927	Medium	32	32	0	0	0
Eggars Unit	200	Min/L1	8	8	0	0	0
ASP-Papago	340	Minimum	8	8	0	0	0
Cochise Detention	51	Maximum	3	0	0	3	0
PC-Tucson	4496		143	70	68	5	0
Cimarron Unit	768	Mixed 3/4	32	0	32	0	0
Echo Unit	456	Minimum	9	9	0	0	0
Manzanita Unit	446	Medium	13	12	0	1	0
Rincon Unit	733	Close	29	0	29	0	0
Minors Unit	198	Mixed 4/5	6	0	6	0	0
Santa Rita Unit	770	Mixed 2/3	16	16	0	0	0
Winchester Unit	528	Medium	14	12	1	1	0
Catalina Unit	300	Minimum	12	12	0	0	0
SACRC	188	Medium	9	9	0	0	0
SMH	29	Mixed 1- 5	1	0	0	1	0
CDU	80	Maximum	2	0	0	2	0
Privatized Prisons	2856		246	18	218	10	0
Florence West	600	Minimum	51	0	48	3	0
Marana	456	Minimum	42	0	42	0	0
Phoenix West	400	Minimum	25	0	24	1	0
Kingman	1400	Minimum	128	18	104	6	0
	33271		1176	566	327	146	0

Key to Custody Levels

1 = Minimum

2 = Minimum

SOLICITATION AMENDMENT

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- 3 = Medium
- 4 = Close
- 5 = Maximum

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

Offeror hereby acknowledges receipt and understanding of above amendment.

The above referenced Solicitation Amendment is hereby executed this 18th Day of July, 2006, in Phoenix, Arizona.

John Viola 9/12/06
Signature Date

JOHN VIOLA VP & GM
Typed Name and Title

SECURUS TECHNOLOGIES
Name of Company

Denel Pickering
Denel Pickering, Chief Procurement Officer



STATUTORY PERFORMANCE BOND

PURSUANT TO A.R.S. SECTION §41-2574

(PENALTY OF THIS BOND MUST NOT BE 100% OF THE CONTRACT AMOUNT)

SOLICITATION NO. 060072DC

KNOW ALL MEN BY THESE PRESENTS:

THAT, _____
hereinafter called Principal), as Principal, and _____
_____, a corporation organized and existing under the laws
of the State of _____, with its principal office
in the City of _____, (hereinafter called the Surety), as
Surety, are held and firmly bound unto the State of Arizona, (hereinafter called the Obligee), in
the amount of _____ (Dollars), (\$ _____),
for the payment whereof, the said Principal and Surety bind themselves, and their heirs,
administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a certain contract with the Obligee, dated the
_____ day of _____ 20 _____, to construct and
complete a certain work described as _____

which contract is hereby referred to and made a part hereof as fully and to the same extent as
if copied at length herein.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH that if the said Principal shall
faithfully perform and fulfill all the undertakings, covenants, terms, conditions and agreements of said contract during
the original term of said contract and any extension thereof, with or without notice to the Surety and during the life of
any guaranty required under the contract shall also perform and fulfill all the undertakings, covenants, terms and
conditions and agreements of any and all duly authorized modifications of said contract that may be hereafter be made,
notice of which modification to the Surety being hereby waived; then the above obligation shall be void, otherwise to
remain in full force and effect.

PROVIDED, HOWEVER, that this bond is executed pursuant to the provisions of A.R.S. Section §41-2574,
and all liabilities on this bond shall be determined in accordance with the provisions of the Section, to the extent as if
it was copied at length herein.

The prevailing party in a suit on this bond shall recover as a part of his judgment such reasonable attorney's
fees as may be fixed by a judge of the Court.

Witness our hands this _____ day of _____ 19 _____

Principal Seal

BY: _____

Surety Seal

BY: _____

Agency of Board



STATUTORY PAYMENT BOND

PURSUANT TO A.R.S. SECTION §41-2574

(PENALTY OF THIS BOND MUST NOT BE 100% OF THE CONTRACT AMOUNT)

SOLICITATION NO. 060072DC

KNOW ALL MEN BY THESE PRESENTS:

THAT, _____
hereinafter called Principal), as Principal, and _____
_____, a corporation organized and existing under the laws
of the State of _____, with its principal office
in the City of _____, (hereinafter called the Surety), as
Surety, are held and firmly bound unto the State of Arizona, (hereinafter called the Obligee), in
the amount of _____ (Dollars), (\$ _____),
for the payment whereof, the said Principal and Surety bind themselves, and their heirs,
administrators, executors, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has entered into a certain contract with the Obligee, dated the
_____ day of _____ 20 _____, to construct and
complete a certain work described as _____

which contract is hereby referred to and made a part hereof as fully and to the same extent as
if copied at length herein.

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH that if the said Principal shall
promptly pay all monies due to all persons supplying labor or materials to him or his subcontractors in the prosecution
of the work provided for in said contract then this obligation shall be void, otherwise to remain in full force and effect.

PROVIDED, HOWEVER, that this bond is executed pursuant to the provisions of A.R.S. Section §41-2574,
and all liabilities on this bond shall be determined in accordance with the provisions of the Section, to the extent as if
it was copied at length herein.

The prevailing party in a suit on this bond shall recover as a part of his judgment such reasonable attorney's
fees as may be fixed by a judge of the Court.

Witness our hands this _____ day of _____ 20 _____.

Principal Seal

BY: _____

Surety Seal

BY: _____

Agency of Board

Amendment 4

SOLICITATION AMENDMENT

ARIZONA
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. FOUR

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Inmate Telephone System

This solicitation is hereby amended as follows:

1. The Proposal Due Date is being extended to August 31, 2006 at 3:00 p.m., M.S.T.
2. No further questions will be accepted by the Department after August 10, 2006 at 5:00 p.m., M.S.T.

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

Offeror hereby acknowledges receipt and understanding of above amendment.

The above referenced Solicitation Amendment is hereby executed this 3rd Day of August, 2006, in Phoenix, Arizona.

Signature

Date

JOHN VIOLA
Typed Name and Title

NP & GM

SECURUS TECHNOLOGIES
Name of Company

Denel Pickering, Chief Procurement Officer

Amendment 5

SOLICITATION AMENDMENT

ARIZONA
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1601W. JEFFERSON, M/C 55303
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. FIVE

Proposal Due Date: July 31, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Inmate Telephone System

This solicitation is hereby amended as follows:

1. The Proposal Due Date is being extended to September 14, 2006 at 3:00 p.m., M.S.T.
2. A Solicitation Amendment to answer vendor questions received by the Department will follow.

ALL OTHER PROVISIONS OF THE SOLICITATION SHALL REMAIN IN THEIR ENTIRETY.

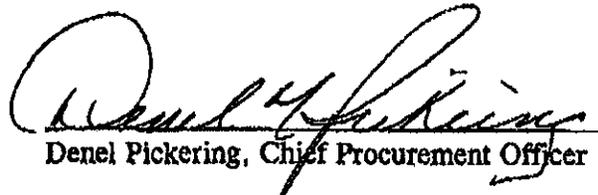
Offeror hereby acknowledges receipt and understanding of above amendment.

The above referenced Solicitation Amendment is hereby executed this 21st Day of August, 2006, in Phoenix, Arizona.

 9/12/06
Signature Date

JOHN VIOLA VP & GM
Typed Name and Title

SECURUS TECHNOLOGIES
Name of Company


Denel Pickering, Chief Procurement Officer

Amendment 6

SOLICITATION AMENDMENT

ARIZONA
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. SIX

Proposal Due Date: September 14, 2006

Solicitation Contact Person: Kristine Yaw

PLEASE NOTE: THIS AMENDMENT MUST BE SIGNED AND RETURNED AS PART OF YOUR PROPOSAL.

Inmate Telephone System

This solicitation is hereby amended as follows:

The following questions have been asked and answered:

Question 1. At RFP Special Terms and Conditions, Section 1.35 Payment, Performance Bond and Insurance and at various Amendment 3 questions and answers to the solicitation:

Please confirm the States understanding that the Payment Bond is to assure payment by the vendor to the State (i.e. commissions) and or subcontractors (i.e. payment for their performance), and that the Performance bond is for the State to recover any State damages for a prime vendors non-performance of the contract requirements (excluding commission payments).

Please clarify the definition of the terms "100% Statutory" (RFP Section 1.35) and "contract value" (RFP Amendment 3) as it relates to this concession type contract – in other words how is the "contract value" determined?

- Is the contract value as it relates to the Payment Bond the total possible billings to called parties under the contract or the commission payable to the State?
- Is the contract value as it relates to the Performance Bond the total possible billings to the called party, the commission payable to the State, or the calculated possible damages incurred by the State for non-performance by the vendor?
- How will the State determine the value given the answers provide to the above questions, given the fact that thee are no current calling statistics?
- How does the State determine the value of each not to be punitive in nature relating to any actual and possible damages that could be incurred for failure of performance and/or payment?

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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. SIX

Proposal Due Date: September 14, 2006

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- Is this value to be bonded based on a single contract year, or all 7 contract years?

Would the State consider stating a specific amount for each bond in the RFP to assure that these amounts are specific and known by the offerors? Please note that the amount of each bond can adversely affect rates to be charged to the called party.

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 2. At RFP Section 2.4.8.5, 2.4.8.6, and 2.4.8.7, and Amendment 3 questions and answers No. 14, No. 74, and No. 118:

Please confirm the revised requirement relating to the storage of call recordings:

- What is the duration (i.e. number of days) of call recordings required to be stored on-line for ready access by AZ DOC staff?
- Please confirm that all call recordings beyond the number of days indicated above will be stored off-line by State staff for a period of 5 years and that the vendors only responsibility will be to provide the media for off-line indexed storage, that the off-line call recordings will be accessible via the media and the system, and that the vendor may delete all on-line call recordings once they are stored off-line. If not, please clarify.
- Please confirm that State staff will be responsible for management of the indexed off-line call recording media once they are put on the off-line media and the is not responsible for loss of such recordings or damage to the off-line storage media. If not, please clarify.

Answer: Call recordings are to be store on-line for ready access by the Department staff for 60 days.

This is to confirm that all call recordings beyond the number of days indicated above will be stored off-line by the Department staff and that the vendors only responsibility will be to provide the media for off-line indexed

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storage, and that the off-line recordings will be accessible via a media and system provided by the State. The vendor may delete all on-line call records once they are stored off-line.

This is confirm that the Department staff will be responsible for management of the indexed off-line call recording media once they are put on the off-line media system, and that the vendor is not responsible for loss of such recordings or damage to the off-line storage media.

Question 3. At RFP Scope of Work, Section 2.4.21.2 and Amendment 3 question and answers No. 16 and No. 69:

Please provide additional specifications of the Dictaphone unit that will be required to be purchased to allow for vendors to support this requirement. If AZ DOCS requires the purchase of existing equipment, can AZ DOCS obtain a purchase price from the existing equipment provider to include a listing of the exact equipment to be provided for the price?

Answer: The required Dictaphone nomenclature is: Dictaphone Voice Processor 41231. If the Offeror requires the purchase of this equipment from the existing equipment provider, the Department would expect the Offeror to negotiate with that provider for the purchase of the required equipment.

Question 4. At Amendment 3 question and answer No. 33 and No. 56:

Standard IPS solutions include dedicated IPS workstations at locations as determined by the customer. Each workstation works with the installed network to allow for call recording and IPS information to be accessed from any facility, from any workstation. The number of workstations is usually identified by the DOC to meet their investigative needs. Given the answer to the subject questions, can offerors assume that at a minimum one (1) workstation per facility (i.e. complex) provided for AZ DOCS use will meet AZ DOC minimum requirements to allow investigators to achieve their investigative duties, and that no workstations will be required at AZ DOC non-facility locations? If not please clarify the number of workstations required.

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Or is it the intent as a response to Amendment 3 question and answer No.84 that AZ DOCS will utilize its own workstations to perform IPS related investigative and administrative duties and awardees are only required to provide access to the IPS for these AZ DOC provided workstations, and that the requirement is only to provide those workstations that each offeror requires for its own use in meeting the RFP IPS requirements?

Answer: The Department will utilize their own workstations for IPS related duties, the offeror only needs to provide the workstations they require for their own use.

Question 5. At RFP Scope of Work, Section 2.2.2 and Amendment 3 question and answer No. 39 and No. 124:

It is important that the most recent call and minute details by facility be provided to all vendors to assure a level and competitive environment. This data is owned by the State and the incumbent provider CAN obtain this information from the existing system Call Detail Records and System Reporting.

Without this State owned and vendor maintained data, the incumbent is provided a competitive advantage over all other vendors that is without justification. Provided at the end of this document is an example of the facility-by-facility breakdown requested. This example was provided in the recent State of Washington RFP who was supported by GTL and FSH using T-Netix equipment.

Based on the current date of this request, please provide such data for the most recent 12 months. This information is standard throughout the industry and should be readily available by your incumbent contractor(s) to be provided in the format requested above.

Answer: Please see the attached Attachment #10, Historical Call Volume by Facility for the requested information.

Question 6. At the RFP Fee Schedule and Amendment 3 question and answer No. 40:

Please clarify the cost evaluation as it relates to traffic statistics to be allocated to collect rates, called party prepaid rates, and inmate debit rates –

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as such rates may differ between each category. Currently traffic statistics are only allocated between collect and a combined prepaid/debit.

Answer: Categories – Collect 60% - Prepaid 30% - Debit 10% have been included in the attached Revised Fee Schedule.

Question 7. At RFP Scope of Work, Section 2.4.3.15 and Amendment 3 question and answer No. 41:

Based on AZ DOCS statement, please clarify if vendors may start charging for the call at the time the called party connection is made or only at the time of positive acceptance by the called party.

Answer: For collect calls vendors may start charging for the call only at the time of positive acceptance by the called party. For Prepaid and Debit calls the vendor may start charging for the call only at the time phone is taken off-hook.

Question 8. At RFP Scope of Work, Section 2.4.3.24 and Amendment 3 question and answer No. 42:

Request AZ DOC remove this requirement and provide detail as to if vendors are to allow or not allow calls to cell phones, or provide guidance as to the policy that AZ DOC would prefer.

Answer: The Department will allow calls to cell phones. What is being requested of the offeror is to identify how their respective proposal operates when an inmate call is placed to a cellular telephone.

Question 9. At RFP Scope of Work, Section 2.4.7.4 and Amendment 3 question and answer No. 46:

Please clarify, is it the intent of this requirement to provide air conditioning units.

Answer: The intent is for the vendor to identify the air conditioning requirements of their respective solutions equipment, not to provide the air conditioning units, which will be provided by the Department.

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Question 10. At RFP Scope of Work, Section 2.4.13 and Amendment 3 question and answer No. 47:

Please clarify if AZ DOCS is indicating that inmate phone information (e.g. allowed lists) as currently processed creates multiple database entries for a given inmate. In other words will an inmate that has transferred have a database entry for each facility they have been housed at? And, if so is there a way to determine the most recent database entry for purposed of new system database population?

Answer: The Department is not indicating that inmate phone information (e.g. allowed lists) as currently processed creates multiple database entries for a given inmate. There is only one database entry for each inmate. The location of that inmate is changes as the inmate moves from one location to another.

Question 11. Amendment 3 question and answer No. 55:

Please clarify that international calls completed via a live operator are acceptable to AZ DOC under this new RFP?

Answer: International calls completed via a live operator are acceptable to the Department under this new RFP.

Question 12. At RFP Fee Schedule and Amendment 3 question and answer No. 61:

Please clarify where and how in the Fee Schedule the vendors are to indicate the amount of PCC is to be quoted. Also to assure that the cost evaluation is sound and equal between vendors that charge and do not charge PCC as part of their call cost billed to the called party, request that all offerors be required to state the PCC cost for each call type (i.e. local, intralata, interlata, interstate) and agree to fix the PCC cost for the term of the contract. This assures that PCC costs are not increased after contract award, thus creating a false evaluation of overall cost to the called party.

Answer: Please see the attached Attachment #10, Historical Call Volume by Facility to indicate the amount of PCC being quoted. To assure that the cost evaluation is sound and equal between vendors that charge and do not charge

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PCC as part of their call cost billed to the called party, the Department is requiring all offerors to state the PCC cost for each call type (i.e. local, intraLATA, interLATA, & interstate) and agree to fix the PCC cost for the term of the contract.

Question 13. General:

Please clarify the differentiation between rates and commissions for evaluation purposes. In other words which is more important: the rates to be charged the called party or the commission percentage payable to AZ DOC?

Answer: Our goal is to:

- Minimize the cost of inmate phone calls to the inmate, and his or her family & friends;
- Maximize the Commission Revenue for the Department Inmate Fund; &
- Streamline and Modernize the administration and monitoring features of the system, so that it minimizes the Correctional Officer's workload regarding the operation of the system, while providing state-of-the-art monitoring and administrative capabilities.

The best combination of these three areas will used to determine which solution is best for the Department.

Question 14. General and Amendment 3 various questions and answers:

Given the fact that AZ DOCS is aware as to if a facility currently has fiber or copper available for IPS phones and to assure all vendors have the same information as the incumbent, please provide information on a facility-by-facility basis if copper or fiber is available for use by vendor in support of this RFP.

Answer: The purpose of the site visits was to determine availability of fiber or copper for the IPS. Each facility was visited and each vendor that participated had the opportunity to determine what cable was currently available. Questions have been asked and answered in reference to specific cable issues that were

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identified during the site visits. The Department does not intend to readdress those issues again.

Question 15. General and Amendment 3 questions and answer No. 84:

Please clarify the response, IPS workstations are generally dedicated terminals connected via a secure network provided by vendors. Based on AZ DOC response to this question, please clarify 1) are vendors to provide 450 workstations that will be connected to the secure IPS network, or 2) will AZ DOC provide 450 workstations that vendors will connect to the secure IPS network? And if AZ DOC is to provide the 450 workstations, is it in the intent of AZ DOC for those workstations listed to have access to the IPS via state owned network/connections?

Answer: The Department will provide the 450 workstations with the intent for those workstations listed to have access to the IPS via State owned network/connections.

Question 16. RFP Scope of Work Section 2.4.24.8 and other applicable areas, and Amendment question and answers No. 90 and No. 122:

Please provide additional information as to what AZ DOC would consider an "appropriate penalty" for more than a 120 day implementation given any damage that AZ DOC believes it may incur by not transitioning within this timeframe. Would AZ DOC consider changing the RFP to state that a 120 day implementation period is desirable and then evaluating the offerors proposed implementation timeframe as part of the overall RFP evaluation process and scoring?

Answer: The intent of this section is to ensure that the implementation of the new inmate telephone system is accomplished as quickly as possible and does not go on indefinitely. We maintain that a 120 days is a good baseline to evaluate the offerors detailed implementation plan. Once the 120 days plan has been identified the offeror may identify a longer timeframe. They must also specify an appropriate penalty if the longer timeframe is not met. A larger penalty indicates the offerors commitment to a quick implementation and the level of risk associated with that plan for the Department. A smaller penalty indicates a lesser commitment to a quick implementation and a higher risk

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associated with that plan for the Department to realize a quick implementation.

Question 17. General and Amendment 3 question and answer No. 102:

Please confirm all calling statistics as it relates to the number of inmates within each custody level, the number of calls allowed and minutes of calls provided within the RFP, and phone availability. In other words, does AZ DOC have any information as to why current calling statistics (calls and minutes used by inmates) provided within the RFP are significantly less than the number of calls and minutes that are currently available to inmates given the phone times available to inmates?

Answer: Currently, inmate phone calls are restricted to a ten (10) number call list. In other words an inmate can call only 10 different numbers which are referred to as a ten list. This could account for some of the discrepancy, and also the cost of collect calling would have another minimizing effect.

Question 18. At Amendment 3 question and answer No. 102:

Please confirm that all inmates are allowed to place calls during the times provided (subject to specific inmate restrictions) and no other restrictions are placed on calling except for security reasons or disciplinary reasons. Also confirm that "24 hour" means that the inmates are allowed to place calls at any time of day, and CO support is provided to allow for such calls in the maximum security environment.

Answer: We confirm that the data is correct as stated.

Question 19. At RFP Scope of Work, Section 2.4.3.9 and Amendment 3 question and answer No. 104:

Please clarify that the response to this section as stated in the amendment requires all vendors to have a 1-to-1 ratio of inmate phones to calling circuits available, and that this requirement is the same regardless of solution. In other words, either a single POTS line or 56kbs of T-1 bandwidth for calling must be made available for each inmate telephone regardless of the IPS solution.

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Answer: The response to this section as stated in the amendment does not require vendors to have a 1-to-1 ratio of inmate phones to calling circuits available. The Department requires all vendors to have a Circuit Contention Ratio of 10-to-1 (inmate phones to calling circuits available), or a Dial Tone Availability of 60%.

Question 20. At RFP Attachment 3 and Amendment 3 question and answer No.106:

The subject Management Criteria based on current inmate calling privileges creates the impression that inmate calling will increase after implementation. Please confirm that if the Management Criteria is not implemented by AZ DOC within a reasonable time frame after contract award that vendors are entitled to a equitable adjustment to rates and commission. As an alternative, please provide the ability to provide pre-implementation and post-implementation calling rates submission as part of the Fee Schedule to assure that vendors are allowed the ability to recoup all fixed costs associated with the IPS implementation during the term of the contract regardless of when such Criteria are actually implemented by AZ DOC.

Answer: The ability to recoup all fixed costs associated with the IPS implementation during the term of the contract regardless of when such Criteria is actually implemented by the Department is accommodated in the commission true-up at the end of each contract year. The Department is currently in the process of implementing the Management Criteria in the management of inmates and is at the no return point with this implementation. The question is not if it will be implement, but when. Rest assured that it will be implemented within a reasonable timeframe.

Question 21. RFP Scope of Work, Section 2.4.10.1.1.2 and Amendment 3 questions and answers No. 120:

The answer to the subject question takes into account the use of existing equipment only after contract award is made and therefore provides the incumbent with the ability to not provide new equipment (i.e. phones and pedestals) if they can show it meets the requirements of the RFP.

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Given this fact, there is no specific value associated with this equipment and the incumbent's response to this section that will allow for a fair and equitable evaluation by AZ DOC of the cost or changes to commission as stated in the response to the question. This creates an undue and unfair advantage for the incumbent as it relates to proposal cost elements.

Request AZ DOC reconsiders its position as it relates to reuse of any and all equipment and require that all equipment be new. All new equipment provides a pure level playing field for all vendors and removes the concern above. In addition new equipment ensures less maintenance activities and does not require AZ DOC administrative actions to assure that any reuse of equipment meets the requirements of the RFP. As alternative, please consider allowing all vendors to install like new or refurbished equipment to meet the requirements relating to this requirement.

Answer: The amendment does not specify that existing equipment can be used only after the contract has been awarded. The Department prefers all new equipment, however, we will allow the offeror to make a case for like new, refurbished, and/or used equipment in good working order. The intent of the amendment is to require the offeror to identify the cost of all new equipment in their proposal, which will establish a baseline, and then to identify like new or refurbished, and/or items that are considered in good working condition, the cost of those items, and identify the differential between a new item and like new, refurbished, and/or the used item, and then show the affect on commissions, cost of phone calls, and the benefit to administrative and manageability of the system. The Department will take into account during the proposal evaluation of the cost of maintenance activities and administrative action to assure that any like new, refurbished and/or reuse of equipment meets the requirements of the RFP.

Question 22. RFP Scope of Work, Section 2.7.3 and Amendment 3 questions and answer No. 123:

Given AZ DOC response to this section, please clarify that AZ DOC has the contractual relationship with the incumbent to assure that all system database information is available and can be provided to a new vendor (e.g. system settings, allowed call list, passwords, user permissions, etc)

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Second, please clarify that AZ DOC has the contractual relationship with the incumbent vendor to provide the necessary resources and support to assure that a new vendor is able to meet all implementation tasks (i.e. phone replacements, etc.) to affect required implementation timeline.

Third, please assure all non-incumbent bidders will not be penalized for delays caused by the incumbent provider (as it relates to the 120 day implementation time line) and there will be a day-for-day extension to the proposed implementation schedule without penalty. Note that the incumbent provider of service is the only vendor that is not burdened by coordination of such activities. Finally, please assure all non-incumbent vendors proposing under this solicitation understand that delays in implementation caused by action or inaction by the incumbent will not all allow AZ DOC the ability to exercise the Performance bond, Payment Bond or Terminations for Default provision as it relates to vendors inability to meet any proposed implementation schedule.

Answer: First – The Department has the contractual relationship with the incumbent that assures all system database information is available and can be provided to a new vendor.

Second – The Department has the contractual relationship with the incumbent vendor to provide the necessary resources and support to assure that a new vendor is able to meet all implementation tasks to affect required implementation timeline.

Third – All non-incumbent bidders will not be penalized for delays caused by the incumbent vendor, as determined by the Department, and there will be a day-for-day extension to the proposed implementation schedule without penalty.

Question 23. At Amendment 3 question and answer No. 125:

Please clarify that AZ DOCS intention is that it will be acceptable to AZ DOC that the only method of shutting down a phone, group of phone, or facility can be via the IPS system.

Answer: It is acceptable to the Department that the only method of shutting down a phone, group of phones, or a facility can be via the IPS system.

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Question 24. At Amendment 3 question and answer No. 146:

Please see our question No. 22 as it applies to the response to the subject question (i.e. changing of proposals after contract award). Also please provide all relevant information as it relates to the purpose of function of the "Adtran" equipment to assure that all offerors are on a level playing field as to the requirements of this solution.

Answer: The ADTRAN multiplexer equipment is the only inmate phone equipment owned by the Department. ADTRAN's nomenclature is Adtran Total Access 750. Refer answer to question No. 22, these can be used in the proposal as equipment in good working order.

Question 25. At Amendment 3 question and answer No. 10:

Within the answer to the subject question and the associated current inmate calling process, voice print technology is currently being used. In addition AZ DOC intends to implement a PIN system as part of the new RFP requirements. Will the PIN system replace the voice print feature currently in use?

Answer: The PIN system will be in addition to the voice print technology, to accommodate the prepaid and debit features.

Question 26. At Amendment 3 question and answer No. 10:

Please confirm that when an inmate places a call the only methodology to link the inmate to their allowed call list is voice print. And if so, how does the current system link the inmate to their voice print for comparison purposes?

Answer: Currently, when an inmate places a call the only methodology to link the inmate to their allowed call list is voice print. We do not know how the current system links the inmate to their voice print for comparison purposes.

Question 27. At Amendment 3 question and answer No. 126:

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Request AZ DOC clarifies the RFP methodology/requirement for completing the RFP control room monitoring requirement. By AZ DOC clarifying an acceptable requirement for control room monitoring, all offerors will have a consistent costs basis for a competitive evaluation. Please note that equipment is available for completing this requirement as stated.

Answer: The methodology for the control room monitoring requirement will depend on the solution offered by the vendor. The Department is willing to entertain the use of desktops for control room monitoring.

Question 28. Give number of additional questions received relating to this solicitation, would AZ DOC consider a pre-proposal submission meeting with each vendor to openly discuss any and all concerns with RFP scope of work specifications to assure that AZ DOCS understands the basis for all questions and to assure a level playing field for this procurement?

Answer: The Department will not consider a pre-proposal submission meeting with each vendor as all questions received from Offerors have been answered through Solicitation Amendments.

Question 29. Please consider providing vendors with at least a 3 week extension to the current due date of August 10, 2006, or other time period to answer vendor's questions and allow all vendors to provide an accurate and complete offer to AZ DOC.

Answer: The proposal due date has been amended to September 14, 2006.

Question 30. At Amendment 3 question and answer No. 58:

The state indicated that there are 600 L-31 outdoor enclosures. However during the site visits our technicians observed and were told there were significantly more than this number. Can AZ DOCS please reconfirm this number as it relates to all existing enclosures and any potential additional enclosures that are to be added after contract award?

Answer: The current inmate phone style and count is the most correct, these numbers have been visually verified at each site.

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Question 31. We are attempting to understand the requirement in Section 1.35 (Payment, Performance Bond and Insurance) as it relates to the provision of a Payment/Performance Bond in the amount of "100% of the value of the contract for the total term." There are several questions that require specific answers from the State.

- a. By "100% of the value" does the State refer to total revenue generated by the inmate phone system, or total commission to the State anticipated for the 7 year term? Total revenue for the 7 year term is estimated at \$60 million, while total commission is estimated at \$20 million.
- b. Does the State understand that, regardless of the answer to the question above, this requirement is expected to cost any vendor between \$2,250,000 and \$5,000,000 for a bond of this size? Is the State prepared to accept the commission reduction this expense would necessitate?

We believe that this requirement is unnecessarily harsh and will be difficult for any vendor to accept. As an alternative we would suggest that the Payment/Performance bond cover one year's commission to the State, as we anticipate that any default by the successful vendor could be remedied – or that vendor could be replaced – within 12 months. If an exception is taken to this requirement, does the State anticipate disqualifying the vendor for that exception?

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 32. Section 3.11 "Identification of Taxes" requires further direction from the State. The State's answer to a previous question suggested that the vendor identify all applicable taxes to the services being offered. Does the State mean to include the taxes charged on individual telephone calls? Each State and municipality may assess taxes that are added to the cost of telecommunications services, and those assessed amounts change regularly. Providing the State with a list of taxes assessed by every State and municipality (domestic and international) is unreasonable and unattainable. In addition, because of the regular changes in these tax rates by

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municipalities, any information provided would not be accurate by the time the State received it. We respectfully request that the State review it's position on this requirement and suggest it be changed to include only those taxes under control of the vendor.

Answer: Section 3.11 Identification of Tax is amended to read "Contractor is responsible for collecting and remitting all required taxes. Contractor shall only collect the actual tax amount."

Question 33. Section 2.4.7.4 states the vendor must provide "environmental" requirements for the IPS. In the Questions/Answers document (Question 46) the State suggests that *air conditioning* is an environmental factor that the vendor must provide. Does the State actually expect the inmate telephone vendor to provide air conditioning to the telephone and/or equipment rooms of each prison facility? In other sections of the RFP the State takes responsibility for providing "infrastructure" which air conditioning would seem to fall under. Please verify that the vendor would not be expected to provide air conditioning for State owned or operated facilities.

Answer: The Department wishes to know what is required environmentally for the IPS, so that it can make any facility changes if needed. The vendor is not expected to provide air conditioning.

Question 34. In order to determine the bandwidth requirements for call volumes and hard drive size for recordings at each facility, all vendors require the minutes of use and messages by call type originating at each individual facility. Several questions we submitted to the State regarding recent (last 12 months) usage figures by facility; however the State responded that it does not have those records. The current system provider, Securus (a subcontractor of GTL) has that information available and should be required to provide it to the State for distribution to each vendor. Failure to provide this information to all vendors gives Securus (and in turn GTL) an unfair advantage in the RFP process and is not in the State's interest.

Answer: Please see the attached Attachment #10, Historical Call Volume by Facility for the requested information.

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Question 35. We understand the requirement of the Arizona DOC for a performance bond. Per addendum 3 answer 109, the DOC states that the Contractor shall furnish a performance bond that is "100% of value of the contract for the total term. The term identified for this solicitation is 7 years." In that context, does the DOC realize that this would equate to the necessity of a bond with an approximate commission offer at or around 50%? This compares to the current bond of \$2.5M now in place with the DOC. If indeed this is a correct assumption, then is the DOC aware a bond of this size could negatively impact the call rates as well as the commissions paid to the DOC? Based on our experience with other DOC's a \$1 Million dollar bond is usually sufficient for this sized DOC. Can the DOC specify a specific dollar amount needed rather than a percentage of the value of the contract?

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 36. On page 85 of the RFP, the "Contractor Cost Proposal Form", the last column notes "Family Costs." Is it a correct assumption after all columns are filled in that the State expects the "Family Costs" column to be the same as the "20 Minute Call Cost: column? If not, please clarify what is expected in that column.

Answer: The Family Cost column is calculated as follows:

(20 Minute Call Cost) Multiplied by (Local Calls Total) Multiplied by (Percentage of Type Call)

Example: (\$4.50 {20 Min Call Cost})*(435,832 {Total Local Calls})*(0.70 {% of Collect Calls}) = \$1,372,870.80 [Reference original RFP ATTACHMENT #2 Contractor 3 Example]

Question 37. The standard industry rate for bonding expenditures is around 1.5% of the amount of the bond. Assuming different possible answers to the bonding question that has been submitted, the following reflects the costs incurred by vendors that could otherwise be included in the vendors financial analysis for lower rates and/or higher commissions. For illustrative purposes, these

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figures are based on estimated yearly revenue of \$8M and a 50% commission payable to the Department (i.e. \$4M annually).

Based on Full Term Revenue Yearly Bond:

Bond Type	Bond Calculation	Bond Expenditure
Payment Bond	\$56M times 1.5%	\$ 840,000
Performance Bond	\$56M times 1.5%	\$ 840,000
Total Annual Bond Expenditure		\$ 1,680,000
Total Contract Term Bond Expenditure		\$ 11,760,000

Based on Single Year Revenue Yearly Bond:

Bond Type	Bond Calculation	Bond Expenditure
Payment Bond	\$8M times 1.5%	\$ 120,000
Performance Bond	\$8M times 1.5%	\$ 120,000
Total Annual Bond Expenditure		\$ 240,000
Total Contract Term Bond Expenditure		\$ 1,680,000

Note that full term commission (vs. revenue) bond calculations would be ½ of the amount below.

Based on marketplace averages and the information above, would Department consider fixing the required annual bond at require no more than a \$1M Payment Bond (i.e. one-quarter years estimated commission) and a \$500K Performance Bond.

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

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Question 38. In Amendment Three for Solicitation No. 060072DC, Questions 3, 38, 76, 91, 109 and 113 all inquired into the specific amount required for the Performance Bond described in Special Terms and Conditions, section 1.35 Payment, Performance and Insurance, on page 36 of the Solicitation. To each of the questions the following answer was provided:

"100% of value of the contract for the total term. The term of identified for this solicitation is 7 years."

It would appear that it is the intent for the State of Arizona to require the successful bidder to require a performance bond in an amount somewhere between \$28 million (estimated value of commissions to the State) and \$56 million (estimated revenue value generated over the seven years of the contract).

We believe that both numbers are inappropriate and that either interpretation will only serve to severely reduce the number of competitive bids received by the State and this protect the State from unnecessary risk and to have the successfully contractor provide a reasonable level of assurance that the required services will be provided.

The financial risk to the State of Arizona is limited to the amount of potential lost commission payments for the time the contracted company fails to pay commissions, until that company is replaced. Generally, a complete system installation for Department of Corrections would take between 90 and 120 days. A performance Bond that covers 180 days would more than adequately cover the risk to state of lost commissions; therefore, we request the Performance Bond be established as a fixed amount not to exceed two million dollars (\$2,000,000.00).

Our position is further supported by the information provided on the sample performance bond (provided in separate attachment) that state, "PENALTY OF THIS BOND MUST NOT BE 100% OF THE CONTRACT AMOUNT". The instructions on the Performance Bond itself are in clear conflict to the response given by the State in Amendment 3 to questions 3, 38, 76, 91, 109 and 113 submitted by suppliers interested in responding to Solicitation No. 060072DC.

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Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 39. **Amendment Three, Page 2, Question 3, and Page 9 Q38, Page 22 Q 91 (Et Seq): Payment, Performance Bond.**

The purpose of a Performance Bond is to protect the State from revenue losses and to offset unanticipated expenses should a vendor either fail to perform or leave the business. Performance bonds are normally only issued once and then renewed annually. The present response of "100% of value of the contract for the total term" could mean, for example, the present gross revenues (e.g.: @\$8M annually) x 7 years = \$56M bond. If based on gross revenues to the State, using present conditions, it could mean \$4M x 7 or a \$28M bond. Either amount seems extraordinarily high and unobtainable from any bonding company by any vendor.

A Payment Bond provides essentially the same protection as a Performance Bond and therefore to require both seems excessive.

Would the State consider amending this language to something like: "*Vendor shall provide a performance bond equal to one year's anticipated revenue to the State and shall maintain this bond by annual renewal for each subsequent year of the contract term. Failure to maintain the bond may be grounds for breach of the contract. The amount of the bond shall be determined upon contract award but shall be based on the anticipated annual revenue to the State as reported in the Contractor's Cost Proposal.*"

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 40. **Amendment Three, Page 20, Question 82: Commissary Provider.**

The RFP requires that the Inmate Telephone Service Provider interface with the Commissary in order to provide debit services. Some commissary providers are supportive of inmate debit telephone services and others are

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not. Is the State prepared to compel cooperation from the commissary provider for the implementation of debit services?

Answer: Department Inmate Banking handles deposits to and debits from the inmate accounts, not the commissary provider. The RFP does not require interfacing with the commissary provider in order to provide debit services. The PIN would allow the appropriate amount of money debited directly from the inmate account. However, if the vendors solution requires the interface with the Commissary Provider, it is expected that Offeror would negotiate with the Commissary Provider to make the necessary arrangements.

Question 41. **Scope of Work 2.6.5 and 2.6.6.**

In Paragraph 2.6.5 the RFP asks about experience with "System-wide Inmate Telephone Systems". The following Item, 2.6.6, asks about "Local Inmate Telephone Systems". We are unclear as to how to distinguish between System-wide and Local inmate telephone systems. A vendor could have all 10 facilities in a statewide DOC, but each site could be standalone. Should this be classified as System-wide or Local? Likewise, a state could have all of their Adult facilities networked together and sharing information, but utilize a separate vendor for the Juvenile facilities. Would the system at the Adult facilities be considered System-wide?

Answer: A local inmate telephone system would be a system at a single facility, a system-wide inmate telephone system would be one covering multiple facilities.

Question 42. **Scope of work 2.4.3.6 and Amendment Three, Page 2, Question 6.**

We are unclear about the Centralized System Database requirement. Does the State require two databases, one at a Contractor provided site and one at the Department's Central Office in Phoenix, or does the State require one database, located at a contractor provided site, with full access from the Department's Central Office in Phoenix?

Answer: The Department requires one database maintained by the contractor, with full access from the Department at Central Office via the Department network.

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Question 43. The following are questions that do not require a specific response at this time but will warrant discussion and agreement during final contract negotiations and are presented for that purpose.

The insurance requirement includes a request for Professional liability. (Please refer to the Special Terms and Conditions, subsection 1.25.7 and the Certificate of Insurance on page 86 of the RFP.) Professional liability insurance is not normal in a concessionary agreement within the telecommunications industry as there are no fees paid by the State and there is no consultative agreement.

Answer: Special Terms and Conditions, Paragraph 1.25.7 is being deleted from this RFP.

Question 44. The terms of the indemnification clause (Special Terms and Conditions, subsection 1.24) exceed the similar requirements of other recent large state RFPs. Complete coverage of these indemnity provisions may not be available to otherwise well-qualified vendors. This could have the effect of limiting competition and hence the competitiveness of the proposals that will be offered to the State. We request that these requirements be reduced to a level comparable to the recent RFPs of other major state DOC's.

Answer: The Department does not have other state RFPs to compare what is being asked.

Question 45. The special terms and conditions, subsections 1.24.1, 1.25.4.8, 1.25.6.6 and 1.25.7.3, refer to waivers of Subrogation. We request that these be amended to include an affirmative Waiver of Subrogation between the parties in order to trigger the coverage for the Waiver of Subrogation requirement.

Answer: The Department will not agree to waiver of subrogation for both parties. These sections will remain as written in the RFP. These are standard clauses in the Special Terms and Conditions approved by the Arizona Department of Administration. Any exception to these clauses must be submitted by the Offerors with their proposal.

Question 46. 2.4.5.4 The IPS proposed for the Department must allow for investigation personnel to access the inmate call records at any Department facility from

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the Department headquarters in Phoenix and or remotely from their place of residence. In addition to the department headquarters in Phoenix, can the DOC quantify the number of remote access points required?

Answer: The vendor solution does not need to provide remote access points, as long as it provides access to the Department Central Office network. The Department will provide remote access from the facilities via the Department WAN, and remote access from residences via the Department remote access gateway. This will simplify security and ensure users are authenticated via the Department.

Question 47. In Question and Answer Amendment 33, The answer to question 59, page 14 states the DOC will not allow for the Contractor to charge the called parties a LEC/CLEC billing fee for billing of the called party collect calls via a LEC/CLEC. In the answer to question 61, page 14, the DOC will allow Contractor to charge a per call comp fee. This fee will be included in the cost of the call evaluation. The per call comp fee will be included as commissionable gross revenue.

Clarification: the PCC charge is normally levied by facilities based IXC carriers in order to recover the cost of dial around remittance to PSPs (payphone service providers). PCC ranges from \$.47 to \$.67 per call and is an offset to the cost of dial around remittance and administration. As the DOC may be aware, dial around does not apply to inmate calling and thus is not a charge that inmate telecommunication service providers normally assess. However, many providers are tariffed to assess this for payphone calls and strictly interpreting the tariffs, they are authorized to charge this on inmate calls.

The definition that is generally used for Single Bill Fee (SFB) is a once a month charge of approximately \$1.50 - \$2.00 (depending upon individual suppliers fees) that are applied to a consumer's local telephone company bill in months that they have inmate collect call charges to their phone bill. This fee is used to offset the costs that equipment based providers incur to bill collect call charges through the LEC.

Question:

SOLICITATION AMENDMENT

ARIZONA
DEPARTMENT OF CORRECTIONS
1601W. JEFFERSON, M/C 55303
CONTRACTS ADMINISTRATION
PHOENIX, ARIZONA 85007-3002
(602) 542-1172 PHONE
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REQUEST FOR PROPOSAL NO. 060072DC

AMENDMENT NO. SIX

Proposal Due Date: September 14, 2006

Solicitation Contact Person: Kristine Yaw

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Under both those scenarios, it would seem only fair that if the DOC were allowing one fee to be included in the revenue stream and for cost evaluation that benefits only select providers, then the DOC should also allow the Single Bill Fee as a legitimate charge to offset billing costs incurred by the equipment based providers as well. Would the DOC reconsider its position?

Answer: Yes, however, all fees that apply to the rate charged must be identified individually. Each fee must be identified as commissionable revenue or non-commissionable revenue.

Question 48. Section 1.35 Payment, Performance Bond and Insurance – As noted several times in the recent Addendum, the RFP requires a Payment/Performance bond equal to “100% of the values of the contract for the total term.” We estimate the call revenue for the entire seven year term to be \$60 million or more and commissions will be roughly half that amount or \$30 million. Which amount is required for the bond?

Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 49. Section 1.35 Payment, Performance Bond and Insurance --- To the best of our knowledge, this bond amount is the highest ever requested for an inmate phone service contract in the United States. It is not, however, anywhere near the largest in terms of revenue, inmate population or any other factor which would drive this requirement. The cost of such a bond is prohibitive and will seriously and negatively impact the commissions that any company could offer to the State of Arizona. Further, the requirement that commissions be paid up front each year eliminates the State’s risk of payment failure under this contract. It is likely that any vendor who bids will take exception to this bond requirement and propose a lesser alternative.

Many State and County contracts have elected to omit the performance bond entirely because of the significant investment in millions of dollars in equipment by the vendor and the fact that there is no cost whatsoever to the State. Given the above, will the State consider a lower bond amount or no bond? If a vendor takes exception to this requirement, will their proposal be rejected without further consideration?

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Answer: Offeror shall provide payment and performance bond equal to 100% of value of the contract for the first year and shall maintain this bond by annual renewal for each subsequent year of the contract term.

Question 50. Section 3.11 Identification of Taxes – The FCC, each State, county and city may assess taxes and fees that are assessed on telecommunications charges. These taxes are imposed by the governmental authority and simply passed on to the consumer by the vendor – regardless of which vendor is providing the service. In addition, these charges change frequently. Most companies utilize tax services to maintain a database of information to keep up with the complex matrix of tax information. This complexity makes it virtually impossible to provide the State with a complete array of all possible taxes and fees for all possible call types. Since all taxes affect all bidders equally; providing the State with a list of taxes assessed by every State and municipality is meaningless from an evaluative standpoint. Will the State accept information from bidders which includes only those fees and charges assessed and controlled by the Vendor? This would allow bidders to omit Federal, State and Local taxes and fee information from our responses – those which are mandated by government and affect all vendors equally?

Answer: Section 3.11 Identification of Tax is amended to read “Contractor is responsible for collecting and remitting all required taxes. Contractor shall only collect the actual tax amount.”

Question 51. Section 2.4.7.4 – Given the extremely high temperatures in Arizona, can vendors expect air conditioning to be provided in the equipment rooms of all facilities?

Answer: Yes. The vendor should provide equipment temperature requirements so that these can be checked with the facility. This will allow the Department to fix any air conditioning problems in a timely manner.

Question 52. General – Historical Call Volume by Facility – it is critical that call volume information by facility be provided to vendors. The current vendor has this information, and by withholding it, they are impeding the bid process and creating an unfair advantage for themselves.

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Answer: Please see the attached Attachment #10, Historical Call Volume by Facility for the requested information.

Question 53. General – Please confirm the State’s position on bidders who take exception to any mandatory requirement. Will any proposal taking exception to mandatory bid requirements be disqualified and removed from consideration?

Answer: Any exceptions to the RFP requirements need to be clearly identified in the Offeror’s proposal for review and determination by the Department.

Question 54. General – Given the number of significant remaining questions regarding this RFP we respectfully request a two week extension of the due date.

Answer: The proposal due date has been amended to September 14, 2006.

Question 55. Amendment No. Three, Question 61, page 14. What is a “per call comp fee”? How does a per call comp fee differ from a “surcharge” as shown in the Cost Proposal Form (RFP page 85)?

Answer: Clarification: Payphone Compensation is an FCC mandated fee that came into existence in the mid 90's when the LEC's and the payphone providers got together and demanded compensation for the use of their public phones when customers made IXC calls. It was mandated by the FCC and effected MCI, AT&T and Sprint. The LEC's and Payphone service providers said they wanted fair compensation for any call made on their equipment that they did not bill for. It is basically the charge for using their lines and equipment to reach a network other then theirs. The calls are tracked and the IXC's are required to remit payment to a clearing house (Cincinnati Bell) for those calls, the LEC's and Payphone providers also remit to Cincinnati Bell for payment from all the IXC for all calls made on their identified payphone lines. The FCC first mandated this payment at about \$.024 per call for public payphones. The cost of the compensation was increased over time and the LEC's and Payphone providers went back and had prison lines included in the types of calls they wanted compensation on since they were collect and completed on a public or semi-public phone. This is a pass through fee that is remitted back to the LEC's via the clearing house. In the case of a supplier this is not considered revenue as they collect it and pass it on to the LEC.

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The Payphone Surcharge is a completely different charge. It is basically a setup fee for the collect call and automated services needed to complete the call. Generally providers keep the revenue associated with the surcharge to cover their expenses and remit the per call comp fee to the clearing house to pay for the use of the LEC's equipment. In locations where providers own the lines and equipment, they do not charge per call compensation since they get the benefit of the revenue associated with the call. However, LEC's can collect it, and it can be considered part of the commissionable revenue stream.

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ATTACHMENT #10
SOLICITATION NO. 060072DC

ARIZONA DEPARTMENT OF
 CORRECTIONS

HISTORICAL CALL VOLUME BY FACILITY

ARIZONA DEPARTMENT OF CORRECTIONS
 (01 July 2005 thru 30 June 2006)

AZ DOC Site	Calls/Minutes	Local	IntraLATA	InterLATA	Interstate	International	Other
ASPC-Douglas							
Complex Main	Total Calls	2,111	17,455	54,639	8,960	33	0
	Total Minutes	25,544	202,859	747,429	119,462	459	0
Papago Unit	Total Calls	254	1,685	7,796	906	0	0
	Total Minutes	2,707	19,191	104,406	11,569	0	0
ASPC-Eyman							
Cook Unit	Total Calls	548	9,490	2,716	2,044	0	0
	Total Minutes	31,164	102,409	36,640	26,902	0	0
Meadows Unit	Total Calls	847	9,794	2,311	3,105	0	0
	Total Minutes	9,780	115,162	30,816	42,169	0	0
Rynning Unit	Total Calls	394	10,060	2,144	1,615	0	0
	Total Minutes	4,612	111,047	28,915	21,481	0	0
SMU I Unit	Total Calls	428	16,956	4,127	4,736	0	0
	Total Minutes	2,586	109,536	33,371	37,077	0	0
SMU II Unit	Total Calls	0	0	0	0	0	0
	Total Minutes	0	0	0	0	0	0
ASPC-Florence							
Complex Main	Total Calls	2,666	48,292	8,783	6,838	462	0
	Total Minutes	31,254	507,229	102,097	79,963	4,349	0
East Unit	Total Calls	1,302	17,690	3,665	2,930	0	0
	Total Minutes	15,732	204,679	49,193	37,985	0	0
Picacho Unit	Total Calls	240	8,500	2,135	1,002	36	0
	Total Minutes	2,718	98,405	26,837	13,366	382	0

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ARIZONA DEPARTMENT OF CORRECTIONS
 (01 July 2005 thru 30 June 2006)

AZ DOC Site	Calls/Minutes	Local	IntraLATA	InterLATA	Interstate	International	Other
ASPC-Lewis							
Bachman Unit	Total Calls	24,145	3,357	2,463	2,289	165	0
	Total Minutes	276,601	39,542	32,304	27,929	1,826	0
Barchey Unit	Total Calls	31,395	5,640	5,957	4,029	1	0
	Total Minutes	356,565	63,169	78,062	51,613	12	0
Buckley Unit	Total Calls	20,878	3,392	4,142	1,495	1	0
	Total Minutes	233,728	41,383	56,553	19,402	13	0
Morey Unit	Total Calls	10,446	2,820	2,411	2,125	8	0
	Total Minutes	116,819	32,704	32,587	27,704	89	0
Rast Unit	Total Calls	9,372	952	2,149	1,361	22	0
	Total Minutes	113,414	11,724	29,774	18,173	285	0
Stiner Unit	Total Calls	26,582	4,172	6,349	2,809	0	0
	Total Minutes	298,681	49,399	86,222	36,566	0	0
ASPC-Perryville							
Complex Main	Total Calls	119,012	22,229	12,618	13,123	0	0
	Total Minutes	1,386,857	260,276	165,419	176,179	0	0
SACRC	Total Calls	3,948	2,959	3,419	680	0	0
	Total Minutes	39,534	26,520	43,255	8,395	0	0
ASPC-Phoenix							
Alhambra Unit	Total Calls	7,276	622	414	631	0	0
	Total Minutes	81,654	6,662	5,653	7,738	0	0
Globe Unit	Total Calls	468	2,558	8,362	1,042	589	0
	Total Minutes	5,617	28,971	108,184	13,653	5,106	0

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HISTORICAL CALL VOLUME BY FACILITY

ARIZONA DEPARTMENT OF CORRECTIONS
(01 July 2005 thru 30 June 2006)

AZ DOC Site	Calls/Minutes	Local	IntraLATA	InterLATA	Interstate	International	Other
ASPC-Safford							
Complex Main	Total Calls	222	3,861	18,120	1,512	1,947	0
	Total Minutes	1,840	43,971	241,808	19,139	19,402	0
Ft Grant Unit	Total Calls	461	22,602	16,350	2,277	889	0
	Total Minutes	6,035	295,701	211,206	29,917	9,173	0
ASPC-Tucson							
Complex Main	Total Calls	32,185	4,262	71,787	13,052	2,731	0
	Total Minutes	373,205	52,057	966,822	173,233	29,223	0
Manzanita Unit	Total Calls	0	0	829	228	6	0
	Total Minutes	0	0	8,004	2,190	37	0
ASPC-Winslow							
Complex Main	Total Calls	113	39,306	7,459	4,644	969	0
	Total Minutes	1,316	466,098	101,772	61,692	9,154	0
Apache Unit	Total Calls	146	5,936	1,682	741	587	0
	Total Minutes	1,901	77,312	22,840	9,216	6,442	0
ASPC-Yuma							
Complex Main	Total Calls	19,377	42,850	12,744	8,381	3	0
	Total Minutes	200,162	503,647	172,274	109,380	42	0

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ARIZONA DEPARTMENT OF
 CORRECTIONS

HISTORICAL CALL VOLUME BY FACILITY

ARIZONA DEPARTMENT OF CORRECTIONS
 (01 July 2005 thru 30 June 2006)

AZ DOC Site	Calls/Minutes	Local	IntraLATA	InterLATA	Interstate	International	Other
PRIVATIZED							
<i>Florence West</i>	<i>Total Calls</i>	590	18,519	5,439	1,151	0	0
	<i>Total Minutes</i>	4,967	204,764	68,874	114,225	0	0
<i>Kingman</i>	<i>Total Calls</i>	1,468	68,384	11,303	5,403	1,199	0
	<i>Total Minutes</i>	18,282	870,301	144,774	66,811	13,080	0
<i>Marana</i>	<i>Total Calls</i>	3,389	1,112	16,609	1,304	251	0
	<i>Total Minutes</i>	39,604	12,137	213,099	16,018	2,867	0
<i>Phoenix West</i>	<i>Total Calls</i>	23,736	4,422	4,125	1,086	0	0
	<i>Total Minutes</i>	277,818	50,829	55,804	14,530	0	0
<i>Total Calls</i>		343,999	399,877	299,628	100,819	9,899	0
<i>Total Minutes</i>		4,061,516	4,617,583	3,961,739	1,385,282	101,941	0

Notes: *If the Unit is not listed it has been consolidated under the Complex Main columns.

*SMU II has been consolidated under SMU I.

*Ft Grant and Apache figures were derived from previous year data.

SOLICITATION AMENDMENT NO. SIX

Contractor Cost Proposal Form

Contractor Name: _____

Contractors shall provide the dollar amount of up front payment the Department will receive at the beginning of each year of the contract term. \$ _____ This up front shall be based on the commission rate offered. A true up payment shall be made at the end of each contract year for the balance of the commissions.

Contractor Proposed Rates

				Commission Rate	0.00%			
Type Call	Per Call Comp	Surcharge	Per Minute Rate		20 Min Call Cost	Family Costs		
Collect								\$ -
Local						\$ -		
IntraLATA						\$ -		
InterLATA						\$ -		
Interstate						\$ -		
International						\$ -		
Prepaid								\$ -
Local						\$ -		
IntraLATA						\$ -		
InterLATA						\$ -		
Interstate						\$ -		
International						\$ -		
Debit								\$ -
Local						\$ -		
IntraLATA						\$ -		
InterLATA						\$ -		
Interstate						\$ -		
International						\$ -		
Call Data (Total Calls - 2005 Data)							Total Family Costs	
60% Collect		30% Prepaid			10% Debit		\$ -	
	435,832	Local Calls						
	356,995	IntraLATA Calls						
	479,253	InterLATA Calls						
	124,890	Interstate Calls						
	8,162	International Calls						

Attachment 1:
Rules for Non-Employees

**RULES FOR NON-EMPLOYEES OF THE DEPARTMENT OF
CORRECTIONS IN ARIZONA STATE PRISON COMPLEXES**

POLICY STATEMENT:

While the institution recognizes the need of non-staff personnel to have in their possession certain personal items, limits are necessary for the security and safe operation of the institution.

PROCEDURES:

All persons entering the institution are subject to search prior to entry and while on the grounds of the institution. All non-staff personnel will, at all times, remain in their authorized area under the direction of the project coordinator.

1. Persons are allowed the materials necessary for the performance of their duties.
2. All non-staff personnel may have in their possession the following:
 - A. A wallet with normal contents, e.g.,
 - 1) Photos and personal papers.
 - 2) Currency not to exceed \$20.00 (Twenty Dollars). Excess will be reported to the shift commander prior to entry.
 - 3) No credit cards or checkbooks are allowed.
 - B. Handkerchief and comb.
 - C. Tobacco products and smoking apparatus for normal daily use.
 - D. Keys as necessary (auto and home).
 - E. Fingernail clipper.
 - F. Confectionary items (gum, candy, etc.)
 - G. Watch and rings.
4. All persons are prohibited from introducing medication drugs into the institution grounds unless such a medication has been properly prescribed by a licensed physician and is in the original prescription container.

- A. Medications of a stimulate nature, i.e., Dexedrine, Preludins, Tenuate or any other appetite suppressant or any hypnotic-type drug, are specifically prohibited on institution property. Persons who are taking this type of medication prior to coming to the institution will report this fact to the Shift Commander, prior to reporting to their authorized area.
- B. Persons taking medications of the tranquilizer class, i.e., Valium, Librium, Miltown or any of the anti-depressant class, i.e., Sinequan, Triavil, Elavil or any mood modifying drug of any type; Pain medications i.e., Percodan, Percocet, hydrocodone (Vicodin), Tylenol with codeine, propoxphene, etc., will report this fact to the Shift Commander prior to going to their authorized area. Possession of these types of drugs on prison grounds will be limited to that amount necessary during one eight hour shift.
- C. Personnel taking any other class of medication i.e., antihistamines, antihypertensives, anticholingeries, etc., are limited in the introduction of only such amount of medication as will be required during the period of one eight hour shift, and this fact will be reported to the Shift Commander.
- 1) Any deviation from this policy must be cleared with the Warden of the unit. Persons violating this policy may subject themselves to eviction from institution property and/or prosecution.

NOTE: If anyone loses or has stolen any personal items in his possession, the institution will attempt to retrieve the items, but cannot guarantee the return thereof nor provide reimbursement.

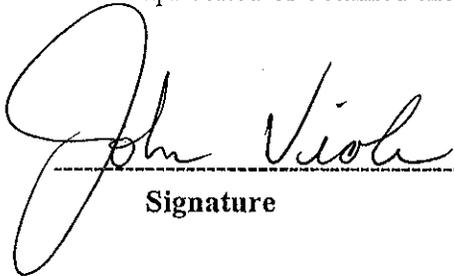
The following Arizona Revised Statutes dealing with inmate and non-staff member relationships require your strict adherence at all times during your stay at the Arizona State Department of Corrections.

Interest of employee and non-employee in contracts, gifts to or for inmates: penalty

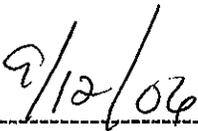
1. No non-staff member shall be interested in any contract or purchase made by anyone for or on behalf of the prison, or receive, directly or indirectly, compensation for his services other than prescribed by the administrator of the institution, nor shall he receive any compensation whatever for any act or services he performs for or on behalf of a contractor, or any agent or employee of a contractor.
2. No non-staff personnel, without permission of the administrator shall make a gift or present to or receive a gift from an inmate, or barter or deal with an inmate.
3. Any person violating this section shall be discharged from office or service, and every contractor, or employee or agent of a contractor, shall not be permitted to act or serve again as such contractor, agent or employee.

Unauthorized communication with inmates: penalty

A person not authorized by law who, without the permission of the officer in charge of the state prison, communicates with a person imprisoned or detained therein, or who takes any letter, writing, literature or reading matter to or from a person imprisoned or detained therein, is guilty of a misdemeanor.



Signature



Date

Attachment 2:

Examples of Contractors Cost Proposal

Examples of Contractor Cost Proposal

Contractor 1

Contractor Proposed Rates

		Commission rate		41.00%			
Type of Call	Surcharge	Per minute rate	Flat Rate		20 Minute Call Cost	Family Costs	
Collect							
Local	\$ 1.50	\$ 0.20			\$ 5.50	\$ 1,677,953.20	
interLata	\$ 1.50	\$ 0.30			\$ 7.50	\$ 2,516,078.25	
intraLata			\$ 5.00		\$ 5.00	\$ 1,249,482.50	
interstate	\$ 2.50	\$ 0.50			\$ 12.50	\$ 1,092,787.50	
international	\$ 3.00	\$ 0.75			\$ 18.00	\$ 102,841.20	
						\$ 6,639,142.65	
Prepaid/Debit							
Local		\$ 0.10			\$ 2.00	\$ 261,499.20	
interLata		\$ 0.20			\$ 4.00	\$ 575,103.60	
intraLata			\$ 5.00		\$ 5.00	\$ 12,243.00	
interstate	\$ 2.00	\$ 0.25			\$ 7.00	\$ 262,269.00	
international	\$ 2.50	\$ 0.50			\$ 12.50	\$ 30,607.50	
						\$ 1,141,722.30	

Call Data (total calls - 2005 data)

Total Family Costs

70.00% Collect

30.00% Prepaid/Debit

\$ 7,780,864.95

435,832 Local Calls
479,253 interLata Calls
356,995 intraLata Calls
124,890 interstate Calls
8,162 international Calls

Examples of Contractor Cost Proposal

Contractor 2

Contractor Proposed Rates

			Commission rate	51.00%		
Type of Call	Surcharge	Per minute rate	Flat Rate		20 Minute Call Cost	Family Costs
Collect						
Local	\$ 1.00	\$ 0.15			\$ 4.00	\$ 1,220,329.60
interLata	\$ 1.50	\$ 0.25			\$ 6.50	\$ 2,180,601.15
intraLata	\$ 2.00	\$ 0.25			\$ 7.00	\$ 1,749,275.50
interstate	\$ 2.50	\$ 0.50			\$ 12.50	\$ 1,092,787.50
international	\$ 3.00	\$ 0.75			\$ 18.00	\$ 102,841.20
						\$ 6,345,834.95
Prepaid/Debit						
Local		\$ 0.05			\$ 1.00	\$ 130,749.60
interLata		\$ 0.10			\$ 2.00	\$ 287,551.80
intraLata		\$ 0.15			\$ 3.00	\$ 321,295.50
interstate	\$ 2.00	\$ 0.25			\$ 7.00	\$ 262,269.00
international	\$ 2.50	\$ 0.50			\$ 12.50	\$ 30,607.50
						\$ 1,032,473.40
Call Data (total calls - 2005 data)						Total Family Costs
70.00% Collect			30.00% Prepaid/Debit			\$ 7,378,308.35
435,832 Local Calls 479,253 interLata Calls 356,995 intraLata Calls 124,890 interstate Calls 8,162 international Calls						

Examples of Contractor Cost Proposal

Contractor 3

Contractor Proposed Rates

Commission rate			48.00%			
Type of Call	Surcharge	Per minute rate	Hybrid Flat Rate (15 min)	Hybrid Flat Rate (per minute charge)	20 Minute Call Cost	Family Costs
Collect						
Local	\$ 1.50	\$ 0.15			\$ 4.50	\$ 1,372,870.80
interLata	\$ 1.50	\$ 0.20			\$ 5.50	\$ 1,845,124.05
intraLata	\$ 1.50	\$ 0.25			\$ 6.50	\$ 1,624,327.25
interstate	\$ 2.50	\$ 0.50			\$ 12.50	\$ 1,092,787.50
international	\$ 3.00	\$ 0.75			\$ 18.00	\$ 102,841.20
						\$ 6,037,950.80
Prepaid/Debit						
Local			\$ 1.25	0.10	\$ 1.75	\$ 228,811.80
interLata			\$ 1.50	0.10	\$ 2.00	\$ 287,551.80
intraLata			\$ 2.50	0.10	\$ 3.00	\$ 321,295.50
interstate	\$ 2.00	\$ 0.25			\$ 7.00	\$ 262,269.00
international	\$ 2.50	\$ 0.50			\$ 12.50	\$ 30,607.50
						\$ 1,130,535.60

Call Data (total calls - 2005 data)

Total Family Costs

70.00% Collect

30.00% Prepaid/Debit

\$ 7,168,486.40

- 435,832 Local Calls
- 479,253 interLata Calls
- 356,995 intraLata Calls
- 124,890 interstate Calls
- 8,162 international Calls

Examples of Contractor Cost Proposal

Contractor 4

Contractor Proposed Rates

		Commission rate	45.00%			
Type of Call	Surcharge	Per minute rate	Flat Rate		20 Minute Call Cost	Family Costs
Collect						
Local			\$ 6.00		\$ 6.00	\$ 1,830,494.40
interLata			\$ 6.00		\$ 6.00	\$ 2,012,862.60
intraLata			\$ 6.00		\$ 6.00	\$ 1,499,379.00
interstate			\$ 6.00		\$ 6.00	\$ 524,538.00
international			\$ 6.00		\$ 6.00	\$ 34,280.40
						\$ 5,901,554.40
Prepaid/Debit						
Local			\$ 3.00		\$ 3.00	\$ 392,248.80
interLata			\$ 3.00		\$ 3.00	\$ 431,327.70
intraLata			\$ 3.00		\$ 3.00	\$ 321,295.50
interstate			\$ 3.00		\$ 3.00	\$ 112,401.00
international			\$ 3.00		\$ 3.00	\$ 7,345.80
						\$ 1,264,618.80

<u>Call Data</u> (total calls - 2005 data)		Total Family Costs
70.00% Collect	30.00% Prepaid/Debit	\$ 7,166,173.20
435,832	Local Calls	
479,253	interLata Calls	
356,995	intraLata Calls	
124,890	interstate Calls	
8,162	international Calls	

Examples of Contractor Cost Proposal

Contractor 5

Contractor Proposed Rates

		Commission rate		42.00%		
Type of Call	Surcharge	Per minute rate	Flat Rate for 5 minutes	Per minute rate after flat rate	20 Minute Call Cost	Family Costs
Collect						
Local			\$ 0.75	0.20	\$ 3.75	\$ 1,144,059.00
interLata			\$ 0.75	0.35	\$ 6.00	\$ 2,012,862.60
intraLata			\$ 0.75	0.35	\$ 6.00	\$ 1,499,379.00
interstate	\$ 3.00	\$ 0.30			\$ 9.00	\$ 786,807.00
international	\$ 3.00	\$ 0.40			\$ 11.00	\$ 62,847.40
						\$ 5,505,955.00
Prepaid/Debit						
Local			\$ 0.75	0.15	\$ 3.00	\$ 392,248.80
interLata			\$ 0.75	0.20	\$ 3.75	\$ 539,159.63
intraLata			\$ 0.75	0.20	\$ 3.75	\$ 401,619.38
interstate	\$ 1.50	\$ 0.25			\$ 6.50	\$ 243,535.50
international	\$ 1.50	\$ 0.30			\$ 7.50	\$ 18,364.50
						\$ 1,594,927.80
Call Data (total calls - 2005 data)						Total Family Costs
70.00% Collect		30.00% Prepaid/Debit				\$ 7,100,882.80
435,832 Local Calls						
479,253 interLata Calls						
356,995 intraLata Calls						
124,890 interstate Calls						
8,162 international Calls						

Attachment 3:
Management Criteria

MANAGEMENT CRITERIA

The Department is in the process of reconfiguring the inmate Security Levels to encourage and reward inmate good behavior. The Security Levels previously used were designated as 1 through 5, with 5 representing the highest level of security. The inmate will be limited to a call list of ten (10) individual telephone numbers they are authorized to call, referred to as the 10 list. The charts below show the Security Levels in relation to each other and the various phased inmate phone privileges. The Previous column identifies the previous authorized inmate phone limit. With this new rating scheme and the prepaid capability of the new inmate phone system it is anticipated that, over time the minutes of use will increase from the current usage figures.

With good behavior inmates can increase their privileges within each security level in phases as illustrated below: The previous column represents the previous inmate phone limit using 1-5 Security levels.

The following tables will be modified over time and the Contractors system must be flexible enough to handle future changes.

MAXIMUM

Privilege	Phase I	Phase II	Phase III	Previous
<i>Inmate Phones</i>	One-5 min Call per Week	One-10 min Call per Week	One-20 min Call per Week	One-5 min Call per Week

MEDIUM

Privilege	Phase I	Phase II	Phase III	Previous
<i>Inmate Phones</i>	Three-15 min Calls per Week	Five-15 min Calls per Week	Seven-15 min Calls per Week	Four-15 min Calls per Week

MINIMUM

Privilege	Phase I	Phase II	Phase III	Previous
<i>Inmate Phones</i>	Three-15 min Calls per Week	Four-15 min Calls per Week	Unlimited Calls per Week	Two-15 min Calls per Week

CLOSE

Privilege	Phase I	Phase II	Phase III	Previous
<i>Inmate Phones</i>	Two-15 min Calls per Week	Three-15 min Calls per Week	Five-15 min Calls per Week	Three-15 min Calls per Week

DEATH ROW

Privilege	Phase I	Phase II	Phase III	Previous
<i>Inmate Phones</i>	One-10 min Call per Week	Two-10 min Calls per Week	Two-20 min Calls per Week	Two-10 min Calls per Week

MANAGEMENT CRITERIA

Note: Inmates will all start at Phase I, & at each evaluation period, with good behavior they will be moved to the next phase.

Phase I – Evaluation Period is 60 days

Phase II – Evaluation Period is 120 days

Phase III – Has no Evaluation Period

Attachment 4:
Inmate Phone Locations

Inmate Phone Locations	
Location	Physical Address
State Prisons	
ASPC-Phoenix	2500 E. Van Buren Street, Phoenix, AZ 85008
ASP-Globe	Int. Hwys 60 & 70 Globe, AZ 85502(Behind Fairgrounds)
ASPC-Florence	1305 E. Butte Ave, Florence, AZ 85232
ASP-Picacho	25230 Picacho Blvd, Picacho, AZ 85241
ASPC-Eyman	5180 E. Old Florence Kelvin Hwy, Florence, AZ 85232
ASPC-Perryville	2014 N. Citrus Rd, Goodyear, AZ 85338
ASPC-Winslow	2100 S. State Hwy 87, Winslow, AZ 86047
ASP-Apache	38322 U.S. Hwy 180, St. Johns, AZ 85936
ASPC-Yuma	7125 East Juan Sanchez Boulevard, San Luis, AZ 85349
ASPC-Lewis	26700 S. Hwy 85, Buckeye, AZ 85326
ASPC-Safford	896 S. Cook Rd, Safford, AZ 85546
ASP-Ft Grant	Spur Rt 266 & Curtis Pkwy, Ft Grant, AZ 85643
ASPC-Douglas	6911 N. BDI Blvd, Douglas, AZ 85607
ASP-Papago	25 W. 16th St, Douglas, AZ 85608
ASPC-Tucson	10000 S. Wilmot Rd, Tucson, AZ 85734
SACRC	1275 W. Star Pass Blvd, Tucson, AZ 85713
Privatized Prisons	
Florence West	915 E. Division Dam Rd, Florence, AZ 85232
Marana	12610 W. Silverbell Rd, Marana, AZ 85653
Phoenix West	3402 W. Cocopah, Phoenix, AZ 85009
Kingman	4626 W. English Dr., Golden Valley, AZ

Attachment 5:

Current Inmate Capacity and Phone Types

CURRENT INMATE CAPACITY AND PHONE TYPE

Complex/Unit	Inmate Capacity	Custody Level	# of Inmate Phones	Type of Phone			
				Pedestal	Wall Mount	Wireless	Other*
ASPC-Phoenix (Entry Point)	1043		43	26	17	0	0
Reception	336	Maximum					
Inmate Worker	43	Minimum	3		3		
B-Ward	48	Maximum	1		1		
Q-Ward	6	Close					
Flamenco-M	105	Close	5		5		
Flamenco-F	22	Close	1		1		
Aspen/SPU	150	Medium	6		6		
ASP-Globe	333	Minimum	27	26	1		
ASPC-Florence	3857		84	69	0	0	15
Central Unit	961	Maximum	15				15
East Unit	702	Medium	15	15			
North Unit	1057	Minimum	33	33			
South Unit	732	Medium	11	11			
CB6	186	Maximum	3	3			
ASP-Picacho	219	Minimum	7	7			
ASPC-Eyman	4849		98	48	0	50	0
Cook Unit	1037	Medium	16	16			
Meadows Unit	1156	Medium	17	16		1	
Rynning Unit	800	Close	17	16		1	
Rynning Unit	80	Maximum					
SMU I	1008	Maximum	24			24	
SMU II	768	Maximum	24			24	
ASPC-Perryville	3109		99	89	6	4	0
Complex Isolation	6	Maximum	1		1		
Complex Detention	36	Maximum	1			1	
Complex - Bldg 45	25	Maximum	2		2		
Santa Cruz Unit	770	Mixed 2/3	20	20			
Lumley Unit	746	Mixed 3/4/5	29	25	1	3	
Minors Unit	6	All Levels	2		2		
San Pedro Unit	434	Minimum	10	10			
Santa Maria	586	Mixed 2/3	14	14			
Piestewa Unit	200	Minimum	8	8			
Santa Rosa Unit	300	Minimum	12	12			

CURRENT INMATE CAPACITY AND PHONE TYPE

ASPC-Winslow	1865		69	27	35	7	0
Coronado Unit	628	Minimum	19	19	1		
Kaibab Unit	800	Close	34		34		
ASP-Apache	374	Minimum	9	8			
CDU	39	Maximum	6			6	
ADU	24	Maximum	1			1	
ASPC-Yuma	2295		60	42	16	2	0
Cheyenne Unit	1007	Medium	17	16		1	
Cocopah Unit	392	Minimum	10	10			
Dakota Unit	896	Close	33	16	16	1	
ASPC-Lewis	4744		180	94	80	6	0
Bachman Unit	600	Minimum	18	16		2	
Bachman Detention Unit	80	Maximum	2			2	
Barchey Unit	1008	Medium	16	16			
Morey Unit	801	Close	52	16	36		
Morey Detention Unit	101	Maximum	6		4	2	
Stiner – Red Unit	450	Medium	8	8			
Stiner – Blue Unit	454	Medium	8	8			
Stiner Detention Unit	100	Maximum	8	8			
Buckley Unit	800	Close	48	16	32		
Rast Unit	350	Maximum	14	6	8		
ASPC-Safford	1717		37	35	1	1	0
Graham Unit	647	Minimum	11	11			
Tonto Unit	290	Medium	9	8	1		
ASP-Ft Grant	780	Minimum	17	16		1	
ASPC-Douglas	2440		79	76	0	0	3
Gila Unit	692	Minimum	20	20			
Maricopa Unit	230	Minimum	8	8			
Mohave Unit	927	Medium	35	32			3
Eggars Unit	200	Min/L1	8	8			
ASP-Papago	340	Minimum	8	8			
Cochise Detention	51	Maximum					
ASPC-Tucson	4496		149	73	61	0	15
Cimarron Unit	768	Mixed 3/4	32		28		4
Echo Unit	456	Minimum	8	8			
Manzanita Unit	446	Medium	13	12			1
Rincon Unit	733	Close	33		27		6
Minors Unit	198	Mixed 4/5	6		6		

CURRENT INMATE CAPACITY AND PHONE TYPE

Santa Rita Unit	770	Mixed 2/3	20	20			
Winchester Unit	528	Medium	13	12			1
Catalina Unit	300	Minimum	12	12			
SACRC	188	Medium	9	9			
SMH	29	Mixed 1-5	1				1
CDU	80	Maximum	2				2
Privatized Prisons	2856		245	134	111	0	0
Florence West	600	Minimum	51				
Marana	456	Minimum	42				
Phoenix West	400	Minimum	24	24			
Kingman	1400	Minimum	128	110			
	33271		1143	713	327	70	33

***Key to OTHER phones**

Florence - ATT Trimline Model 210, Black or Brown

Douglas - 3 desk phones

Tucson - regular phones with long cords

Key to Custody Levels

1 = Minimum

2 = Minimum

3 = Medium

4 = Close

5 = Maximum

Attachment 6:
Current Call Rates

CURRENT CALL RATES

Inmate Phone Rates as of 14 June 2005

GTL (previously AT&T) rates:

InterLATA Collect: \$3.00 surcharge plus \$0.40 per call comp fee plus \$0.30 postalized rate per minute (no more mileage rate plan).

InterLATA calls are placed within a LATA (Local Access Transport Area) and received in a different LATA. These calls are carried by a long distance company and are a type of a Long Distance call.

{10 minute call} = {(\$3.00 + \$0.40) + (\$0.30 * 10min)} = (\$3.40 + \$3.00) = \$6.40 (average of \$.64 per minute)

Interstate Collect: \$3.95 surcharge plus \$0.47 per call comp fee plus \$0.89 per minute.

Interstate calls are a type of a Long Distance call. AT&T was authorized to increase the per call comp to \$0.60, but our group chose not to increase it at the time, so the \$0.47 is still in effect.

Interstate refers to between states (crossing a state line).

{10 minute call} = {(\$3.95 + \$0.47) + (\$0.89 * 10min)} = (\$4.42 + \$8.90) = \$13.32 (average of 1.33 per minute)

FSH (previously Qwest) rates:

Local Collect: \$2.30 flat rate (no per minute charges).

In effect, for Local calls, regardless of whether they last one minute or 15 minutes, the rate is \$2.30, which includes the \$0.50 Pay Phone Usage Charge (FCC per call comp fee).

A Local Call is any call within the local service area of the calling phone.

{10 minute call} = {(\$2.30 * 10min)} = \$2.30 (average of \$.23 per minute)

IntraLATA Collect: \$1.45 set-up fee plus \$0.50 Pay Phone Usage Charge (FCC per call comp) plus \$0.25 per minute.

IntraLATA calls are Long Distance calls that do not cross a LATA boundary, for instance a call from Phoenix to Flagstaff is Long Distance, but does not cross the Arizona LATA boundary, so it is an IntraLATA call carried by Qwest for FSH. This Phoenix to Flagstaff call would be charged \$4.45 for a 10 minute Collect call.

IntraLATA calls represent Telecommunications services that originate and end in the same Local Access and Transport Area (LATA).

{10 minute call} = {(\$1.45 + \$0.50) + (\$0.25 * 10min)} = (\$1.95 + \$2.50) = \$4.45 (From Phoenix to Flagstaff)
(average of \$.45 per minute)

CURRENT CALL RATES

Current Contract rates:

International Collect: \$1.00 set-free plus whatever the foreign country rate is set at by each respective country. This rate is set by the country the inmate is calling to and this rate changes quite often. From Nov 04 to Oct 05 the following international calls occurred:

International calls are provided by carriers that provide connections between a customer located in World Zone 1 and a customer located outside of World Zone 1. World Zone 1 is generally identified as the North American Numbering Plan, (United States of America). This type of call must pass through an International Switching Carrier (ISC), which is an exchange whose function is to switch telecommunications traffic between national network and the networks of other countries. Also known as an international gateway.

Total Calls = 6,510
Total Min = 69,630
Total Rev = \$34,257

So extrapolating we get: $(\$34,257/69,630) = \0.49 per min or approx \$0.50 per minute average

{10 minute call} = $\{(\$1.00) + (\$0.50 * 10\text{min})\} = (\$1.00 + \$5.00) = \6.00 (average of \$.60 per minute)

Note: A LATA is defined as one of 161 local geographical areas in the US within which a local telephone company may offer telecommunications services -- local or long distance. AT&T is expressly prohibited from offering intraLATA calls by the terms of the Divestiture. Other competitors, such as MCI and Sprint, are not, though rules vary by state, according to state regulation. The State of Arizona has a LATA boundary just north of Marana.

Attachment 7:
Prison Site Visit Schedule

PRISON SITE VISIT SCHEDULE

<i>Date/Time</i>	
8-May-06	<i>Description</i>
0800-1200	Review ASPC-Florence Inmate Phone Setup
1200-1300	Lunch
1300-1500	Review ASPC-Florence Inmate Phone Setup
1500-1700	Review Florence West (Privatized) Inmate Phone Setup
1700	Suggested Overnight in Florence if applicable
9-May-06	<i>Description</i>
0800-1200	Review ASPC-Eyman Inmate Phone Setup
1200-1300	Lunch
1300-1700	Review ASPC-Eyman Inmate Phone Setup
1700	Suggested Overnight in Florence if applicable
10-May-06	<i>Description</i>
0700-0800	Travel to Picacho Area
0900-1000	Review ASP-Picacho Inmate Phone Setup
1000-1100	Travel to Marana Area
1100-1200	Review Marana (Privatized) Inmate Phone Setup
1200-1300	Lunch
1300-1400	Travel to SACRC Area
1400-1500	Review SACRC Inmate Phone Setup
1500	Suggested Overnight in Tucson if applicable
11-May-06	<i>Description</i>
0800-1200	Review ASPC-Tucson Inmate Phone Setup
1200-1300	Lunch
1300-1600	Review ASPC-Tucson Inmate Phone Setup
1600-1800	Travel to Douglas
1800	Suggested Overnight in Douglas if applicable
12-May-06	<i>Description</i>
0800-1200	Review ASPC-Douglas Inmate Phone Setup
1200-1300	Lunch
1300-1430	Review ASPC-Douglas Inmate Phone Setup
1430-1500	Travel to ASP-Papago
1500-1600	Review ASP-Papago Inmate Phone Setup

PRISON SITE VISIT SCHEDULE

15-May-06	<i>Description</i>
------------------	---------------------------

1000-1200	Review ASPC-Safford Inmate Phone Setup
1200-1300	Lunch
1300-1500	Review ASPC-Safford Inmate Phone Setup
1500-1600	Travel to ASP-Ft Grant
1600-1700	Review ASP-Ft Grant Inmate Phone Setup
1700	Suggested Overnight in Safford if applicable

16-May-06	<i>Description</i>
------------------	---------------------------

0800-900	Review ASP-Globe Inmate Phone Setup
0900-1200	Travel to Springerville Area
1200-1300	Lunch
1300-1400	Travel to Springerville Area
1400-1500	Review ASP-Apache Inmate Phone Setup
1500-1700	Travel to Winslow Area
1700	Suggested Overnight in Winslow if applicable

17-May-06	<i>Description</i>
------------------	---------------------------

0800-1200	Review ASPC-Winslow Inmate Phone Setup
1200-1300	Lunch
1300-1700	Travel to Kingman Area
1700	Suggested Overnight in Kingman if applicable

18-May-06	<i>Description</i>
------------------	---------------------------

0800-1000	Review Kingman (Privatized) Inmate Phone Setup
1000-1200	Travel to Wickenburg Area
1200-1300	Lunch
1300-1500	Travel to Phoenix West Area
1500-1700	Review Phoenix West (Privatized) Inmate Phone Setup
1700	Suggested Overnight in Phoenix if applicable

19-May-06	<i>Description</i>
------------------	---------------------------

0800-1000	Review ASPC-Phoenix Inmate Phone Setup
1000-1100	Brunch
1100-1200	Travel to Perryville Area
1200-1700	Review ASPC-Perryville Inmate Phone Setup
1700	Suggested Overnight in Phoenix if applicable

PRISON SITE VISIT SCHEDULE

22-May-06	<i>Description</i>
0800-1200	Review ASPC-Lewis Inmate Phone Setup
1200-1300	Lunch
1300-1600	Review ASPC-Lewis Inmate Phone Setup
1600-1900	Travel to Yuma Area
1900	Suggested Overnight in Yuma if applicable

23-May-06	<i>Description</i>
0800-1200	Review ASPC-Yuma Inmate Phone Setup
1200	Site Visits Completed

Attachment 8:
Requested Changes to Existing Phone

**REQUESTED CHANGES TO EXISTING PHONE SET-UP AT DEPARTMENT
LOCATIONS**

Note: The Department currently has an inmate to phone ratio of approximately 30-1.

- **ASPC-EYMAN**

- **Rynning Unit**

- Requesting 1 additional wireless phone to be added to CDU and 1 phone per pod for a total of 17 new phones. The rationale for adding said phones will enable the completion of phone calls in CDU in a more expedient/efficient manner. In addition, by adding one phone to each pod we would be able to provide access schedules consistent with the inmate population and their daily calls.

- **SMU I**

- Currently Eyman has twenty-four (24) wireless phones. For efficiency sake, having two per cluster, or thirty-two (32) total, would allow our officers the ability to complete two calls at once in all areas when they need to do so.

- **ASPC-WINSLOW**

- **Kaibab Unit**

- Remove the 6 wall-mount phones and replace with portable phones in Cell Block 4 A/C. Retain the 6 cordless phones in CDU.

- **ASP-Apache**

- Retain the wall mounted phones. In the past, a cordless phone was used in ADU, but would drop the calls. Install one higher grade phone for ADU.

- **ASPC-YUMA**

- **Cocopah Unit**

- Add 1 Pedestal phone.

- **Cheyenne Unit**

- Add 4 Pedestal phones.

Attachment 9:
Inmate Phone Number Plan Area

ATTACHMENT #9
SOLICITATION NO. 060072DC
**ARIZONA DEPARTMENT OF
CORRECTIONS**
INMATE PHONE NUMBER PLAN AREA

Site	City	Phone Number	NPA-NXX
ASPC-Phoenix	Phoenix, AZ 85008	602-685-3100	602-685
ASP-Globe (Behind Fairgrounds)	Globe, AZ 85502	928-426-8141	928-426
ASPC-Florence	Florence, AZ 85232	520-868-4011	520-868
ASP-Picacho	Picacho, AZ 85241	520-466-7344	520-466
ASPC-Eyman	Florence, AZ 85232	520-868-8241	520-868
ASPC-Perryville	Goodyear, AZ 85338	623-853-0304	623-853
ASPC-Winslow	Winslow, AZ 86047	928-289-9551	928-289
ASP-Apache	Johns, AZ 85936	928-337-4845	928-337
ASPC-Yuma	San Luis, AZ 85349	928-627-8871	928-627
ASPC-Lewis	Buckeye, AZ 85326	623-386-6160	623-386
ASPC-Safford	Safford, AZ 85546	928-428-4698	928-428
ASP-Ft Grant	Ft Grant, AZ 85643	928-828-3393	928-828
ASPC-Douglas	Douglas, AZ 85607	520-632-5832	520-632
ASP-Papago	Douglas, AZ 85608	520-384-7521	520-384
ASPC-Tucson	Tucson, AZ 85734	620-574-0024	520-574
SACRC	Tucson, AZ 85713	520-884-8541	520-884
Florence West	Florence, AZ 85232	520-868-4251	520-868
Marana	Marana, AZ 85653	520-882-2077	520-882
Phoenix West	Phoenix, AZ 85009	602-352-0350	602-352
Kingman	Golden Valley, AZ 86402	928-565-2460	928-565

Attachment 10:
Sample Reports



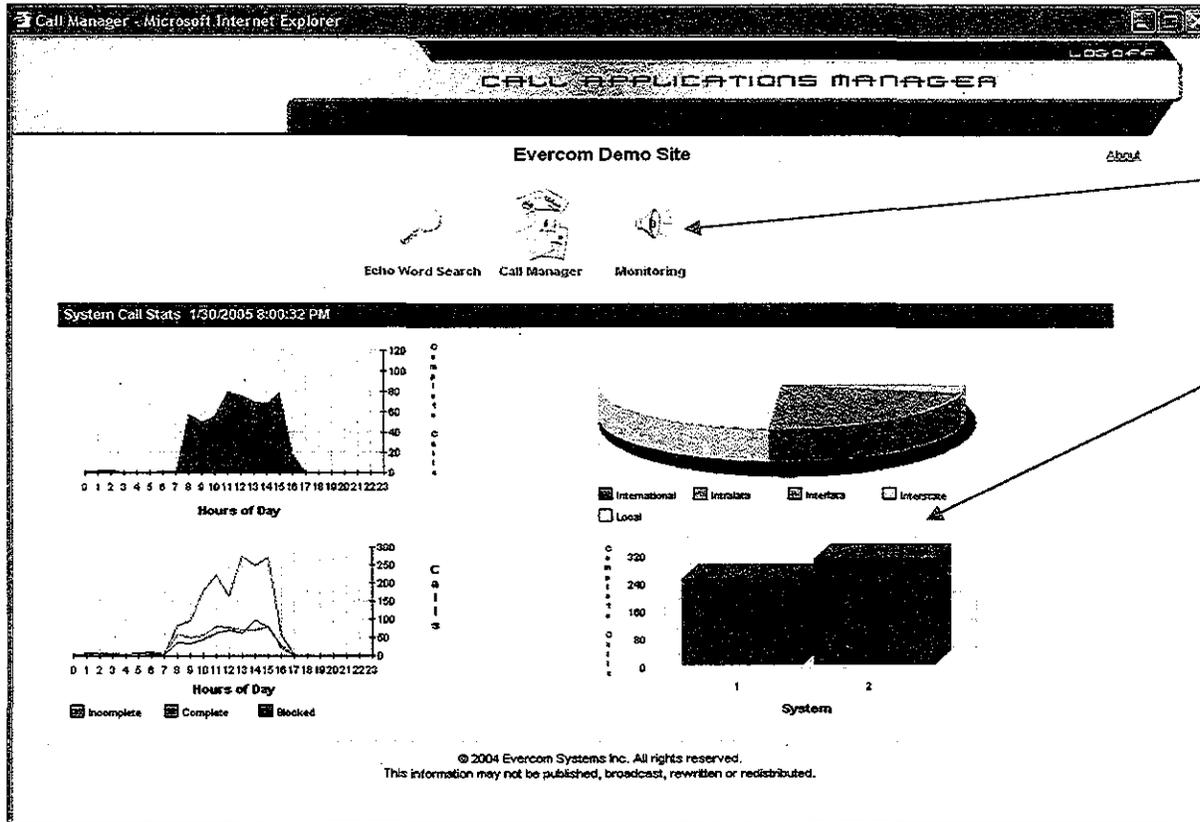
SECURUS

TECHNOLOGIES



Digital Call Manager Features Overview

Call Manager Homepage



Easy accessible icons represent:

- Applications
- Features
- Functions

Click on an icon to start the application

Digital Call Manager is designed to be user friendly while still providing a valuable tool to meet the growing needs of the corrections and law enforcement community. Its point-n-click method and simple key stroke data entry offers even the novice computer user accessibility to authorized DCM functions.

Digital Call Manager offers feature rich applications that provide call control, inmate activity tracking, powerful investigative and administrative tools, and remote functionality from a fully integrated platform. Whether used in combination or individually, these applications have proven to be invaluable assets in reducing facility's administrative work load, while also assisting investigative units in solving and preventing crimes. This document provides a comprehensive overview of the application screens and feature functionality.

Reports Parameter Screen

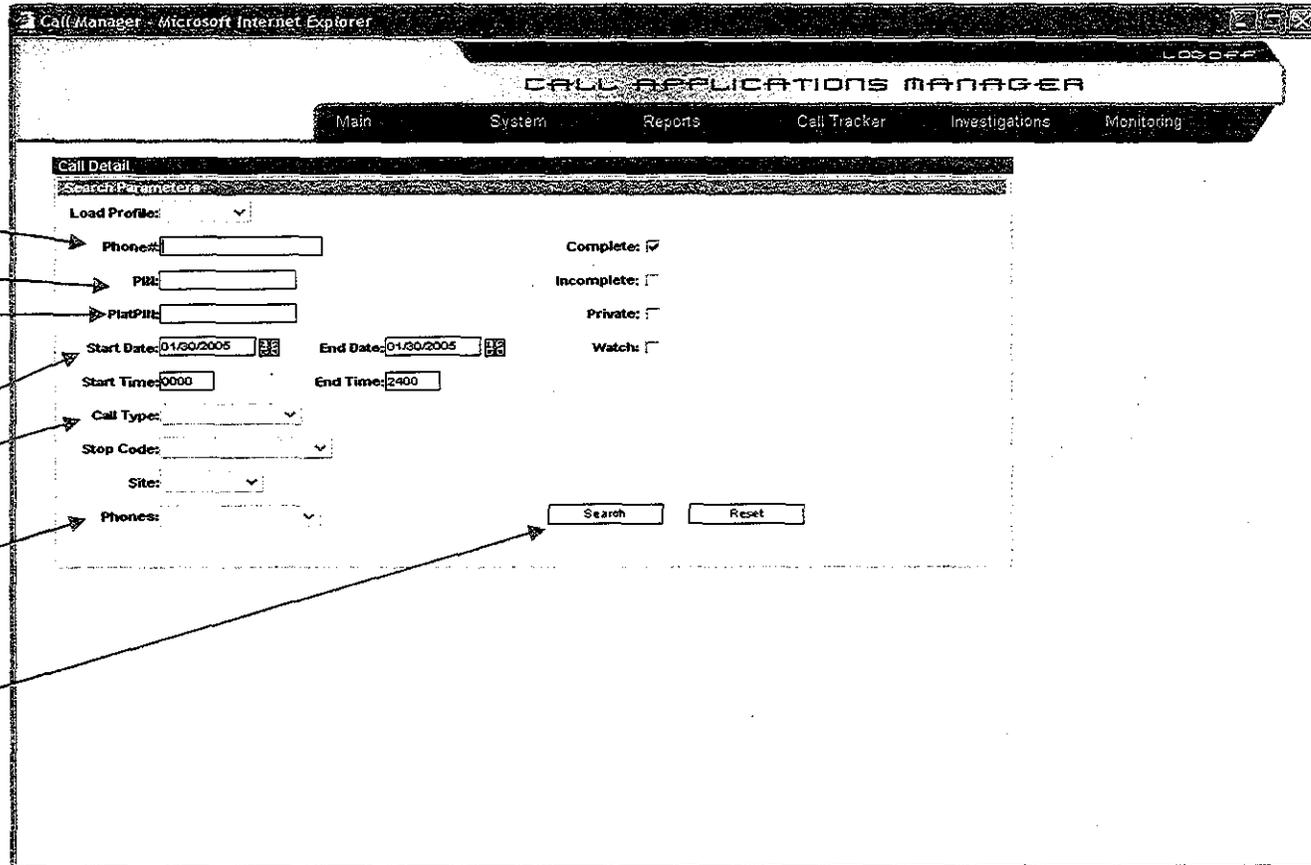
Perform searches by:

- Phone Number
- PIN Number
- Calling Card Number

Easily select:

- Start and End Dates
- Call Type
- Phone/Cell Location

Generate a report type by selecting the 'Search' button



Call Manager - Microsoft Internet Explorer

CALL APPLICATIONS MANAGER

Main System Reports Call Tracker Investigations Monitoring

Call Detail

Search Parameters

Load Profile: [v]

Phone: [] Complete:

PIN: [] Incomplete:

PlatPIN: [] Private:

Start Date: 01/30/2005 [] End Date: 01/30/2005 [] Watch:

Start Time: 0000 End Time: 2400

Call Type: [v]

Stop Code: [v]

Site: [v]

Phones: [v]

Search Reset

Call Manager's Investigative Reports application is a powerful search engine that enables authorized facility personnel access to valuable call detail information and statistical data. This application provides 14 standard reports with parameter fields that allow the user to determine the information content of each report with a simple point-n-click of the mouse.

Restricted Number Editor

Data entries and searches are performed with ease

Review phone number status or assign restrictions

Open field to enter description, reason and/or other comments associated with the restricted number

The screenshot shows a web browser window titled "Call Manager - Microsoft Internet Explorer". The application header includes "CALL APPLICATIONS MANAGER" and a navigation menu with "Main", "System", "Reports", "Call Tracker", "Investigations", and "Monitoring".

The main content area is divided into two sections:

- Restricted Search:** Contains a "Search Parameters" section with a "Number:" input field and "Search", "Reset", and "New Number" buttons.
- New Restricted Number:** Contains a "Phone Number:" input field, several status checkboxes: "Blocked:", "Free:", "Harassment:", "Perma Blocked:", "Private:", "Validated:", "Wildcard:", and "Watched:". Below these is a "Description:" text area and "Save" and "Cancel" buttons.

Arrows from the text on the left point to the "Number:" field, the checkboxes, and the "Description:" text area.

The Restricted Number Editor maintains a list of all calls dialed from the facility and the disposition of each number. It also allows authorized personnel to perform search, review numbers and or enter restrictions that take effect immediately. This application provides valuable information to duty officers when communicating phone number status to the inmate or called party.



Phone System ON/OFF Controls

The screenshot shows a software window titled "CAM System ON/OFF Switch ver 4.00". At the top left, there is a dropdown menu labeled "Select System #:" with the value "1" selected. Below this is a table with the following data:

CAM System: 1	
Phone	Status
1 - 1	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 10	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 11	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 12	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 13	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 14	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 15	<input checked="" type="radio"/> ON <input checked="" type="radio"/> OFF
1 - 16	<input checked="" type="radio"/> ON <input type="radio"/> OFF
1 - 17	<input checked="" type="radio"/> ON <input type="radio"/> OFF

To the right of the table are four large buttons: "System ON", "System OFF", "System UPDATE", and "Close".

Annotations with arrows point to various elements:

- "Control phones individually or system wide" points to the "System ON" and "System OFF" buttons.
- "Status represents phone position" points to the "Status" column of the table.
- "Phones are displayed according to their location within the facility" points to the phone numbers in the table.

Call Manager system allows authorized personnel the ability to turn phones "ON" and "OFF" individually or in groups or all simultaneously. A point-n-click method provides easy control for the inmate phones.



Recording ON/OFF Controls

Group Name	Record
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF
ALAMANCE	<input checked="" type="radio"/> ON <input type="radio"/> OFF

Save

Close

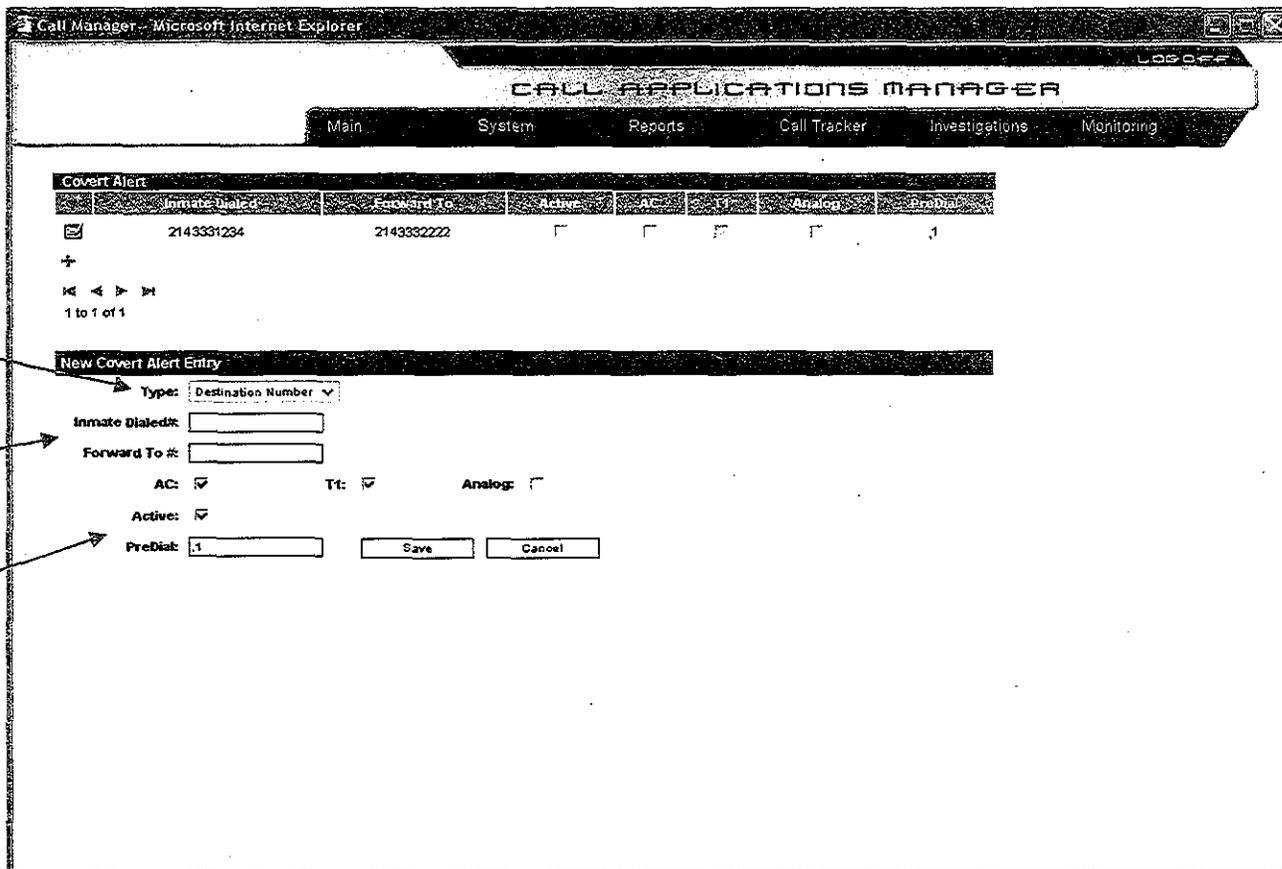
Easily identify the recording status of each site

Control recording individually or by groups

Site locations are prominently displayed

Call Manager system allows authorized personnel the ability to turn recording "ON" and "OFF" by individual sites, by groups or all simultaneously. A point-n-click method provides easy control for recording at each site.

Covert Alert Setup Screen



Easily select search type:

- Destination Number
- PIN Number
- Cell/Phone Location

Easily enter destination and forward to numbers

Select appropriate dialing instructions based on site setup

Covert Alert application provides remote call-forwarding capabilities for those numbers that are under surveillance. This feature allows authorized personnel to monitor a call from any designated remote location while the call is in progress. There are no distance barriers to the retrieval process. Therefore, remote telephone numbers can be located within the facility or across the country. Additionally, administrators may continue to monitor other calls, through the on-site workstation while utilizing the "Covert Alert" feature.

NOTE: Calls forwarded remotely cannot be monitored simultaneously through an on-site workstation.

Live Call Monitoring

The screenshot shows the 'CALL APPLICATIONS MANAGER' interface within a Microsoft Internet Explorer browser window. The interface includes a navigation menu with options: Main, System, Reports, Call Tracker, Investigations, and Monitoring. Below the menu is a 'Call Monitoring' section with a 'Scanning' input field and 'Start' and 'Stop' buttons. To the right of these buttons are three radio buttons: 'on hook', 'off hook', and 'show all'. The main area contains a table of active calls with columns for Location, ID, Destination, City/State, Duration, Watch, and Status. Each row has a speaker icon on the left and a status indicator on the right. Annotations with arrows point to specific features: 'Random scan feature Set up' points to the Scanning field; 'Disables and Enables a Call in Progress' points to the speaker icon; 'Call conference setup icon' points to the 'x' icon; 'Click on speaker icon to monitor conversation' points to the speaker icon; and 'Real Time Call in progress' points to the '- In Progress' status.

Location	ID	Destination	City/State	Duration	Watch	Status
F4		4075210075	ORLANDO FL	02:28		- In Progress
C3		3526528		00:08		- Get Destination
D3		3526868467	WEBBCHSPG FL	04:06		- In Progress
G2		5012682643	SEARCY AR	02:29		- In Progress
H4		3526668475	WEBBCHSPG FL	11:35		- In Progress
H3		3527939822	BROOKSVL FL	09:56		- in Progress
F3		35		00:06		- Get Destination
1 - D2		35279394145	BROOKSVL FL	04:22		- In Progress
E4		8636659641	LAKELAND FL	00:52		- In Progress
F2		7278425021	NWPTRICHEY FL	03:04		- In Progress

Random scan feature Set up

Disables and Enables a Call in Progress

Call conference setup icon

Click on speaker icon to monitor conversation

Real Time Call in progress

Call Manager Monitoring application enables authorized personnel to listen to live calls in progress. This is accomplished by highlighting the line to be monitored and clicking the speaker icon button. When activated the call monitoring feature is undetected by the inmate or the called party.



Call Tracker

Enter case or tracking number, and first and last name of officer making notes relating to the call

ANI: 3526880536 PIN: Date/Time: 01/30/2005 08:05

Tracking#:

Fst Name:

Lst Name:

Comment:

Save Cancel

CAM automatically enters the destination number, PIN (if applicable), date and time of call

Comment field allows administrators to enter a description or other pertinent information relating to the call

The Call Tracker log allows administrators and or investigators to establish a record for a specific call by double clicking on the call on the call detail screen. Once data is entered and saved, the record is stored for later retrieval. Call Tracker will search for a specific record when complete or partial information is entered in the open fields pertaining to the record to be retrieved.

PIN Editor

Search by PIN, First or Last Name

Enter, Retrieve, Edit and View information on unique PIN numbers

Set no calls allowed and call time restrictions specific to a selected PIN

System remembers recorded inmate's name for playback during each call

CAM PIN Editor ver 4.00.02

File Help

PIN

PIN Information

PIN	Name
00000337329	ABBITT, JOSEPH
00000355814	ABBOT, CLARENCE
00000802564	ABBOTT, RONALD
00001140734	ANDREWS, DIEDRE
00001339199	ABEE, RANDALL
00001676468	ABERCROMBIE, DO
00002036962	ABERNATHY, GERA
00002442546	ABERNATHY, ROGE
00002891563	ABLE, MICHAEL
00002919815	ABLE, SAMUEL
00003536855	ABRAHAM, JAMES

Status
 Active
 Inactive

Entered: //
Retired: //

Search: _____

PIN: _____
 First: _____
 Last: _____
 Site: 99
 Balance: \$.00
 Last Facility: _____

Time Group: PAN
 ALAMANCE

PAN Numbers

Sp. Dial	PAN	Options

PAN: _____ Speed Dial: _____

Description: _____

Watched
 Blocked
 Private
 Free

Restricted Numbers

Number: _____

Description: _____

Watched Free
 Blocked Private
 Perma Blocked
 Harassment
 Validated

Description: _____

No Calls Allowed

Est Day: // Lst Day: //

Time/Call Restrictions
 Daily
 Minutes/Calls: 0
 Min/Calls Used: 0
 Last Call: //

Recorded Name
 Reuse

Restrictions can be initiated on authorized phone numbers in the inmate's PAN list

Restrictions can be initiated that is applicable to a specific PIN

The PIN Editor offers a higher level of security for tracking and controlling inmate telephone calls. Facility personnel can maintain a listing of pre-approved numbers that are associated with one specific PIN to further enhance inmate telephone management



Access Level Editor

Access Levels

Role	Role ID	Module	Allow
Administrator	booking	Call Tracker	<input type="checkbox"/>
Booking	booking	Monitoring	<input type="checkbox"/>
Clerical	booking	Report CD	<input type="checkbox"/>
Guest	booking	Report Playback	<input type="checkbox"/>
Jailer	booking	Reports	<input type="checkbox"/>
Manager			
Reporting			
Supervisor			
Test			

Role Security - Booking

Role ID	Module	Allow
✓ x booking	Covert Alert	<input type="checkbox"/>
	Investigations	<input type="checkbox"/>
	PAN Editor	<input type="checkbox"/>
	Phone On/Off Switch	<input type="checkbox"/>
	PIN Editor	<input type="checkbox"/>
	Restricted Numbers	<input type="checkbox"/>
	Security - Access Levels	<input type="checkbox"/>
	System On/Off Switch	<input type="checkbox"/>

Annotations:

- Define roles with specific access levels
- Add new roles
- Assign specific modules to each access level or role
- Allow or disallow access to specific applications

The Access Level Module provides facility administrators the ability to assign access for secure entry into each system function. Administrators may assign different levels of access to those individuals that will utilize all or a portion of Call Manager's application software. The application also establishes an audit trail log reflecting each user login-in entry and activity on the system.

User Editor

User ID	Last Name	First Name	Active	Role	Email
camms	security	multilevel	<input type="checkbox"/>	Administrator	camms@evercom.net
CHEF	Denic	Delo	<input type="checkbox"/>	Jailer	
demo	demo	demo	<input type="checkbox"/>	Administrator	demo@email.com
eroberts	ROBERTS	ED	<input type="checkbox"/>	Administrator	eroberts@evercom.net
tjhs	FUNS	STEVE	<input type="checkbox"/>	Jailer	

1 to 5 of 15

Username	Password	Last Name	First Name	Role	Email
<input type="text"/>					

- Administrator
- Booking
- Clerical
- Guest
- Jailer
- Manager
- Reporting
- Supervisor
- Test

Edit user profile information
 View user permissions
 Assign user access level

The Users Module provides facility administrators the ability to add, edit or delete user information. The Login screen provides secured access to all Call Manager's features and functions.

User Login

CALL APPLICATIONS MANAGER

USERNAME:

PASSWORD:

Login Close

Login screen requires the individual to enter an appropriate Username and Password prior to accessing any application



Roles Editor

Quickly edit user information

Quickly add new users

CALL APPLICATIONS MANAGER

Main System Reports Call Tracker Investigations Monitoring

Roles

Access Level	Description
<input checked="" type="checkbox"/> admin	Administrator
<input checked="" type="checkbox"/> booking	Booking
<input checked="" type="checkbox"/> clerical	Clerical
<input checked="" type="checkbox"/> guest	Guest
<input checked="" type="checkbox"/> jailer	Jailer
<input type="checkbox"/> +	

1 to 5 of 9

Access Level	Description
<input checked="" type="checkbox"/> <input type="checkbox"/> clerical	<input type="text" value="Clerical"/>

Call Playback with Media Player

Create Call Tracker Records

Add records to investigative folder

Select calls for playback

Select calls to burn to CD

Playback screen displays the Media Player used for listening to recorded conversation

CALL APPLICATIONS MANAGER

Main System Reports Call Tracker Investigations Monitoring

Call Detail Report

Location	All	Print	Date	Time	Dur	Pin	Playall	Call type	Stop Code	Blk	Emp	Print	Web	SWay
1-31 FRONT HOLD	8159622799		09/02/2003	00:59	1:16			Station to Station	Called Party Hung Up					
1-31 FRONT HOLD	8159622799		09/02/2003	01:15	15:06			Station to Station	Timeup					
1-31 FRONT HOLD														
1-31 FRONT HOLD														
1-30 SIDE HOLD														
1-30 SIDE HOLD														
1-30 SIDE HOLD														
1-30 SIDE HOLD														
1-30 SIDE HOLD														
1-30 SIDE HOLD														
2-2 J-1														
2-5 K-2														
2-10 L-UP-RT.														

Call Playback -- Web Page Dialog

Location: 1-31 FRONT HOLD
Destination A#: 8156333867
Call Date: 09/02/2003
Call Time: 02:00
Duration: 1:42
3-Way: 000
Call Type: Station to Station
Tape#: 0

PIN:
Inmate Name:
Stop Code: Called Party Hung Up
Complete:
Private:
Watch:

Playall

Call Playback

Add to CallTracker Add to CD Close

Once a report has been generated and displayed on screen, the user has several options:

- Listen to a selected call stored on the hard drive
- Listen to a selected call stored on AIT tape
- Copy a call to an audio or data CD for easy transportability
- Print a hard copy of the report



Selecting Calls to Copy to CD Burning Folder

Call Detail Report												Search Again				
Location	ANI	Play	CD	Date	Time	Dur	PIN	PlatPIN	Call Type	StatCode	Bkp	Comp	Print	Web	Web	
1-31 FRONT HOLD	8159622799			09/02/2003	00:58	1:16			Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8159622799			09/02/2003	01:15	15:06			Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8159622799			09/02/2003	01:31	15:06			Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8156333967			09/02/2003	02:00	1:42			Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105									Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105									Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	7022425258									Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	7022425258									Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105									Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-2 J-1	8153161105									DTMF Detected	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-5 K-2	8159672538									DTMF Detected	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-10 L-UP-RT.	8159672538									Caller Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

1 to 12 of 560

Save Profile Preview Close

Call selected to be added to CD Burning Queue

Call detail input screen for documenting CD information

Audio/Data CD - Web Page Dialog

New CD Call

Location: 1-31 FRONT HOLD Date: 09/02/2003 01:15

ANI: 8159622799

PIN: Duration: 15:06

First Name:

Last Name:

Comment:

Save Close

Watched Number Alert Setup

New Restricted Number

Phone Number:

Blocked: Free: Harassment:

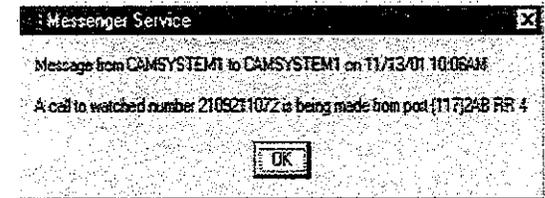
Perma Blocked: Private: Validated:

Wildcard: Watched:

Description:

- Set up specific numbers
- Assign watch status
- Description field notes surveillance of watched number

Alert Dialog Message



↑

A message window appears on the workstation monitor once a 'watched number' has been dialed. An audible alarm is also sent to the workstation to alert the user that a 'watched' number has been dialed



Pre-Paid Editor

The screenshot shows the 'Pre-Paid Editor' application window. The title bar reads 'CAM Debit Editor ver 4.00.01'. The menu bar includes 'File', 'Help', 'PIN', 'Debit', 'Reports', and '\$ Rates'. The main interface is divided into several sections:

- PIN Information:** A list of PINs and names, with '1000426740 NORWOOD, MICHAEL' selected. Fields for 'Entered' (2000/01/31), 'Retired', 'Search', 'PIN', 'First' (MICHAEL), 'Last' (NORWOOD), 'Balance' (\$0.00), and 'Last Facility' are visible. Buttons for 'New', 'Save', 'Retire', and 'Print' are at the bottom.
- PAN Numbers:** A table with columns 'Sp. Dial', 'PAN', and 'Options'. It lists three PANs for NORWOOD, MICHAEL. Below the table, there are fields for 'PAN', 'Speed Dial', 'Description' (Lisa Little, wife), and checkboxes for 'Watched', 'Blocked', 'Private', and 'Free'. Buttons for 'New', 'Save', 'Delete', 'Print', and 'Global' are at the bottom.
- Time Restrictions:** Fields for 'No Calls Allowed' (Fst Day, Lst Day), 'Time Restrictions' (Daily, Minutes, Minutes Used, Lst Call), and 'Recorded Name' (Reuse, Play, Delete).
- Restricted Numbers:** Fields for 'Number', 'Description', and checkboxes for 'Watched', 'Free', 'Blocked', 'Private', 'Perma Block', 'Collect Validated', and 'Debit Validated'. Buttons for 'New', 'Save', and 'Delete' are at the bottom.

“Real Time accounting ensures that the account is properly credited, debited, refunded, or updated

A personal authorized list (PAN) may be associated with the PIN to restrict global calling

Sites that utilize a debit platform will have full access to all debit related account information, and reporting capabilities

Call Manager provides a debit platform for pre-paid calling services. When an inmate attempts to place a debit call, Call Manager verifies the inmate's account information prior to processing the call. This service enables the inmate, family and friends to control their phone related expenses.



Sample Call Detail Report

Call Detail Report											Search Again:				
Location	ANI	Play	CD	Date	Time	Dur	PII	Plat/PII	Call Type	Stop Code	Bkp	Crp	Br	Wp	3Way
VISITATION	055					01/13/2005 15:00	11:56		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	054					01/13/2005 15:02	9:36		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	052					01/13/2005 15:04	0:09		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
D4	3528480072					01/13/2005 15:04	11:08		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
BOOKING HOLD CELL #2	3528882522					01/13/2005 15:05	2:02		Station to Station	Caller Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E3	3525970417					01/13/2005 15:07	7:21		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	052					01/13/2005 15:09	1:56		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
H4	3528481017					01/13/2005 15:11	4:08		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E2	3526505669					01/13/2005 15:12	0:28	767348412568	Smart Connect	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	055					01/13/2005 15:13	1:30		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	054					01/13/2005 15:13	12:07		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
VISITATION	055					01/13/2005 15:14	30:22		Visitation Call	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Sample Blocked Call Detail Report

Blocked Call Detail Report											Search Again			
Location	ANI	Date	Time	Dur	PIN	PlatPIN	Call Type	Ston Code	Blk	Comp	Prv	Wat	Way	
BOOKING 1	<u>3527545130</u>	01/13/2005	05:13	0:28				LEC Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
BOOKING 1	<u>3527545130</u>	01/13/2005	05:14	0:17				LEC Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
C4	<u>3527998565</u>	01/13/2005	08:02	0:22				Evercom Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
C4	<u>3526210975</u>	01/13/2005	08:09	0:22				Evercom Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
F4	<u>3527998068</u>	01/13/2005	08:51	0:22				Evercom Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
F3	<u>7275178866</u>	01/13/2005	09:03	0:21				Customer Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
F2	<u>3526865171</u>	01/13/2005	09:10	0:31				LEC Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
F2	<u>3526832926</u>	01/13/2005	09:10	0:26				LEC Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
D3	<u>3527990570</u>	01/13/2005	09:28	0:20				High Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
D4	<u>8132774603</u>	01/13/2005	09:31	0:31				LEC Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
H1	<u>3527965863</u>	01/13/2005	09:45	0:13				Perm Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
H1	<u>3525835122</u>	01/13/2005	09:45	0:18				Perm Block	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Sample Blocked Summary Report

Blocked Call Summary Report			Search Again
Blocked Calls	Stop Code	Stop Code Description	
11	112	Refused	
38	113	Perm Block	
221	114	Evercom Block	
2	115	BNS Block	
82	116	High Block	
155	119	LEC Block	
6	120	Customer Block	

Total Blocked Calls: 515 Total Call Attempts: 2820

Sample Cellblock Unit Detail Report

Cellblock Unit Detail Report												Search Again	
Location	ANI	Play	CD	Date	Time	Dur.	Bill	Call Type	Stop Code	Skup	Comp	Prv	Match
1-5 B-1-LOWER	8159872538			09/02/2003	08:50	0:17		Free	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	09:22	0:13		Free	DTMF Detected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	10:29	0:22		Free	DTMF Detected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	11:01	0:06		Free	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	11:09	0:26		Free	DTMF Detected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	11:10	0:22		Free	DTMF Detected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	12:27	0:37		Free	Caller Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	12:29	1:06		Free	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159872538			09/02/2003	14:15	1:09		Free	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-5 B-1-LOWER	8159622098			09/02/2003	15:24	5:33		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Sample Cellblock Unit Summary Report

Cellblock Unit Summary Report			Search Again
Phone Location	Calls	Minutes	
1-12 C-2-UPPER	16	19	
1-13 D-1-LOWER	3	33	
1-14 D-1-UPPER	3	4	
1-15 D-2-UPPER	21	44	
1-16 D-2-LOWER	2	0	
1-17 E-1-UPPER	4	46	
1-18 E-1-LOWER	10	22	
1-19 E-2-UPPER	9	64	

Sample Frequently Called Number Report

Frequently Called Numbers Report			Search Again
ANI	Number of Calls		
8159672538	414		
8156548387	7		
7738552057	6		
8152826076	5		
8153161105	5		
8154849986	4		
8156333967	4		
8475378210	4		
8159860640	3		
8159622799	3		



Sample System Hourly Usage Graph

CAM System Hourly Usage Graph

Search Parameters

Start Date: 09/02/2003

End Date: 09/02/2003

Complete:

Private:

Incomplete:

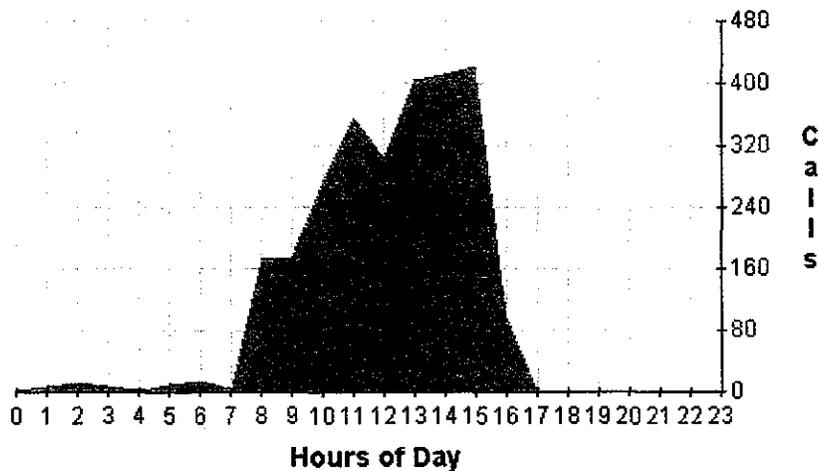
Harassment:

Blocked:

Search

Print

Reset





Sample Site Hourly Usage Graph

CAM Site Hourly Usage Graph

Search Parameters

Site: **DEFAULT** ▼

Complete:

Private:

Start Date: **09/02/2003**

End Date: **09/02/2003**

Incomplete:

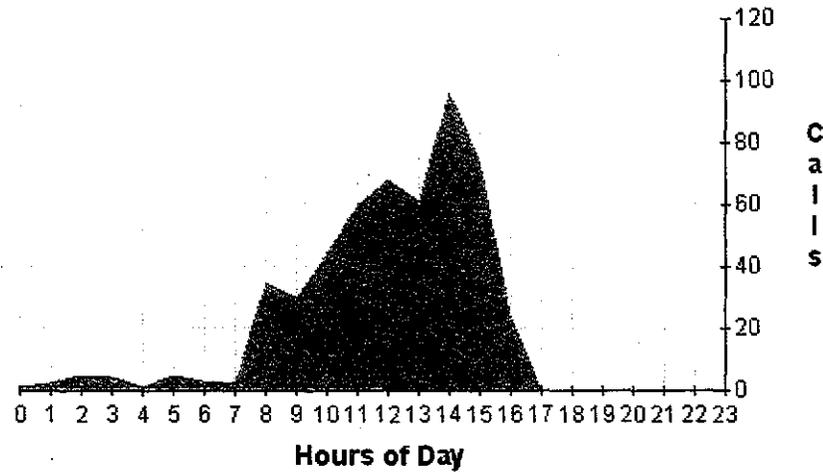
Harassment:

Blocked:

Search

Print

Reset



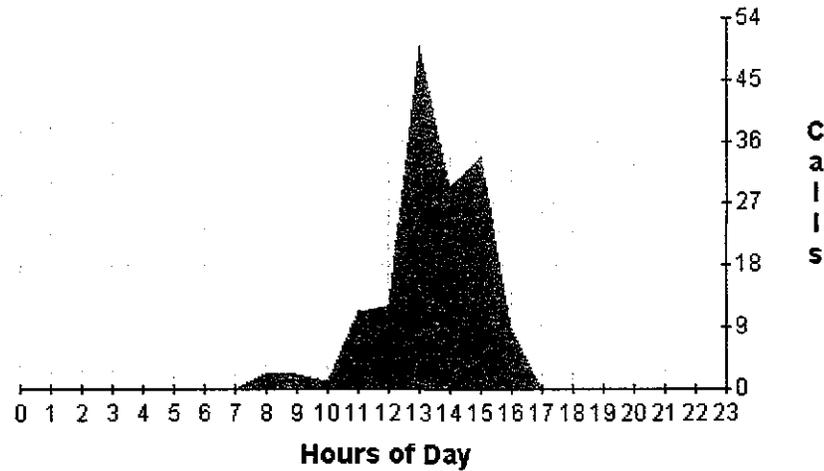


Sample Inmate Phone Hourly Usage Graph

CAM Inmate Phone Hourly Usage Graph

Search Parameters

Site:	DEFAULT	Complete:	<input checked="" type="checkbox"/>	Private:	<input checked="" type="checkbox"/>
Phone:	1-10 C-2-LOWER	Incomplete:	<input checked="" type="checkbox"/>	Harassment:	<input checked="" type="checkbox"/>
Start Date:	09/02/2003	Blocked:	<input checked="" type="checkbox"/>	End Date:	09/02/2003





Sample Phone Usage Report

Site Phone Usage Report			Search Again
Location	Number Of Calls	Minutes	
1-18 E-1-LOWER	48	180	
1-19 E-2-UPPER	32	214	
1-20 E-2-LOWER	10	111	
1-21 INFIRMARY 1	26	76	
1-23 INFIRMARY 3	6	68	
1-24 F-1	6	78	
1-25 F-2	26	246	
1-26 OBSERVATION	16	97	
1-27 G	6	43	
1-28 H	4	61	
1-3 A-1-LOWER	40	257	
1-30 SIDE HOLD	14	130	
1-31 FRONT HOLD	4	58	
1-5 B-1-LOWER	14	131	



Sample Central Contact Numbers Reports

Central Contact Numbers		Search Again
Number Called		PIIs
2109778555		2
5122360063		2
5122474790		3
5123229411		2
5124400755		3
5124412530		2
5124444369		2
5124579249		5
5124725945		8
5124728392		2
5124799944		2
5124800454		3

Central Contact Numbers		Search Again
Number Called		Phone Locations
5124579249		7
2024831424		6
5124725945		6
5124811178		6
5129289776		5
5122827917		4
5124799944		4
5127077519		4
5128737973		4
4053914296		3
5122441230		3
5122474790		3



Sample Local Call Detail Report

Local Call Detail Report											Search Again		
Location	ANI	City/State	Play	Date	Time	Dur	Alt	Call Type	Stop Code	Bkup	Comp	Pre	Watch
1-31 FRONT HOLD	8159622799	ROCKFORD,IL		09/02/2003	00:58	1:16		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8159622799	ROCKFORD,IL		09/02/2003	01:15	15:06		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8159622799	ROCKFORD,IL		09/02/2003	01:31	15:06		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8156333967	ROCKFORD,IL		09/02/2003	02:00	1:42		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105	ROCKFORD,IL		09/02/2003	02:22	13:44		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105	ROCKFORD,IL		09/02/2003	02:49	0:15		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	8153161105	ROCKFORD,IL		09/02/2003	07:32	5:50		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-2 J-1	8153161105	ROCKFORD,IL		09/02/2003	08:03	10:24		Station to Station	DTMF Detected	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-4 K-1	8153163003	ROCKFORD,IL		09/02/2003	08:05	15:06		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-2 J-1	8153161105	ROCKFORD,IL		09/02/2003	08:15	14:43		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Sample Intralata Call Detail Report

Intralata Call Detail Report											Search Again		
Location	ANI	City/State	Play	Date	Time	Dur	PIN	Call Type	Stop Code	Bkup	Comp	Pre	Wait
1-22 INFIRMARY 2	8156235754	ROSCOE,IL		09/02/2003	09:52	12:22		Station to Station	Caller Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-20 P-1	8152392594	PECATONICA,IL		09/02/2003	09:56	14:16		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-22 INFIRMARY 2	8156235754	ROSCOE,IL		09/02/2003	10:06	11:09		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-20 P-1	8152392594	PECATONICA,IL		09/02/2003	10:12	13:48		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-20 P-1	8156451394	STILMANVLY,IL		09/02/2003	11:54	5:22		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-22 INFIRMARY 2	8156235754	ROSCOE,IL		09/02/2003	13:59	4:32		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-24 F-1	8156238583	ROSCOE,IL		09/02/2003	14:55	13:43		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-31 FRONT HOLD	8156452276	STILMANVLY,IL		09/02/2003	15:30	11:14		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-24 R-RT.	8158682217	MCCONNELL,IL		09/02/2003	15:37	14:29		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-2 J-1	8156238728	ROSCOE,IL		09/02/2003	16:07	4:15		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Sample Interlata Call Detail Report

Interlata Call Detail Report											Search Again		
Location	ANI	City/State	Play	Date	Time	Dur	PIN	Call Type	Stop Code	Bkup	Comp	Prv	Wate
1-30 SIDE HOLD	8475378210	WHEELING,IL		09/02/2003	10:50	3:44		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-18 E-1-LOWER	7732846285	CHICAGO,IL		09/02/2003	11:00	0:48		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-6 B-2-LOWER	8157873628	DE KALB,IL		09/02/2003	11:41	15:07		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-17 E-1-UPPER	7736430317	CHICAGO,IL		09/02/2003	11:42	14:00		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-17 E-1-UPPER	7736430317	CHICAGO,IL		09/02/2003	11:58	15:06		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-17 E-1-UPPER	7736430317	CHICAGO,IL		09/02/2003	12:15	15:07		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-20 P-1	8475378210	WHEELING,IL		09/02/2003	12:53	4:00		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-18 E-1-LOWER	8154595152	CRYSTAL LK,IL		09/02/2003	13:13	6:14		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-6 K-UP-RT.	7738552057	CHICAGO,IL		09/02/2003	13:13	14:24		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-6 K-UP-RT.	7738552057	CHICAGO,IL		09/02/2003	13:31	15:07		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

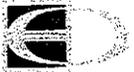


Sample Interstate Call Detail Report

Interstate Call Detail Report											Search Again			
Location	ANI	City/State	Play	Date	Time	Dir	PH	Call Type	Stop Code	Blkup	Comp	Prv	Watch	
1-30 SIDE HOLD	7022425258	LAS VEGAS,NV		09/02/2003	08:07	14:19		Station to Station	Called Party Hung Up	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-30 SIDE HOLD	7022425258	LAS VEGAS,NV		09/02/2003	08:36	5:24		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-18 N-UP-LT.	4067288857	MISSOULA,MT		09/02/2003	10:25	15:06		Station to Station	Timeup	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
1-25 F-2	5738143399	COLUMBIA,MO		09/02/2003	13:19	14:57		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2-8 L-1	6087569531	JANESVILLE,WI		09/02/2003	14:42	1:46		Station to Station	Called Party Hung Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Sample Playback History Report

Call Playback History Report							Search Again	
Userid	Date/Time		PH	ANI	Call Date/Time	Location		
camms	1/13/2005 8:28:57 PM			8159622799	09/02/2003 01:31	1-31 FRONT HOLD		
camms	1/13/2005 8:29:14 PM			7022425258	09/02/2003 06:07	1-30 SIDE HOLD		
camms	1/13/2005 8:29:25 PM			8153161105	09/02/2003 02:22	1-30 SIDE HOLD		
camms	1/13/2005 8:29:34 PM			8159622799	09/02/2003 00:58	1-31 FRONT HOLD		
camms	1/13/2005 8:29:42 PM			8153161105	09/02/2003 08:03	2-2 J-1		
camms	1/13/2005 8:29:51 PM			8153161105	09/02/2003 07:32	1-30 SIDE HOLD		
camms	1/13/2005 8:30:01 PM			7022425258	09/02/2003 06:07	1-30 SIDE HOLD		



Sample Restricted Report

Number	Entered	Blocked	Perma	Free	Private	Watch	Harass	Description
1111111111	09/23/2004	✓						test
1234445555	06/22/2004					✓		number under surveillance
1234567890	11/23/2003					✓		This number is being watched
2143332132	10/05/2004					✓		
2143335555	04/03/2003	✓						Block requested by sheriff
2143335555	04/03/2003	✓						Block requested by sheriff
2144445555	12/08/2004	✓						this is a test
2145556767	08/31/2003					✓		Number under surveillance by investigative unit
223212222222	04/03/2003	✓						this block was requested by the captain

Print Close

Done Local intranet



Sample PAN Report

PAN Report - Microsoft Internet Explorer

Date: 1/13/2005
Time: 8:35:22 PM

PAN Report

PAN	PIN	Speed	Blocked	Free	Private	Watch	Description
1234445555	1234565	12	✓			✓	under surveillance
9729534284	001234			✓	✓		Tom's Test
9729534284	001234			✓	✓		Tom's Test

Print Close

Done Local Intranet



Sample PIN Report

PIN Report - Microsoft Internet Explorer

Date: 2/11/2005
Time: 2:50:17 PM

PIN Report

PIN	Entered	Active	Name	Site	Description
21344	12/26/2003	✓	Jackson,Floyd		

Done Local intranet



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**Attachment 11:
Training Outline**

Training Course Elements

Evercom is committed to ensuring that the users of the SYSTEM are provided with ongoing training that will help them maximize the investigative and administrative potential of the system. The following table details the standard SYSTEM training course elements that Evercom will provide at no charge. In addition, our customers are provided with detailed SYSTEM manuals and learning tools that will further complement their system administration capabilities.

Course Element	Description
SYSTEM Components: Purpose and Operation	Participants learn what a wide area network (WAN) and a local area network (LAN) are, and how they relate to the components of the SYSTEM. All components of the SYSTEM will be discussed, as well as the centrally located SYSTEM server and backup system(s).
Secure Access: Multilevel Password Security Features, Functionality and Operation	<p>Participants will be instructed on how to set up and assign different or specific access levels to authorized individuals. Participants will also learn how to modify initial access levels and or input additional levels based on facility clearance objectives and designated entry to each application.</p> <p>The facility administrator has the ability to determine SYSTEM system accessibility by assigning passwords and security levels to authorized personnel. Multi-Level access applies to each application of the SYSTEM with three primary levels – Low, Medium and High. Participants will be trained in the manner for which appropriate application levels are applied.</p>
SYSTEM Live: <ol style="list-style-type: none"> 1. Call Monitoring and Disabling 2. 'Live' Call Activation 3. Remote Access 4. Disabling 5. Investigative Tool 	<p>LIVE: Visual and Audio call monitoring will be described with specific instructions on how to activate the primary functions of this application. Specific features of the 'Live' monitoring screen will be discussed in detail to include:</p> <ul style="list-style-type: none"> • column headings • manipulation of the information order • 'hot' keys for disabling/enabling ports • multiple party monitoring <p>REMOTE: The monitoring application tools will be discussed to include on-site 'Live' monitoring and the remote access capabilities specific to performing tasks related to the 'Live' call retrieval and forwarding functions.</p> <p>DISABLING: Authorized personnel will also be trained in the area of phone control for the purpose of disabling individual or multiple ports when immediate action is required.</p> <p>INVESTIGATIVE: The potential to deter and control crime within the facility and outside the facility through</p>

Course Element	Description
<p><i>Profiler:</i> PIN & PAN Setup/Maintenance.</p> <p>Prisoner Identification #s Call Restrictions/Privileges Personal Allowed # Lists Global Assignment</p>	<p>the use of call monitoring will be discussed. Actual customer experiences will be shared with the participants.</p> <p>Participants will learn how to:</p> <ul style="list-style-type: none"> • Establish an inmate PIN record with specific number assignments, time restrictions and audit trail of calls • Define a Personal Allowed Number list with specific number restrictions and called party association • Assign Private Number Status for attorney/client privilege (disables recording and monitoring capabilities) • Assign 'Watched' Number Status <ul style="list-style-type: none"> ○ Remote and on-site alerting capabilities • Apply Call Restrictions per PIN <ul style="list-style-type: none"> ○ Time of day restrictions ○ Call limitations based on daily, weekly and monthly ○ Special calling privileges • Access record for editing and modifications • Global number assignment
<p><i>Watched Number Alert:</i> Audible watched number alert</p>	<p>Selected participants will be instructed on how to designate specific numbers as 'watched' through the 'Watch Alert' feature of the Number Restrict Editor application.</p>
<p><i>Covert Alert:</i> Remote Live Monitoring of Calls</p>	<p>Participants will be instructed on how to set up and establish remote call forwarding and monitoring for those numbers that are under surveillance. Participants will learn how to enter new numbers and the destination number to which the call will be forwarded once in progress. Additionally, participants will also learn how to display the active/inactive list of those numbers assigned a 'watch' status.</p>
<p><i>Call Playback Function:</i> Recorded Playback Copy Function Restore Function</p>	<p>PLAYBACK: The participant will be taught how to selectively retrieve and listen to a pre-recorded conversation that is resident on the hard drive, backed-up to AIT device or other archival device.</p> <p>COPY: Participants will be instructed in how to copy a pre-recorded conversation to a CDR device that offers enhanced portability and a valuable tool for building a library of evidence.</p> <p>RESTORE: Instruction will be provided on the restorative capabilities of the system relative to the tape backup function.</p>
<p><i>Recorder Application:</i> Hard-Drive Capacity Back-up Function Labeling Function</p>	<p>HARD-DRIVE: The participant will be versed in the storage capacity of the hard-drive with specific instruction on the importance of maintaining a tape drive back-up.</p>

Course Element	Description
	<p>BACK-UP: Instruction specific to the back-up process and storage life of the calls.</p> <p>LABELING: Participants will be instructed in the proper labeling of storage devices for the purpose of recall and playback of audio calls.</p>
<p><i>Three Way Call Detection:</i> Methodology Options Available On-Site Controls</p>	<p>METHODOLOGY: Participants will be instructed in the methodology employed to reduce the incidence of 3-way calls.</p> <p>OPTIONS: Instruction will be provided on the options (tag line messaging, call termination, etc.) available for handling potential 3-way calls.</p> <p>CONTROLS: Participants will learn how to adjust the sensitivity settings to reduce the incidence of flagging calls that are not 3-way attempts.</p>
<p><i>Restrict Number Editor:</i> Search Parameters New Number Assignment Editing/Delete Restrictions Restrictions & Assignments Validation Codes</p>	<p>SEARCH: Instruction will be provided on the restriction feature, which allows authorized personnel to search, retrieve, review and edit number restrictions. The use of this feature as a tool to officers and investigative personnel will be described in detail.</p> <p>NEW: Instruction will be given on how to add a new number and apply restrictions to it such as 'Watched', 'Free', 'Call Block' and 'Private'. Use of the description field for comments or reasons for the restriction will also be discussed.</p> <p>EDIT: Participants will also be instructed on how to identify, edit and delete a telephone number and/or restrictions that has been previously entered in the system.</p> <p>RESTRICTIONS: Participants will review each of the number restrictions and assignments available through this application to include call blocks, harass and permablock function, free, private and watched status, and the wildcard feature.</p> <p>VALIDATION: Review the validation process. The associated codes and status of the number will be included.</p>
<p><i>Investigative Reports:</i> Tracking/analyzing inmate call patterns Report Types Parameter Fields Selective Grouping Global Restrictions</p>	<p>REPORTS: Participants will review each of the 15 standard reports with discussion on the capability for generating user specific reports.</p> <p>PARAMETERS: The participant will be versed in the parameter fields relative to each report and how to generate a report with user defined information and report content. The participant will be informed of the investigative values of the report application. The parameter fields include information relative to each telephone, location, destination number, date, PIN, call duration, call type, frequency of calls, etc.</p>

Course Element	Description
	<p>SELECTIVE: Participants will receive instruction on how to perform group or individual call searches from a single application.</p> <p>GLOBAL: Participants will also learn about the value added function of the global administrator for number restrictions.</p>
<p><i>Call Tracker:</i> Case notes with embedded conversations Investigative Tool Case Management</p>	<p>Participants will be instructed in how to establish an investigative log of calls with specific tracking identifiers. The instruction will also include the ability to search, edit and expand existing record logs and the value it offers the investigative unit for case management.</p>
<p><i>Transporter:</i> 'True Portability with embedded call detail</p>	<p>Authorized personnel will be instructed in the methods to copy one or multiple calls to a CD that can be played on any PC without SYSTEM software. Participants will also be taught how to create a CD for use on any audio stereo device (e.g., 'Boom Box' or car stereo system).</p>
<p><i>Optional Calling Methods:</i> Debit Based Platform Prepaid Card SmartConnect CBS Account Prepayment</p>	<p>In addition to collect calling, additional calling options are available through the SYSTEM. Participants will be provided with an overview of each option and the value it offers.</p> <p>DEBIT: SYSTEM offers a fully integrated debit based calling platform that offers additional tracking controls of the inmates calling activities.</p> <p>PREPAID: Cards can be purchased and then resold through the commissary to allow inmates to prepay for calls placed to friends and family.</p> <p>SMARTCONNECT: Exclusive product of Evercom that offers greater budgeting and calling flexibility to families for maintaining close contact with an inmate.</p> <p>CBS: Family and friends have an option to prepay their phone charges through our dedicated customer care center.</p> <p>Each of these options provides additional avenues for revenue while providing a valuable budgeting tool to families and friends.</p>

Day	Start Time	Ending Time	Hours	Topic
Sunday	N/A	N/A	N/A	Travel In
Sunday	7:00pm	N/A	N/A	Dinner (In Wingate Suite # 200)
Monday	8:00am	9:00am	1	Course / Agenda Overview & Introductions
Monday	9:00am	12:00pm	3	Telecom Training (terminations, material etc...)
Monday	12:00pm	1:00pm	1	Lunch (In Securus Office)
Monday	1:00pm	7:00pm	6	Telecom Training (terminations, material etc...)
Monday	7:00pm	N/A	N/A	Dinner (Wingate Suite 200)
Tuesday	8:00pm	11:00pm	3	Telecom Training (troubleshooting)
Tuesday	11:00am	12:00pm	1	Omni Training
Tuesday	12:00pm	1:00pm	1	Lunch (In Securus Office)
Tuesday	1:00pm	7:00pm	6	DCM Overview & Hardware
Tuesday	7:00pm	N/A	N/A	Dinner (Wingate Suite 200)
Wednesday	8:00am	12:00pm	4	DCM Hardware & Software
Wednesday	12:00pm	12:30pm	0.5	Lunch (In Securus Office)
Wednesday	12:30pm	5:00pm	4.5	DCM Build, Maint, PM's & Workstation Setup
Wednesday	5:00pm	6:30pm	1.5	DCM Build & Software Configurations
Wednesday	7:00pm	N/A	N/A	Dinner (Meet in Wingate lobby)
Thursday	8:00am	10:00am	2	DCM User Interface (Webcam) Training
Thursday	10:00am	12:00pm	2	Fraud Training
Thursday	12:00pm	1:00pm	1	Lunch (In Securus Office)
Thursday	1:00pm	7:00pm	6	DCB Installation / Maintenance / Troubleshooting etc...
Thursday	7:00pm	N/A	N/A	Dinner (Wingate Suite 200)
Friday	8:00am	10:00am	2	DCB Installation / Maintenance / Troubleshooting etc...
Friday	10:00am	12:00pm	2	WebManage Training
Friday	12:00pm	1:00pm	1	Lunch (In Securus Office)
Friday	1:00pm	3:00pm	2	DCB Maintenance / Troubleshooting/ Review & Test
Friday	3:00pm	7:00pm	4	Misc Training
Friday			N/A	Travel home or eat dinner which will be on your own.
Saturday			N/A	Everyone else travel home

<u>Type of Instruction</u>	<u>Instructor(s)</u>
N/A	N/A
N/A	N/A
Classroom	RSM's
Hands On / Interactive	Steve Schwartz
N/A	N/A
Hands On / Interactive	Steve Schwartz
N/A	N/A
Hands On / Interactive	Billy Ryan
Hands On / Interactive	Mark Wirtz
N/A	N/A
Classroom & Hands On	Mark Wirtz
N/A	N/A
Hands On / Interactive	Mark Wirtz
N/A	Mark Wirtz
Hands On / Interactive	Mark Wirtz
Classroom	Heath Cospers
N/A	N/A
Classroom	Oliver Black
Classroom	Linda Deaver
N/A	N/A
Classroom & Hands On	Ken Rose
N/A	N/A
Hands On / Interactive	Ken Rose
Hands On / Interactive	Patrick Dover
N/A	N/A
Hands On / Interactive	Ken Rose
Classroom	RSM's
N/A	N/A
N/A	N/A

Attachment 12:
Certificate of Authority

JAN 25 1999

APPLICATION FOR AUTHORITY
TO TRANSACT BUSINESS
IN ARIZONA

FILED BY Mary Lopez-Castelo
TERM _____
DATE 1/25/99

DO NOT PUBLISH THIS SECTION
1. The corporate name must contain a corporate ending which may be "corporation," "association," "company," "limited," "incorporated" or an abbreviation of any of these words. If you are the holder or assignee of a tradename or trademark, attach Declaration of Tradename Holder form. If your name is not available for use in Arizona, you must adopt a fictitious name and provide a resolution adopting the name, which must be executed by the corporation Secretary.

The name of the corporation is: TALTON INVISION, INC. F-0817750-2
A(n) DELAWARE Corporation
(State, Province or Country)

- We are a foreign corporation applying for authority to transact business in the state of Arizona.
- We are a foreign corporation currently authorized to transact business in Arizona and must now file this Application for New Authority pursuant to A.R.S. § 10-1504 because we have changed the following in our domicile jurisdiction:
 - Our actual corporate name (or the name under which we originally obtained authority in Arizona).
 - The period of our duration.
 - The state, province or country of our incorporation.

1. The exact name of the foreign corporation is:
EVERCOM SYSTEMS, INC.
If the exact name of the foreign corporation is not available for use in this state, then the fictitious name adopted for use by the corporation in Arizona is:

(FN).

2. The name of the state, province or country in which the foreign corporation is incorporated is:
DELAWARE

3. The foreign corporation was incorporated on the 22 day of AUGUST,
1997 and the period of its duration is: PERPETUAL.

4. The street address of the principal office of the foreign corporation in the state, province or country of its incorporation is:
1013 CENTRE ROAD, WILMINGTON, DE 19805

5. The name and street address of the statutory agent for the foreign corporation in Arizona is:
Corporation Service Company
3636 North Central Avenue
Phoenix, Arizona 85012

3. You must provide the total duration in years for which your corporation was formed to endure. If perpetual succession, so indicate in this section. Do not leave blank, or state not applicable.

5. The statutory agent address cannot be a P.O. Box. It must be a physical address in Arizona. Include City, State and Zip code

DO NOT PUBLISH THIS SECTION

5.a. The street address of the known place of business of the foreign corporation in Arizona IF DIFFERENT from the street address of the statutory agent is:

5.b. Indicate to which address the Annual Report should be mailed.

5.b. The Annual Report and general correspondence should be mailed to the address specified above in section 4 X or 5a _____.

6. If the purpose of your corporation has any limitations with regard to this section, so indicate. If not, state no limitations.

6. The purpose of the corporation is to engage in any and all lawful business in which corporations may engage in the state, province or country under whose law the foreign corporation is incorporated, with the following limitations if any:

none

7. The names and usual business addresses of the current directors and officers of the foreign corporation are: (Attach additional sheets if necessary.)

Name: SEE ATTACHED RIDER [title]

Address: _____

City, State, Zip: _____

Name: _____ [title]

Address: _____

City, State, Zip: _____

Name: _____ [title]

Address: _____

City, State, Zip: _____

8. The total number of authorized shares cannot be "zero" or "N/A". Include authorized, not issued shares in this section.

8. The foreign corporation is authorized to issue 1000 shares, itemized as follows: (Attach additional sheets if necessary.)

1000 shares of COMMON [class or series] stock at
 _____ no par value or par value of \$ 1.00 per share.

_____ shares of _____ [class or series] stock at
 _____ no par value or par value of \$ _____ per share.

_____ shares of _____ [class or series] stock at
 _____ no par value or par value of \$ _____ per share.

DO NOT PUBLISH THIS SECTION

9. The total number of issued shares cannot be "N/A".

The Application must be accompanied by the following: A Certificate of Disclosure, executed within 30 days of delivery to the Commission, by a duly authorized officer

Attach a certified copy of your articles of incorporation, all amendments and mergers (AZ Const. Art. XIV, §8) and a certificate of existence or document of similar import duly authenticated (within 60 days) by the official having custody of corporate records in the state, province or country under whose laws we are incorporated.

The agent may consent to the appointment by either executing the consent, attaching a cover letter, or if paying by check, executing the check.

9. The foreign corporation has issued 1000 shares, itemized as follows:

1000 shares of COMMON [class or series] stock at no par value or par value of \$ 1.00 per share.

 shares of [class or series] stock at no par value or par value of \$ per share.

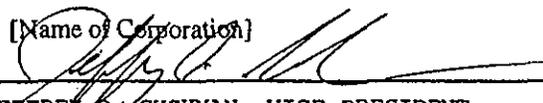
 shares of [class or series] stock at no par value or par value of \$ per share.

10. The character of business the foreign corporation initially intends to conduct in Arizona is:

INMATE TELEPHONE SERVICES

DATED this 17th day of January, 19 99
EVERCOM SYSTEMS, INC.

[Name of Corporation]

Executed by 
JEFFREY D. CUSHMAN, VICE PRESIDENT

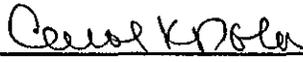
[print name]

[title]

PHONE FAX
[optional] [optional]

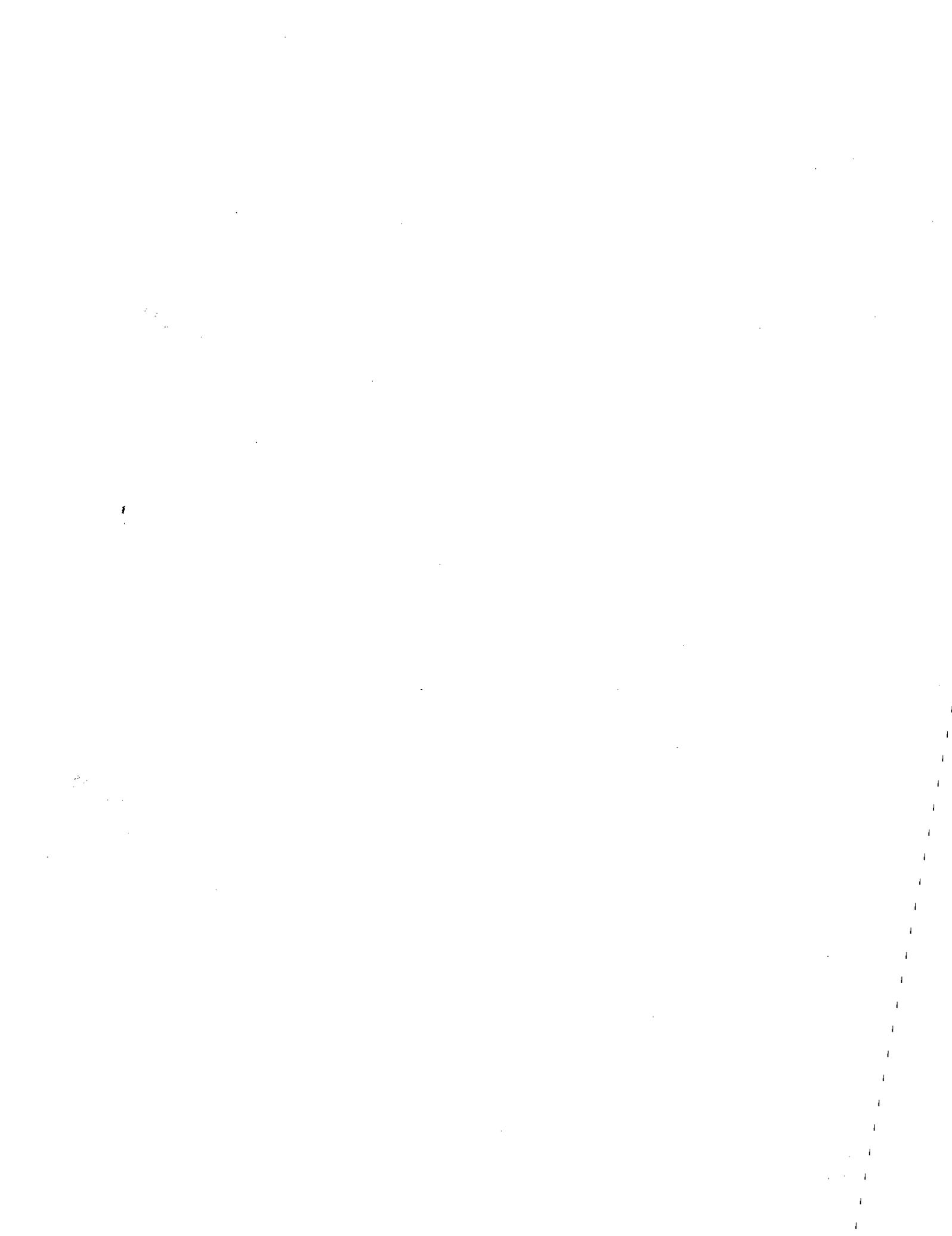
ACCEPTANCE OF APPOINTMENT BY STATUTORY AGENT

The undersigned hereby acknowledges and accepts the appointment as statutory agent of this corporation effective this 22 day of January, 19 99

BY: 
Signature

CAROL K. DOLOR
[Print Name]

Attachment 13:
Resumes



Kevin J. Collins
Senior Account Executive
Securus Technologies DOC Team

Kevin Collins has been with SECURUS Technologies in various management capacities for eleven years and has been involved in the telecommunications industry for over 22 years. As Senior Account Executive for the Securus DOC team his responsibilities are establishing the business relationships with State Department of Corrections and managing the Canadian Corrections Market with strategic partners.

Further responsibilities are interfacing with various account teams, product teams and Industry consultants to develop creative solutions. His past experiences include the role as Regional Vice President Prison Market. His role included the account management of several Regional Bell Operating Companies, State Department of Corrections market, and the Canadian Corrections market. His various past responsibilities included the management of the T-NETIX account management team for the Midwest and Qwest Communications territory. The Canadian Criminal Justice relationship was initiated in February 2000 as the Canadian corrections market opportunity emerged with TELUS Communications.

Prior to joining T-NETIX, Inc. Mr. Collins was in sales management in the telecom industry managing a \$100M+ annual revenue stream in major account markets including IBM, Hewlett-Packard, Chevron, Lockheed Martin, Lucent, and Exxon.

Mr. Collins holds an interdivisional Bachelor's degree from Regis University, Denver, Colorado.

References:
Scott Bollinger
Director of Operations
South Dakota DOC
605 773 3478

Bob Hughes
Director
Greg Tuttle
Telecommunications Manager
Indiana DOC
(317) 232-6930

David Fowler
Director
Telus Communications
Calgary, Alberta
(403) 530-4512



KURT KINTZLE

SECURUS PROFESSIONAL EXPERIENCE

Securus Technologies, Inc • Dallas, TX

Manager of Telecom Services

2002-Current

Oversee telecommunication and network affairs in 48 all fifty states for a regulated telecommunications company specializing in the corrections industry. Manage department responsible for telecommunication/network design, provisioning, accounts payables, and reduction in telecom expenses.

- Managed a \$35M annual telecommunications network budget, exceeded annual department budget goals and objectives each year.
- Reduced network expenses by over \$10M in a three year period.
- Design short/long term network solutions that provide reliable and cost effective solutions for internal and external customers.
- Executed policies and procedures, including an audit process, to ensure accurate billing by hundreds of telecommunication vendors.
- Develop telecom responses to RFI's and RFP's and develop creative offers/solutions to complex business problems.
- Manage projects by researching options, compiling studies, deriving a plan, managing to a budget and generating action items for implementation.
- Responsible for monthly and year-end accounting close which included monthly journal entries, account reconciliations being Sarbanes-Oxley (SOX) compliant.
- Championing opportunities to improve the quality, accuracy and timing of work/task processes and deliverables.
- Coaching, teaching, building a team environment and encouraging effective lines of communication. Numerous other duties have also been assigned, including ad-hoc reports and analysis. All responsibilities have been completed in a consistent and timely manner.

EDUCATION

DePaul University, The Charles H. Kellstadt Graduate School of Business, Chicago, IL
MBA in Finance

University of Iowa, Iowa City, IA

Bachelor of Science, Major: Political Science, Emphasis: Business

Objective

Seeking a responsible, challenging position utilizing my knowledge and successful experience in an electronics, communications and computer systems.

Experience

May 2005 to Present
Securus Technologies.

Field Service Technician

On call Technician, able to troubleshoot and maintain computer systems and hardware. Trained in the proper installation of all equipment and know how of such equipment. Have knowledge in Computer software and have Troubleshooted software on computer systems. Troubleshoot and maintain of Phones, both wire phones and hands free phones, troubleshoot and maintain payphones. Responsible for collecting money from payphones and getting it turned in, in the allowed time. Have many hours of troubleshooting fraud on inmate systems. Have Trained Securus Employees on how to troubleshoot and install Securus equipment. Have knowledge of many types of telephone signaling including digital and analog (T1, HDSL 1 and 2, Isdn, and Pots)

May 2003 to April 2005
Lee telecom Hampton, Va

Fiber optic tech

Design and installation of single and multimode fiber systems And Terminations of multiple connections, Mechanical Splicing, Fusion Splicing, Testing and Documentation, Troubleshooting, and installing multiple types of copper cable. Use various types of fiber optic splicer's, Optical Time Domain Reflectometer (otdr), power meters, and various types of fiber optic scopes. Termination of different types of cat5, cat5e and cat 6 copper cabling to 66, and 110 blocks, patch panels and termination of RJ11 and 45 connectors. Able to work alone and provide excellence in customer service

2002-2003 RLH Industries Orange, Ca

Field service engineer

Was responsible for the Sales, installation/troubleshooting of fiber optic cables, patch cords, and fiber optic isolation equipment used for phone lines running into High Voltage generation plants, Substations, and in cellular antenna sites. Was trained in producing and manufacturing of fiber optic cables of various types of connectors and types of cables from ST connectors, to SC type, multimode and single mode, ADSS, burial and riser type cables. Was also trained in pulling and installing cat 5 cables and other types of twisted pair wiring for isolation equipment and networking.

1998-2002 United States Navy Norfolk, Va

Information Systems tech

Was responsible and fully trained for using, building, troubleshooting, and training in ship-to-ship, and ship-to-shore communications, in satellite, UHF, HF, LF, and EHF communications systems including cryptological systems, microwave C4I status and equipment, multiplexers and various types of crypto material. Was qualified in use navy wide message processing equipment including navmacs II and DMDS. Responsible for PC Configuration and Installation PC troubleshooting, PC and Server hardware update/upgrade. Acted as a network Administrator, Installed/Troubleshooted Hardware and Software. Utilize many different network connectivity including fiber based, copper and many different types of hubs, switches,

and routers, printers, antennas and RF type systems and troubleshooting of connectivity loss and interrupts. Used many types of cat5, cat5e, cat6, and fiber optic testers and equipment.

Education

1998-1998

Information systems and communications

Great lakes, IL

Graduated with navy certification in information systems and communications.

1999-1999 Antenna maintenance and EMI

Received certification for maintenance of navy antennas and Electromagnetic interface.

Reference:

Jay Hollis Lee telecom Supervisor 757-291-6445

Ed Garcia Rlh Industries Supervisor 717-287-4241

Scott Limon Northrop Grumman Cousin 562-704-5489

ADDITIONAL INFORMATION

Have a top secret DOD clearance issued by the United States Government

Patrick Dover
478 Spruce Dr.
Highland Village, TX 75077
(972)317-5672
phdover@yahoo.com

OBJECTIVE: A Trainer, Curriculum Developer, or IT position with an established company that would allow me the opportunity to continue developing professionally.

RELATED EXPERIENCE

Securus Technologies, Dallas, TX

Corporate Trainer 11/2005 to Present

- Developed training program to teach Office Suite Application that tracked to the MOS exams to increase staff productivity
- Wrote training manuals on an as needed basis for internal and external training
- Visit correctional facilities to train officers in use of inmate phone systems resulting in increased intelligence gathering to improve prison security
- Create web based training classes to increase training availability to remote staff
- Set up mobile class room with 12 workstations to provide training in locations where workstations would not be available
- Facilitated the creation on an internal PMI certification group to support individuals pursuing certification

Resulte, Dallas, TX

Contractor Internal Technology Services 8/2005 to 10/2005

- Developed training curriculum and material to teach internal change management software.
- Teach classes to employees and external customers on use of company's proprietary applications.
- Create company style guide resulting in the standardization of company documents.

New Horizons Computer Training Company, Dallas, TX

Principle Instructor 2/1999 to 2/2001, 3/2003 to 7/2005

- Selected by Microsoft to participate in a cooperative nationwide pilot project to develop industry specific training materials resulting in an increased scope of Microsoft training options.
- Wrote new intermediate HTML manual resulting in a new class with up to date HTML standards and current web design concepts.
- Selected as the Integrated Learning Manager Administrator and Trainer for Dallas-Ft.Worth Metroplex. The ILM is a web based training system; I train executives of companies who have purchased this technology so they can utilize this resource with their workforce.
- Collaborates with Account Executives and clients to develop and design a specialized course which creates an enhanced training program for the client.
- Created and developed a Summer Educator Program to improve school teachers' computer knowledge. The creation of this program increased New Horizons class sales to schools.



- Selected to participate as a member of an internal curriculum review board which evaluated courseware and conducted needs assessments of clients enrolling in classes to facilitate the improvement of New Horizons course content.
- Mentored new instructors and created and implemented in-house development for training staff resulting in increased evaluation scores.
- Teaches classes that prepare students to take Microsoft Office Specialist and Project Management certification exams which empower the student to advance their careers.

RHI Consulting, Tulsa, OK

Trainer/Webmaster 2/2001 – 10/2002

- Assessed staff to determine areas in need of improvement, created manuals to be used for training and taught Microsoft suite classes resulting in the MOS certification of some of the administrative staff.
- Provided new hire training on workplace security, email and IT policies which allowed the new staff to quickly assimilate into the company's culture.
- Evaluated and purchased outside training materials and coordinated specialized training to be provided by outside sources which allowed for an increased spectrum of classes offered to the staff.
- Archived, cataloged, researched, edited, and wrote documents to develop and maintain www.fischer-tropsch.org website which resulted in the revoking of competitors U.S. patents.
- Supported business development department with graphics, research data, and material for presentations which saved the company money by reducing the use of an outside firm for these services.

Commercial Financial Services, Tulsa OK

Senior Account Officer 8/1997-1/1999

- Promoted to a specialized unit for accounts that were handled by attorneys resulting in an increase in collection totals.
- Trained in development of verbal skills for communicating with customers which prepared us to communicate more effectively in regards to the customer's debt.
- Made outbound collection calls for charged off credit card debts.

Cleveland Middle School, Cleveland, OK

Science Teacher 8/1992-10/1994

- Taught 6th grade General and 8th grade Physical Science.
- Developed curriculum to promote high interactive learning environment resulting in an annual increase in standardized testing scores.
- Developed integrated educational units for cross-curriculum teaching which increased students' awareness of cross curriculum ties.

EDUCATION

Oklahoma State University, Stillwater OK

Graduation: May 1991

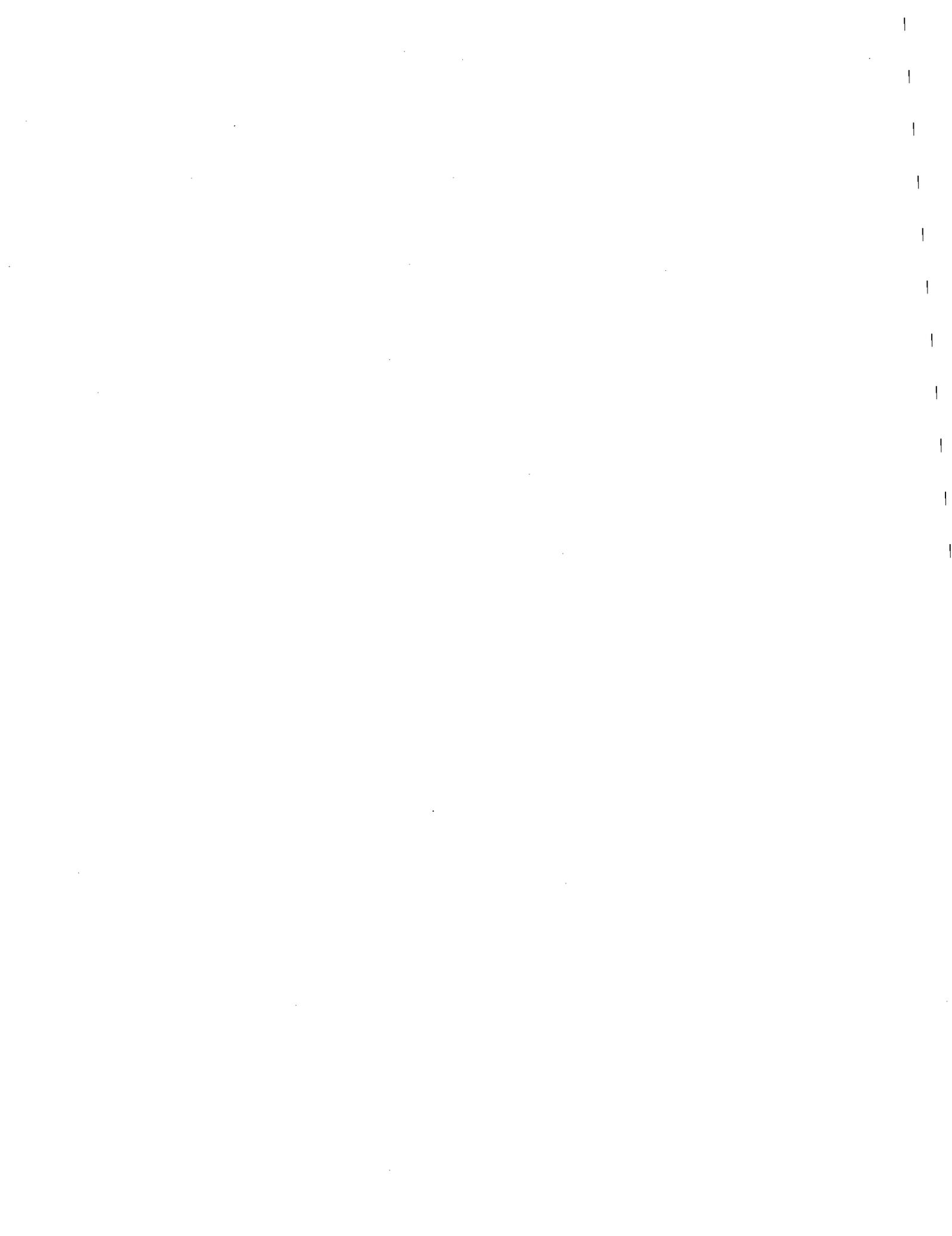
Bachelor of Science in Elementary Education

ACTIVITIES

Boy Scouts of America, Eagle Scout and Past Assistant Scoutmaster

Past Treasurer, Cleveland Education Association

Past President, Paddle Packers Kayaking Club



ADDITIONAL INFORMATION

Facilitated Train the Trainer Programs

Microsoft Office Specialist Word 2003 Expert and PowerPoint 2003

Certified Internet Webmaster Certified Instructor – Prosoft Learning

Adobe Certified Expert in Photoshop

Familiar with Windows and Mac Operating Systems

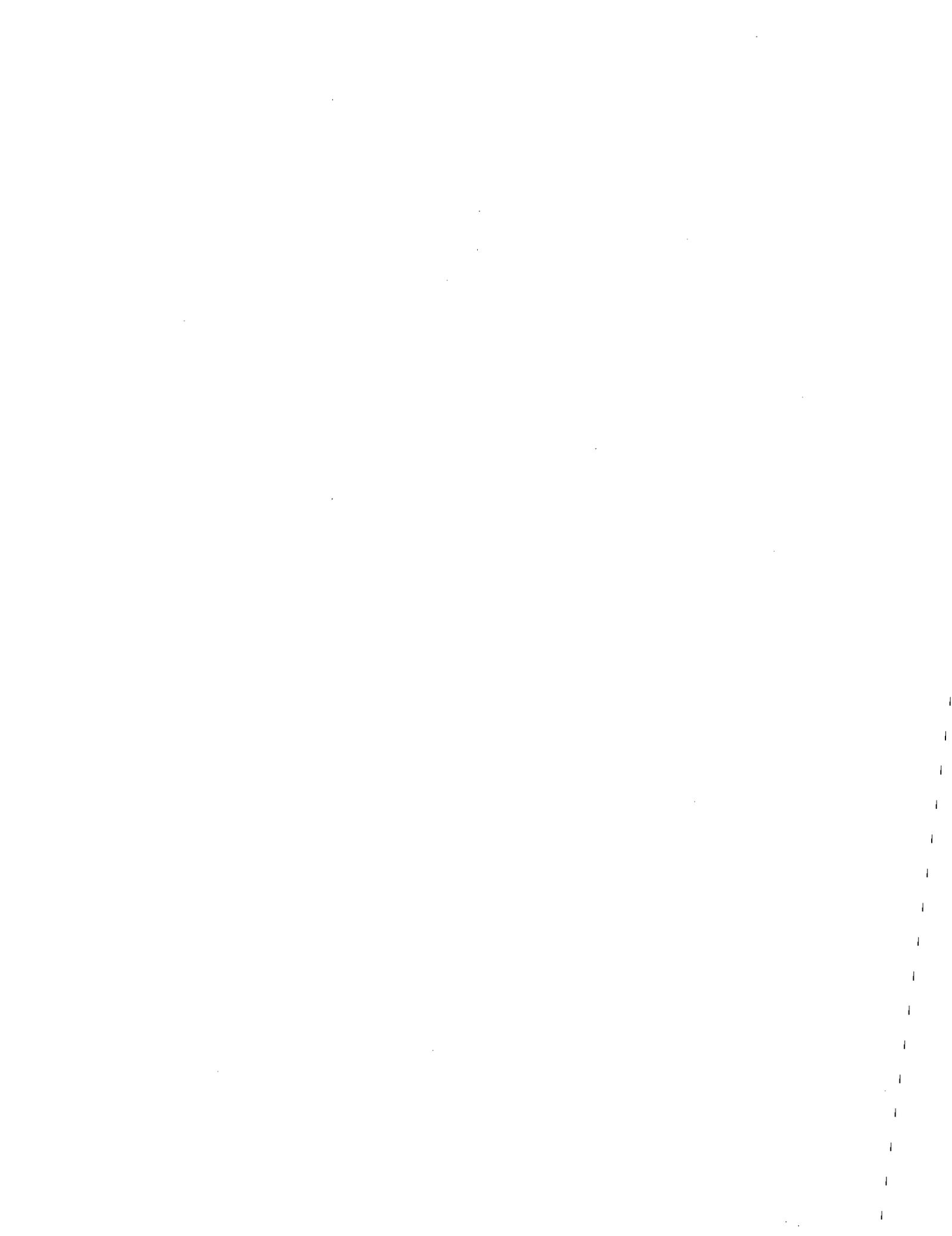
TECHNOLOGY COURSES TAUGHT

Dreamweaver, FrontPage, Project Management, Share Point, QuarkXpress, Adobe Suite,
Microsoft Office Suite, Visio, CorelDraw, Flash, HTML, JavaScript



Michael Dickey, Field Service Tech.

Michael has over 9 years experience with Securus working in the Inmate Phone Service industry. He is skilled in all aspects of Securus equipment and systems and aggressively pursues good relationships with customers and co-workers alike.



DONALD W. LEE

6216 Sutter Avenue, Carmichael, CA. 95608 H: 916-944-1377 O: 916-944-8388
dlee@evercom.net

OBJECTIVE:

To obtain a Senior Sales Executive position where I can utilize my background in developing business, creating RFP responses and closing contracts.

QUALIFICATIONS:

Over six years experience demonstrating success in all areas of the sales process including achieving the ranking of #1 Account Executive, two out of the last three years.

EXPERIENCE:

Evercom Systems, Inc. – Account Executive, Western Region ***1998 – present***

- Developed, expanded and managed a five state territory, securing new contracts and growing existing business.
- Created and delivered proposals and product demonstrations to senior level decision makers.
- Outlined features and benefits of products and services to national trade show attendees.
- Delivered solid communications and creative approaches in negotiating contracts and increasing revenues through product upgrades and “hands-on” client management.
- Performed product highlights and demonstrations to internal personnel.

InVision Telecom – Field Service Technician ***Louisville, KY.*** ***1995 - 1998***

- Maintained customer facilities in a four state territory.
- Installed all necessary equipment at customer locations.
- Insured hardware integrity of all equipment installed at customer premises.
- Provided initial training for site personnel.

Sprint – Network Service Technician ***Kansas City, MO.*** ***1992 – 1995***

- Maintained network integrity across two-thirds of the country.
- Interfaced daily with customers, telephone companies and other common carriers.
- Isolated and repaired customer troubles, both domestic and internationally.

EDUCATION:

- Franklin University – Columbus, OH: BS in Business Administration and Finance
- US Army: Electronics and telecommunications.

DEBBIE CATES

5101 Antony Court
Arlington, Texas 76017
(817) 483-6013

OBJECTIVE

Position utilizing customer service, communication, business management, training and leadership skills to contribute to the overall growth, quality, and success of an innovative company.

EMPLOYMENT

Director, Customer Service **2006 – Present**
SECURUS TECHNOLOGIES, INC. DALLAS, TEXAS

Responsible for providing customer service support for Central Service Administration, Prepaid Calling, and Level I Technical Support Call Center servicing Inmate Calling Systems for numerous prison facilities. Also, responsible for customer service support through the Planned Project Team who supports all customer facilities.

Manager, Service Administration **1998 - 2006**
T-NETIX, INC. (A SUBSIDIARY OF SECURUS TECHNOLOGIES, INC.) CARROLLTON, TEXAS

Manage approximately 90 Central and Field Service Administration personnel servicing Inmate Calling Systems for numerous prison facilities. Establish and maintain processes and procedures, systems and technology, staff recruiting and development, and customer service relations. Served as a team member of the CEO Council.

Operations & Program Director **1996 - 1997**
PRIMROSE SCHOOL NE GREEN OAKS ARLINGTON, TEXAS

Responsible for staff recruiting and development, marketing and public relations, health and safety operations, and academic program.

Regional Director **1994 - 1996**
LA PETITE ACADEMY, INC. FORT WORTH, TEXAS

Managed operations of multi-unit childcare facilities including financial operations, staff recruiting and development, marketing and public relations, health and safety regulations, and maintenance and repairs of all properties including fleet vehicles. Responsible for field computer operations. Served as team member of CEO Customer Service Task Force.

Director **1991 - 1994**
LA PETITE ACADEMY, INC. MANSFIELD, TEXAS

Managed all aspects of business including financial operations, staff recruiting and development, marketing and public relations, health and safety, maintenance and repairs of all site properties.

EDUCATION

MAJOR: TARRANT COUNTY JUNIOR COLLEGE **1992-1994**
Child Development - 6 hours; Childcare Management - 6 hours HURST,
TEXAS

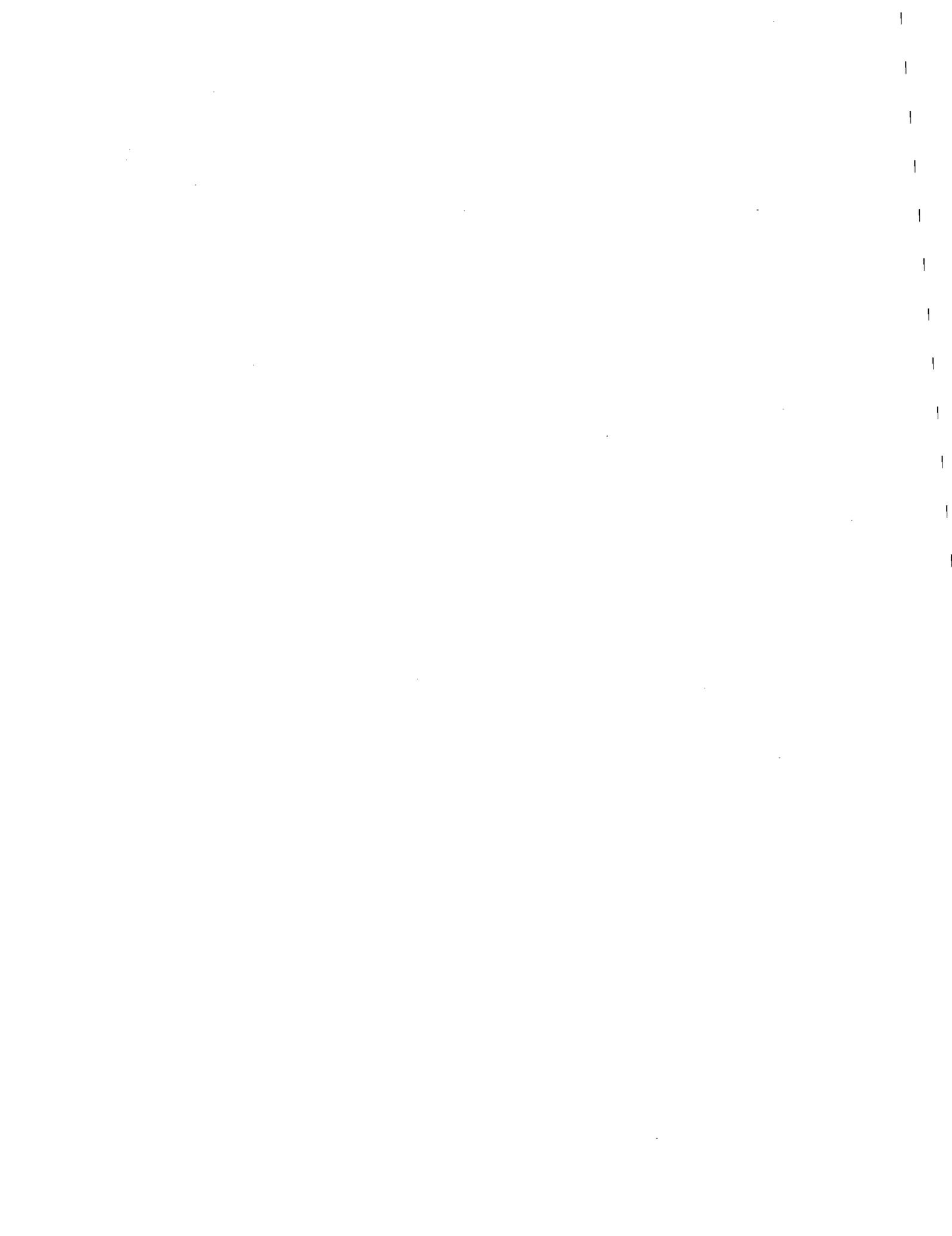
Minor: 60 Continuing Education credit hours to meet Texas Department of Human Services Director qualification.

Computer Classes: Microcomputers/Ms-Dos, Windows, WordPerfect, Microsoft Excel

Major: **Executive Secretary** **1970 - 1972**
DRAUGHAN'S BUSINESS COLLEGE LUBBOCK, TEXAS

SKILLS

- DOS/Windows, WordPerfect, Microsoft Word, Excel, Lotus, QuickBooks, Publisher, Visio, PowerPoint, MapPoint and Outlook
- Typing - 70 wpm



- ↳ Ten Key - by touch
- ↳ PIII, Combridge, Telequip and CPS Inmate Calling Systems platform knowledge
- ↳ Heat Tracking System, Apropos Resource Manager, PCAnywhere, Telbase, Paradox



Billy E. Ryan

308 Crestview
McPherson, Kansas 67460
(620) 241-7091
(620) 242-7933
bryan49@peoplepc.com

Summary

Upper level management with a proven record of accomplishment in operational management, project management, design, specifications, installations and budgeting. Has managed operating companies technical staff including, fiber optics, outside plant, central offices, cellular, paging, and ISP operations, including the following:

- As the second employee of KINI, built the operations staff for the company on both the cellular side and the wireline side of the house. Responsibilities included budgeting, building out a fiber optic network of over 1350 miles of plant, building the state wide cellular network of towers and interconnecting facilities, paging and ISP facilities. Putting in place and managing the maintenance force for all the operations of Kansas Cellular and Kin Networks, Inc.
- Managed up to 92 technical staff for the maintenance and continuing project work for the KINI companies.
- Managed my own company, contracting installation work in the central offices of telephone companies and PBX installation for business customers.

Professional Experience

T-Netix, Inc., Carrollton, TX
Customer Service Manager

Sept. 2004 to Present

Management of Customer accounts and interaction with customers to insure quality telephone Service at their facilities. Working as a liaison between the customer base and corporate Network Service center to insure customer concerns and issues are resolved.

Piping Technology Company, McPherson, KS
Sampling Technician

May 2003 to Sept. 2004

Acquisition and analysis of products being stored and transferred from the storage facilities to insure product quality and integrity as defined by industry standards.

SC Telecom, Wichita, KS
Engineering Manager

Jan. 2002-July 2002

Supervision of engineering projects ,both central office and outside plant installation . Design the layout of new central office (DC power requirements, ironwork and cable runway design, HVAC requirements, Equipment location in various relay racks, and standby power requirements.)

Fujitsu Network Services, Plano, TX
Area Director for installation services

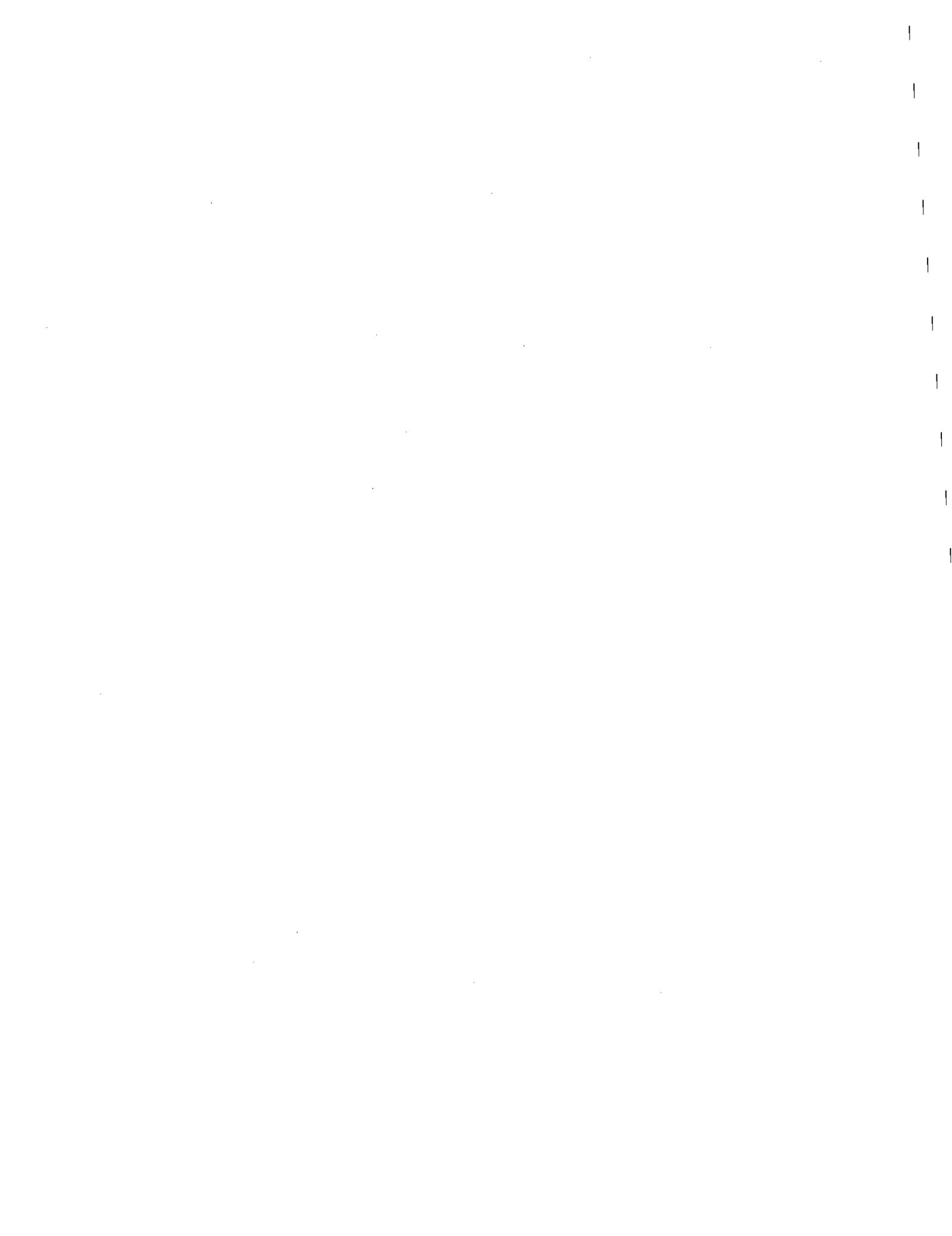
March 2000 – Nov. 2001

Supervision of all aspects of installation of central office equipment including supervision of installation personnel, network design, specifications, close out documentation, and working with telephone engineering departments.

KINI L.C. (Kansas Cellular, Kin Networks, Inc.), Salina, Kansas
Director of Operations

Nov. 1989 – Dec. 1999

Directly reporting to the Vice-President of Engineering and Operations I had indirect P&L responsibility for all operational aspects of installation projects, maintenance, and daily operations of all the outside plant including; 1350 route miles of fiber optic cables and terminal equipment, cellular



towers and the cellular equipment at the towers, POPs and co-locate spaces, site, and right of way acquisition; Central office switching and the building and grounds of the switching facilities.

- Built the cellular system throughout the state of Kansas in 15 RSAs with 152 cell sites when the company was purchased by Alltel

KINI L.C. (Kansas Cellular, Kin Networks, Inc.), Salina, Kansas
Director of Operations

Nov. 1989 – Dec. 1999

- Built the fiber optic backbone of 1350 miles with OC-48 Nortel electronics and had the approval to install five OC-192 rings throughout the state when I left the company.
- Had overall management responsibilities for all cellular, fiber, switching, paging, ISP, central office, POP and co-locate facilities on a project build and then on a daily operations basis.
- Built a work force staff of 91 technical people.
- Perform budget preparation and review projects in relationship to budgeted dollars

Phone Systems, Inc., Emporia, KS
Owner and President

June 1983 – Nov. 1989

Provided contract labor for independent telephone companies for installation of new equipment or reconfigurations. Equipment included central office switching frames, MDF expansions, power expansions, carrier equipment, DSX jackfields, subscriber carrier, ANI equipment, PBX installation and programming and maintenance.

- Performed all management functions for the business.
- Supervised all employees
- Made the customer calls to get the contracts, quoted and designed the project installations or reconfigurations

Broadfoot Communications, Gt. Bend, KS
Co-Owner of Company

Nov. 1978 – June 1983

Supervised/installed various SXS telephone switching systems. Coordinated jobs with independent companies' management personnel to design the installation and reconfiguration of projects.

Contel of Kansas, Hesston, KS
Central Office Technician

June 1976 – Nov. 1978

Scheduled and applied preventive maintenance practices over five Central Offices and one PABX. Included N2 and N3 toll carrier facilities and repeater span lines.

Broadfoot Communications, Gt. Bend, KS
Installer

Nov. 1973 - May 1976

Installed and tested, per engineers' specifications various telephone switching and traffic monitoring equipment. (Stromberg Carlson, Automatic Electric SXS, ITT Step-by-Step, Alston Traffic Scanner, Subscriber Carrier Terminals)

Education

Agilent Technologies- February 2004
H2293A Fundamentals of Gas Chromatography (Web based Training)

Bachelor of Science – Business 1971
Emporia State University, Emporia, Kansas

12 credit hours in electronics 1977
Hesston College, Hesston, Kansas

References Available Upon Request

John E. Jacoby

Field Service Manager

Securus Technologies Operations Team

John Jacoby has been with Securus Technologies for 10 years in various management positions. He has an additional 20 years of customer service experience in other industries. Current management responsibilities include overseeing all Field Technicians and Field Site Administrators at state DOC's, county jails and other private prisons and jails in a four state region

Management responsibilities include coordination, planning, budgeting and directing the regional field service activities in region. In addition, John is part of the training team for all Securus Field Technicians. He has in-depth knowledge of telephony, Securus Inmate Calling Systems, software, repair and maintenance and the correctional industry.

Mr. Jacoby has completed 3 years of course study in Economics at the University of Colorado, Denver Center.

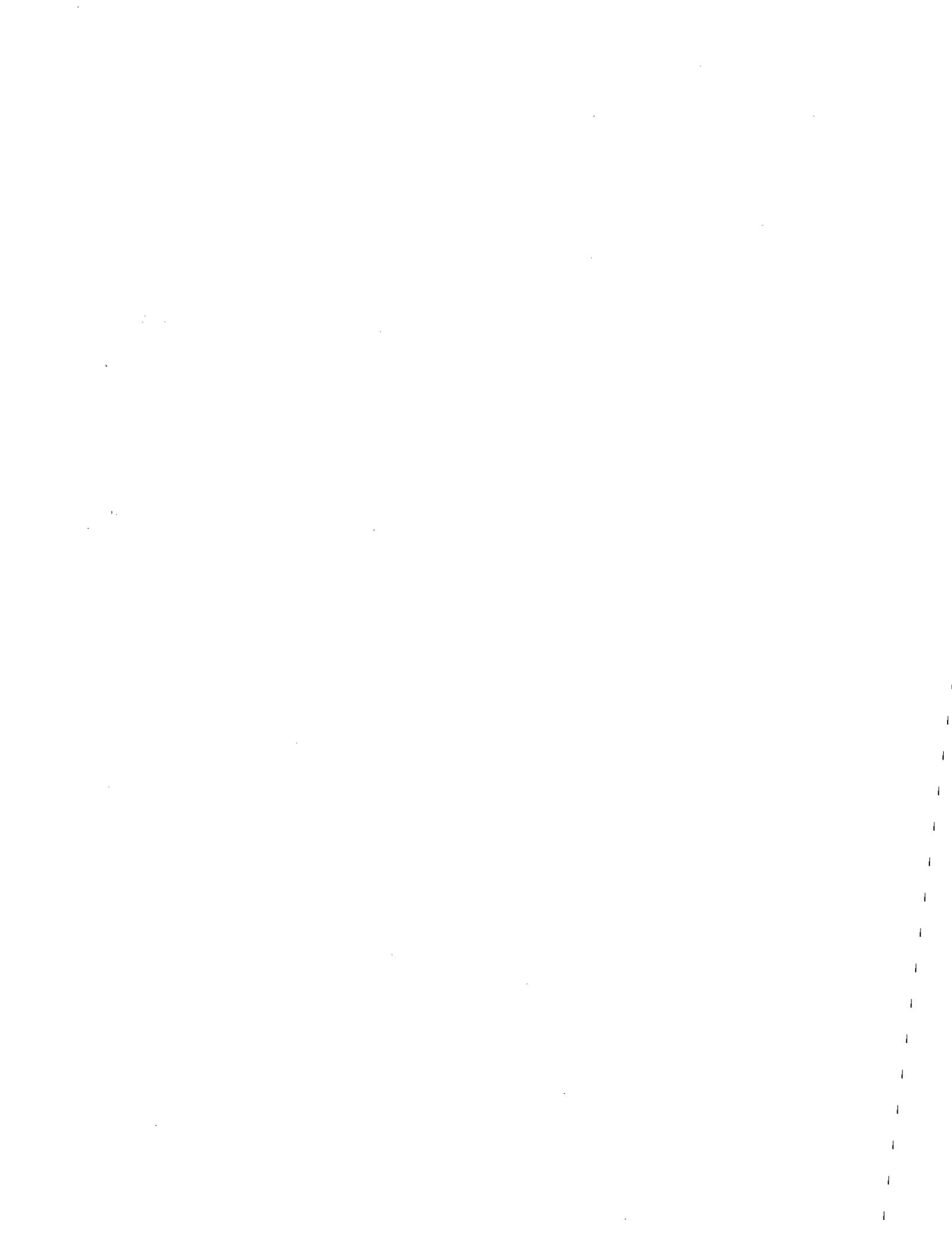
References:

Lt. Richard Church
Salt Lake County Adult Detention
Detention Lt.
Salt Lake City, UT
801-743-5510

Joel French
Inmate Telephone Supervisor
ASP Perryville
623-853-0304 ext. 24015

Dave Peck
Inmate Telephone Supervisor
ASP Tucson
520-574-0024

Del Jorgensen
Telecommunications Manager
UT DOC Draper
801-576-7654



Wayne Bradley

166 Meadowview Circle

Van Alstyne, Texas 75495

(903) 482.0835

Professional Profile

Twenty One years of telecommunication experience. Highly motivated self starter, continuous self developer, with a record of success in leading and developing administrative, technical, sales and logistics staff. Inventive problem solver. Deliverable responsible. Effective improver of morale and conflict solver.

Employment History/Experience

Employment History/Experience

Securus Technologies Inc.

01/31/05 - Present

Quality Manager

Responsible for the completion and oversees all aspects of installations. Familiar with a variety of the fields concepts, practices, and procedures. Extensive experience and judgment on planning and accomplish goals. Lead and direct project engineering, coordination, and onsite installation. Also responsible for scheduling, hiring, training, performing performance reviews, planning and meeting budget requirements.

TEKsystems EF&I LLC

05/19/03 - Present

5600 Oakbrook Parkway, Norcross, GA

William Osborne

Quality Manager

The services provided to this organization include, ISO 9001/TL9000 management representative. Develop TEKsystems processes and tracking documentation (Level 1 through Level 4). Represent TEKsystems in all matters concerning ASQ and Questforum. The single point of contact for all quality repository entry. Perform internal/customer quality audits and monitor corrective action for all engineering and installation craftsmanship. Chair the monthly departmental and Quarterly EF&I quality meetings. Chair and present results at the Semi-annual and annual Executive quality review meetings. TEKsystems single point of contact for all ILEC and CLEC quality related issues. Provide responses to all RFQ quality concerns. Coordinate and represent TEKsystems in all QPA and QAT customer reviews. Establish, teach and track EF&I training, for all internal and customer requirements.

Volt Telecommunications Group

09/2002 - 05/2003

2512 Summit Ave., Plano, TX

Rodney Wright

EFI/T&T Lead Technician

Duties included; Team Lead, installation and testing of;
(Tyco/Lucent/Loran Battery plants, RC48, NCOE, DMACs, NTP, DTP and RADMUX equipment).
Also required to re-engineer projects in the field and create bill of materials if needed.
Responsible for field coordination between the customer and the office as it pertains to each project.

Reason for Leaving: (Work load insufficient to support full time employment.)

Kopper Kettle Concessions LLC
06/2002 - 03/2004
166 Meadowview Circle, Van Alstyne, TX

Member / Owner

Company focus; Event concessions.

Business legally dissolved: Partner investment not forthcoming.

EngineX Networks Inc.
08/2001 - 03/2002
1420 Presidential Dr. Richardson, TX.
Stacey Leavell, Tel: 972.897.5349

EFI/T&T Operations Manager

Responsible for National and International EF&I Operations activities.

Provide results and assist in development of department budget. Manage profit and loss, project quoting, scheduling, workload, material logistics, contract negotiations and tool procurement.

Recruite in house staff and contracted workforce,

Participate in new business development, and customer review meetings.

Develop time and expense quotes - responsible for customer approval of all additional work.

d Oversee all Solutions Architect scheduling and cooperative activities with customer and other internal epartments.

Responsible for all Lab activity, customer and problem resolution "proof of concept" and documented results.

Reason for Leaving: (Company Closure)

NorthStar Communications Group Inc.
03/2001 - 08/2001
1009 Jupiter Road, Suite 500 Plano, TX
Howard Richards, Tel: (individual has relocated, number not available at this time)

EFI/T&T Project Manager

Responsible for all Global Crossing project; pricing, sub-contract pricing, material procurement, project engineering, facilitation, installation, testing, completions, quality assurance and final documentation.

Provide responses to new business and support all requests for quotes (RFQ).

Compose installation and test sub - contracts and evaluate contracted support staff.

Responsible for this accounts profit and loss.

Reason for Leaving: (Department closure)

Prism Communications Services
12/1999 - 12/2000
2323 North Central Expressway Richardson, TX
Stacey Leavell, Tel: 972.897.5349

**Manager III (National) Customer Scheduling
(Texas) Field Operations**

Support of this organization included;

First escalation point for all customer scheduling issues.

Oversee all customer project scheduling, installation and test activities within the DSL, ADSL, VOIP scope.

Track new customer sales from date of sale to final install, test and turnover of completed project to customer care.

Control, maintain and archive, project scheduling, installation, test and completion documents.

Initiate customer billing activities.

Had responsibility for profit and loss of the Texas market area.
Hiring manager, also negotiate and approve contractors, their contracts and rates.
Reason for Leaving: (Company Closure)

Nortel Networks
07/1997 - 12/1999
2221 Lakeside Blvd Richardson, TX
Stacey Leavell, Tel: 972.897.5349

**Operations Coordinator Broadband Wireless
Operations Support Specialist (DMS)**

Coordinated all project start dates, material procurement, engineering, installation and test related activities of 100 plus supervisors and technicians within a customer focused, field research and development (R&D) environment on

Reunion/Nortel products.

Negotiate all contractor rates and schedules. Approve all contractor time and expense.

Manage installation and testing activities through metric processes.

Update Executive staff daily of all BWA account activities.

Develop functionally priced, Time and expense quotes.

Schedule warranty and software upgrades.

Reason for Leaving: Advancement opportunity with Prism Communications.

CDI Telecommunications (MCI support)
03/1993 - 06/1997
2425 North Central Expressway, Suite 101 Richardson, TX
Jamie Neilson, (No longer associated) CDI Tel: 800.527.0373

EFI/T&T Project Supervisor/Senior Field Engineer (Fiber Optic/International Satellite)

Coordinate National and International project activities in the Satellite, Fiber Optic and Microwave environments. Conduct customer project information meetings, site surveys and establish scope of work. Responsible for project cost.

Establish project time lines, pre to post installation.

Confirmed engineering accuracy and re-engineer discrepancies to insure that project requirements were met.

Coordinated material and personnel schedules.

Confirm software needs and coordinated upgrades.

Reason for Leaving: No career advancement available.

Affiliations

2004 American Society for Quality (Member)

Education/Training

TEKsystems 2003/2004

- Pursuing ISO/TL knowledge.
- AT&T 106 quality training
- Verizon IP72202
- Asbestos trainer Certified (floor drilling)
- Hilti Firestop Certified.
- SBC Collocate

Volt 2002 / 2003

- 3M Firestop Certification
- AT&T 100, 170 & 669; MOP, installation and battery plant testing standards.

EngineX 2001

- Dealing with Difficult People (Executive Seminar Series - Matrix)
- Telcordia Standards (GR-1275, GR-1502, GR-2981 & GR-63 Core)

Prism: 2000

- TCP-IP (Nortel)
- 1 Meg modem overview (Nortel)
- Baystack 1100 (Nortel)

Nortel: 1997-1999

- Management Assessment Program
- Management Leadership Forum 1
- Breakthrough Leadership
- Ambassador Training
- Mentee Workshop
- CBT 1143 DMS Super node system maintenance
- ISO9000 and ISO9001
- TP76300, TP76400 and TP76900 (Southwestern Bell)

MCI: 1994-1997

- MCIT 059-357-3001 Transmission systems Construction (Field Engineering) Certification
- ISO9000

Southern Training Institute: 1992

- TAO14 Class A; Installation of Petroleum Equipment
- TAO14 Class B; Removal of Petroleum Equipment and recovery of Contamination and monitoring.
- Mobil - Quality Improvement Group - Total Quality Management Training.

Community College Air Force: 1982

- Personnel Management (Phase II)

Eastern Washington University: 1982

- Human Communications

Community College Air Force: 1980

- Personnel Management (Phase 1)

Community College Air Force: 1977 - 1978

- Science of Aerodynamics, Metallurgy, Aircraft Fuel Systems

Mountain Home High School: 1976 Graduate

U.S. AIR FORCE: 1977 - 1983

- Honorable Discharge

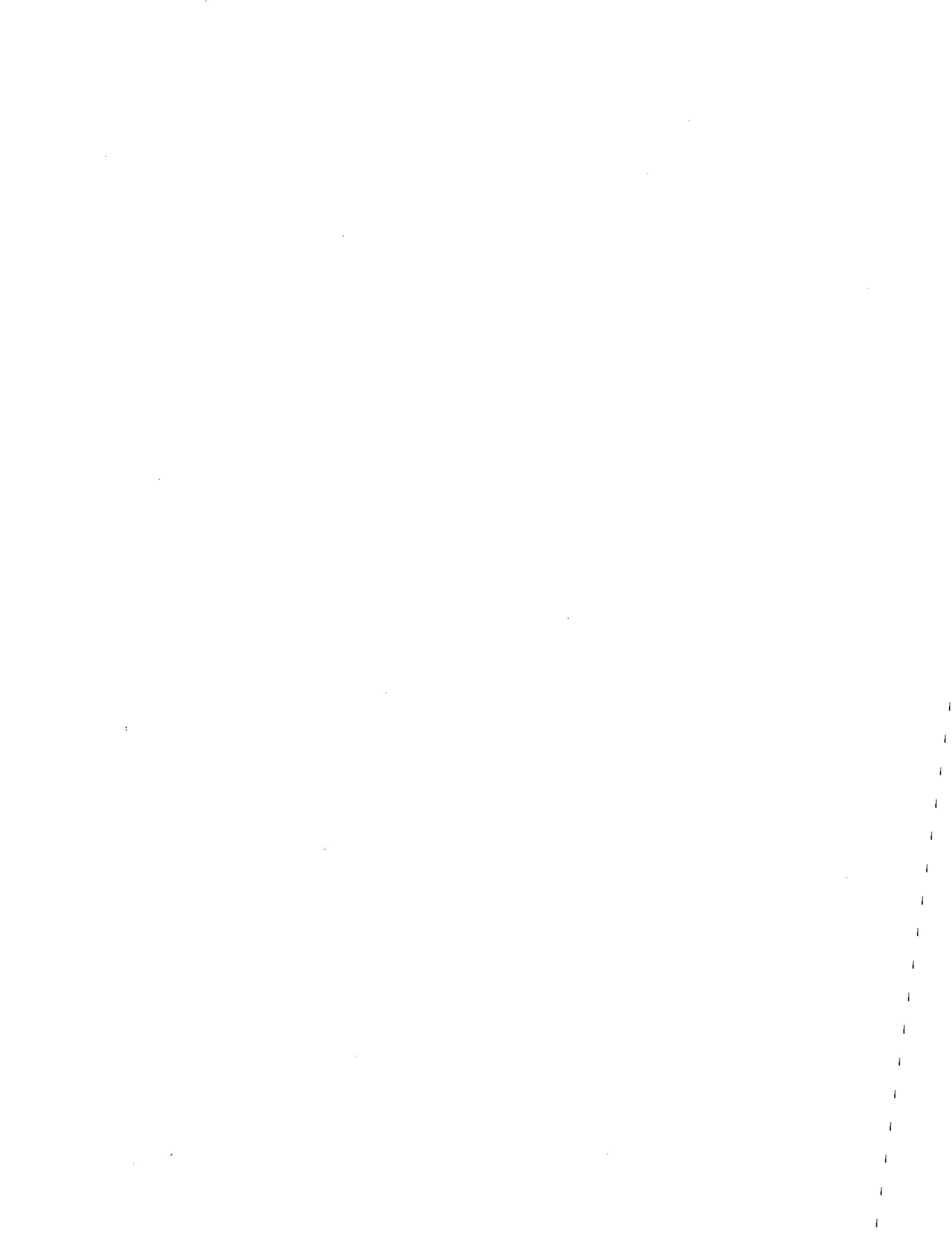
Computer Skills

DOS: DOS, MSDOS, SmartCom, Professional Write, Ezcode, Norton Commander

Microsoft: Outlook, Winzip, ProComm Plus 2.0, Delrina Win fax, Quicktime, Lotus 1-2-3, Word Perfect, Word, Excel, NEC video, Cylogic Voice, Audio Application, Window Sound System, Adobe Acrobat, Windows 3.1, 95 - 98, Windows NT, Windows 2000 & 2001, Windows XP, Microsoft Project and Visio, AutoCAD 2000 & 2001. Internet - Intranet systems (LAN and WAN).

Macintosh: OS 8.5 and prior.

Database: TBS - Telecom Business Solutions, InnerCom, Clarify, Clientele, MS Access.



Billable Local Exchange Carriers

4772	XO VIRGINIA, LLC
2456	MALHEUR HOME TEL CO
3808	AERO COMM INC - IL
1790	GTE OF AR
662	VANLUE TEL CO
1501	WEST CENTRAL TEL
8870	SOUTHWESTERN BELL AR
97	GERMANTOWN TELCO INC
2400	UNITED TEL CO OF NW
1302	SPRINGVILLE COOP TEL
3320	CONTOOCOOK VLY TEL
7893	XIT TEL & TECH INC
1842	UNITED TEL CO OF KS
3028	SUMMIT TEL
4401	IAMO TEL CO - MO
1109	HICKORYTECH
189	ARMSTRONG TEL CO PA
4336	FRONTIER COMM OF TN
1242	MILES COOP TEL ASSN
1036	VERIZON NORTH - IL
242A	UNICOM - WA
2217	ATX TELECOMM SVCS-MD
5130	VERIZON NEW YORK-NY
2038	BLOSSOM TEL CO
2804	RICHMOND CONNECTIONS
1553	GLENWOOD TEL MEMSHP
2034	WYANDOTTE TEL CO
849	BLACK EARTH TEL CO
2225	CENTURYTEL OF ID
494	PINEVILLE TEL CO
4311	GTE NORTH INC - IA
654	RIDGEVILLE TEL CO
4321	VERIZON NW-ID
779	VERIZON NORTH INC IN
4263	NORTHSTAR ACCESS
2277	CENTRAL UTAH TEL INC
1885	ALLTEL MISSOURI
912	FRONTIER CM MONDOVI
3268	RURAL NETWORK-ID
9636	QWEST CORPORATION
5191	BELLSOUTH TELECOM-FL
69	WAITSFLD-FAYS TEL CO
661	UNITED TEL CO OF OH
612	FARMERS MUT TELCO OH
5120	VERIZON NEW JERSEY
7849	NTELOS NETWORK-VA
1293	SHARON TEL CO
4792	XO NORTH CAROLINA
3022	ACS OF ALASKA, INC.

433	LAFOURCHE TEL CO
1179	FENTON COOP TEL CO
5001	SW BELL OP SVCS - AR
2060	COMANCHE CTY TEL CO
1758	COUNCIL GROVE TEL CO
2151	TAYLOR TEL CO-OP INC
844	BADGER TELECOM INC
2210	WILLARD TEL CO
9789	CENTURYTEL-AL (NO)
896	LAKEFIELD TEL CO
568A	SUPERIOR TECHNOLOGIE
471	CENTRAL TEL CO OF NC
2169	SAN CARLOS APACHE
1335	WESTSIDE INDP TEL CO
558	CONVERSENT COMM - NJ
506	UNITED TEL CO CAROL
778	HOME TEL CO - IN
8155	ROYAL PHONE CO - IL
1927	NEW FLORENCE TEL CO
1303	COOPERATIVE TEL EXCH
645	OAKWOOD MUTUAL TEL
1631	RED RIV RURL TEL ND
1959	ATX TELECOMM SVCS-NJ
1057	GALLATIN RIVER COMM
2052	CENTRAL TX TEL CO-OP
9325	AMERITECH INDIANA
1276	PRESTON TEL CO - IA
772	VERIZON NORTH-IN
318	FRONTIER CM OF SOUTH
1567	KEYSTONE-ARTHUR TEL
922	CENTURYTEL NO WEST
1176	FARMERS TEL CO - IA
1158	MINBURN TELECOMM
1177	FARMERS TEL CO
1228	LONE ROCK COOP TELCO
8708	HAWARDEN MUNCIPL UTL
1173	FARMERS MUT TEL
859	CENTRAL STATE TEL CO
551	WILLISTON TELE CO
1243	MILLER TEL CO
526	VERIZON SOUTH-SC
1230	NORTHEAST IA TEL CO
1265	ONSLOW COOP TEL ASSN
61	NORTHFIELD TEL CO
291	GTC, INC. FL
2171	ARIZONA TEL CO
MB33	BIC REVENUE RCVY
379	PLANT TEL CO
2356	RIO VIRGIN TEL CO
148B	CONVERSENT COMM. VT
1669	MCCOOK COOP TEL CO
2105	LIPAN TEL CO

4425	GA ALLTEL TELECOM
1328	WEBS-CALH COOP TEL A
1172	FARMERS MUTUAL TELC
1649	BERESFORD MUNCPL TEL
1512	WOLVERTON TEL MN
1799	DAKTEL COMM, LLC-ND
1129	CITIZENS MUT TEL CO
7988	COX NE TELECOM
2371	CASCADE UTILITIES
5163	QWEST CORPORATION-OR
4618	ITC DELTA COM - LA
1136	COON CREEK TEL CO
1965	ALLTEL OKLAHOMA
1020	GRAFTON TEL CO
8306	VIDEOTRON TELECOM
1845	WAMEGO TEL CO INC
1483	SLEEPY EYE TEL CO
1409	HUTCHINSON TEL CO
4793	XO ARIZONA, INC.
705	CENTURYTEL OF N MI
8225	NO FRONTENAC TEL CO
346	BLUE RIDGE TEL CO
7521	XO NEVADA, LLC
2182	BLANCA TEL CO
4366	NEX-TECH, INC - KS
2029	TERRAL TELE CO
2489	MID-IOWA TEL-IA
233	VERIZON SOUTH-VA
429	E ASCENSION TEL, LLC
149	FRONTIER CM BREEZEW
4418	FRONTIER CM MI-OH
1075	REYNOLDS TEL CO
2976	CORECOMM - PA
909	MIDWAY TEL CO - WI
775A	BRISTOL VIRGINIA UTI
990	CLARKSVL MUT TEL CO
1381	DUNNELL TELE CO
839	YEOMAN TEL CO INC
1284	RUTHVEN TEL EXCH CO
2220	FILER MUTUAL TEL CO
35	BRAHMACOM INC BA
5104	QWEST CORPORATION-MT
9212	VERIZON MARYLAND INC
2159	VALLEY TEL CO-OP INC
1160	FARMERS & BUSINESS
4048	MAINSTREET COMM
284	BUTLER TEL CO INC
959	CENTURYTEL OF THORP
5213	SOUTHWESTERN BELL-MO
1611	DICKEY RURL TEL COOP
756	CRAIGVILLE TEL CO
1135	CONTEL KS DBA GTE IA

1015	VERIZON NORTH-IL
1347	ALBANY MUT TEL ASSN
1146	CUMBERLAND TEL CO
816	S&W TEL CO INC
950	CENTURYTEL OF NW WI
1011	FRONTIER CM LAKESIDE
8216	EXCULINK TELECOM ON
2319	VERIZON CALIF. INC
341	SPRINT UNITED TEL FL
502	STAR TEL MEMB CORP
2348	CENTRAL TEL CO NV
210A	SUPERIOR TECH - MI
7010	LONG LINES METRO SD
4111	SIGECOM, LLC
3401	FRONTIER COMM OF OR
5247	SUNFLOWER CABLE KS
1525	THREE RIVER TELCO
6151	BTC, INC.
45	KEARSARGE TEL CO
286	NATL TEL CO OF AL
1203	HUBBARD COOP TEL
1326	WALNUT TELEPHONE CO
856	BURL BRI & WHE TEL
283	BRINDLEE MTN TEL CO
2354	FRONTIER COMM OF NV
1092	STELLE TEL CO
1343	WYOMING MUT TEL CO
301	FRONTIER CM LAMAR CT
535	NORWAY TEL CO INC
3030	ACS OF THE NORTHLAND
1615	GRIGGS COUNTY TEL CO
1809	MUTUAL TEL CO
248	SCOTT CO TEL COOP
1087	VIOLA HOME TEL CO
365	GLENWOOD TEL CO INC
1450	PARK REGION MUT TEL
974	WOOD COUNTY TEL CO
3100	HAWAIIAN TELECOM-HI
559	CONCORD TEL EX INC
5173	NEVADA BELL - NV
385D	COX OHIO TELCOM - OH
4602	HUTCHINSON TELECOMM
1123	FRONTIER CITIZENS MN
5283	SBC LONG DISTANCE RI
1601	ABSARAKA COOP TEL CO
3000	ACS OF ANCHORAGE
5101	QWEST CORPORATION-AZ
898	CENTURYTEL READFIELD
682	FRONTIER CM OF MICH
1167	IOWA TELECOM - NO
237	HIGHLAND TEL COOP
1399	GRANADA TEL CO

1440	CANNON VLY TELCOM IN
578	TELLICO TEL CO
71	ARMSTRONG TEL CO NY
122	FRONTIER CM SENECA
4300	RED RIV RURL TEL MN
3614	GRUNDY CTR COM UT IA
109	ALLTEL NY INC JAMEST
281	VERIZON NORTH INC.
4343	GTE SOUTHWEST - OK
633	MIDDLE PT HOME TEL
2013	OKLAHOMA TEL&TEL
2323	WINTERHAVEN TEL CO
3201	PUERTO RICO TEL CO
574	CENTURYTEL COLT-COL
1495	VALLEY TEL CO
2315	EVANS TEL CO
2185	CENTURYTEL OF EAGLE
7991	SADDLEBACK COMM CO
5141	QWEST CORPORATION-IA
1798	ACME COMM INC - IN
747	CENTURYTEL CNTL IN
3610	RESERVE TELECOM LA
414	MT RURAL TEL COOP
106	ALLTEL NY INC FLTN
36	GRANBY TEL & TEL CO
5181	BELLSOUTH TELECOM-AL
9329	AMERITECH ILLINOIS
1917	MID-MISSOURI TEL CO
6112	PRIMELINK, INC.
544	ST STEPHEN TELCO
1231	MESCALERO APACHE NM
7661	COX CA TELCOM
7061	ATX TELECOMM RSLR
1310	TITONKA TELEPHONE CO
9920	XFONE USA, INC. - FL
943	RIVERSIDE TELECOM
5910	S & T COMM - KS
1957	UNITED TEL CO OF MO
659	TEL SERVICE CO
430	ELIZABETH TEL CO
533	MCCLELLANVL TEL CO
651	PATTERSONVILLE TEL
9740	PACIFIC BELL
2173	TOHONO O ODHAM UT AU
7344	XO TENNESSEE, INC.
4042	CUMBY TELEPHONE COOP
3722	CONVERSENT COMM - CT
2114	CENTRAL TEL CO TX
4338	CITIZENS COMM CO WV
829	TIPTON TEL CO INC
538	PIEDMONT RURAL TELCO
2198	PINE DRIVE TEL CO

1235	NULL
1149	NULL
4930	LOUISIANA COMPET TEL
4617	ITC DELTA COM - GA
886	VERIZON NORTH-WI
1175	FARMERS TELEPHONE CO
CXNV	COX NORTHERN VIRGINIA
1985	CROSS TEL CO
675	BARAGA TEL CO
527	HOME TEL CO - SC
5110	BELL ATLANTIC
165	DENVER & EPHRATA TEL
936	INDIANHEAD TEL CO
113	ALLTEL NY INC RED JK
2184	DELTA CNTY TELE-COMM
1128	FRONTIER COMM OF NE
5004	SW BELL OP SVCS - OK
5184	BELLSOUTH TELECOM-MS
1404	HARMONY TEL CO
8227	NO RENFREW TEL CO.
499	SANDHILL TEL CO
5003	SW BELL OP SVCS - MO
4620	ITC DELTA COM - NC
2286	S CEN UTAH TEL ASSN
402	ALLTEL KENTUCKY
4053	CONVERSENT COMM - NH
2071	FIVE AREA TEL CO-OP
777B	PLATEAU TELECOMMS NM
934	CENTURYTEL PLATTEVL
577	FRONTIER VOL STATE
606	CONNEAUT TEL CO
1873	ALLTEL MISSOURI
412	LEWISPORT TEL CO INC
340	CENTRAL TEL CO FL
194	FRONTIER CM OSWAYO
2613	ITC DELTA COM - TX
8087	ISLAND TEL CO LTD
5856	NO AMERICAN TELEC FL
3031	SCOTT COUNTY TEL CO
1370	CLARA CITY TEL EXCH
421	WEST KY RL TEL CORP
1222	LA MOTTE TEL CO INC
2975	CORECOMM - MI
801	CENTURYTEL OF ODON
1718	PRAIRIE GROVE TEL CO
1557	HARTMAN TEL EXCH INC
751	CITIZENS TEL CORP
2985	WEB FIRE COMM - TX
2135	SOUTHWEST TX TEL CO
532	LOCKHART TEL CO INC
570	LORETTO TEL CO INC
2244	LINCOLN TEL CO INC

1155	TELEPHONE USA OF WI
590	BENTON RIDGE TEL CO
8839	ADVANCED TEL - LA
4344	VERIZON SW INC. TX
837	WEST POINT TEL CO
769	LAKELAND TELECOM WI
1979	CHEROKEE TEL CO
841	CENTURYTEL CENCOM
2207	STRASBURG TEL CO
92	EDWARDS TEL CO INC
3849	RICHMOND NETWORKX
2320	TDS METROCOM - IL
1183	FRONTIER CITIZENS IL
713	HIAWATHA TEL CO
8240	TUCKERSMITH COMM
4253	BARAGA TELEPHONE CO
2392	PINE TELEPHONE SYS
1662	RC COMMUNICATIONS
1835	SUNFLOWER TEL CO INC
8050	BELL QUEBEC
738	WOLVERINE TEL CO
304	MILLRY TEL CO INC
454	FRANKLIN TEL CO INC
735	WESTPHALIA TEL CO
2166	W TEXAS RURAL TEL
9690	KY ALLTEL LEXINGTON
964	FRONTIER CM WI
7520	XO OHIO, INC.
1904	ALLTEL MISSOURI
4437	CENTURYTEL OF GEM-ID
634	MINFORD TEL CO INC
917	MOUNT VERNON TEL CO
557	CENTURYTEL OF CLAIBN
3356	FIDELITY COMM SV II
2154	VERIZON SW INC.-TX
24	SOMERSET TEL CO
1262	COMM 1 NETWORD INC
1380	DELAVAN TEL CO
1237	MARNE & ELK HORN TEL
7173	ELECTRIC LIGHTWVE WA
3029	NEWCASTLE TEL CO
110	FRONTIER ODGEN TELCO
2250	PROJECT TEL CO INC
356	COASTAL UTILITIES IN
1650	CTY BRKNGS MUNICIPAL
5020	VERIZON WASH - DC
1269	PALO COOP TEL ASSN
1193	VALOR TELECOMM NM #2
8083	TELUS COMM - QC
1000	VERIZON SOUTH-IL
9206	VERIZON NEW JERSEY
1264	OLIN TEL CO INC

2304	CP NATIONAL TELCO
5211	SOUTHWESTERN BELL-AR
1505	WIKSTROM TEL CO INC
1558	HEMINGFORD COOP TEL
1344	PRAIRIE TEL CO INC
7830	MID-RIVERS TEL CLEC
4417	FRONTIER CM MI
448	CALHOUN CITY TELCO
2395	CENTURYTEL OF OR
6080	COMPETITIVE COMMS CA
7049	UNICOM
9214	VERIZON WEST VA
857	CENTURYTEL OF CASCO
666	WESTERN RESERVE TEL
831	VERIZON NORTH - IN
8091	SASKATCHEWAN TEL COM
8205	BRUCE MUNICIPAL TEL
4365	NEX-TECH, INC.
881	MID-PLAINS TEL INC
1422	LONSDALE TEL CO INC
417	SALEM TEL CO
956	CENTURYTEL OF N WI
425	CAMERON TEL CO
7175	ELECTRIC LIGHTWVE AZ
1674	ROBERTS CNTY TEL COP
8758	XO GEORGIA, INC.
1668	KENNEBEC TEL COMPANY
1677	SIOUX VALLEY TEL CO
4322	FRONTIER COMM OF MT
1156	E BUCHANAN TEL COOP
1225	LEHIGH VLY COP TEL A
85	CROWN PT TEL CORP Y
2059	COLORADO VLY TEL CO
880	FARMERS TEL CO - WI
8340	XO NEW YORK, INC.
895	CENTURYTEL OF WI
7804	TDS METROCOM - WI
1188	GOLDFIELD TEL CO
3726	CEDAR VALLEY - TX
7174	ELECTRIC LIGHTWVE CA
316	RAGLAND TELEPHONE CO
9104	VERIZON NEW YORK INC
5131	VERIZON NEW YORK-CT
1181	VALOR TELECOMM TX #2
193	N PITTSBURGH TEL CO
875	DICKEYVILLE TEL CORP
7774	ADVANCED TEL INC.
7185	R & B NETWORK INC
411	LESLIE COUNTY TEL CO
8214	HAY COMM COOP LTD
3002	BETTLES TEL CO
575	TENNESSEE TEL CO

4622	ITC DELTA COM - TN
612C	COX GEORGIA TELCO GA
1259	NORTHERN IA TEL CO
256	ARMSTRONG TEL CO WV
1456	UNITED TEL CO OF MN
1840	TWIN VALLEY TEL INC
3402	FRONTIER GOLDEN ST
2153	TEXAS ALLTEL INC
9210	VERIZON DELAWARE INC
619	GLANDORF TEL CO INC
1508	WINTHROP TEL CO
2386	MT ANGEL TEL CO
1041	KINSMAN MUT TEL CO
1826	RURAL TEL SERV CO
1974	CANADIAN VALLEY TEL
9638	QWEST CORPORATION
2416	VERIZON NORTHWEST
300	HOPPER TELECOMM CO
253	VIRGINIA TEL CO
614	FORT JENNINGS TEL CO
5143	QWEST CORPORATION-NE
517	ALLTEL S CAROLINA
9788	CENTURYTEL-AL (SO)
744	CAMDEN TEL CO INC
8304	ALLSTREAM CORP.
1162	FARMERS COOP TEL CO
576	PEOPLES TEL CO INC
7189	COX VIRGINIA TELCOM
1761	CUNNINGHAM TEL CO
8964	XO D.C., INC.
2143	S PLAINS TEL CO-OP
1442	NEW ULM RURAL TEL
2061	COMMUNITY TEL CO
1252	MUTUAL TELEPHONE CO
893	US LEC COMM - LA
607	CONTINENTAL OHIO
1936	PEACE VALLEY TEL CO
1778	GORHAM TEL CO INC
1009	C-R TEL CO
1199	HAWKEYE TEL CO
2283	SKYLINE TELECOM
476	ALLTEL N CAROLINA
1574	NEBRASKA CENTRAL TEL
2030	TOTAH COMMUNICATIONS
2419	HOOD CANAL TEL CO
1073	FRONTIER COMM PRARIE
5200	SO NEW ENGLAND TELCT
9758	OSAGE MUN COM UT IA
671	CENTURYTEL MIDWEST
5511	DATAVISION COMM-OR
1831	SO CENTRAL TEL ASSN
2214	TETON TELECOM

302	ALLTEL ALABAMA
952	SOUTHEAST TEL CO WI
2172	FRONTIER UTIL RURAL
5070	ILLINOIS BELL - IL
4450	FRONTIER NAVAJO COM.
4449	FRONTIER NAVAJO COMM
434	CENTURYTEL EVANGELN
2557	XO MINNESOTA, LLC
561	CROCKETT TEL CO INC
3026	NORTH COUNTRY TEL CO
50	WILTON TEL CO
1847	WHEAT STATE TEL CO
5220	WISCONSIN TEL CO-WI
7190	COX CABLE NEW ORLEAN
415	PEOPLES RL TEL CORP
1342	WOOLSTOCK MUT TEL
5192	BELLSOUTH TELECOM-GA
509	VERIZON SOUTH-NC
322	UNION SPRINGS TEL CO
4878	EASTLINK LIMITED
5142	QWEST CORPORATION-MN
1659	GOLDEN WEST TEL COOP
1882	FIDELITY TEL CO
1140	CONTEL MN DBA GTE MN
1093	YATES CITY TEL CO
1387	EMILY COOP TEL CO
7857	ORLANDO TEL CO/SYS
8092	NORTHWESTEL INC
1091	WOODHULL COMTY TELCO
1949	STEELVILLE TEL EXCH
1401	HALSTAD TEL CO
585	ARCADIA TEL CO
1762	CP-TEL NTKW SVCS LA
2454	WOODBURY TEL CO
1816	BLUESTEM TEL CO
792	MULBERRY COOP TEL
820A	TC3 TELECOM - MI
2410	CENTURYTEL COWICHE
2192	BIG SANDY TELECOM
1108	BARNES CITY COOP TEL
776	COMM CORP OF IN
1105	AYRSHIRE FMR MUT TEL
586	ARTHUR MUTUAL TEL CO
1981	CHOUTEAU TEL CO
8204	BROOKE TELECOM CO OP
656	SHERWOOD MUTUAL TEL
1810	UNITED TEL E KS - KS
1935	OREGON FARM MUTUAL
1502	WESTERN TEL CO
4429	FRONTIER COMM OF UT
856A	CTC EXCH SVCS - GA
3112	COMMUNITY AGCY-IA

4115	LAURENS MUN COMM UTI
2338	SIERRA TEL CO INC
1130	CLARENCE TEL CO INC
1683	DAKOTA CNTL TELECOM
1561	HERSHEY COOP TEL CO
429A	MIDCONTINENT COMMS M
8980	XO COLORADO, LLC
5112	VERIZON MASS - MA
1320	VAN HORNE COOP TEL
168	FRONTIER COMM OF PA
2362	CANBY TEL ASSN
7936	DIGICOM
4426	FRONTIER WHITE MTNS
9769	ORANGE CITY COMM IA
1038	FRONTIER CM IL
3620	OMNITEL COMM - IA
2194	NUNN TEL CO
3052	XO IDAHO, INC.
5010	VERIZON DELAWARE DE
442	CENTURYTEL OF SW LA
2246	MID-RIVERS TEL COOP
2295	SILVER STAR TEL CO
1147	DANVILLE MUT TEL CO
913	CENTURYTEL OF MONROE
2221	FARMERS MUTUAL TELCO
1383	EAGLE VALLEY TEL CO
311	OAKMAN TEL CO INC
432	KAPLAN TEL CO
CX78	COX TUCSON TELECOM
2321	HAPPY VALLEY TEL CO
1945	SENECA TEL CO
8228	NORTHERN TELEPHONE
8778	COX RI TELECOM
1261	NORTHWEST TEL COOP A
615	VERIZON NORTH-OH
358	DARIEN TEL CO INC
4465	FRONTIER CM SO - FL
1984	OKLAHOMA COMM SYS
2109	CONSOL COMM OF TX CO
257	SPRUCE KB SENECA RK
7215	INDEPENDENT NETWORKS
586A	ADVENT TEL - MI ULEC
2782	TELUS INTEGRATED COM
1808	MOUNDRIDGE TEL CO
588	AYERSVILLE TEL CO
4427	FRONTIER COMM OF ID
828	FRONTIER CM THORNTWN
827	SWEETSER RURAL TEL
344D	ONSTREAM COMMS - TX
436	CENTURYTEL OF N LA
364	GEORGIA TEL CORP
4069	COON RAPIDS MUN UTLY

1278	READLYN TEL CO
1476	SACRED HEART TEL CO
1232	LYNNVILLE COMM TELCO
368	HART TEL CO
3459	TC3 TELECOM INC-MI
914	EASTCOAST TELECOM
3872	DAYSTAR COMM - FL
1327	WEBB-DICKENS TEL COR
832	UNITED TEL CO OF IN
1098	ARCADIA TEL COOP
223A	UNICOM - OR
591	BUCKLAND TEL. CO.
73	BERKSHIRE TEL CO
1142	CENTURYTEL NW AR RSV
2360	CENTURYTEL OF OREGON
138	UNITED TEL CO OF NJ
8230	NEXICOM TELEPHONES
195	ARMSTRONG TEL CO NO
357	ALLTEL GEORGIA
9129	REINBECK MUN TEL UT
9417	BELLSOUTH SO BELL
68	TOPSHAM TEL CO
7176	ELECTRIC LIGHTWVE UT
2490	CBEYOND COMM - CO
43	DUNBARTON TEL CO
133	VERNON TEL CO INC
1581	PIERCE TELEPHONE CO
2200	FORT MOJAVE TELECOMM
1143	CENTURYTEL SILOAM SP
1122	CITIZENS TELECOM IA
1164	VALOR TELECOMM NM #1
4619	ITC DELTA COM - MS
945	SCANDINAVIA TEL CO
7094	GOLDFIELD ACCESS NTW
419	THACKER-GRIGSBY TEL
1782	HOME TEL CO - KS
290	FARMERS TELECOM COOP
9700	PACIFIC BELL REGION
649	ORWELL TEL CO
1133	C-M-L TEL OF MER IA
7077	COX CT TELECOM
1274	POSTVILLE DBA PTI CM
5115	VERIZON - VT
8081	EDMONTON TEL CO
375	NELSON BALL GROUND
7056	XO ILLINOIS, INC.
467	SMITHVILLE TELCO
4332	ALLTEL GA COMM CORP
498	SALUDA MOUNTAIN TEL
2449	VERIZON NORTHWEST
1413	K M P TEL CO
483	LEXCOM TELEPHONE

2174	SOUTHWESTERN TEL CO
5113	VERIZON - NH
9631	QWEST CORPORATION
217	AMELIA TEL CORP
788	MERCHNTS & FRMRS TEL
8223	MORNINGTON COM COOP
CX93	COX GAINESVILLE
1966	ATLAS TELEPHONE CO
8639	COX IA TELECOM
2204	COLUMBINE TELCO LTD
5781	LOCAL ACC PRIME - WA
4980	XO OREGON, INC.
3275	FIDELITY COMM-MO
157	TUOLUMNE ALLTEL PA
1357	BLACKDUCK TEL CO
800	NW INDIANA TEL CO
428	DELCAMBRE TEL CO
469A	TIER 3 COMMS - FL
1055	FRONTIER CM MIDLAND
2353	MOAPA VALLEY TEL CO
378	PLANTERS RURAL TEL
1951	STOUTLAND TEL CO
314	PEOPLES TELCO INC
3786	AERO COMM INC - KY
3333	COPPER VALLEY TEL AZ
1988	DOBSON TEL CO
970	CENTURYTEL WAYSIDE
5185	BELLSOUTH TELECOM-TN
613	LITTLE MIAMI COMM
2455	BENKELMAN TEL CO INC
1445	CENTURYTEL OF MN
4342	GTE SOUTHWEST - NM
1292	SEARSBORO TEL CO INC
1350	ARVIG TEL CO
1982	CIMARRON TEL CO
5840	GUTHRIE TELECOM - IA
775	HANCOCK TELECOM
6179	DICKEY RURAL ACCESS
2196	PEETZ COOP TEL CO
1866	OZARK TELEPHONE CO
566	HUMPHREYS COUNTY TEL
4256	PRAIRIEWAVE BLK HLS
650	OTTOVILLE MUTUAL TEL
717	ONTONAGON CNTY TELCO
3351	COMPETITIVE COMM
1298	S SLOPE COOP TEL INC
5182	BELLSOUTH TELECOM-KY
2178	AGATE TEL CO
460	FRONTIER CM MS
8088	MANITOBA TEL SYS
3955	EASTERN OREG TEL-OR
916A	MAHASKA COMMS GRP IA

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3351	COMPETITIVE COMM
1298	S SLOPE COOP TEL INC
5182	BELLSOUTH TELECOM-KY
2178	AGATE TEL CO
460	FRONTIER CM MS
8088	MANITOBA TEL SYS
3955	EASTERN OREG TEL-OR
916A	MAHASKA COMMS GRP IA

3959	INTERBEL TEL-MT
756D	COX ARKANSAS TELC AR
7021	FIBERCOM, L.C.
491	NORTH STATE COMM
1706	CENTURYTEL OF AR
7987	COX COMMUNICATIONS
457	LAKESIDE TEL CO INC
3724	CONVERSENT COMM - NY
468	ATLANTIC TEL MEMB CO
1329	WELLMAN COOP TEL ASS
5	COBBOSSEECONTEE TEL
458	CENTURYTEL OF NO MS
1527	NEBCOM, INC.
1791	LA HARPE TEL CO INC
1746	BLUE VALLEY TELECOMM
2203	RYE TEL CO INC
2084	UNITED TEL CO OF TX
4189	COON CREEK TELECOMM
2418	PEND OREILLE TEL CO
1908	LE-RU TELEPHONE CO
9262	UTILITY TEL. INC CA
2249	CENTURYTEL OF MT
3809	AERO COMMUNICATIONS
114	ORISKANY FALL TEL
2282	MANTI TEL CO
2014	OKLA WESTERN TEL
1159	CENTURYTEL OF CTL WI
37	RICHMOND TEL CO
571	MILLINGTON TEL CO
1699	DECATUR TEL CO
485	MEBTEL INC
521	FORT MILL TEL CO
1362	BRIDGE WATER TEL CO
4140	WARWICK VLY TEL NY
1127	FRONTIER COMM OF IA
1099	UNIVERSAL COMM ALSN
410	VERIZON SOUTH-KY
4704	SEI DATA, INC.
5108	QWEST CORPORATION-WY
2369	EAGLE TEL SYS INC
395	ACCUCOMM TELECOMM
4138	LOUISIANA COMPETITVE
452	DELTA TEL CO
510	WILKES TEL MEMB CORP
179	LAUREL HIGHLD TEL
2422	CENTURYTEL INTER-IS
241A	UNICOM
3289	CONVERSENT COMM NY
3754	CONVERSENT COMM - ME
5062	CINCINNATI BELL - OH
5194	BELLSOUTH TELECOM-SC
5107	QWEST CORPORATION-UT

828B	LONG LINES METRO IA
1322	VENTURA TEL CO INC
1961	ATX TELECOMM SVCS-DC
1846	VERIZON MW INC.-MO
8051	BELL ONTARIO
58	LUDLOW TEL CO
2043	NO TEXAS TEL COMPANY
318C	COX TX TELCOM LP TX
8239	TELEBEC LTEE
1667	KADOKA TELEPHONE CO
541	RIDGEWAY TEL CO
6944	PANHANDLE TELECOMM
95	FISHERS ISL TEL CO
351	CAMDEN TEL & TEL CO
721	PIGEON TEL CO
8953	MARK TWAIN COMM CO
1666	JEFFERSON TEL CO
8237	SOGETEL INC
2342	FRONTIER TUOLUMNE
210	VENUS TEL CORP
2016	PANHANDLE TEL COOP
930	GRANTLAND TELECOM
99	HANCOCK TEL CO - NY
479	VERIZON SOUTH INC.
1439	MN VALLEY TEL CO INC
9213	VERIZON VIRGINIA INC
1814	PEOPLES TELECOM - KS
7340	XO WASHINGTON, INC.
4092	COMMCHOICE OF IOWA
9419	BELLSOUTH SO CNTL
4312	GTE NORTH INC - MN
9784	CENTURYTEL OF MO
1977	CENTRAL OKLAHOMA TEL
2408	CENTURYTEL OF WA
1603	RED RIVER TELECOM
403	HOOD CANAL COMM - WA
7726	SOUTHWESTERN BELL TX
1479	INTEGRA TELECOM
1540	DILLER TELEPHONE CO
77	CHAMPLAIN TEL CO
1430	MELROSE TEL CO
307	MOUNDEVILLE TEL CO
1144	CENTURYTEL CNTL AR
328	VERIZON FLORIDA INC.
645C	CAMERON COMMS - LA
449	MYRTLE TEL CO
3008	ACS OF FAIRBANKS
1507	WINSTED TEL CO
1414	LAKEDALE TEL CO
1395	GARDEN VALLEY TEL CO
3723	CONVERSENT COMM
1187	PARTNER COMM COOP

7757	ATX TELECOMM CLEC
407	VERIZON SOUTH-KY
1291	SCHALLER TEL CO
4421	VERIZON CALIF-NV
3149	OPENBAND OF VIRGINIA
993	CROSSVILLE TEL CO
2011	OKLAHOMA ALLTEL INC
3497	1STEL, INC. - TX
398	BRANDENBURG TEL CO
4650	LOUISA COMMUNICATION
685	CHATHAN TEL CO
2629	HOMETOWN SOLUTION MN
8231	PEOPLES TELCO FOREST
4615	ITC DELTA COM - AL
332	BRAZOS TELECOM
826	SWAYZEE TEL CO INC
2025	SW OKLAHOMA TEL CO
2041	BRAZOS TEL COOP INC
MULT	MULTIPLE OCN LISTING
5040	VERIZON VIRGINIA VA
5353	TDS METROCOM - MI
131	TRUMANSBURG TEL
270	CITIZENS TELECOM WV
2080	VERIZON SW INC.
2377	HOME TEL CO - OR
4314	GTE NORTH INC - NE
1487	STARBUCK TEL CO
665	ALLTEL OH INC W OHIO
8203	QUADRO COMMUNICATION
2230	POTLATCH TEL CO
1491	TWIN VALLEY-ULEN TEL
1839	TRI-COUNTY TEL ASSN
2068	EASTEX TEL COOP INC
135	WARWICK VAL TEL CO
2177	CONTEL DBA GTE WEST
10	HAMPDEN TEL CO
597	CHILLICOTHE TEL CO
777	HOME TEL - PITTSBORO
7076	MIDCONTINENT COM SD
239	NEW HOPE TEL COOP.
944	FRONTIER CM ST CROIX
796	NEW LISBON TEL CO
1730	CONTEL AR DBA GTE AR
348	BULLOCH COUNTY RURAL
5030	VERIZON MARYLAND MD
267	ARMSTRONG TEL CO
3914	WIREGRASS TELCOM -AL
1067	FRONTIER CM OF ORION
8140	RANGE TEL COOP MT
8253	PATHWAY COM-TEL-TX
4324	VERIZON NW-WA
5193	BELLSOUTH TELECOM-NC

7865	ELECTRIC LIGHTWVE ID
552	CENTURYTEL OF ADMSVL
2251	RANGE TEL COOP INC
1827	S & T TEL COOP ASSN
503	SURRY TEL MEMB CORP
1698	CLEVELAND CO TEL CO
1165	VALOR TELECOMM - OK
234B	ADVANCED TEL. - MS
72	FRONTIER CM AUSABLE
473	CITIZENS TEL CO - NC
567	UNITED INTER-MTN TEL
8084	TELUS COMM INC
148	LAKEFIELD COMM - WI
639	NEW KNOXVILLE TEL CO
438	RESERVE TEL CO
1697	CEN ARKANSAS TEL CO
680	CHIPPEWA CNTY TEL CO
206	SUGAR VALLEY TEL
216	ARMSTRONG TEL CO MD
884	CENTURYTEL FORESTVL
1883	VERIZON MW (EAST MO)
1106	ALPINE COMM L.C.
1499	CROSSLAKE TEL CO
466	SLEDGE TEL CO
470	SPRINT MID ATLANTIC
1636	UNTD TEL MUTUAL AID
4621	ITC DELTA COM - SC
1373	CONSOLID TEL CO
9327	AMERITECH WISCONSIN
1928	NEW LONDON TEL CO
1534	COZAD TELEPHONE CO
682C	MITCHELL TELECOM SD
2614	ITC DELTA COM AR
394	WILKES TEL & ELEC CO
1285	SAC COUNTY MUT TEL
1886	GOODMAN TEL CO
178	FRONTIER CM LAKEWD
1781	H & B COMM INC
672	COMM CORP OF MI
81	CIT TELCO HAMMOND NY
819	SE IND RURAL TEL
7341	XO PENNSYLVANIA
295	GRACEBA TOTAL COMM
331	INDIANTOWN TEL SYS
695	VERIZON NORTH - MI
1590	SODTOWN TELEPHONE CO
4423	VERIZON NW-WA
1209	INTERSTATE COMM.
2195	SOUTH PARK TEL CO
1316	UNITED FARMERS TELCO
1485	SPRING GROVE COOP
2101	CENTURYTEL LK DALLAS

1385	EAST OTTER TAIL TEL
2202	ROGGEN TEL COOP CO
5161	QWEST CORPORATION-WA
1396	GARDONVILLE COOP TEL
312	OTELCO TELEPHONE LLC
1126	CENTURYTEL CHESTER
1045	LEAF RIV VLY TEL CO
8089	MARITIME TEL LTD
5002	SW BELL OP SVCS - KS
4614	DELTACOM
11	HRTLTD & ST ALBNS TEL
9691	KY ALLTEL LONDON
847	BELMONT TEL CO
2275	FRONTIER NAVAJO COMM
5214	SOUTHWESTERN BELL-KS
6100	XO FLORIDA, INC.
1443	LORETEL SYSTEMS INC
8245	WIGHTMAN TEL LTD.
2141	SANTA ROSA TEL COOP
9785	CENTURYTEL MO B-H
1306	SULLY TEL ASSOC
7	ISLAND TEL
3097	ALTA MUNICIPAL UT-IA
2427	LEWIS RIVER TEL CO
4337	VERIZON SOUTH VA
118	PORT BYRON TEL CO
1995	HINTON TEL CO
298	GULF TELEPHONE CO
1980	CHICKASAW TEL CO
8614	BAYLAND COMM INC.
1679	STOCKHOLM-STRANDBURG
89	DEPOSIT TEL CO INC
8332	GLOBE TELECOMM INC
1920	MILLER TEL CO INC
108	NICHOLVILLE TEL CO
7541	XO UTAH, INC.
1048	MCNABB TEL CO
22	SACO RIV TEL&TEL CO
663	VAUGHNSVILLE TEL CO
702	CENTURYTEL OF MI
4085	FLORIDA DIGITAL NTWK
100	FRONTIER COM. OF NY
9321	AMERITECH OHIO
1119	CASEY MUTUAL TEL CO
1202	HOSPERS TEL EXCH INC
5144	QWEST CORPORATION-ND
2008	MEDICINE PARK TEL CO
8094	CORP CTY THUNDER BAY
644	NOVA TEL CO
4054	CONVERSENT COMM - RI
1647	CHEYENNE RIVER SIOX
7262	XO CALIFORNIA, INC.

20	PINE TREE TEL&TEL CO
2017	PINE TELEPHONE CO
8211	NEXICOM TELECOMM
2231	PROJECT MUTUAL TEL
1968	BEGGS TELEPHONE CO
9323	AMERITECH MICHIGAN
125	STATE TEL CO
1595	UNITED TELCO WEST
809	COMM CORP OF SO IN
630	CENTURYTEL OF OH
1700	CONTEL OF KS INC -AR
1510	WOODSTOCK TEL CO
2140	CENTURYTEL SANMARCOS
1536	CURTIS TELEPHONE CO
386	STANDARD TEL CO
8958	XO TEXAS, INC.
8278	LOST NAT-ELWOOD TEL
9147	SO NEW ENGLAND TEL
183	MAHANAY & MAHANTANGO
962	UNION TEL CO - WI
1689	W RIVER COOPERATIVE
317	ROANOKE TEL CO INC
3065	MIDCONTINENT COMM ND
156	CTZNS TEL OF KECKSBG
2268	WEST NM TEL CO INC
1246	MINERVA VLLY TEL CO
5566	KASSON-MANTORVL TEL
4156	TEKSTAR COMM INC.
4051	CONVERSENT COMM LLC
1454	PINE ISLAND TEL CO
1515	ZUMBROTA TEL CO
4323	VERIZON NW-OR
2117	CENTURYTEL PORT ARA
1367	FRONTIER CM MN
1248	MONTEZUMA MUT TEL CO
5183	BELLSOUTH TELECOM-LA
4852	CORECOMM - OH
1151	SPECTRA COMM GROUP
3057	MANNING MUNPL COMM
681	VERIZON NORTH-MI
9208	VERIZON PENNSYLVANIA
4052	CONVERSENT COMM - MA
294	GTC, INC. AL
1686	VIVIAN TELEPHONE CO
3410	RT COMMUNICATIONS
7193	COX FLORIDA TELCOM
753	CCRTC
1576	NE NEBRASKA TEL CO
1217	KEYSTONE FARMS COOP
387	FRONTIER COMM. OF GA
456	GEORGETOWN TEL CO
8090	NEW BRUNSWICK TEL

5170	PACIFIC BELL - CA
742	BLOOMINGDALE HM TEL
9786	CENTURYTEL MO (SO)
1141	CORN BELT TEL CO
5162	QWEST CORPORATION-ID
560	CONVERSENT COMM NJ
147B	CONVERSENT COMMS PA
677	ISLAND TEL CO
2274	CENTURYTEL SW - NM
851	BONDUEL TEL CO
1610	DAKOTA CTL TELECOM
4046	SANTA ROSA TELE COOP
440	CENTURYTEL EAST LA
1604	BEK COMM COOPERATIVE
1301	SOUTHWEST TEL EXCH
439	CENTURYTEL RINGGOLD
963	UTELCO INC
2116	NORTEX COMMUNICATION
2287	UBTA-UBET COMM. INC.
1958	ATX TELECOMM SVCS
226	NTELOS TELEPHONE INC
5105	QWEST CORPORATION-NM
243	PEMBROKE TEL COOP
4773	XO MARYLAND, LLC
915	MOSINEE TEL CO
1186	VERIZON NORTH INC.
1934	ORCHARD FARM TEL CO
3321	HOLLIS TELEPHONE CO
1086	TONICA TEL CO
1308	TEMPLETON TEL CO
2093	INDUSTRY TEL CO
78	CHAUTAUQUA-ERIE TEL
1389	FARMERS MUT TELCO MN
CX92	COX TULSA TELCOM
1195	GRISWOLD COOP TEL CO
5103	QWEST CORPORATION-ID
431	CENTURYTEL OF NE LA
2083	GUADALUPE VALLEY TEL
583	WEST TENNESSEE TEL
1101	ATKINS TEL CO INC
924	CENTURYTEL MW-KENDAL
825	SUNMAN TEL CO INC
1023	GRIDLEY TEL CO
382	RINGGOLD TEL CO
2227	MUD LAKE TEL COOP
406	FOOTHILLS RURAL TEL
249	ROANOKE & BOTETOURT
753A	HAYNEVL FIBER-AL
9919	BULLSEYE TELECOM
112	ONTARIO TEL CO
516	CHESTER TEL CO
1121	CENTER JCT TEL CO

1150	DIXON TEL COMPANY
585A	ADVENT TEL - MI CLEC
872	CUBA CTY TEL EX CO I
2749	XO MISSISSIPPI, INC.
584	YORKVILLE TEL COOP
658	SYCAMORE TEL CO
1163	VALOR TELECOMM TX #1
2065	CUMBY TEL COOP INC
5061	CINCINNATI BELL - KY
1017	GLASFORD TEL CO
3032	BEAR LAKE COMM INC
1482	SHERBURNE CT RUR TEL
453	ALLTEL MISSISSIPPI
8215	HURON TELECOMM CO OP
3332	VERMONT TEL CO INC
2032	VALLIANT TEL CO
870	FRONTIER RHINELANDER
1597	WAUNETA TELEPHONE CO
2213	ATC COMMUNICATIONS
2302	VERIZON CALIFORNIA
1374	ARROWHEAD COMM CORP
2243	TELUS COMM QUEBEC
1365	CALLAWAY TEL EXCHANG
1213	JORDAN SOLDIER VAL
1157	ELLSWORTH COOP TEL A
1691	ALLTEL ARKANSAS
2020	POTTAWATOMIE TEL CO
678	BLANCHARD TEL ASSOC
196	PALMERTON TEL CO
1802	COX KANSAS TELECOM
4601	COMM PLUS, INC.-WV
8085	NEWTEL CO
1727	CENTURYTEL OF SO AK
2447	TOLEDO TEL CO INC
1058	MONTROSE MUT TEL CO
201	VERIZON NORTH PA
2291	DUBOIS TEL EXCH INC
689	CENTURYTEL UPPER MI
336	ALLTEL FLORIDA INC
5111	VERIZON MAINE - ME
4419	VERIZON CALIF-AZ
694	FARMERS MUT CHAP TEL
1526	CAMBRIDGE TELCO
2322	HORNITOS TEL CO
9533	SOUTHWESTERN BELL
209	UNITED TEL CO OF PA
2262	E N M R TEL COOP INC
1152	DUMONT TELEPHONE CO
4335	VERIZON SOUTH SC
7172	ELECTRIC LIGHTWVE OR
847B	TIM RON ENTERPRISES
277	WEST SIDE TEL CO

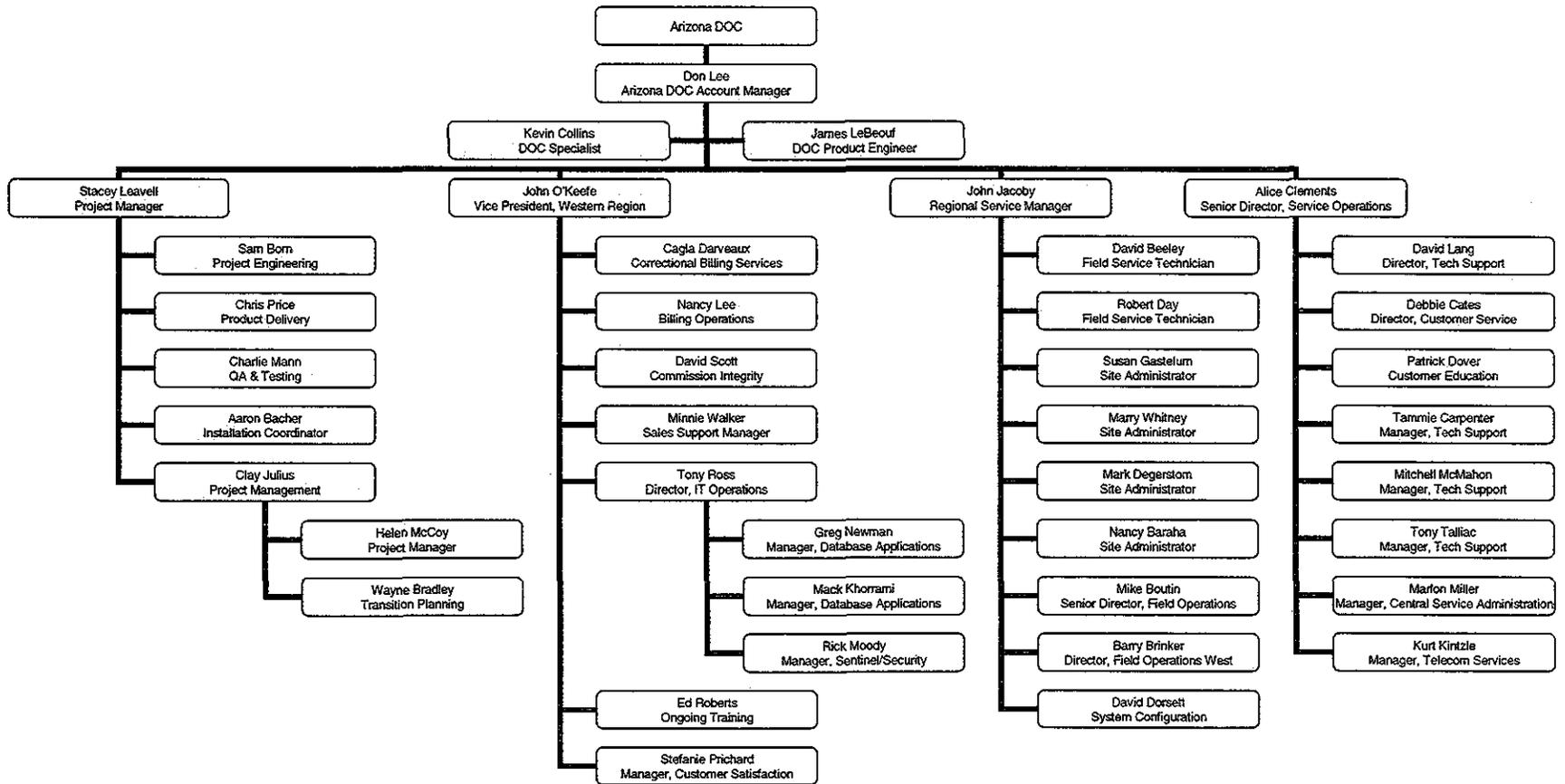
4124	XO DELAWARE, INC.
1419	LISMORE COOP TEL CO
4774	XO MISSOURI, INC.
609	DOYLESTOWN TEL CO
4464	FRONTIER COMM SO AL
2018	PIONEER TEL COOP INC
480	WEST PLAINS TELECOMM
2208	CENTURYTEL OF CO
461	NOXAPATER TEL CO INC
1112	BREDA TEL CORP
1113	BROOKLYN MUT TEL CO
1166	FARMERS & MERCH MUT
371	INTERSTATE TEL CO
8086	TELUS COMM BC
1914	MARK TWAIN RURAL TEL
1391	FELTON TEL EXCH INC
5145	QWEST CORPORATION-SD
7002	CTC EXCHANGE - CLEC
587A	MO VALLEY COMMS
1509	WOLVERTON TEL ND
830	TRI-COUNTY TEL CO
750	FRONTIER CM IN
4331	VERIZON SOUTH-AL
1236	UBET TELCOM, INC.
1214	KALONA COOP TEL CO
973	WITTENBERG TEL CO
1280	RINGSTED TEL CO
176	ALLTEL PENNSYLVANIA
1447	NORTH DAKOTA TEL CO
8220	LANSDOWNE RURAL TEL
47	MERRIMACK CNTY TELCO
2404	ASOTIN TEL CO
306	FRONTIER CM AL LLC
215A	COX NV TELCOM
2170	XIT RURAL TEL CO-OP
5215	SOUTHWESTERN BELL-OK
175	IRONTON TEL CO
581	UNITED TEL CO INC

8232	ROXBOROUGH TELCO INC
1066	ONEIDA TEL EXCHANGE
1275	PRAIRIEBURG TEL CO
1238	MARTELLE COOP TEL A
2147	SUGAR LAND TEL CO
8244	WESTPORT TEL CO LTD.
1189	RIVER VLY TEL COOP
2131	POKA LAMBRO TEL COOP
1255	CRC COMM OF MAINE-ME
1960	ATX TELECOMM SVCS-VA
3017	ALASKA TEL CO
1241	MECHANICSVILLE TELCO
1137	COON VLY COOP TEL A
2199	PLAINS COOP TEL ASSN
1356	BENTON COOP TEL CO
1131	CITIZENS TELECOM ND
441	STAR TELEPHONE CO
790	MONON TEL CO INC
8212	GOSFIELD NO COMM
1433	MID-STATE TEL CO
1174	FARMERS MUTUAL TEL
1271	PANORA COMM. COOP.
64	SHOREHAM TEL CO
877	CENTURYTEL FRWT BRDN
2023	SHIDLER TEL CO
1125	CENTRAL SCOTT TEL
5109	DSCI CORPORATION
4207	NORTHWEST RURAL ELEC
2006	MCCLOUD TEL CO
4451	FRONTIER NAVAJO
4536	XO MASSACHUSETTS
4125	XO MICHIGAN, INC.
618	GERMANTOWN INDEP TEL
8377	CALL-NET COMM. INC.
469	BARNARDSVILLE TEL CO
2242	INTERBEL TEL COOP
8606	OTTER TAIL TELCOM
5090	MICHIGAN BELL - MI
7484	NEWCO
1568	ALLTEL NEBRASKA
3064	MIDCONTINENT COMM.
299	HAYNEVILLE TEL CO
9102	VERIZON NEW ENGLAND
4630	CHICKASAW TELECOMM
562	DEKALB TEL COOP
528	HORRY TEL COOP INC
2378	TRANS-CASCADES TELCO
2057	COLEMAN COUNTY TEL
1134	COLO TELEPHONE CO
2134	RIVIERA TEL CO INC
1681	DICKEY RURAL COMM
107	NEWPORT TEL CO INC

392	WAVERLY HALL TEL LLC
711	MIDWAY TEL CO - MI
1412	KASSON & MANTORVILLE
1061	FRONTIER CM MTPULSKI
2193	NUCLA-NATURITA TEL
4607	ESSEX TELCOM, INC.
5216	SOUTHWESTERN BELL-TX
2104	LAKE LIVINGSTON TEL
362	FRONTIER CM FAIRMNT
1273	PEOPLES TELEPHONE CO
1229	LOST NATION-ELWD TEL
1860	ALMA TELEPHONE CO
254	CENTRAL TEL OF VA
62	PERKINSVILLE SVC COR
4123	XO NEW JERSEY, INC.
324	VALLEY TELEPHONE CO
1282	ROCKWELL COOP TEL
161	COMMONWEALTH TEL CO
1324	VILLISCA FARMERS TEL
2397	SCIO MUTUAL TEL CO
1239	MASSENA TEL CO
968	WAUNAKEE TEL CO
1678	TURTLE MTN COMM
1260	NORTHWEST IA TEL CO
4959	WARWICK VLY TEL NJ
1305	STRATFORD MUTUAL TEL
497	PIEDMONT TEL MEM CO
1307	SUPERIOR TEL COOP
1630	POLAR COM MUTUAL AID
1266	ORAN MUTUAL TEL CO
130A	MAPLETON COM UT - IA
1207	CONTEL IA DBA GTE IA
1817	PIONEER TEL ASSN INC
640	TSC COMM, INC. - OH
1245	MINBURN TEL CO
282	BLOUNTSVILLE TEL CO
308	NEW HOPE TEL COOP
4438	CENTURYTEL OF GEM-NV
5410	DSCI CORPORATION-MA
4420	VERIZON CALIF-CA
1227	WESTELCOM NTWK - NY
1206	IAMO TEL CO IA
692	DRENTHE TEL CO
1375	HICKORYTECH - MN
9742	NEVADA BELL
4313	VERIZON MIDWEST-MO
2373	GERVAIS TEL CO
2289	CHUGWATER TEL CO
1559	HENDERSON TEL CO
8960	HTC COMM INC
7513	CTSI, INC. - PA
1812	UNITED TELCO MO - KS

Attachment 14:
Organizational Chart







Attachment 15:
Dunn and Bradstreet

D&B D-U-N-S®: 96-572-7498**Date Created: April 7, 2006**

EVERCOM SYSTEMS, INC
14651 DALLAS PKWY STE 600
DALLAS, TX 75240
AND BRANCH(ES) OR DIVISION(S)
TEL: 972 277-0300

Primary SIC:	4813 (TELEPHONE COMMUNICATIONS)
Founded:	1997
Current Ownership:	2005
Sales:	UN
Net Worth:	UN
D&B Rating	--
History:	Clear
Financing:	Secured

Chief Executive Officer: RICHARD FALCONE

Thank you for ordering D&B BusinessScope, our new service that lets you see how you compare to other companies in your line of business. We can help you improve your business' profitability by comparing your business to other companies in the same primary line of business and of similar size located in your geographic region. This comparison also allows you to pinpoint areas that may need attention and lets you know how your suppliers, vendors, and customers see your company.

This is the final Quarterly Update to your company's BusinessScope.

Please call our Customer Service Center at 1-800-234-3867 if you have any questions.

Executive Summary

Complete financial information on Evercom Systems, Inc was not available as of APR 07, 2006. However, an analysis of the typical company in this line of business, approximately the same size and located in the same geographic area, is presented on the following pages in the form of a model statement and industry norms developed from D&B's database.

Model statements are created by D&B using financial statements of businesses in the same primary line of business, in the same geographic location and with approximately the same asset size, and represent the typical financial position of a business in this industry.

Industry norms provide a clear picture of an industry's financial performance over a three year period in a spreadsheet format. Income statement items are presented as a percentage of net sales, while the balance sheet items are presented as a percentage of total assets or capitalization.

For a detailed explanation of the calculation of model statements and industry norms, see Appendix.



Model Statement and Industry Norms

The following Model Statement and industry norms represent the typical business in the primary business of Telephone communications (SIC 4813).

The Standard Industrial Classification (SIC) is a four-digit code used to classify all industries in the United States. This classification allows comparisons to be made between companies with similar operations.

Model Statement		Industry Norms (116 Firms)			
SIC 4813	2004	Your Stmt.	2004 Ind%	2003 Ind%	2002 Ind%
Income Statement					
Net Sales	365,000	—	100.0	100.0	100.0
Gross Profit	-	—	49.0	45.6	40.3
Net Profit After Tax	-	—	4.0	3.4	3.4
Dividends/Withdrawals	-	—	-	-	-
Working Capital	-	—	-	-	-
Balance Sheet					
Cash	70,044	—	10.1	13.8	9.4
Accounts Receivable	74,205	—	10.7	13.4	12.6
Notes Receivable	-	—	-	0.3	-
Inventory	6,242	—	0.9	0.9	1.1
Other Current	47,158	—	6.8	6.2	5.2
Total Current	197,648	—	28.5	34.6	28.3
Fixed Assets	276,707	—	39.9	35.6	45.0
Other Non-Current	219,146	—	31.6	29.8	26.7
Total Assets	693,500	—	100.0	100.0	100.0
Accounts Payable	35,369	—	5.1	8.1	6.3
Bank Loans	-	—	-	-	-
Notes Payable	2,081	—	0.3	0.6	0.2
Other Current	106,799	—	15.4	19.2	18.2
Total Current	144,248	—	20.8	27.9	24.7
Other Long Term	307,221	—	44.3	44.4	49.2
Deferred Credits	12,483	—	1.8	1.1	0.9
Net Worth	229,549	—	33.1	26.6	25.2
Total Liability/Worth	693,500	—	100.0	100.0	100.0

Financial information has not been submitted by your business as of APR 07, 2006.

A complete analysis of your business as it compares to your business peers is precluded until financial information is obtained.

If you wish to include your financial information in your D&B report, we will send you a new BusinessScope report **free of charge**.

Send your financial statement to D&B BusinessScope, 899 Eaton Ave., Bethlehem, PA 18025



or call 1-800-234-3867. **THIS OFFER IS VALID FOR 30 DAYS FROM THE DATE OF INVOICE.**



Analysis Three Year Ratio Norms

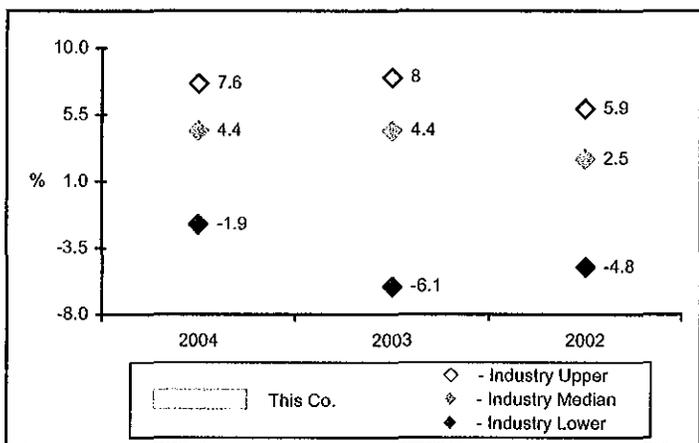
Ratios relate financial components to one another, and aid in the appraisal, analysis and comparison of financial data from year to year. They evaluate this company's strengths and weaknesses, operating results, and growth prospects, and compare them to industry norms. On the following pages, you will see 14 key business ratios divided into three main categories:

- 1) Profitability
- 2) Solvency
- 3) Efficiency

For Ratio Calculations and description of Industry Quartiles, see Appendix.

Profitability Ratios:

Used to evaluate management's ability to control expenses and to earn a return on resources committed to the business.



Return on Assets (%). Matches the net profits with the assets available to earn a return.

The number of firms are compiled and based on regional data. The region for your company is SOUTH.

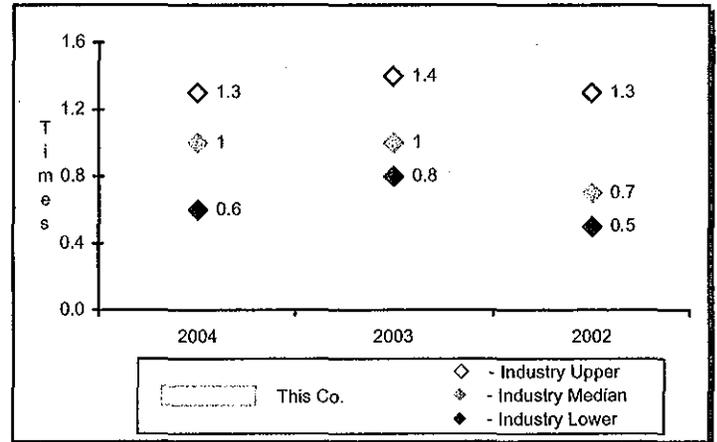
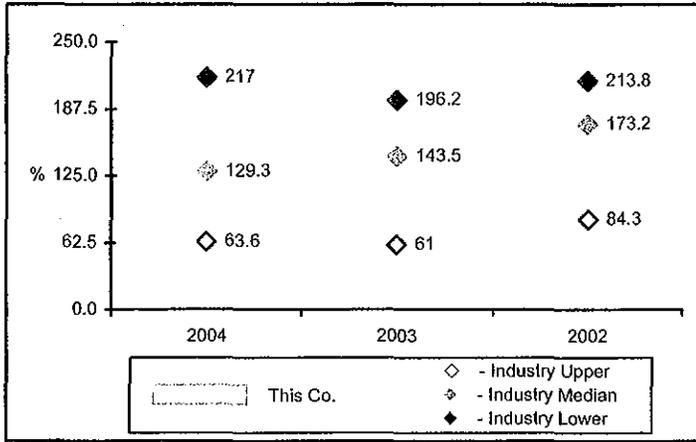
Ratios	2004 Industry Quartiles (32 firms)					2003 Industry Quartiles (39 firms)					2002 Industry Quartiles (45 firms)			
	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	Upper	Median	Lower
Profitability (%)														
Return on Sales	--	--	14.2	8.5	-4.6	--	--	16.7	5.5	-4.7	--	13.1	2.3	-7.6
Return on Assets	--	--	7.6	4.4	-1.9	--	--	8.0	4.4	-6.1	--	5.9	2.5	-4.8
Return on NW	--	--	17.8	9.9	-0.2	--	--	19.6	11.2	-10.8	--	17.7	7.8	-7.4

- The median return on sales ratio for the industry was 8.5% in 2004 and improved from 2002 to 2004.
- The median return on assets ratio for the industry was 4.4% in 2004 and improved from 2002 to 2004.
- The median return on net worth ratio for the industry was 9.9% in 2004 and improved from 2002 to 2004.
- Gross margins for the industry increased from 2002 to 2004.
- Approximately 25% of the companies in this industry group recorded losses in 2002, 2003 and 2004.



Analysis: Three Year Ratio Norms (continued)

Solvency Ratios: Used to measure the financial soundness of a business and how well the company can satisfy its obligations.



Total Liabilities to NW (%). Total debt to equity ratio is a broad measure of solvency.

Quick Ratio (Times). Quick Ratio measures short-term debt-paying ability.

The number of firms are compiled and based on regional data. The region for your company is SOUTH.

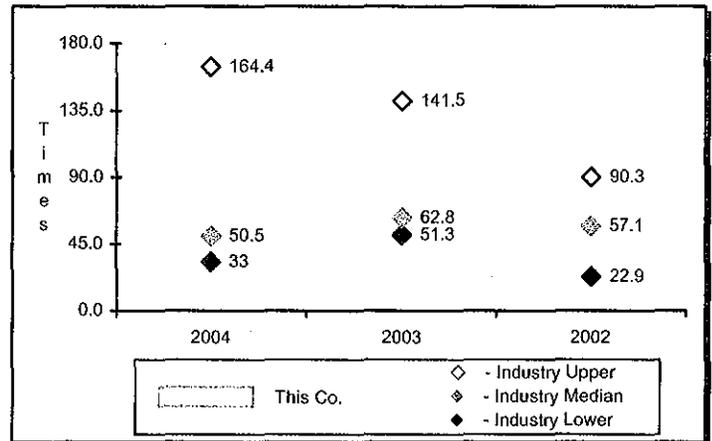
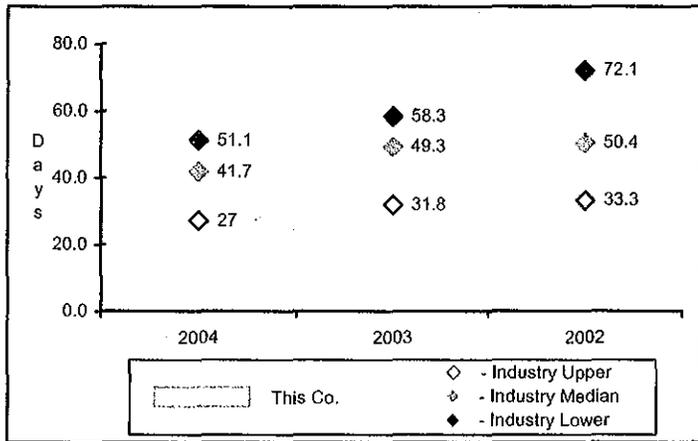
Ratios	2004 Industry Quartiles (32 firms)					2003 Industry Quartiles (39 firms)					2002 Industry Quartiles (45 firms)			
	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	Upper	Median	Lower
Solvency (%)	--	--	1.3	1.0	0.6	--	--	1.4	1.0	0.8	--	1.3	0.7	0.5
Quick Ratio (Tms)	--	--	2.0	1.3	0.9	--	--	2.0	1.2	0.9	--	1.5	1.0	0.8
Current Ratio (Tms)	--	--	19.3	45.1	69.3	--	--	16.8	47.9	78.3	--	22.6	44.2	99.5
Curr Liab to NW	--	--	568.7	999.9	999.9	--	--	775.1	999.9	999.9	--	646.0	999.9	999.9
Curr Liab to Invnt	--	--	63.6	129.3	217.0	--	--	61.0	143.5	196.2	--	84.3	173.2	213.8
Total Liab to NW	--	--	26.4	102.0	135.8	--	--	29.7	72.6	131.1	--	85.6	132.3	213.3
Fixed Assets to NW	--	--				--	--				--			

- In 2004, the typical company in this industry supported its operations primarily with external funding, as noted by total liabilities representing 66.9% of capitalization.
- The industry's median ratio of total debt to net worth decreased to 129.3% in 2004.
- The industry's median current ratio was 1.3 times in 2004, which indicated that each dollar of average current liabilities was supported by \$ 1.30 in current assets.
- The industry's median current ratio increased from 2002 to 2004.
- Investment in fixed assets as a percentage of net worth decreased from 2002 to 2004.



Analysis: Three Year Ratio Norms (continued)

Efficiency Ratios: Used to measure how well a firm manages and controls its assets and how effectively it utilizes those resources to generate sales.



Collection Period (Days). Collection Period is a key measure of accounts receivable quality.

Inventory Turnover (Times). Inventory Turnover measures how quickly inventory is sold.

The number of firms are compiled and based on regional data. The region for your company is SOUTH.

Ratios	2004 Industry Quartiles (32 firms)					2003 Industry Quartiles (39 firms)					2002 Industry Quartiles (45 firms)			
	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	% Chg Prior Yr	Upper	Median	Lower	This Co.	Upper	Median	Lower
Efficiency*														
Collection Period	--	--	27.0	41.7	51.1	--	--	31.8	49.3	58.3	--	33.3	50.4	72.1
Inventory Turnover	--	--	164.4	50.5	33.0	--	--	141.5	62.8	51.3	--	90.3	57.1	22.9
Assets to Sales	--	--	83.5	190.0	285.8	--	--	64.3	144.4	234.4	--	101.4	191.4	279.5
Sales to NWC	--	--	12.9	8.6	4.9	--	--	14.3	6.0	4.0	--	27.1	7.5	5.0
Accts Pay to Sales	--	--	4.2	5.4	8.8	--	--	4.7	7.1	14.2	--	6.2	8.8	14.3

(* Collection period is measured in Days; Inventory Turnover and Sales to NWC in Times; Assets to Sales and Accts Payable to Sales in %)

- The industry's median collection period was 41.7 days in 2004 and shortened from 2002 to 2004.
- The industry's median inventory turnover ratio was 50.5 times in 2004 and decreased from 2002 to 2004.
- The industry's median accounts payable to sales ratio improved from 2002 to 2004.
- The industry's median assets to sales ratio held steady from 2002 to 2004, suggesting a stable use of assets.



Payment Capability Analysis

PAYDEX Score: 76 [6days slow]
 Industry Median: 77 [5days slow]

'12 month payment trend has held steady.'

'Industry payment trend held steady.'

Evercom Systems, Inc's Paydex Score (a numerical indicator of payment performance based upon payment experiences in D&B file) was 76 as of April 07, 2006, which corresponds to average payments of 6 days slow. This score was near the industry median of 77. The company's payment record held steady during the 12 months ended April 2006.

There were 86 experiences reported to D&B during the most recent 12 months , with 59 experiences reported to D&B during the last quarter ended April . Total high credits currently in D&B file is \$2,205,950. The highest credit is \$500,000, with an average high credit of \$25,650. Of all payment experiences reported to D&B over the past year, 86% were paid promptly, while 14% were paid within 30 days of terms. 0% of the experiences were paid in excess of 30 days beyond terms.

Payment experiences reflect how bills are met in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc.

----- % of Dollar Amounts -----

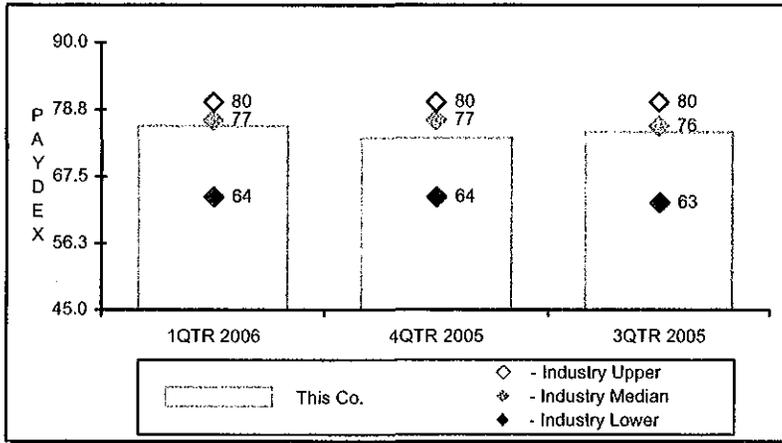
In D&B File
 12 Mos Ending 03/06

EXP #	Dollar Amount \$	Anti-Prompt %	Slow 1-30 %	Slow 31-60 %	Slow 61-90 %	Slow 91+ %
86	\$2,205,950	86	14	0	0	0

Detailed Summary of this Firm's Payment Habits



Payment Capability Analysis (continued)



PAYDEX 76 ***KEY***	
PAYDEX	PAYMENT
100	Anticipate
90	Discount
80	Prompt
70	Slow to 15
50	Slow to 30
40	Slow to 60
30	Slow to 90
20	Slow to 120
UN	Unavailable

The number of firms are compiled and based on regional data. The region for your company is SOUTH.

PAYDEX Score Analysis. The PAYDEX system analyzes the payments in our file for a given business and converts that record into a numerical score. PAYDEX scores are updated daily and are based on as many as 875 trade experiences for a single business. The PAYDEX is tracked over a full 2-year period along with Industry Norm scores for comparison and trend evaluation.

Payment Profile

Average High Credit: \$25,650
Total High Credit: \$500,000

Prior Year PAYDEX: 75

The above chart compares the past year's PAYDEX Scores for **Evercom Systems, Inc** to the industry norms.

Every year over 6,000 companies submit computer tapes of their accounts receivable experiences to D&B. This provides a flow of payment experiences showing how companies pay their bills. Additionally, direct payment reference checking is employed. The combination of these efforts results in over 270 million payment experiences flowing into the D&B information base on an annual basis.

To assure that your business' payment habits are more fully represented, you can provide D&B with names of additional suppliers and vendors by calling our Customer Service Center at 1-800-234-3867.

Newsworthy Events

Other Special Events

02/27/2006 A Rating change has occurred on this company.

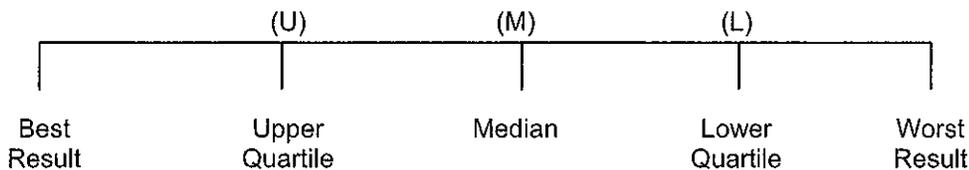


Appendix

Model Statements (on non-financial cases only): Are created from averages of financial statements D&B has received from other companies in this line of business and reflect typical income statement and balance sheet items from this industry.

Industry Norms: Lists each income statement item as a percentage of total sales and each balance sheet item as a percentage of total assets or total capitalization (liabilities and net worth). These are derived from averages calculated from statements D&B has received from other companies in this industry group.

Ratio Norms: The 14 key business ratios are used by lenders and analysts to evaluate a company's strengths and weaknesses. Each of the 14 key ratios is calculated for every firm in this industry group that has submitted a financial statement to D&B. A series of individual ratio results is arranged from the best result to the worst result, and the figure that falls in the middle of the group is designated as the median or midpoint for that ratio (see chart below).



The figure halfway between the median and the best result becomes the upper quartile result. The figure halfway between the median and worst result becomes the lower quartile result. The upper, median and lower quartile results will be the three figures presented in the ratio norms.

Geographical Breakdowns:

Northeast

Connecticut
Delaware
District of Columbia
Maine
Maryland
Massachusetts
New Hampshire
New Jersey
New York
Pennsylvania
Rhode Island
Vermont

Central

Illinois
Indiana
Iowa
Kansas
Michigan
Minnesota
Missouri
Nebraska
North Dakota
Ohio
South Dakota
Wisconsin

South

Alabama
Arkansas
Florida
Georgia
Kentucky
Louisiana
Mississippi
North Carolina
Oklahoma
South Carolina
Tennessee
Texas
Virginia
West Virginia
Puerto Rico

West

Alaska
Arizona
California
Colorado
Hawaii
Idaho
Montana
Nevada
New Mexico
Oregon
Utah
Washington
Wyoming

Appendix (continued)

Solvency Ratios

$$\text{Quick Ratio} = \frac{\text{Cash} + \text{Accounts Receivable}}{\text{Total Current Liabilities}}$$

Shows the dollars of liquid assets (convertible into cash within 30 days) available to cover each dollar of current debt.

$$\text{Current Ratio} = \frac{\text{Total Current Assets}}{\text{Total Current Liabilities}}$$

Measures the margin of safety present to cover any possible reduction of current assets.

$$\text{Current Liabilities to Net Worth} = \frac{\text{Total Current Liabilities}}{\text{Net Worth}}$$

Contrasts the amounts due creditors within a year with the funds permanently invested by owners. The smaller the net worth and the larger the liabilities, the greater the risk.

$$\text{Current Liabilities to Inventory} = \frac{\text{Total Current Liabilities}}{\text{Inventory}}$$

Tells you how much a firm relies on funds from disposal of unsold inventories to meet debt.

$$\text{Total Liabilities to Net Worth} = \frac{\text{Total Liabilities}}{\text{Net Worth}}$$

Compares the company's total indebtedness to the venture capital invested by the owners. High debt levels can indicate greater risk.

$$\text{Fixed Assets to Net Worth} = \frac{\text{Fixed Assets}}{\text{Net Worth}}$$

Reflects the portion of net worth that consists of fixed assets. Generally, a smaller ratio is desired.

Efficiency Ratios

$$\text{Collection Period} = \frac{\text{Accounts Receivable}}{\text{Sales}} \times 365$$

Reflects the average number of days it takes to collect receivables.

$$\text{Inventory Turnover} = \frac{\text{Sales}}{\text{Inventory}}$$

Determines the rate at which merchandise is being moved and the effect of the flow on funds into a business.

$$\text{Assets to Sales} = \frac{\text{Total Assets}}{\text{Sales}}$$

This rate ties in sales and the total investment in assets that is used to generate those sales.

$$\text{Sales to Net Working Capital} = \frac{\text{Sales}}{\text{Net Working Capital}}$$

(Net Working Capital = Current Assets - Current Liabilities)

Measures the efficiency of management to use its short-term assets and liabilities to generate revenues.

$$\text{Accounts Payable to Sales} = \frac{\text{Accounts Payable}}{\text{Sales}}$$

Measures the extent to which the supplier's money is being used to generate sales. When this ratio is multiplied by 365 days, it reflects the average number of days it takes the company to repay its suppliers.

Profitability Ratios

$$\text{Return on Sales (Profit Margin)} = \frac{\text{Net Profit After Taxes}}{\text{Sales}}$$

Reveals profits earned per dollar of sales and measures the efficiency of the operation.

$$\text{Returns on Assets} = \frac{\text{Net Profit After Taxes}}{\text{Total Assets}}$$

This is the key indicator of profitability for a firm. It matches net profits with the assets available to earn a return.

$$\text{Return on Net Worth (Return on Equity)} = \frac{\text{Net Profit After Taxes}}{\text{Net Worth}}$$

Analyzes the ability of the firm's management to realize an adequate return on the capital invested by the owners of the firm.



Attachment 16:
Financials



SECURITIES AND EXCHANGE COMMISSION
Washington, DC 20549

FORM 10-Q

Quarterly report pursuant to sections 13 or 15(d) of the Securities Exchange Act of 1934

For the quarterly period ended March 31, 2006

Or

Transition report pursuant to section 13 or 15(d) of the Securities Exchange Act of 1934 For The Transition Period From _____ to _____

Commission File Number 333-124962

SECURUS TECHNOLOGIES, INC.

(Exact name of registrant as specified in its charter)

Delaware	20-0673095
(State of other jurisdiction of incorporation or organization)	(I.R.S. Employer Identification Number)

14651 Dallas Parkway, Suite 600
Dallas, TX 75254-8815
(972) 277-0300

(Address, including zip code, and telephone number, including area code, of Registrant's principal executive offices)

Indicate by check mark whether the Registrant (1) has filed all reports required to be filed by Section 13 or 15 (d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the Registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes No

Indicate by check mark whether the Registrant is an accelerated filer, or a non-accelerated filer. See definition of "accelerated filer and large accelerated filer" in Rule 12b-2 of the Exchange Act (Check one):

Large Accelerated Filer Accelerated Filer Non-Accelerated Filer

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act).

Yes No

No established published trading market exists for either the common stock, par value \$0.01 per share, of Securus Technologies, Inc. or the Class B common stock, par value \$0.01 per share, of Securus Technologies, Inc.

Shares outstanding of each of the registrant's classes of common stock:

Class	Outstanding at March 31, 2006
Common stock	543,859.65 shares
Class B common stock	53,496.76 shares

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PART I – FINANCIAL INFORMATION

ITEM 1. FINANCIAL STATEMENTS

SECURUS TECHNOLOGIES, INC.
CONDENSED CONSOLIDATED BALANCE SHEETS
(Dollars in thousands, except share and per share amounts)

	<u>December 31,</u> <u>2005</u>	<u>March 31,</u> <u>2006</u> (Unaudited)
ASSETS		
Cash and cash equivalents	\$ 2,630	\$ 2,443
Restricted cash	1,396	1,410
Accounts receivable, net	63,180	65,641
Prepaid expenses and other current assets	5,659	5,003
Current deferred income taxes	\$ 7,785	\$ 7,563
Total current assets	<u>80,650</u>	<u>82,060</u>
Property and equipment, net	43,862	45,624
Intangibles and other assets, net	104,482	103,140
Goodwill	37,936	37,936
Total assets	<u>\$ 266,930</u>	<u>\$ 268,760</u>
LIABILITIES AND STOCKHOLDERS' DEFICIT		
Accounts payable	\$ 46,502	\$ 42,912
Accrued liabilities	37,756	32,955
Deferred revenue and customer advances	5,051	5,108
Current portion of long-term debt	108	69
Total current liabilities	<u>89,417</u>	<u>81,044</u>
Deferred income taxes	9,769	9,769
Long-term debt, net of current portion	197,847	210,944
Other long-term liabilities	1,765	1,751
Total liabilities	<u>298,798</u>	<u>303,508</u>
Commitments and contingencies	-	-
Stockholders' deficit:		
Common stock, \$0.01 stated value, 1,000,000 shares authorized; 597,356 shares issued and outstanding at December 31, 2005 and March 31, 2006	5	5

Additional paid-in capital	34,027	34,055
Accumulated deficit	(65,900)	(68,808)
Total stockholders' deficit	(31,868)	(34,748)
Total liabilities and stockholders' deficit	<u>\$ 266,930</u>	<u>\$ 268,760</u>

See accompanying notes to condensed consolidated financial statements.

SECURUS TECHNOLOGIES, INC.
CONDENSED CONSOLIDATED FINANCIAL STATEMENT OF OPERATIONS
For the Three Months Ended March 31, 2005 and 2006
(Dollars in thousands)

	<u>March 31,</u> <u>2005</u>	<u>March 31,</u> <u>2006</u>
Revenue:	(Unaudited)	
Telecommunications services	\$ 7,745	\$ 4,522
Direct call provisioning	72,033	81,968
Solutions services	11,263	12,231
Equipment sales and other	385	115
Total revenue	<u>91,426</u>	<u>98,836</u>
Cost of service (exclusive of depreciation and amortization shown separately below):		
Telecommunications services	3,376	2,130
Direct call provisioning, exclusive of bad debt expense	47,701	54,454
Direct call provisioning bad debt expense	9,205	9,723
Solutions services expense	10,393	8,998
Cost of equipment sold and other	9	62
Total cost of service	<u>70,684</u>	<u>75,367</u>
Selling, general and administrative	11,471	12,442
Compensation expense on employee stock options	-	28
Depreciation and amortization	<u>5,419</u>	<u>6,728</u>
Total operating costs and expenses	<u>87,574</u>	<u>94,565</u>
Operating income	3,852	4,271
Interest and other expenses, net	6,698	6,931
Loss before income taxes	(2,846)	(2,660)
Income taxes expense	587	248
Net loss	<u>\$ (3,433)</u>	<u>\$ (2,908)</u>

See accompanying notes to condensed consolidated financial statements.

SECURUS TECHNOLOGIES, INC.
CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS
For the Three Months Ended March 31, 2005 and 2006
(Dollars in thousands)

	<u>March 31,</u> <u>2005</u>	<u>March 31,</u> <u>2006</u>
	(Revised – Note 1e)	
	(Unaudited)	
CASH FLOWS FROM OPERATING ACTIVITIES		
Net loss:	\$ (3,433)	\$ (2,908)
Adjustment to reconcile net loss to net cash (used in) provided by operating activities:		
Depreciation and amortization	5,419	6,728

Deferred income taxes	238	222
Conversion of interest paid-in-kind to secured subordinated notes	1,789	2,114
Equity income (loss) from unconsolidated affiliates	15	(66)
Stock based compensation	-	28
Accretion of discount on notes payable	131	133
Amortization of deferred financing costs and debt discounts	207	237
Changes in operating assets and liabilities:		
Restricted cash	-	(14)
Accounts receivable	2,000	(2,461)
Prepaid expenses and other current assets	721	656
Intangible and other assets	(61)	(199)
Accounts payable	(1,728)	(4,275)
Accrued liabilities and other liabilities	(5,883)	(4,758)
Net cash used in operating activities	<u>\$ (585)</u>	<u>\$ (4,563)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property and equipment including costs of intangibles	<u>\$ (5,293)</u>	<u>(7,120)</u>
Net cash used in investing activities	<u>\$ (5,293)</u>	<u>\$ (7,120)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Advances on revolving credit facility	\$ 5,000	\$ 10,850
Cash overdraft	(678)	685
Payments on other debt	(27)	(39)
Net cash provided by financing activities	<u>\$ 4,295</u>	<u>\$ 11,496</u>
Decrease in cash and cash equivalents	\$ (1,583)	\$ (187)
Cash and cash equivalents at the beginning of the period	<u>1,879</u>	<u>2,630</u>
Cash and cash equivalents at the end of the period	<u>\$ 296</u>	<u>\$ 2,443</u>
SUPPLEMENTAL DISCLOSURES:		
Cash paid during period for:		
Interest	<u>\$ 8,094</u>	<u>\$ 8,544</u>
Income taxes	<u>\$ -</u>	<u>\$ -</u>

See accompanying notes to condensed consolidated financial statements.

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Unaudited Quarterly Financial Statements

The accompanying unaudited condensed consolidated financial statements for the three-month periods ended March 31, 2005 and 2006 have been prepared in accordance with U.S. Generally Accepted Accounting Principles for interim financial information and with the instructions to Form 10-Q and Article 10 of Regulation S-X. Accordingly, they do not include all of the information and notes required by U.S. Generally Accepted Accounting Principles for complete financial statements of Securus Technologies, Inc. ("Securus" or the "Company"). In the opinion of management, all adjustments necessary for a fair presentation have been included and are of a normal recurring nature. Interim results are not necessarily indicative of the results that may be expected for the year. The condensed consolidated financial statements should be read in conjunction with the consolidated financial statements and notes thereto included in Securus Technologies, Inc.'s December 31, 2005 Annual Report on Form 10-K.

The preparation of unaudited condensed consolidated financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenue and expenses during the reported period. Significant items subject to such estimates include the valuation allowances for receivables, the carrying amount for property and equipment, goodwill, intangible and other assets, and deferred income taxes. Actual results could differ from those estimates.

(b) Comprehensive Income

Statement of Financial Accounting Standards (“SFAS”) No. 130, *Reporting Comprehensive Income*, requires that certain items such as foreign currency translation adjustments and unrealized gains and losses on certain derivative instruments classified as a hedge be presented as separate components of shareholders’ equity. Total comprehensive loss for the three months ended March 31, 2005 and 2006 was \$3.4 million and \$2.9 million, respectively.

(c) New Accounting Pronouncements

In January 1, 2006, the Company adopted SFAS No. 123R “Share-Based Payment”, which requires share-based compensation to be recognized based on the grant date estimated fair value of each award, net of estimated cancellations, over the employee’s requisite service period, which is generally the vesting period of the equity grant. The Company elected to adopt SFAS No. 123R using the modified prospective method, which requires compensation expense to be recorded for all unvested share-based awards beginning in the first quarter of adoption. Accordingly, the prior period presented in this Form 10-Q has not been restated to reflect the fair value method of expensing stock options. Also, because the value used to measure compensation expense for unvested shares is the same for APB Option No. 25 and SFAS No. 123R, the adoption of SFAS No. 123R did not have a material impact on the Company’s operating income, loss before income taxes or net loss.

In May 2005, the FASB issued SFAS No. 154, *Accounting Changes and Error Corrections*, which is effective for voluntary changes in accounting principles made in fiscal years beginning after December 15, 2005. SFAS 154 replaces APB Opinion No. 20 *Accounting Changes* (APB 20) and SFAS No. 3 *Reporting Accounting Changes in Interim Financial Statements*. SFAS 154 requires that voluntary changes in accounting principles be applied on a retrospective basis to prior period financial statements and eliminates the provisions of APB 20 that cumulative effects of voluntary changes in accounting principles be recognized in net income in the period of change. The adoption of this statement did not have a material impact on the consolidated financial statements.

In November 2005, the FASB issued FASB Staff Position No. FIN 45-3 (FSP FIN 45-3) *Application of FASB Interpretation No. 45 to Minimum Revenue Guarantees Granted to a Business or Its Owners*, which

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

is effective for new minimum revenue guarantees issued or modified on or after the beginning of the first fiscal quarter following the date FSP FIN 45-3 was issued. FSP FIN 45-3 amends FASB Interpretation No. 45, *Guarantor’s Accounting and Disclosure Requirements for Guarantees, Including Indirect Guarantees of Indebtedness of Others* to include guarantees granted to a business that the revenue of the business for a specified period of time will be at least a specified minimum amount under its recognition, measurement and disclosure provisions. This interpretation was effective for the Company on January 1, 2006 at which time the Company adopted the standard. The adoption of this statement did not have a material impact on the consolidated financial statements.

(d) Reclassification

Certain amounts in the March 31, 2005 condensed consolidated financial statements have been reclassified to conform with current period presentation.

(e) Revisions to Cash Flow Statement

The Company has revised its March 31, 2005 condensed consolidated cash flow statement to classify the net change in cash overdrafts within financing activities. Previously, such amounts were reported as cash flows used in operating activities. The effects of the above revision to the March 31, 2005 condensed consolidated cash flow statement is summarized as follows:

	For the three months ending March 31, 2005		
	Net Cash Provided (Used in)		
	<u>Operating Activities</u>	<u>Investing Activities</u>	<u>Financing Activities</u>
Previously reported	\$ (1,263)	\$ (5,293)	\$ 4,973
Net change in cash overdrafts	<u>678</u>	<u>-</u>	<u>(678)</u>

2. BALANCE SHEET COMPONENTS

Accounts receivable consist of the following (in thousands):

	<u>December 31, 2005</u>	<u>March 31, 2006</u> (Unaudited)
Accounts receivable, net:		
Trade accounts receivable	\$ 78,614	\$ 77,625
Advance commissions receivable	3,815	4,263
Other receivables	153	242
	<u>82,582</u>	<u>82,130</u>
Less: Allowance for doubtful accounts	<u>(19,402)</u>	<u>(16,489)</u>
	<u>\$ 63,180</u>	<u>\$ 65,641</u>

At December 31, 2005 and March 31, 2006, the Company had advanced commissions to certain facilities totaling \$3.9 million and \$4.3 million, respectively, which are recoverable from such facilities as a reduction of earned commissions for specified monthly amounts. Amounts included in the accounts receivable represent the estimated recoverable amounts during the next fiscal year, with the remaining long-term portion recorded in other assets.

Bad debt expense for the three months ended March 31, 2005 was \$9.2 million, or 12.8%, of direct call provisioning revenue of \$72.0 million. Bad debt expense for the three months ended March 31, 2006 was \$9.7 million, or 11.9%, of direct call provisioning revenue of \$82.0 million.

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED FINANCIAL STATEMENTS

Property and equipment consists of the following (in thousands):

	<u>December 31, 2005</u>	<u>March 31, 2006</u> (Unaudited)
Property and equipment, net:		
Telecommunications equipment	\$ 35,600	\$ 38,270
Leasehold improvements	4,382	4,392
Construction in progress	6,624	7,663
Vehicles	64	16
Office equipment	10,482	11,443
	<u>57,152</u>	<u>61,784</u>
Less: Accumulated depreciation and amortization	<u>(13,290)</u>	<u>(16,160)</u>
	<u>\$ 43,862</u>	<u>\$ 45,624</u>

Intangibles and other assets consist of the following (in thousands):

	<u>December 31, 2005</u>			
	<u>Gross Carrying Value</u>	<u>Accumulated Amortization</u>	<u>Net</u>	<u>Weighted Average Life</u>
Patents and trademarks	\$ 18,324	\$ (2,439)	\$ 15,885	10.6
Deferred financing costs	9,022	(1,063)	7,959	7.3
Capitalized software development costs	13,416	(3,510)	9,906	4.0
Acquired contract rights	79,407	(10,871)	68,536	10.8
Deposits and long-term prepayments	1,413	-	1,413	
Other	783	-	783	
	<u>\$ 122,365</u>	<u>\$ (17,883)</u>	<u>\$ 104,482</u>	

Intangibles and other assets consist of the following (in thousands):

	March 31, 2006 (Unaudited)			Weighted Average Life
	Gross Carrying Value	Accumulated Amortization	Net	
Patents and trademarks	\$ 18,625	\$ (2,945)	\$ 15,680	10.9
Deferred financing costs	9,022	(1,300)	7,722	7.3
Capitalized software development costs	14,615	(4,342)	10,273	4.1
Acquired contract rights	80,353	(13,248)	67,105	9.9
Deposits and long-term prepayments	1,511	-	1,511	
Other	849	-	849	
	<u>\$ 124,975</u>	<u>\$ (21,835)</u>	<u>\$ 103,140</u>	

At December 31, 2005 and March 31, 2006, the carrying amount of trademarks assigned to patents and trademarks that were not subject to amortization was \$3.0 million.

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED UNAUDITED FINANCIAL STATEMENTS

Certain intangibles and other assets amounts have been reclassified as of December 31, 2005. Amortization expense for the three months ended March 31, 2005 and 2006 was \$2.3 million and \$3.9 million, respectively. Estimated amortization expense related to intangibles and other assets, excluding deferred financing costs, at March 31, 2006 and for each of the next five years through March 31, 2011 and thereafter is summarized as follows (in thousands):

<u>Period ending March 31 (unaudited):</u>	
2007	\$ 15,101
2008	13,132
2009	11,660
2010	9,493
2011	8,562
Thereafter	35,110
	<u>\$ 93,058</u>

Accrued liabilities consist of the following (in thousands):

	<u>December 31,</u> <u>2005</u>	<u>March 31,</u> <u>2006</u> (Unaudited)
Accrued expenses	\$ 23,201	\$ 23,954
Accrued compensation	5,258	4,429
Accrued severance and exit costs	668	253
Accrued taxes	2,932	2,795
Accrued interest and other	5,697	1,524
	<u>\$ 37,756</u>	<u>\$ 32,955</u>

During the year ended December 31, 2004, the Company entered into separation agreements with certain executives. FASB No. 88, *Employer's Accounting for Settlements and Curtailments of Defined Benefit Pension Plans for Termination Benefits*, requires the Company to accrue severance payments for these executives. As of December 31, 2005, the Company accrued approximately \$0.7 million as a result of these agreements of which \$0.6 million related to severance and related costs and the remaining \$0.1 million related to leased facility and other costs. During the quarter ended March 31, 2006, the Company paid approximately \$0.4 million in severance and related costs.

3. DEBT

Debt consists of the following (in thousands):

	December	March 31,
--	----------	-----------

	<u>31,</u> <u>2005</u>	<u>2006</u> <u>(Unaudited)</u>
Revolving credit facility	\$ -	\$ 10,850
Second-priority senior secured notes	49,745	51,859
Senior subordinated notes	154,000	154,000
Other	108	69
Total debt	<u>203,853</u>	<u>216,778</u>
Less unamortized discount on senior secured notes and senior subordinated notes	<u>(5,898)</u>	<u>(5,765)</u>
	197,955	211,013
Less current portion of long-term debt	<u>(108)</u>	<u>(69)</u>
Long-term debt, net	<u>\$ 197,847</u>	<u>\$ 210,944</u>

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED UNAUDITED FINANCIAL STATEMENTS

Revolving Credit Facility — The Company has a revolving credit facility (the “revolver”) with a syndicate of banks and other lending institutions with a borrowing base limitation equal to 80% of the “eligible receivables” as defined in the credit agreement. The revolver provides for financing on a revolving basis of up to \$30.0 million and a \$22.5 million letter of credit facility that expires on September 9, 2009. To the extent that letters of credit outstanding are greater than \$10.0 million, the incremental letters of credit outstanding over \$10.0 million reduces our availability. The Company’s maximum permitted annual capital expenditures are \$30.0 million for 2006. Amounts unused under the revolving credit facility are subject to a fee, due quarterly, based on a per annum rate, as amended, of 0.375%. Advances bear simple interest at an annual rate equal to one of the following, at our option (i) the Prime Rate or (ii) a rate equal to the Eurodollar Rate as adjusted by the Eurodollar Reserve Percentage plus 2.0%, as amended. Interest is payable quarterly, following the end of each previous calendar quarter. Advances received on the revolver bore interest at our option using the prime rate, which was 7.25% at December 31, 2005 and 7.5% at March 31, 2006. Securus Technologies draws from the available credit on the revolver to cover normal business cash requirements. As of December 31, 2005 and March 31, 2006, Securus Technologies had \$30.0 million and \$19.2 million, respectively, of borrowing availability under the revolver.

Under the revolver, as amended, Securus Technologies also has available a \$12.5 million and a separate \$10.0 million sub-facility for letters of credit, as further described above, typically used to provide collateral for service bonds required by contracts with correctional facilities. As of December 31, 2005 and March 31, 2006, the Company had outstanding letters of credit totaling \$6.8 million. Securus Technologies pays a quarterly fee equal to a per annum rate of 2.125%, as amended, on amounts reserved under the letters of credit.

Second-priority Senior Secured Notes — On September 9, 2004, Securus Technologies issued \$154.0 million of Second-priority Senior Secured Notes that bear interest at an annum rate of 11%. All principal is due September 9, 2011. To the extent the Company generates excess cash flow (as defined in the indenture) in any calendar year beginning with the year ended December 31, 2005, the Company is required by the Second-priority Senior Secured Notes to offer to repay principal equal to 75% of such excess cash flow at a rate of 104% of face value. No excess cash flow payment was due for the calendar year ended December 31, 2005 because no excess cash flow, as defined, was generated. Interest is payable semiannually on March 1 and September 1. The Second-priority Senior Secured Notes were issued at a discount to face value of \$3.6 million or 97.651%. Proceeds obtained from the issuance of Second-priority Senior Secured Notes were used to finance the acquisition of Evercom and to repay outstanding long-term debt obligations. The effective interest rate is 11.5% on the Second-priority Senior Secured Notes.

Senior Subordinated Notes — On September 9, 2004, Securus Technologies issued \$40.0 million of Senior Subordinated Notes, unsecured and subordinate to the Revolving Credit Facility and the Senior Notes, that bear interest at an annual rate of 17%. Interest is payable at the end of each calendar quarter, or, as restricted by the Company’s Revolving Credit Facility, is paid-in-kind by adding accrued interest to the principal balance of the Senior Subordinated notes. All outstanding principal, including interest paid-in-kind, is due on September 9, 2014 and a mandatory prepayment equal to \$20.0 million plus 50% of all outstanding interest paid-in-kind is due on September 9, 2013. In connection with the issuance of the Senior Subordinated Notes, Securus Technologies issued warrants to acquire 51,011 shares of Securus Technologies, Inc. common stock at an

exercise price of \$0.01 per share to the Senior Subordinated Note holders. As a result, Securus Technologies discounted the face value of the Senior Subordinated Notes by \$2.9 million representing the estimated fair value of the warrants at the time of issuance. Proceeds obtained from the issuance of the Senior Subordinated Notes were used to finance the acquisition of Evercom, repay outstanding long-term debt obligations, and for general operating purposes. During the year ended December 31, 2005, \$7.6 million of paid-in-kind interest was added to the principal balance of the Senior Subordinated Notes. During the three months ended March 31, 2006, \$2.1 million of paid-in-kind interest was added to the principal balance of the Notes. The effective interest rate is 18.6% on the Senior Subordinated Notes.

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED UNAUDITED FINANCIAL STATEMENTS

All of the Company's subsidiaries (the "Subsidiary Guarantors") are fully, unconditionally, and jointly and severably liable for the Revolving Credit Facility, Second-priority Senior Secured Notes and Senior Subordinated Notes. The Subsidiary Guarantors are wholly-owned and constitute all of the Company's direct and indirect subsidiaries. The Company has not included separate financial statements of its subsidiaries because (a) the aggregate assets, liabilities, earnings and equity of the Company are presented on a consolidated basis and (b) the Company believes that separate financial statements and other disclosures concerning subsidiaries are not material to investors.

The Company's credit facilities contain financial and operating covenants, among other items, that require the maintenance of certain financial ratios, including specified interest coverage ratios, maintenance of minimum levels of operating cash flows (as defined), and maximum capital expenditure limitations. These covenants also limit our ability to incur additional indebtedness, make certain payments including dividends to shareholders, invest and divest company assets, and sell or otherwise dispose of capital stock. In the event that the Company fails to comply with the covenants and restrictions, as specified in the credit agreements, Securus Technologies may be in default at which time payment of the long term debt and unpaid interest may be accelerated and become immediately due and payable. As of March 31, 2006, we were in compliance with all of our covenants.

In connection with the issuance of its outstanding 11% Second-priority Senior Secured Notes, the Company entered into a registration rights agreement pursuant under which the Company agreed to exchange the outstanding Second-priority Senior Secured Notes for registered 11% Second-priority Senior Secured Notes due 2011 (the "Exchange Offer"). Pursuant to this registration rights agreement, the Company agreed to file a registration statement relating to such Exchange Offer on or before March 28, 2005. As a result of the Company's failure to timely file a registration statement relating to such Exchange Offer, the Company was required to pay an additional 0.5% interest to its Second-priority Senior Secured Noteholders from March 28, 2005 to May 16, 2005, the filing date of the Exchange Offer registration statement, and from July 7 to July 27, 2005, the consummation date of the Exchange Offer.

In April 2006, the Company and its lenders executed a second amendment to the revolver to clarify certain debt compliance calculations.

4. SEGMENT INFORMATION

SFAS No. 131, *Disclosures About Segments of an Enterprise and Related Information*, establishes standards for reporting operating segments in annual financial statements. SFAS No. 131 also establishes standards for disclosures about products and services, geographic areas and major customers.

The Company's management has chosen to organize the enterprise around differences in products and services. During the period 2003 through 2005, the Company and its predecessor had four reportable segments: Telecommunications Services, Direct Call Provisioning, Solutions Services and Equipment Sales. Through these segments, the Company provided inmate telecommunication products and services for correctional facilities, including security enhanced call processing, call validation and billing services for inmate calling. Depending upon the contractual relationship at the site and the type of customer, the Company provided these products and services through service agreements with other telecommunications service providers, including Verizon/Public Communications Services, AT&T/Global Tel*Link, AT&T/SBC, Sprint and Qwest (i.e., Telecommunications Services segment and Solutions Services segment) and through direct contracts between the Company and correctional facilities (i.e., Direct Call Provisioning segment). In addition, the Company sold systems to certain telecommunication providers (i.e., Equipment Sales segment).

The Company evaluates performance of each segment based on operating results. Total assets are those owned by or allocated to each segment. Assets included in the "Corporate and Other" column of the following

table include all assets not specifically allocated to a segment. There are no intersegment sales. The Company's reportable segments are specific business units that offer different products and services

SECURUS TECHNOLOGIES, INC. AND SUBSIDIARIES

NOTES TO CONDENSED CONSOLIDATED UNAUDITED FINANCIAL STATEMENTS

and have varying operating costs associated with such products. The Company uses estimation to allocate certain direct costs and selling, general and administrative costs, as well as for depreciation and amortization, goodwill, and capital expenditures. Estimation is required in these cases because the Company does not have the capability to specifically identify such costs to a particular segment. The estimation is based on relevant factors such as proportionate share of revenue of each segment to the total business.

Segment information for the three months ended March 31, 2005 (Unaudited) is as follows (in thousands):

	Telecommunications Services	Direct Call Provisioning	Solutions Services	Equipment Sales & Other	Corporate & Other	Total
Revenue from external customers	\$ 7,745	\$ 72,033	\$ 11,263	\$ 385	\$ -	\$ 91,426
Segment gross margin	\$ 4,369	\$ 15,127	\$ 870	\$ 376	\$ -	\$ 20,742
Depreciation and amortization	592	4,780	-	14	33	5,419
Other operating costs and expenses	-	2,082	304	34	9,051	11,471
Operating income (loss)	\$ 3,777	\$ 8,265	\$ 566	\$ 328	\$ (9,084)	\$ 3,852
Interest and other expenses, net	-	-	-	-	-	6,698
Segment loss before income taxes	-	-	-	-	-	(2,846)
Total assets	\$ 13,659	\$ 221,866	\$ 17,262	\$ 1,117	\$ 15,143	\$ 269,047
Goodwill	\$ -	\$ 50,263	\$ -	\$ -	\$ -	\$ 50,263
Capital Expenditures	\$ -	\$ 3,205	\$ -	\$ -	\$ 2,088	\$ 5,293

Segment information for the three months ended March 31, 2006 (Unaudited) is as follows (in thousands):

	Telecommunications Services	Direct Call Provisioning	Solutions Services	Equipment Sales & Other	Corporate & Other	Total
Revenue from external customers	\$ 4,522	\$ 81,968	\$ 12,231	\$ 115	\$ -	\$ 98,836
Segment gross margin	\$ 2,392	\$ 17,791	\$ 3,233	\$ 53	\$ -	\$ 23,469
Depreciation and amortization	143	6,235	316	-	34	6,728
Other operating costs and expenses	-	2,246	130	-	10,094	12,470
Operating income (loss)	\$ 2,249	\$ 9,310	\$ 2,787	\$ 53	\$ (10,128)	\$ 4,271
Interest and other expenses, net	-	-	-	-	-	6,931
Segment loss before income taxes	-	-	-	-	-	(2,660)
Total assets	\$ 3,305	\$ 211,429	\$ 28,601	\$ 40	\$ 25,385	\$ 268,760
Goodwill	\$ -	\$ 37,936	\$ -	\$ -	\$ -	\$ 37,936
Capital Expenditures	\$ -	\$ 7,120	\$ -	\$ -	\$ -	\$ 7,120

As of March 31, 2006, 53,497 shares were issued and outstanding of Class B Common Stock under the 2004 Restricted Stock Purchase Plan to certain members of management. These shares are subject to forfeiture pursuant to the terms of management's respective Restricted Stock Purchase Agreements and the

2004 Restricted Stock Purchase Plan and the restrictions described herein and therein. The restricted periods end upon either the occurrence of certain events or upon lapse of time. With respect to one-third of the stock, the restricted period ends upon the lapse of time in equal increments with certain exceptions. The restricted period for up to one-third of the stock ends upon the sale of the Company's stock to an independent third party, as defined in the 2004 Restricted Stock Plan. With respect to the remaining shares, the restricted period ends upon the Company attaining certain performance measures determined by the Company's Board of Directors. Further, upon a change of control of the Company, the restricted period could end for all of the restricted shares that have not previously vested. The restricted shares are entitled to dividends, if declared, which will be distributed upon termination of the restricted period with respect to any such restricted shares. The Company measures compensation expense on these restricted shares commensurate with their vesting schedules. For the portion of the restricted shares that vest contingently with the occurrence of certain events, the Company records compensation expense when such events become probable. At March 31, 2006, the incremental compensation expense on the restricted shares issued to the Company's CEO and other executives was determined based on the estimated fair value of the Class B Common Stock, which resulted in compensation charges of \$28,000 to the condensed consolidated statements of operations.

6. GUARANTEES

FSP 45-3, amends FASB Interpretation No. 45, "*Guarantor's Accounting and Disclosure Requirements for Guarantees, Including Indirect Guarantees of Indebtedness of Others*", to require a guarantor to recognize a liability for the estimated fair value of guarantee obligations entered into after January 1, 2006 and disclosure of the maximum amount that could be paid under the guarantee obligation. In February 2006, the Company entered into an agreement with a telecommunications vendor, primarily for local and long distance services, whereby the Company guarantees a minimum purchase commitment over a two to three year period. Management has reviewed the agreement and believes the fair value to be zero. The maximum amount that would be paid under this guarantee totals \$10.5 million at March 31, 2006.

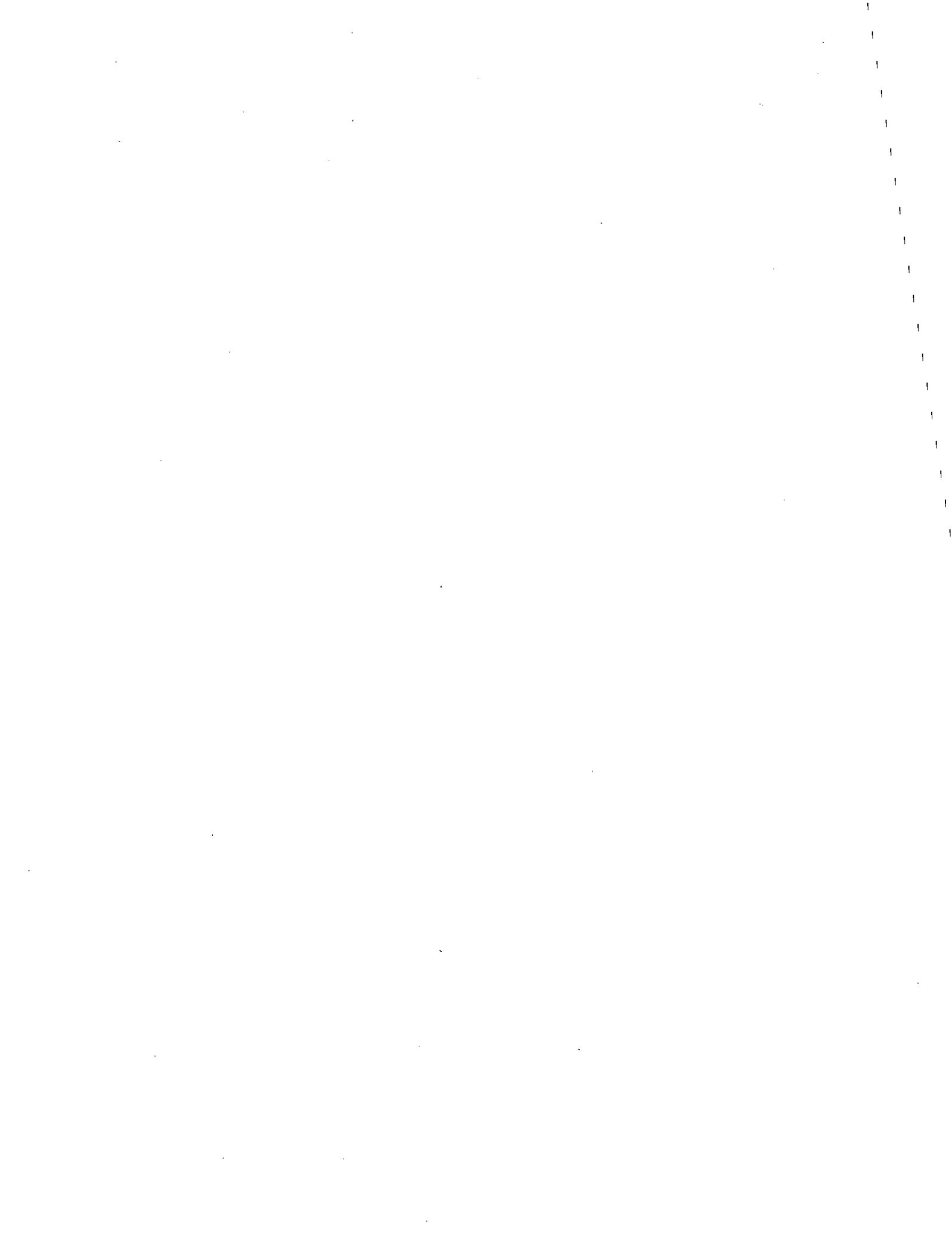
ITEM 2. MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

The following discussion and analysis of the Company's financial condition and results of operations should be read in conjunction with the financial statements and the notes thereto contained elsewhere in this report. Certain information contained in the discussion and analysis set forth below includes forward-looking statements that involve risks and uncertainties.

Special Note Regarding Forward-Looking Statements

This Quarterly Report on Form 10-Q contains forward-looking statements within the meaning of the federal securities laws. These forward-looking statements reflect, among other things, our current expectations, plans and strategies, and anticipated financial results, all of which are subject to known and unknown risks, uncertainties and factors that may cause our actual results to differ materially from those expressed or implied by these forward-looking statements. Many of these risks are beyond our ability to control or predict. Any statements contained in this quarterly report that are not statements of historical fact, including statements about our beliefs and expectations, are forward-looking statements and should be evaluated as such. The words "anticipates," "believes," "expects," "intends," "seeks to," "plans," "estimates," "targets," "projects," "should," "may," "will" and similar words and expressions are intended to identify forward-looking statements. All forward-looking statements are based on information available to the Company on the date hereof, and investors should not rely on forward-looking statements because they are subject to a variety of risks, uncertainties, and other factors that could cause actual results to differ materially from our expectations, and we expressly do not undertake any duty to update forward-looking statements. These factors include, but are not limited to: (i) competition in our industry and in the telecommunications industry generally; (ii) our substantial amount of debt; (iii) our accumulated deficit; (iv) the changing dynamics of our industry and business; (v) our financial results being dependent on the

success of our billing and bad debt management systems; (vi) loss of major partners or customers and recent



Attachment 17:
Implementation Plan

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
1	SECURUS Inmate Telephone System Installation	84 days	Mon 10/2/06	Thu 1/25/07
2	Install Platform Pre-Ship Tasks	16 days	Mon 10/2/06	Mon 10/23/06
3	Schedule Site Survey for each Facility	1 day	Mon 10/2/06	Mon 10/2/06
4	Conduct On-Site Site Surveys	10 days	Mon 10/9/06	Fri 10/20/06
5	Sales Order Form (SOF) Receipt & Review	16 days	Mon 10/2/06	Mon 10/23/06
6	Receive PM Approved SOF	1 day	Mon 10/2/06	Mon 10/2/06
7	Receive Site Survey	1 day	Mon 10/23/06	Mon 10/23/06
8	Logistics Planning SOF/Site Survey Review	1 day	Mon 10/23/06	Mon 10/23/06
9	Heat Ticket Opened	1 day	Mon 10/2/06	Mon 10/2/06
10	SOF, Site Survey & Heat Ticket # Distributed	1 day	Mon 10/23/06	Mon 10/23/06
11	Bill of Material (BOM)	8 days	Mon 10/2/06	Wed 10/11/06
12	Sales PM Phone Review with Install Support	1 day	Mon 10/2/06	Mon 10/2/06
13	Generate Bill of Material (BOM)	3 days	Tue 10/3/06	Thu 10/5/06
14	Distribute BOM for Approval	1 day	Fri 10/6/06	Fri 10/6/06
15	Receive BOM Approval	1 day	Mon 10/9/06	Mon 10/9/06
16	Enter BOM into JDEdwards - Hardware Order Frozen	2 days	Tue 10/10/06	Wed 10/11/06
17	Hardware Order Frozen	0 days	Fri 10/6/06	Fri 10/6/06
18	Hardware Booking & Availability	4 days	Thu 10/5/06	Tue 10/10/06
19	Generate Picklist	0.5 days	Thu 10/5/06	Thu 10/5/06
20	Distribute Picklist to Hardware Build & Install Support	0.5 days	Fri 10/6/06	Fri 10/6/06
21	Distribute Picklist to Warehouse	0.5 days	Fri 10/6/06	Fri 10/6/06
22	Pick Parts Listed on Picklist	1 day	Mon 10/9/06	Mon 10/9/06
23	Notify All Affected Departments of any Missing Parts	0.5 days	Mon 10/9/06	Mon 10/9/06
24	Transport Inventory to Hardware Build (even if parts missing)	1 day	Tue 10/10/06	Tue 10/10/06
25	Purchase Non-Stock Items	4 days	Tue 10/10/06	Fri 10/13/06
26	Complete Purchase Order for Low Inventory or Special Items	0.5 days	Tue 10/10/06	Tue 10/10/06
27	Order Low Inventory or Special Items	0.5 days	Wed 10/11/06	Wed 10/11/06
28	All Equipment Available	2 days	Thu 10/12/06	Fri 10/13/06
29	Hardware Build	6 days	Tue 10/10/06	Tue 10/17/06
30	Receive Available Parts	1 day	Tue 10/10/06	Tue 10/10/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
31	Receive Any Remaining Parts	1 day	Fri 10/13/06	Fri 10/13/06
32	Contract Bare Bones System	2 days	Mon 10/16/06	Tue 10/17/06
33	Block Files	11 days	Mon 10/9/06	Mon 10/23/06
34	Contact AZDOC Current Inmate Calling System Provider & Request Copy of Block Files	1 day	Mon 10/9/06	Mon 10/9/06
35	Receive Block Files From AZDOC Current Provider of Inmate Calling System	5 days	Mon 10/16/06	Fri 10/20/06
36	Block Files Ready for Pre-Install	2 days	Fri 10/20/06	Mon 10/23/06
37	Telecom Order & ANI List	7 days	Thu 10/5/06	Fri 10/13/06
38	ANI List - Platform New Installation	7 days	Thu 10/5/06	Fri 10/13/06
39	Contact AZDOC Current Inmate Calling System Provider & Request a Copy of ANI List	1 day	Thu 10/5/06	Thu 10/5/06
40	Receive Copy of Ani List	3 days	Tue 10/10/06	Thu 10/12/06
41	ANI List - Common Tasks	2 days	Thu 10/12/06	Fri 10/13/06
42	Distribute ANI List to Affected Departments for Their Comparison	0.25 days	Thu 10/12/06	Thu 10/12/06
43	Receive Correction of ANIs	1 day	Thu 10/12/06	Thu 10/12/06
44	Distribute ANI List to Blue Folder E-mail Code	0.25 days	Fri 10/13/06	Fri 10/13/06
45	Enter ANIs into Databases	1 day	Fri 10/13/06	Fri 10/13/06
46	ANI List Ready for Pre-Install	0 days	Fri 10/13/06	Fri 10/13/06
47	Local NPA/NXX File	5 days	Mon 10/9/06	Fri 10/13/06
48	Obtain Local NPA/NXX File for Facility	1 day	Mon 10/9/06	Mon 10/9/06
49	Local NPA/NXX File - New Installation	5 days	Mon 10/9/06	Fri 10/13/06
50	Distribute Local NPA/NXX File to Table Management	0.25 days	Mon 10/9/06	Mon 10/9/06
51	Pull JPL Rate Local List	1 day	Tue 10/10/06	Tue 10/10/06
52	Resolve NPA/NXX Differences to JPL Rates Local List	2 days	Thu 10/12/06	Fri 10/13/06
53	Distribute Local NPA/NXX File to Install Support	0.5 days	Fri 10/13/06	Fri 10/13/06
54	Free Numbers Ready for Pre-Install	11 days	Thu 10/5/06	Thu 10/19/06
55	Free Numbers List - New Installation	11 days	Thu 10/5/06	Thu 10/19/06
56	Contact AZDOC Current Inmate Calling System Provider & Request Copy of Free Number Files	0.25 days	Thu 10/5/06	Thu 10/5/06
57	Receive Free Number Files from AZDOC Current Inmate Calling System Provider	3 days	Tue 10/10/06	Thu 10/12/06
58	Send Free List to AZDOC Contact for Approval	0.25 days	Thu 10/12/06	Thu 10/12/06
59	Receive Approved Free Number List from AZDOC	3 days	Tue 10/17/06	Thu 10/19/06
60	Rate Files	6 days	Wed 10/4/06	Wed 10/11/06

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

Milestone 

External Tasks 

Split 

Summary 

External Milestone 

Progress 

Project Summary 

Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
61	Rate File - New Installation	3 days	Wed 10/4/06	Fri 10/6/06
62	Build Rate File	3 days	Fri 10/6/06	Tue 10/10/06
63	Distribute Rate File to Table Management	1 day	Tue 10/10/06	Tue 10/10/06
64	Produce Platform Specific Rate File	1 day	Wed 10/11/06	Wed 10/11/06
65	Rate File Available	0 days	Wed 10/11/06	Wed 10/11/06
66	Provisioning/Networking	45 days	Wed 10/4/06	Tue 12/5/06
67	Order Circuits	45 days	Wed 10/4/06	Tue 12/5/06
68	Schedule Circuit Installation with LEC	1 day	Tue 10/31/06	Tue 10/31/06
69	Test & Turn Up of Circuits on Site with LEC	10 days	Wed 11/22/06	Tue 12/5/06
70	Circuits Ready for Cutover	0 days	Tue 12/5/06	Tue 12/5/06
71	VOX Files - New Installation	10 days	Mon 10/16/06	Fri 10/27/06
72	Order VOX Files for Branding	10 days	Mon 10/16/06	Fri 10/27/06
73	VOX Files Ready	0 days	Fri 10/27/06	Fri 10/27/06
74	Software Install & Customization	15 days	Mon 10/9/06	Fri 10/27/06
75	Install Base Software	0 days	Mon 10/9/06	Mon 10/9/06
76	Modify Site Specific Files As Required	13 days	Wed 10/11/06	Fri 10/27/06
77	Vox Files	1 day	Fri 10/27/06	Fri 10/27/06
78	Block Files	1 day	Tue 10/24/06	Tue 10/24/06
79	ANI Assignment	1 day	Fri 10/13/06	Fri 10/13/06
80	Local NPA/NXX File	1 day	Fri 10/13/06	Fri 10/13/06
81	Free Numbers	1 day	Thu 10/19/06	Thu 10/19/06
82	Rate File	1 day	Wed 10/11/06	Wed 10/11/06
83	Test Data for Conversion	1 day	Fri 10/20/06	Fri 10/20/06
84	All Data Loaded	2 days	Mon 10/23/06	Tue 10/24/06
85	Perform Quality Checklist	2 days	Tue 10/24/06	Wed 10/25/06
86	Package System for Shipment (unsealed)	1 day	Wed 10/25/06	Wed 10/25/06
87	Test File for Conversion - New Installation	3 days	Tue 10/17/06	Thu 10/19/06
88	Install Test Inmate Pin File	1 day	Tue 10/17/06	Tue 10/17/06
89	Install Test Inmate Calling List	1 day	Wed 10/18/06	Wed 10/18/06
90	Test Conversion Files are Ready	1 day	Wed 10/18/06	Wed 10/18/06

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
91	System Ready for Virtual Prison	1 day	Thu 10/19/06	Thu 10/19/06
92	Virtual Prison	5 days	Wed 10/25/06	Tue 10/31/06
93	Receive Packaged System	0 days	Wed 10/25/06	Wed 10/25/06
94	Install System in Virtual Prison	1 day	Wed 10/25/06	Wed 10/25/06
95	Test System In Virtual Prison	3 days	Thu 10/26/06	Mon 10/30/06
96	Test Site's Data Conversion	1 day	Thu 10/26/06	Thu 10/26/06
97	Revise INI Files per SOF	1 day	Fri 10/27/06	Fri 10/27/06
98	Complete Virtual Prison Measurement Sheet	1 day	Mon 10/30/06	Mon 10/30/06
99	Package System for Shipment (unsealed)	1 day	Tue 10/31/06	Tue 10/31/06
100	System Ready for Shipping	0 days	Mon 10/30/06	Mon 10/30/06
101	System Shipping	2 days	Tue 10/31/06	Wed 11/1/06
102	Receive Packaged System	0 days	Tue 10/31/06	Tue 10/31/06
103	Seal Packaged System	1 day	Wed 11/1/06	Wed 11/1/06
104	Ship System	0 days	Wed 11/1/06	Wed 11/1/06
105	Install Activities - ASP-Phoenix	6 days	Fri 12/1/06	Fri 12/8/06
106	Receipt & Pre-Install Tasks	3 days	Fri 12/1/06	Tue 12/5/06
107	Receive System Shipment at Site	0 days	Fri 12/1/06	Fri 12/1/06
108	Verify Shipment Content to Pick List	3 hrs	Tue 12/5/06	Tue 12/5/06
109	Test & Turn Up Circuits	4 hrs	Tue 12/5/06	Tue 12/5/06
110	Pre-Install System	1 day	Tue 12/5/06	Tue 12/5/06
111	Cutover Prep Tasks	2.5 days	Tue 12/5/06	Thu 12/7/06
112	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 12/5/06	Tue 12/5/06
113	Circuits Ready for Cutover	4 hrs	Tue 12/5/06	Tue 12/5/06
114	Cutover Conversion Files - New Installation	0.5 days	Wed 12/6/06	Wed 12/6/06
115	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 12/6/06	Wed 12/6/06
116	Cutover & Quality Check (QC) Tasks	1.5 days	Wed 12/6/06	Thu 12/7/06
117	Cutover Conversion Files are Ready	1.5 days	Wed 12/6/06	Thu 12/7/06
118	Convert Inmate Data	4 hrs	Wed 12/6/06	Wed 12/6/06
119	Site Cutover to New System	4 hrs	Thu 12/7/06	Thu 12/7/06
120	QC Checklist & Test Calls Completed	0.38 days	Thu 12/7/06	Thu 12/7/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
121	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 12/7/06	Thu 12/7/06
122	Cut Sheet & QC Workbook Completed	0.38 days	Thu 12/7/06	Thu 12/7/06
123	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 12/7/06	Thu 12/7/06
124	Site Cutover Complete	0 days	Thu 12/7/06	Thu 12/7/06
125	Training & Sign Off Tasks	1 day	Fri 12/8/06	Fri 12/8/06
126	Perform Customer Training	1 day	Fri 12/8/06	Fri 12/8/06
127	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 12/8/06	Fri 12/8/06
128	Install Activities - ASP-Globe	6 days	Fri 12/1/06	Fri 12/8/06
129	Receipt & Pre-Install Tasks	3 days	Fri 12/1/06	Tue 12/5/06
130	Receive System Shipment at Site	0 days	Fri 12/1/06	Fri 12/1/06
131	Verify Shipment Content to Pick List	3 hrs	Tue 12/5/06	Tue 12/5/06
132	Test & Turn Up Circuits	4 hrs	Tue 12/5/06	Tue 12/5/06
133	Pre-Install System	1 day	Tue 12/5/06	Tue 12/5/06
134	Cutover Prep Tasks	2.5 days	Tue 12/5/06	Thu 12/7/06
135	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 12/5/06	Tue 12/5/06
136	Circuits Ready for Cutover	4 hrs	Tue 12/5/06	Tue 12/5/06
137	Cutover Conversion Files - New Installation	0.5 days	Wed 12/6/06	Wed 12/6/06
138	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 12/6/06	Wed 12/6/06
139	Cutover & Quality Check (QC) Tasks	1.5 days	Wed 12/6/06	Thu 12/7/06
140	Cutover Conversion Files are Ready	1.5 days	Wed 12/6/06	Thu 12/7/06
141	Convert Inmate Data	4 hrs	Wed 12/6/06	Wed 12/6/06
142	Site Cutover to New System	4 hrs	Thu 12/7/06	Thu 12/7/06
143	QC Checklist & Test Calls Completed	0.38 days	Thu 12/7/06	Thu 12/7/06
144	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 12/7/06	Thu 12/7/06
145	Cut Sheet & QC Workbook Completed	0.38 days	Thu 12/7/06	Thu 12/7/06
146	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 12/7/06	Thu 12/7/06
147	Site Cutover Complete	0 days	Thu 12/7/06	Thu 12/7/06
148	Training & Sign Off Tasks	1 day	Fri 12/8/06	Fri 12/8/06
149	Perform Customer Training	1 day	Fri 12/8/06	Fri 12/8/06
150	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 12/8/06	Fri 12/8/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
151	Install Activities - Phoenix West	4 days	Fri 12/8/06	Wed 12/13/06
152	Receipt & Pre-Install Tasks	2 days	Fri 12/8/06	Mon 12/11/06
153	Receive System Shipment at Site	0 days	Fri 12/8/06	Fri 12/8/06
154	Verify Shipment Content to Pick List	3 hrs	Mon 12/11/06	Mon 12/11/06
155	Test & Turn Up Circuits	4 hrs	Mon 12/11/06	Mon 12/11/06
156	Pre-Install System	1 day	Mon 12/11/06	Mon 12/11/06
157	Cutover Prep Tasks	3 days	Mon 12/11/06	Wed 12/13/06
158	Test & Turn Up of Circuits on Site with LEC	1.5 days	Mon 12/11/06	Tue 12/12/06
159	Circuits Ready for Cutover	4 hrs	Mon 12/11/06	Mon 12/11/06
160	Cutover Conversion Files - New Installation	0.5 days	Tue 12/12/06	Tue 12/12/06
161	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 12/12/06	Tue 12/12/06
162	Cutover & Quality Check (QC) Tasks	2 days	Tue 12/12/06	Wed 12/13/06
163	Cutover Conversion Files are Ready	0.5 days	Tue 12/12/06	Tue 12/12/06
164	Convert Inmate Data	4 hrs	Tue 12/12/06	Tue 12/12/06
165	Site Cutover to New System	4 hrs	Tue 12/12/06	Tue 12/12/06
166	QC Checklist & Test Calls Completed	0.38 days	Tue 12/12/06	Tue 12/12/06
167	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Tue 12/12/06	Tue 12/12/06
168	Cut Sheet & QC Workbook Completed	0.38 days	Tue 12/12/06	Tue 12/12/06
169	Distribute Cut Sheet to Logistics Planning	3 hrs	Tue 12/12/06	Tue 12/12/06
170	Site Cutover Complete	0 days	Tue 12/12/06	Tue 12/12/06
171	Training & Sign Off Tasks	1 day	Wed 12/13/06	Wed 12/13/06
172	Perform Customer Training	1 day	Wed 12/13/06	Wed 12/13/06
173	Complete Training Sign Off Including Heat Ticket	1 hr	Wed 12/13/06	Wed 12/13/06
174	Install Activities - ASPC-Eyman Complex: Cook, Meadows, Rynning, SMU I & SMU II	5 days	Fri 12/8/06	Thu 12/14/06
175	Receipt & Pre-Install Tasks	2 days	Fri 12/8/06	Mon 12/11/06
176	Receive System Shipment at Site	0 days	Fri 12/8/06	Fri 12/8/06
177	Verify Shipment Content to Pick List	3 hrs	Mon 12/11/06	Mon 12/11/06
178	Test & Turn Up Circuits	4 hrs	Mon 12/11/06	Mon 12/11/06
179	Pre-Install System	1 day	Mon 12/11/06	Mon 12/11/06
180	Cutover Prep Tasks	3 days	Tue 12/12/06	Thu 12/14/06

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
181	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 12/12/06	Tue 12/12/06
182	Circuits Ready for Cutover	4 hrs	Tue 12/12/06	Tue 12/12/06
183	Cutover Conversion Files - New Installation	0.5 days	Tue 12/12/06	Tue 12/12/06
184	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 12/12/06	Tue 12/12/06
185	Cutover & Quality Check (QC) Tasks	3 days	Tue 12/12/06	Thu 12/14/06
186	Cutover Conversion Files are Ready	1.5 days	Tue 12/12/06	Wed 12/13/06
187	Convert Inmate Data	4 hrs	Tue 12/12/06	Tue 12/12/06
188	Site Cutover to New System	4 hrs	Wed 12/13/06	Wed 12/13/06
189	QC Checklist & Test Calls Completed	0.38 days	Wed 12/13/06	Wed 12/13/06
190	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 12/13/06	Wed 12/13/06
191	Cut Sheet & QC Workbook Completed	0.38 days	Wed 12/13/06	Wed 12/13/06
192	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 12/13/06	Wed 12/13/06
193	Site Cutover Complete	0 days	Wed 12/13/06	Wed 12/13/06
194	Training & Sign Off Tasks	1 day	Thu 12/14/06	Thu 12/14/06
195	Perform Customer Training	1 day	Thu 12/14/06	Thu 12/14/06
196	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 12/14/06	Thu 12/14/06
197	Install Activities - ASPC-Florence Complex: Florence & -Picaho Unit	5 days	Fri 12/15/06	Thu 12/21/06
198	Receipt & Pre-Install Tasks	2 days	Fri 12/15/06	Mon 12/18/06
199	Receive System Shipment at Site	0 days	Fri 12/15/06	Fri 12/15/06
200	Verify Shipment Content to Pick List	3 hrs	Mon 12/18/06	Mon 12/18/06
201	Test & Turn Up Circuits	4 hrs	Mon 12/18/06	Mon 12/18/06
202	Pre-Install System	1 day	Mon 12/18/06	Mon 12/18/06
203	Cutover Prep Tasks	3 days	Tue 12/19/06	Thu 12/21/06
204	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 12/19/06	Tue 12/19/06
205	Circuits Ready for Cutover	4 hrs	Tue 12/19/06	Tue 12/19/06
206	Cutover Conversion Files - New Installation	0.5 days	Tue 12/19/06	Tue 12/19/06
207	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 12/19/06	Tue 12/19/06
208	Cutover & Quality Check (QC) Tasks	3 days	Tue 12/19/06	Thu 12/21/06
209	Cutover Conversion Files are Ready	1.5 days	Tue 12/19/06	Wed 12/20/06
210	Convert Inmate Data	4 hrs	Tue 12/19/06	Tue 12/19/06

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
211	Site Cutover to New System	4 hrs	Wed 12/20/06	Wed 12/20/06
212	QC Checklist & Test Calls Completed	0.38 days	Wed 12/20/06	Wed 12/20/06
213	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 12/20/06	Wed 12/20/06
214	Cut Sheet & QC Workbook Completed	0.38 days	Wed 12/20/06	Wed 12/20/06
215	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 12/20/06	Wed 12/20/06
216	Site Cutover Complete	0 days	Wed 12/20/06	Wed 12/20/06
217	Training & Sign Off Tasks	1 day	Thu 12/21/06	Thu 12/21/06
218	Perform Customer Training	1 day	Thu 12/21/06	Thu 12/21/06
219	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 12/21/06	Thu 12/21/06
220	Install Activities - ASP-Florence West	5 days	Fri 12/15/06	Thu 12/21/06
221	Receipt & Pre-Install Tasks	2 days	Fri 12/15/06	Mon 12/18/06
222	Receive System Shipment at Site	0 days	Fri 12/15/06	Fri 12/15/06
223	Verify Shipment Content to Pick List	3 hrs	Mon 12/18/06	Mon 12/18/06
224	Test & Turn Up Circuits	4 hrs	Mon 12/18/06	Mon 12/18/06
225	Pre-Install System	1 day	Mon 12/18/06	Mon 12/18/06
226	Cutover Prep Tasks	3 days	Tue 12/19/06	Thu 12/21/06
227	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 12/19/06	Tue 12/19/06
228	Circuits Ready for Cutover	4 hrs	Tue 12/19/06	Tue 12/19/06
229	Cutover Conversion Files - New Installation	0.5 days	Tue 12/19/06	Tue 12/19/06
230	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 12/19/06	Tue 12/19/06
231	Cutover & Quality Check (QC) Tasks	3 days	Tue 12/19/06	Thu 12/21/06
232	Cutover Conversion Files are Ready	1.5 days	Tue 12/19/06	Wed 12/20/06
233	Convert Inmate Data	4 hrs	Tue 12/19/06	Tue 12/19/06
234	Site Cutover to New System	4 hrs	Wed 12/20/06	Wed 12/20/06
235	QC Checklist & Test Calls Completed	0.38 days	Wed 12/20/06	Wed 12/20/06
236	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 12/20/06	Wed 12/20/06
237	Cut Sheet & QC Workbook Completed	0.38 days	Wed 12/20/06	Wed 12/20/06
238	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 12/20/06	Wed 12/20/06
239	Site Cutover Complete	0 days	Wed 12/20/06	Wed 12/20/06
240	Training & Sign Off Tasks	1 day	Thu 12/21/06	Thu 12/21/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
241	Perform Customer Training	1 day	Thu 12/21/06	Thu 12/21/06
242	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 12/21/06	Thu 12/21/06
243	Install Activities - ASPC-Lewis	6 days	Fri 12/22/06	Fri 12/29/06
244	Receipt & Pre-Install Tasks	3 days	Fri 12/22/06	Tue 12/26/06
245	Receive System Shipment at Site	0 days	Fri 12/22/06	Fri 12/22/06
246	Verify Shipment Content to Pick List	3 hrs	Tue 12/26/06	Tue 12/26/06
247	Test & Turn Up Circuits	4 hrs	Tue 12/26/06	Tue 12/26/06
248	Pre-Install System	1 day	Tue 12/26/06	Tue 12/26/06
249	Cutover Prep Tasks	3 days	Wed 12/27/06	Fri 12/29/06
250	Test & Turn Up of Circuits on Site with LEC	0.5 days	Wed 12/27/06	Wed 12/27/06
251	Circuits Ready for Cutover	4 hrs	Wed 12/27/06	Wed 12/27/06
252	Cutover Conversion Files - New Installation	0.5 days	Wed 12/27/06	Wed 12/27/06
253	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 12/27/06	Wed 12/27/06
254	Cutover & Quality Check (QC) Tasks	3 days	Wed 12/27/06	Fri 12/29/06
255	Cutover Conversion Files are Ready	1.5 days	Wed 12/27/06	Thu 12/28/06
256	Convert Inmate Data	4 hrs	Wed 12/27/06	Wed 12/27/06
257	Site Cutover to New System	4 hrs	Thu 12/28/06	Thu 12/28/06
258	QC Checklist & Test Calls Completed	0.38 days	Thu 12/28/06	Thu 12/28/06
259	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 12/28/06	Thu 12/28/06
260	Cut Sheet & QC Workbook Completed	0.38 days	Thu 12/28/06	Thu 12/28/06
261	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 12/28/06	Thu 12/28/06
262	Site Cutover Complete	0 days	Thu 12/28/06	Thu 12/28/06
263	Training & Sign Off Tasks	1 day	Fri 12/29/06	Fri 12/29/06
264	Perform Customer Training	1 day	Fri 12/29/06	Fri 12/29/06
265	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 12/29/06	Fri 12/29/06
266	Install Activities - ASPC-Yuma	6 days	Fri 12/22/06	Fri 12/29/06
267	Receipt & Pre-Install Tasks	3 days	Fri 12/22/06	Tue 12/26/06
268	Receive System Shipment at Site	0 days	Fri 12/22/06	Fri 12/22/06
269	Verify Shipment Content to Pick List	3 hrs	Tue 12/26/06	Tue 12/26/06
270	Test & Turn Up Circuits	4 hrs	Tue 12/26/06	Tue 12/26/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
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ID	Task Name	Duration	Start	Finish
271	Pre-Install System	1 day	Tue 12/26/06	Tue 12/26/06
272	Cutover Prep Tasks	3 days	Wed 12/27/06	Fri 12/29/06
273	Test & Turn Up of Circuits on Site with LEC	0.5 days	Wed 12/27/06	Wed 12/27/06
274	Circuits Ready for Cutover	4 hrs	Wed 12/27/06	Wed 12/27/06
275	Cutover Conversion Files - New Installation	0.5 days	Wed 12/27/06	Wed 12/27/06
276	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 12/27/06	Wed 12/27/06
277	Cutover & Quality Check (QC) Tasks	3 days	Wed 12/27/06	Fri 12/29/06
278	Cutover Conversion Files are Ready	1.5 days	Wed 12/27/06	Thu 12/28/06
279	Convert Inmate Data	4 hrs	Wed 12/27/06	Wed 12/27/06
280	Site Cutover to New System	4 hrs	Thu 12/28/06	Thu 12/28/06
281	QC Checklist & Test Calls Completed	0.38 days	Thu 12/28/06	Thu 12/28/06
282	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 12/28/06	Thu 12/28/06
283	Cut Sheet & QC Workbook Completed	0.38 days	Thu 12/28/06	Thu 12/28/06
284	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 12/28/06	Thu 12/28/06
285	Site Cutover Complete	0 days	Thu 12/28/06	Thu 12/28/06
286	Training & Sign Off Tasks	1 day	Fri 12/29/06	Fri 12/29/06
287	Perform Customer Training	1 day	Fri 12/29/06	Fri 12/29/06
288	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 12/29/06	Fri 12/29/06
289	Install Activities - ASPC-Tuscon	6 days	Fri 12/29/06	Fri 1/5/07
290	Receipt & Pre-Install Tasks	3 days	Fri 12/29/06	Tue 1/2/07
291	Receive System Shipment at Site	0 days	Fri 12/29/06	Fri 12/29/06
292	Verify Shipment Content to Pick List	3 hrs	Tue 1/2/07	Tue 1/2/07
293	Test & Turn Up Circuits	4 hrs	Tue 1/2/07	Tue 1/2/07
294	Pre-Install System	1 day	Tue 1/2/07	Tue 1/2/07
295	Cutover Prep Tasks	3 days	Wed 1/3/07	Fri 1/5/07
296	Test & Turn Up of Circuits on Site with LEC	0.5 days	Wed 1/3/07	Wed 1/3/07
297	Circuits Ready for Cutover	4 hrs	Wed 1/3/07	Wed 1/3/07
298	Cutover Conversion Files - New Installation	0.5 days	Wed 1/3/07	Wed 1/3/07
299	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 1/3/07	Wed 1/3/07
300	Cutover & Quality Check (QC) Tasks	3 days	Wed 1/3/07	Fri 1/5/07

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
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	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
301	Cutover Conversion Files are Ready	1.5 days	Wed 1/3/07	Thu 1/4/07
302	Convert Inmate Data	4 hrs	Wed 1/3/07	Wed 1/3/07
303	Site Cutover to New System	4 hrs	Thu 1/4/07	Thu 1/4/07
304	QC Checklist & Test Calls Completed	0.38 days	Thu 1/4/07	Thu 1/4/07
305	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 1/4/07	Thu 1/4/07
306	Cut Sheet & QC Workbook Completed	0.38 days	Thu 1/4/07	Thu 1/4/07
307	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 1/4/07	Thu 1/4/07
308	Site Cutover Complete	0 days	Thu 1/4/07	Thu 1/4/07
309	Training & Sign Off Tasks	1 day	Fri 1/5/07	Fri 1/5/07
310	Perform Customer Training	1 day	Fri 1/5/07	Fri 1/5/07
311	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 1/5/07	Fri 1/5/07
312	Install Activities - ASPC-Safford Complex: Safford & Ft. Grant	6 days	Fri 12/29/06	Fri 1/5/07
313	Receipt & Pre-Install Tasks	3 days	Fri 12/29/06	Tue 1/2/07
314	Receive System Shipment at Site	0 days	Fri 12/29/06	Fri 12/29/06
315	Verify Shipment Content to Pick List	3 hrs	Tue 1/2/07	Tue 1/2/07
316	Test & Turn Up Circuits	4 hrs	Tue 1/2/07	Tue 1/2/07
317	Pre-Install System	1 day	Tue 1/2/07	Tue 1/2/07
318	Cutover Prep Tasks	3 days	Wed 1/3/07	Fri 1/5/07
319	Test & Turn Up of Circuits on Site with LEC	0.5 days	Wed 1/3/07	Wed 1/3/07
320	Circuits Ready for Cutover	4 hrs	Wed 1/3/07	Wed 1/3/07
321	Cutover Conversion Files - New Installation	0.5 days	Wed 1/3/07	Wed 1/3/07
322	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Wed 1/3/07	Wed 1/3/07
323	Cutover & Quality Check (QC) Tasks	3 days	Wed 1/3/07	Fri 1/5/07
324	Cutover Conversion Files are Ready	1.5 days	Wed 1/3/07	Thu 1/4/07
325	Convert Inmate Data	4 hrs	Wed 1/3/07	Wed 1/3/07
326	Site Cutover to New System	4 hrs	Thu 1/4/07	Thu 1/4/07
327	QC Checklist & Test Calls Completed	0.38 days	Thu 1/4/07	Thu 1/4/07
328	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Thu 1/4/07	Thu 1/4/07
329	Cut Sheet & QC Workbook Completed	0.38 days	Thu 1/4/07	Thu 1/4/07
330	Distribute Cut Sheet to Logistics Planning	3 hrs	Thu 1/4/07	Thu 1/4/07

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Task 

Milestone 

External Tasks 

Split 

Summary 

External Milestone 

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AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
331	Site Cutover Complete	0 days	Thu 1/4/07	Thu 1/4/07
332	Training & Sign Off Tasks	1 day	Fri 1/5/07	Fri 1/5/07
333	Perform Customer Training	1 day	Fri 1/5/07	Fri 1/5/07
334	Complete Training Sign Off Including Heat Ticket	1 hr	Fri 1/5/07	Fri 1/5/07
335	Install Activities - ASPC-Douglas Complex: Douglas & Papago	5 days	Fri 1/5/07	Thu 1/11/07
336	Receipt & Pre-Install Tasks	2 days	Fri 1/5/07	Mon 1/8/07
337	Receive System Shipment at Site	0 days	Fri 1/5/07	Fri 1/5/07
338	Verify Shipment Content to Pick List	3 hrs	Mon 1/8/07	Mon 1/8/07
339	Test & Turn Up Circuits	4 hrs	Mon 1/8/07	Mon 1/8/07
340	Pre-Install System	1 day	Mon 1/8/07	Mon 1/8/07
341	Cutover Prep Tasks	3 days	Tue 1/9/07	Thu 1/11/07
342	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/9/07	Tue 1/9/07
343	Circuits Ready for Cutover	4 hrs	Tue 1/9/07	Tue 1/9/07
344	Cutover Conversion Files - New Installation	0.5 days	Tue 1/9/07	Tue 1/9/07
345	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/9/07	Tue 1/9/07
346	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/9/07	Thu 1/11/07
347	Cutover Conversion Files are Ready	1.5 days	Tue 1/9/07	Wed 1/10/07
348	Convert Inmate Data	4 hrs	Tue 1/9/07	Tue 1/9/07
349	Site Cutover to New System	4 hrs	Wed 1/10/07	Wed 1/10/07
350	QC Checklist & Test Calls Completed	0.38 days	Wed 1/10/07	Wed 1/10/07
351	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/10/07	Wed 1/10/07
352	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/10/07	Wed 1/10/07
353	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/10/07	Wed 1/10/07
354	Site Cutover Complete	0 days	Wed 1/10/07	Wed 1/10/07
355	Training & Sign Off Tasks	1 day	Thu 1/11/07	Thu 1/11/07
356	Perform Customer Training	1 day	Thu 1/11/07	Thu 1/11/07
357	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/11/07	Thu 1/11/07
358	Install Activities - Marana Comm. Corr. Treatment Facility - MTC	5 days	Fri 1/5/07	Thu 1/11/07
359	Receipt & Pre-Install Tasks	2 days	Fri 1/5/07	Mon 1/8/07
360	Receive System Shipment at Site	0 days	Fri 1/5/07	Fri 1/5/07

Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
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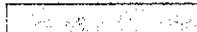
AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
361	Verify Shipment Content to Pick List	3 hrs	Mon 1/8/07	Mon 1/8/07
362	Test & Turn Up Circuits	4 hrs	Mon 1/8/07	Mon 1/8/07
363	Pre-Install System	1 day	Mon 1/8/07	Mon 1/8/07
364	Cutover Prep Tasks	3 days	Tue 1/9/07	Thu 1/11/07
365	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/9/07	Tue 1/9/07
366	Circuits Ready for Cutover	4 hrs	Tue 1/9/07	Tue 1/9/07
367	Cutover Conversion Files - New Installation	0.5 days	Tue 1/9/07	Tue 1/9/07
368	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/9/07	Tue 1/9/07
369	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/9/07	Thu 1/11/07
370	Cutover Conversion Files are Ready	1.5 days	Tue 1/9/07	Wed 1/10/07
371	Convert Inmate Data	4 hrs	Tue 1/9/07	Tue 1/9/07
372	Site Cutover to New System	4 hrs	Wed 1/10/07	Wed 1/10/07
373	QC Checklist & Test Calls Completed	0.38 days	Wed 1/10/07	Wed 1/10/07
374	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/10/07	Wed 1/10/07
375	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/10/07	Wed 1/10/07
376	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/10/07	Wed 1/10/07
377	Site Cutover Complete	0 days	Wed 1/10/07	Wed 1/10/07
378	Training & Sign Off Tasks	1 day	Thu 1/11/07	Thu 1/11/07
379	Perform Customer Training	1 day	Thu 1/11/07	Thu 1/11/07
380	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/11/07	Thu 1/11/07
381	Install Activities - ASPC-Winslow Complex: Winslow & Apache	5 days	Fri 1/12/07	Thu 1/18/07
382	Receipt & Pre-Install Tasks	2 days	Fri 1/12/07	Mon 1/15/07
383	Receive System Shipment at Site	0 days	Fri 1/12/07	Fri 1/12/07
384	Verify Shipment Content to Pick List	3 hrs	Mon 1/15/07	Mon 1/15/07
385	Test & Turn Up Circuits	4 hrs	Mon 1/15/07	Mon 1/15/07
386	Pre-Install System	1 day	Mon 1/15/07	Mon 1/15/07
387	Cutover Prep Tasks	3 days	Tue 1/16/07	Thu 1/18/07
388	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/16/07	Tue 1/16/07
389	Circuits Ready for Cutover	4 hrs	Tue 1/16/07	Tue 1/16/07
390	Cutover Conversion Files - New Installation	0.5 days	Tue 1/16/07	Tue 1/16/07

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Task 
Split 
Progress 

Milestone 
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Project Summary 

External Tasks 
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AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
391	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/16/07	Tue 1/16/07
392	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/16/07	Thu 1/18/07
393	Cutover Conversion Files are Ready	1.5 days	Tue 1/16/07	Wed 1/17/07
394	Convert Inmate Data	4 hrs	Tue 1/16/07	Tue 1/16/07
395	Site Cutover to New System	4 hrs	Wed 1/17/07	Wed 1/17/07
396	QC Checklist & Test Calls Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
397	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/17/07	Wed 1/17/07
398	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
399	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/17/07	Wed 1/17/07
400	Site Cutover Complete	0 days	Wed 1/17/07	Wed 1/17/07
401	Training & Sign Off Tasks	1 day	Thu 1/18/07	Thu 1/18/07
402	Perform Customer Training	1 day	Thu 1/18/07	Thu 1/18/07
403	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/18/07	Thu 1/18/07
404	Install Activities - Coconino County Detention Facility	5 days	Fri 1/12/07	Thu 1/18/07
405	Receipt & Pre-Install Tasks	2 days	Fri 1/12/07	Mon 1/15/07
406	Receive System Shipment at Site	0 days	Fri 1/12/07	Fri 1/12/07
407	Verify Shipment Content to Pick List	3 hrs	Mon 1/15/07	Mon 1/15/07
408	Test & Turn Up Circuits	4 hrs	Mon 1/15/07	Mon 1/15/07
409	Pre-Install System	1 day	Mon 1/15/07	Mon 1/15/07
410	Cutover Prep Tasks	3 days	Tue 1/16/07	Thu 1/18/07
411	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/16/07	Tue 1/16/07
412	Circuits Ready for Cutover	4 hrs	Tue 1/16/07	Tue 1/16/07
413	Cutover Conversion Files - New Installation	0.5 days	Tue 1/16/07	Tue 1/16/07
414	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/16/07	Tue 1/16/07
415	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/16/07	Thu 1/18/07
416	Cutover Conversion Files are Ready	1.5 days	Tue 1/16/07	Wed 1/17/07
417	Convert Inmate Data	4 hrs	Tue 1/16/07	Tue 1/16/07
418	Site Cutover to New System	4 hrs	Wed 1/17/07	Wed 1/17/07
419	QC Checklist & Test Calls Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
420	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/17/07	Wed 1/17/07

Project: AZDOC Project Plan
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Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
421	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
422	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/17/07	Wed 1/17/07
423	Site Cutover Complete	0 days	Wed 1/17/07	Wed 1/17/07
424	Training & Sign Off Tasks	1 day	Thu 1/18/07	Thu 1/18/07
425	Perform Customer Training	1 day	Thu 1/18/07	Thu 1/18/07
426	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/18/07	Thu 1/18/07
427	Install Activities - Navajo County Jail	5 days	Fri 1/12/07	Thu 1/18/07
428	Receipt & Pre-Install Tasks	2 days	Fri 1/12/07	Mon 1/15/07
429	Receive System Shipment at Site	0 days	Fri 1/12/07	Fri 1/12/07
430	Verify Shipment Content to Pick List	3 hrs	Mon 1/15/07	Mon 1/15/07
431	Test & Turn Up Circuits	4 hrs	Mon 1/15/07	Mon 1/15/07
432	Pre-Install System	1 day	Mon 1/15/07	Mon 1/15/07
433	Cutover Prep Tasks	3 days	Tue 1/16/07	Thu 1/18/07
434	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/16/07	Tue 1/16/07
435	Circuits Ready for Cutover	4 hrs	Tue 1/16/07	Tue 1/16/07
436	Cutover Conversion Files - New Installation	0.5 days	Tue 1/16/07	Tue 1/16/07
437	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/16/07	Tue 1/16/07
438	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/16/07	Thu 1/18/07
439	Cutover Conversion Files are Ready	1.5 days	Tue 1/16/07	Wed 1/17/07
440	Convert Inmate Data	4 hrs	Tue 1/16/07	Tue 1/16/07
441	Site Cutover to New System	4 hrs	Wed 1/17/07	Wed 1/17/07
442	QC Checklist & Test Calls Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
443	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/17/07	Wed 1/17/07
444	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/17/07	Wed 1/17/07
445	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/17/07	Wed 1/17/07
446	Site Cutover Complete	0 days	Wed 1/17/07	Wed 1/17/07
447	Training & Sign Off Tasks	1 day	Thu 1/18/07	Thu 1/18/07
448	Perform Customer Training	1 day	Thu 1/18/07	Thu 1/18/07
449	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/18/07	Thu 1/18/07
450	Install Activities - ASP-Kingman (MTC)	5 days	Fri 1/19/07	Thu 1/25/07

Project: AZDOC Project Plan
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Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
451	Receipt & Pre-Install Tasks	2 days	Fri 1/19/07	Mon 1/22/07
452	Receive System Shipment at Site	0 days	Fri 1/19/07	Fri 1/19/07
453	Verify Shipment Content to Pick List	3 hrs	Mon 1/22/07	Mon 1/22/07
454	Test & Turn Up Circuits	4 hrs	Mon 1/22/07	Mon 1/22/07
455	Pre-Install System	1 day	Mon 1/22/07	Mon 1/22/07
456	Cutover Prep Tasks	3 days	Tue 1/23/07	Thu 1/25/07
457	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/23/07	Tue 1/23/07
458	Circuits Ready for Cutover	4 hrs	Tue 1/23/07	Tue 1/23/07
459	Cutover Conversion Files - New Installation	0.5 days	Tue 1/23/07	Tue 1/23/07
460	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/23/07	Tue 1/23/07
461	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/23/07	Thu 1/25/07
462	Cutover Conversion Files are Ready	1.5 days	Tue 1/23/07	Wed 1/24/07
463	Convert Inmate Data	4 hrs	Tue 1/23/07	Tue 1/23/07
464	Site Cutover to New System	4 hrs	Wed 1/24/07	Wed 1/24/07
465	QC Checklist & Test Calls Completed	0.38 days	Wed 1/24/07	Wed 1/24/07
466	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/24/07	Wed 1/24/07
467	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/24/07	Wed 1/24/07
468	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/24/07	Wed 1/24/07
469	Site Cutover Complete	0 days	Wed 1/24/07	Wed 1/24/07
470	Training & Sign Off Tasks	1 day	Thu 1/25/07	Thu 1/25/07
471	Perform Customer Training	1 day	Thu 1/25/07	Thu 1/25/07
472	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/25/07	Thu 1/25/07
473	Install Activities - ASPC-Perryville	5 days	Fri 1/19/07	Thu 1/25/07
474	Receipt & Pre-Install Tasks	2 days	Fri 1/19/07	Mon 1/22/07
475	Receive System Shipment at Site	0 days	Fri 1/19/07	Fri 1/19/07
476	Verify Shipment Content to Pick List	3 hrs	Mon 1/22/07	Mon 1/22/07
477	Test & Turn Up Circuits	4 hrs	Mon 1/22/07	Mon 1/22/07
478	Pre-Install System	1 day	Mon 1/22/07	Mon 1/22/07
479	Cutover Prep Tasks	3 days	Tue 1/23/07	Thu 1/25/07
480	Test & Turn Up of Circuits on Site with LEC	0.5 days	Tue 1/23/07	Tue 1/23/07

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

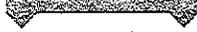
AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
481	Circuits Ready for Cutover	4 hrs	Tue 1/23/07	Tue 1/23/07
482	Cutover Conversion Files - New Installation	0.5 days	Tue 1/23/07	Tue 1/23/07
483	Verify Inmate PIN & Calling List are Correctly Installed & Functioning Properly	4 hrs	Tue 1/23/07	Tue 1/23/07
484	Cutover & Quality Check (QC) Tasks	3 days	Tue 1/23/07	Thu 1/25/07
485	Cutover Conversion Files are Ready	1.5 days	Tue 1/23/07	Wed 1/24/07
486	Convert Inmate Data	4 hrs	Tue 1/23/07	Tue 1/23/07
487	Site Cutover to New System	4 hrs	Wed 1/24/07	Wed 1/24/07
488	QC Checklist & Test Calls Completed	0.38 days	Wed 1/24/07	Wed 1/24/07
489	Notification to Call Detail Record (CDR) Collection Group to Pull Test CDR's	3 hrs	Wed 1/24/07	Wed 1/24/07
490	Cut Sheet & QC Workbook Completed	0.38 days	Wed 1/24/07	Wed 1/24/07
491	Distribute Cut Sheet to Logistics Planning	3 hrs	Wed 1/24/07	Wed 1/24/07
492	Site Cutover Complete	0 days	Wed 1/24/07	Wed 1/24/07
493	Training & Sign Off Tasks	1 day	Thu 1/25/07	Thu 1/25/07
494	Perform Customer Training	1 day	Thu 1/25/07	Thu 1/25/07
495	Complete Training Sign Off Including Heat Ticket	1 hr	Thu 1/25/07	Thu 1/25/07
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

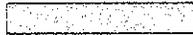
Split 

Progress 

Milestone 

Summary 

Project Summary 

External Tasks 

External Milestone 

Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

Split 

Progress 

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Summary 

Project Summary 

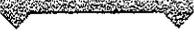
External Tasks 

External Milestone 

Deadline 

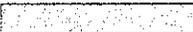
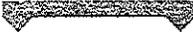
AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

ID	Task Name	Duration	Start	Finish
691				
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702				
703		1 day?	Fri 9/1/06	Fri 9/1/06

Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06			
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22																																

Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks	Split	Summary	External Milestone	Progress	Project Summary	Deadline
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AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06					Sep 17, '06					Sep 24, '06					Oct 1, '06									
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31																												
43																												

Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06				Sep 24, '06				Oct 1, '06												
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81 83																												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06			
	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	S	M	T	W
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06					Sep 24, '06					Oct 1, '06														
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Predecessors				Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06			
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

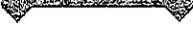
AZDOC Project Plan - RFP Response

Predecessors	Sep 3. '06			Sep 10. '06				Sep 17. '06				Sep 24. '06				Oct 1. '06												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06			Sep 17, '06			Sep 24, '06			Oct 1, '06											
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
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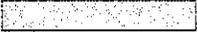
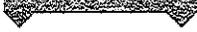
AZDOC Project Plan - RFP Response

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245																																			

Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06				Sep 24, '06				Oct 1, '06												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
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	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06					Sep 17, '06					Sep 24, '06					Oct 1, '06									
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks	Split	Summary	External Milestone	Progress	Project Summary	Deadline
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AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06					Sep 24, '06					Oct 1, '06										
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
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	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06									
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06					Sep 17, '06					Sep 24, '06					Oct 1, '06									
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06				Sep 24, '06				Oct 1, '06												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
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	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06					Sep 17, '06					Sep 24, '06					Oct 1, '06									
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06					Sep 17, '06					Sep 24, '06					Oct 1, '06									
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06				Sep 24, '06				Oct 1, '06												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06				Sep 17, '06				Sep 24, '06				Oct 1, '06												
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06											
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06			Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06							
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06					
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06			
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

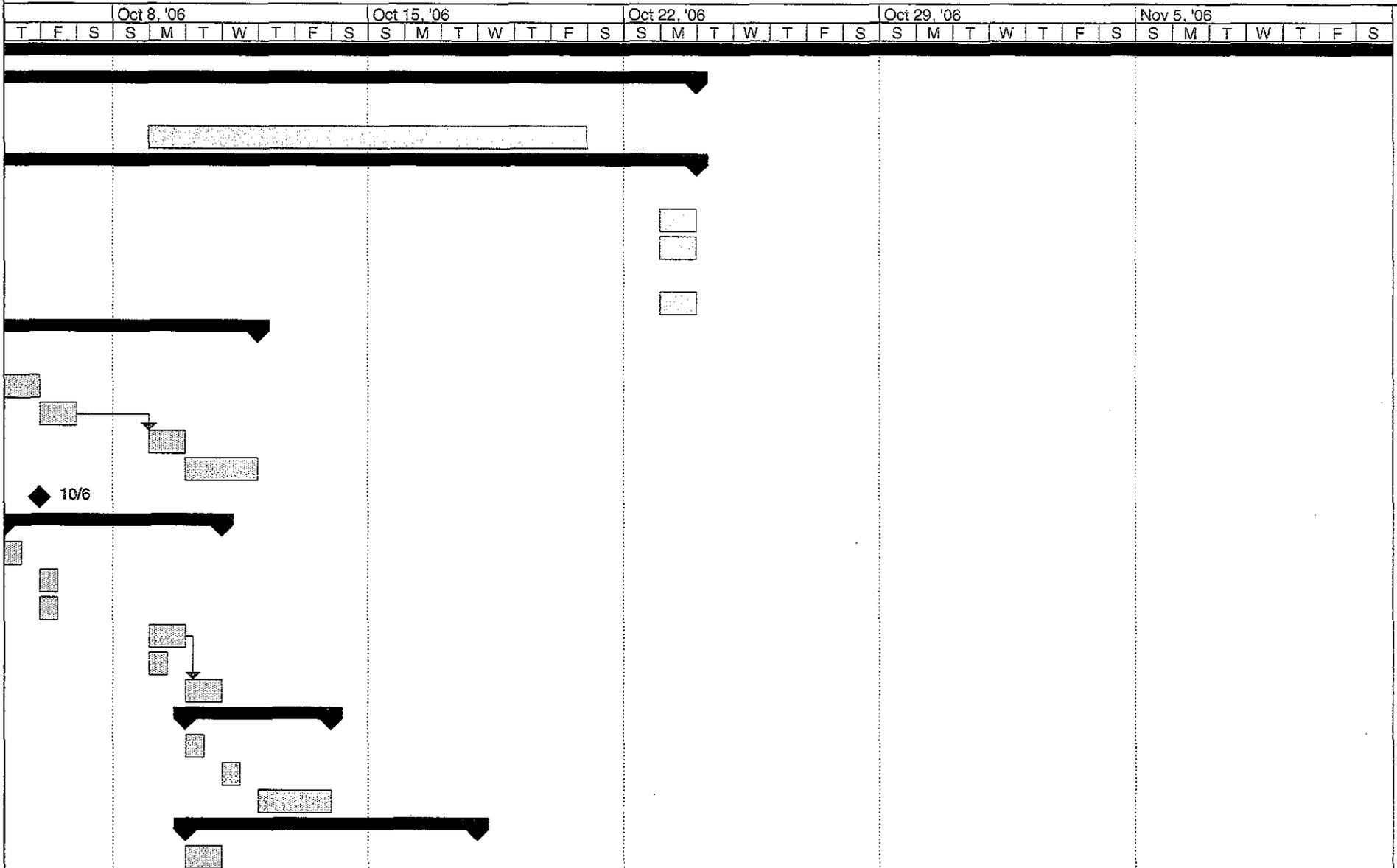
AZDOC Project Plan - RFP Response

Predecessors	Sep 3, '06							Sep 10, '06							Sep 17, '06							Sep 24, '06							Oct 1, '06			
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Project: AZDOC Project Plan
Date: Tue 9/12/06

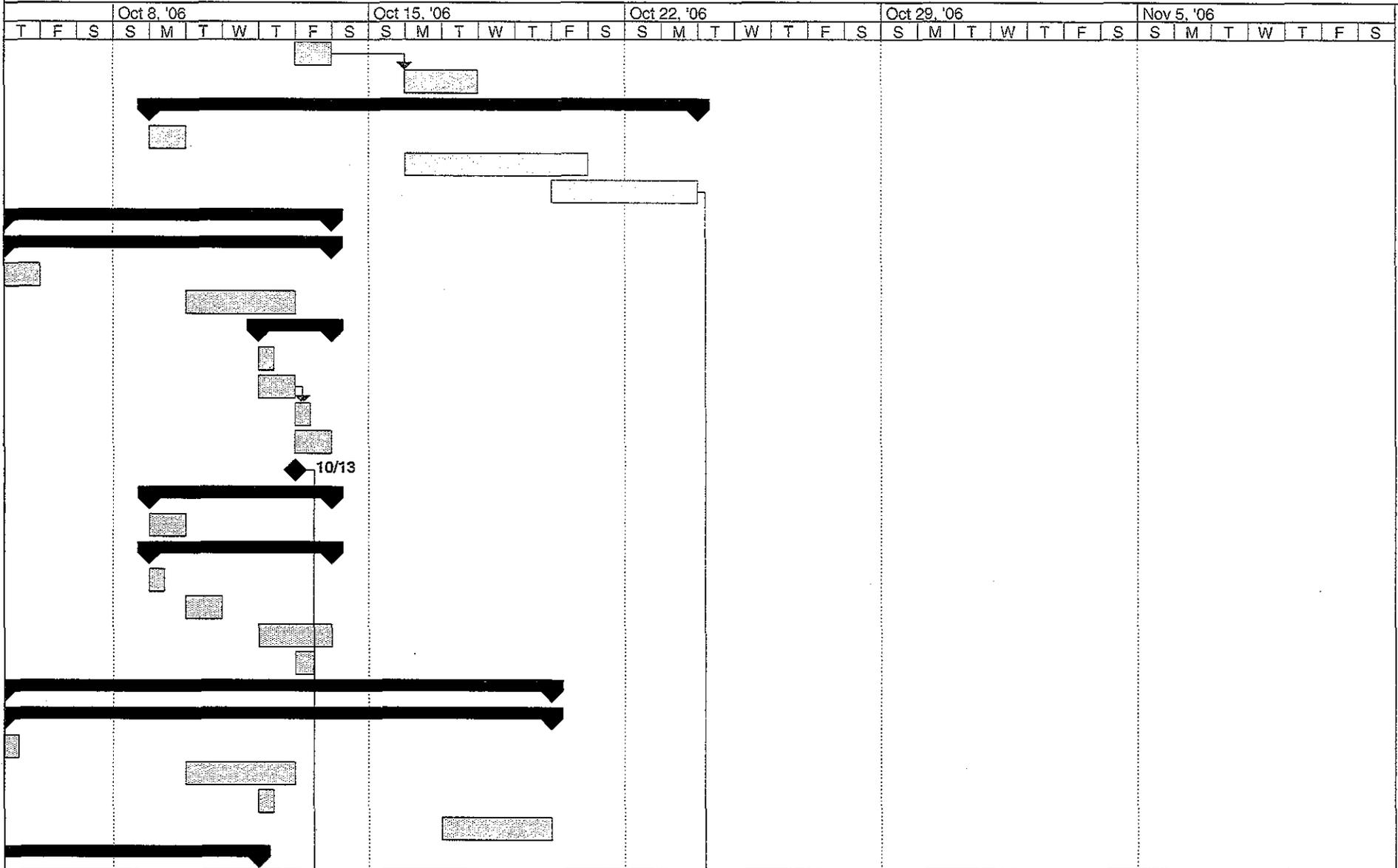
Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response



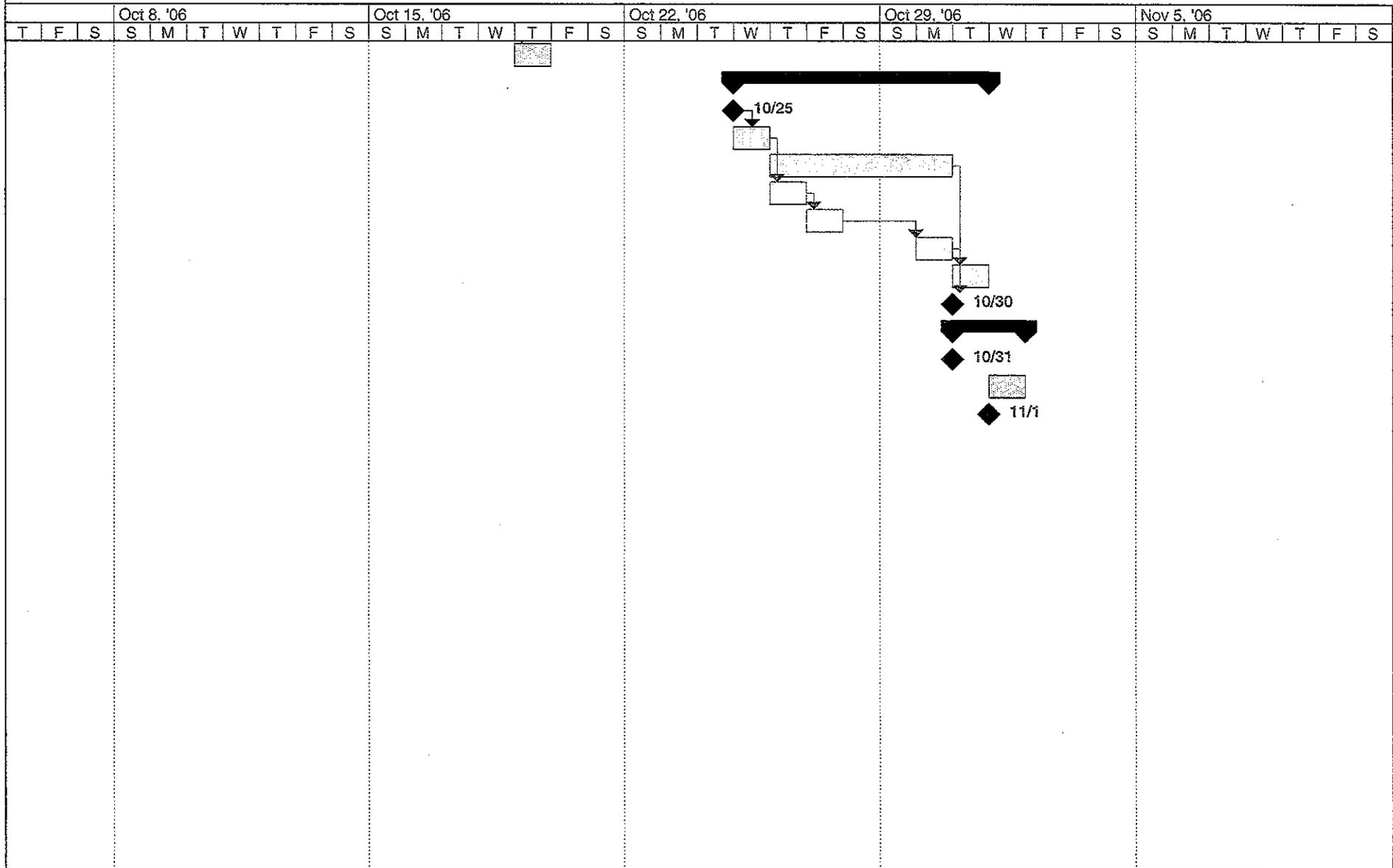
Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
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<p>Project: AZDOC Project Plan Date: Tue 9/12/06</p>	<p>Task </p> <p>Split </p> <p>Progress </p>	<p>Milestone </p> <p>Summary </p> <p>Project Summary </p>	<p>External Tasks </p> <p>External Milestone </p> <p>Deadline </p>
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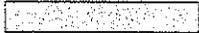
AZDOC Project Plan - RFP Response

			Oct 8, '06							Oct 15, '06							Oct 22, '06							Oct 29, '06							Nov 5, '06						
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06				Oct 22, '06				Oct 29, '06				Nov 5, '06															
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06			Oct 22, '06			Oct 29, '06			Nov 5, '06											
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

Split 

Progress 

Milestone 

Summary 

Project Summary 

External Tasks 

External Milestone 

Deadline 

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06							Oct 22, '06							Oct 29, '06							Nov 5, '06						
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task



Milestone



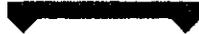
External Tasks



Split



Summary



External Milestone



Progress



Project Summary



Deadline



AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

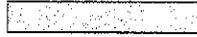
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Progress 

Milestone 

Summary 

Project Summary 

External Tasks 

External Milestone 

Deadline 

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

			Oct 8, '06							Oct 15, '06							Oct 22, '06							Oct 29, '06							Nov 5, '06						
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06				Oct 22, '06					Oct 29, '06					Nov 5, '06													
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06				Oct 22, '06					Oct 29, '06				Nov 5, '06														
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task



Milestone



External Tasks



Split



Summary



External Milestone



Progress



Project Summary



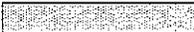
Deadline



AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06				Oct 22, '06				Oct 29, '06				Nov 5, '06															
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06			Oct 22, '06			Oct 29, '06			Nov 5, '06											
T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S

Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06					Oct 22, '06					Oct 29, '06					Nov 5, '06												
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06			Oct 22, '06			Oct 29, '06			Nov 5, '06											
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task



Milestone



External Tasks



Split



Summary



External Milestone



Progress



Project Summary



Deadline



AZDOC Project Plan - RFP Response

Oct 8. '06			Oct 15. '06			Oct 22. '06			Oct 29. '06			Nov 5. '06									
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task



Milestone



External Tasks



Split



Summary



External Milestone



Progress



Project Summary



Deadline



AZDOC Project Plan - RFP Response

Oct 8, '06			Oct 15, '06				Oct 22, '06					Oct 29, '06					Nov 5, '06													
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<p>Project: AZDOC Project Plan Date: Tue 9/12/06</p>	<p>Task </p> <p>Split </p> <p>Progress </p>	<p>Milestone </p> <p>Summary </p> <p>Project Summary </p>	<p>External Tasks </p> <p>External Milestone </p> <p>Deadline </p>
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AZDOC Project Plan - RFP Response

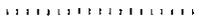
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

Nov 12, '06	Nov 19, '06	Nov 26, '06	Dec 3, '06	Dec 10, '06	Dec 17, '06
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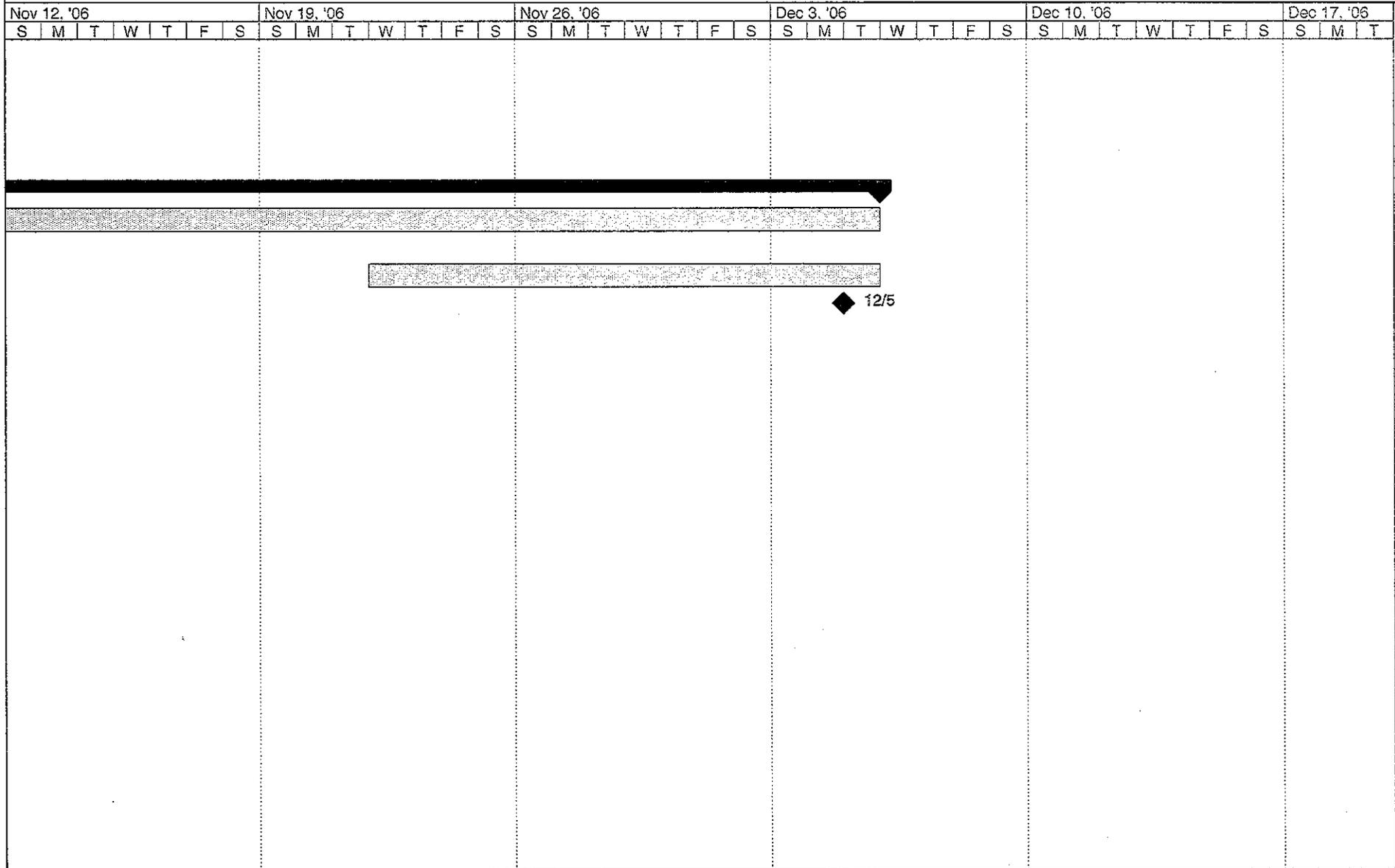
Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

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	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

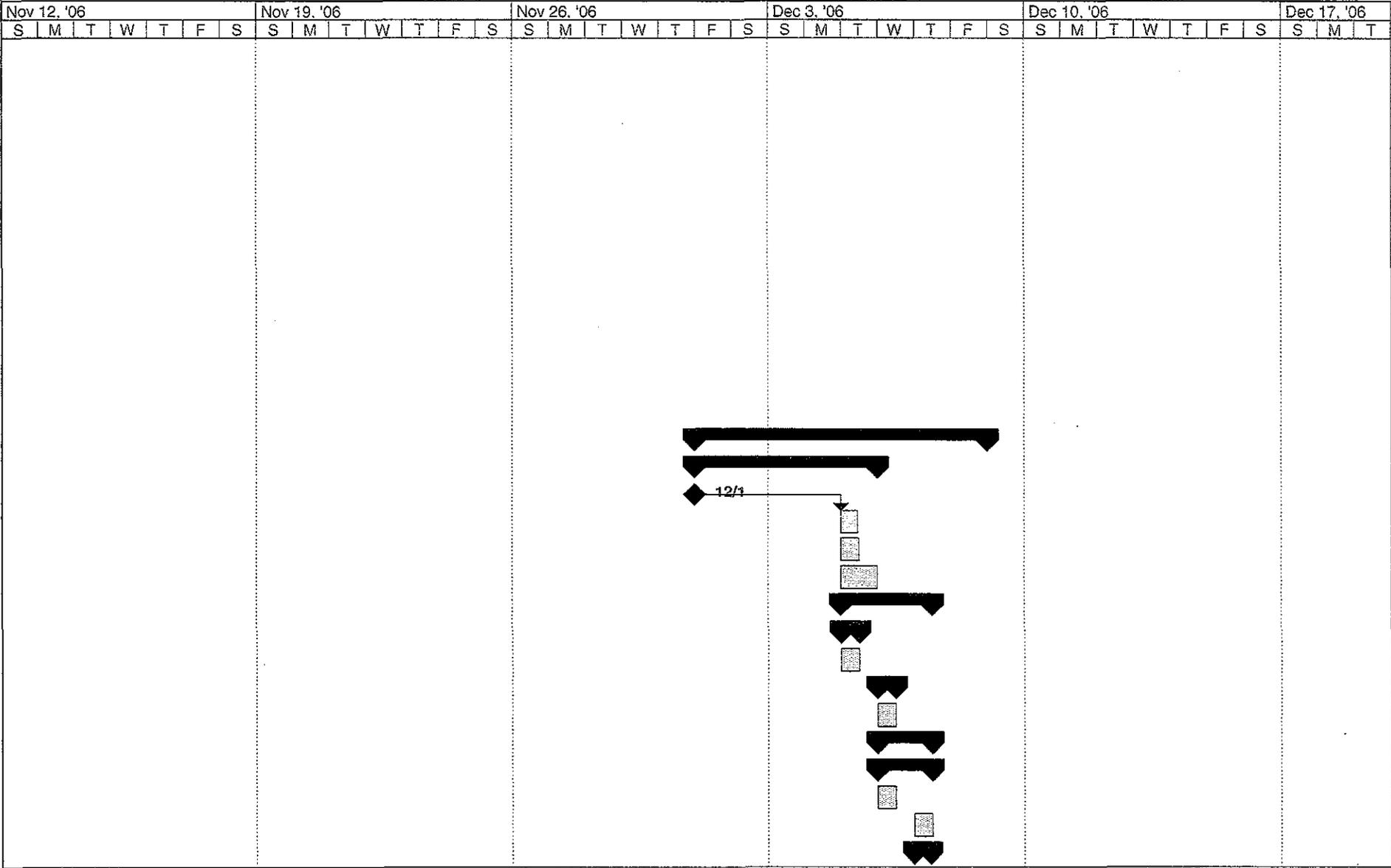
AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

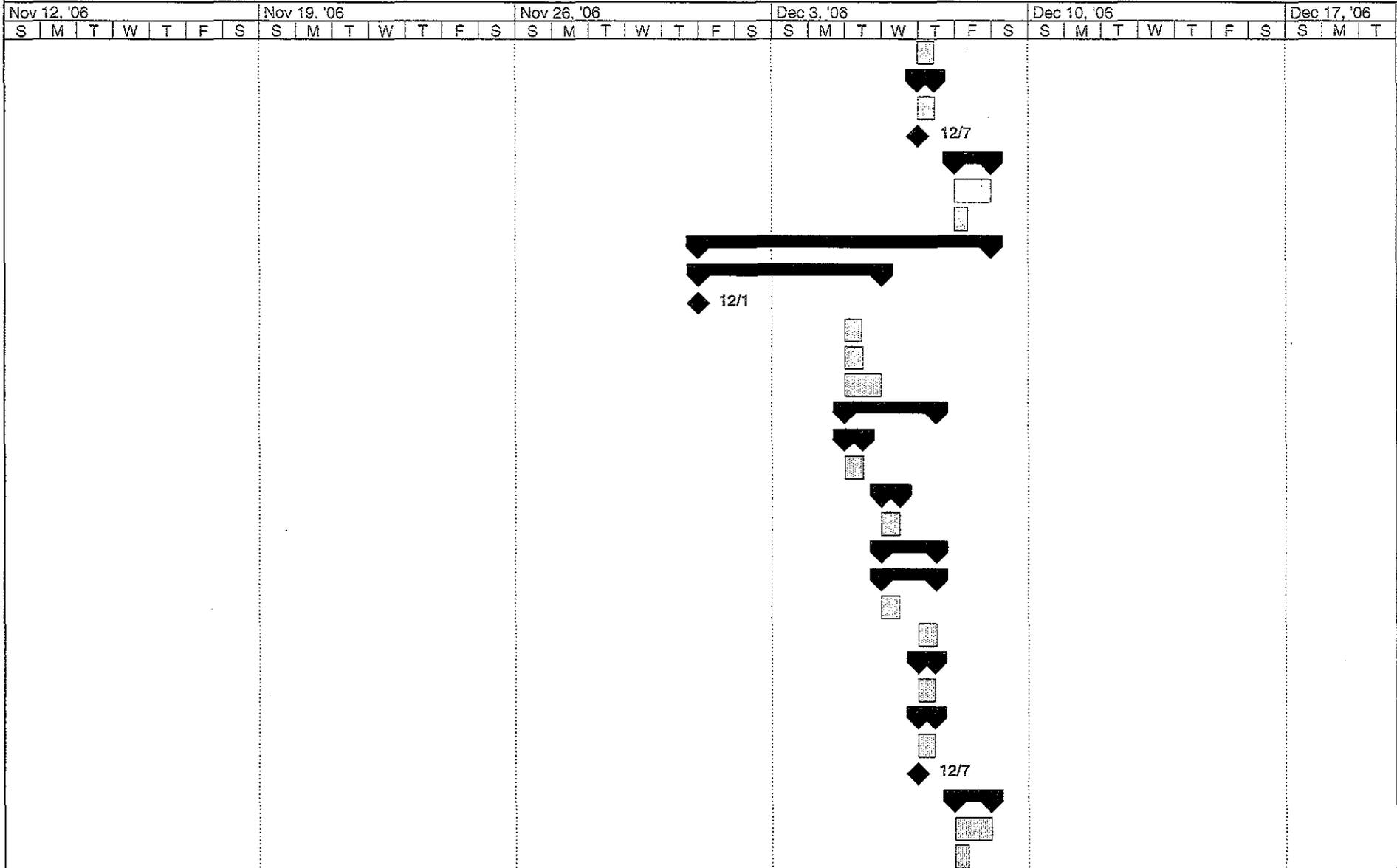
AZDOC Project Plan - RFP Response



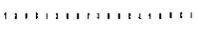
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 Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

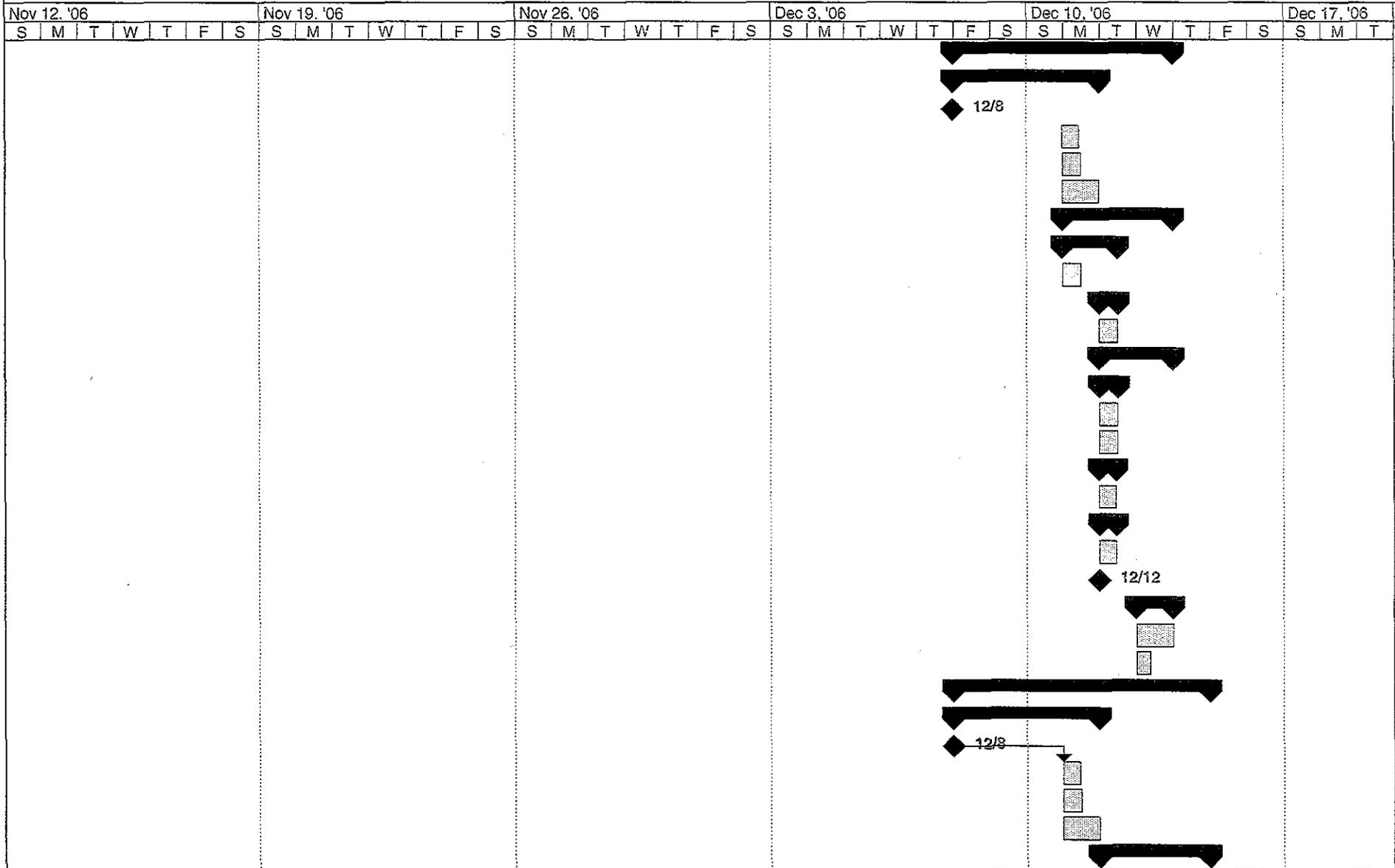
AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

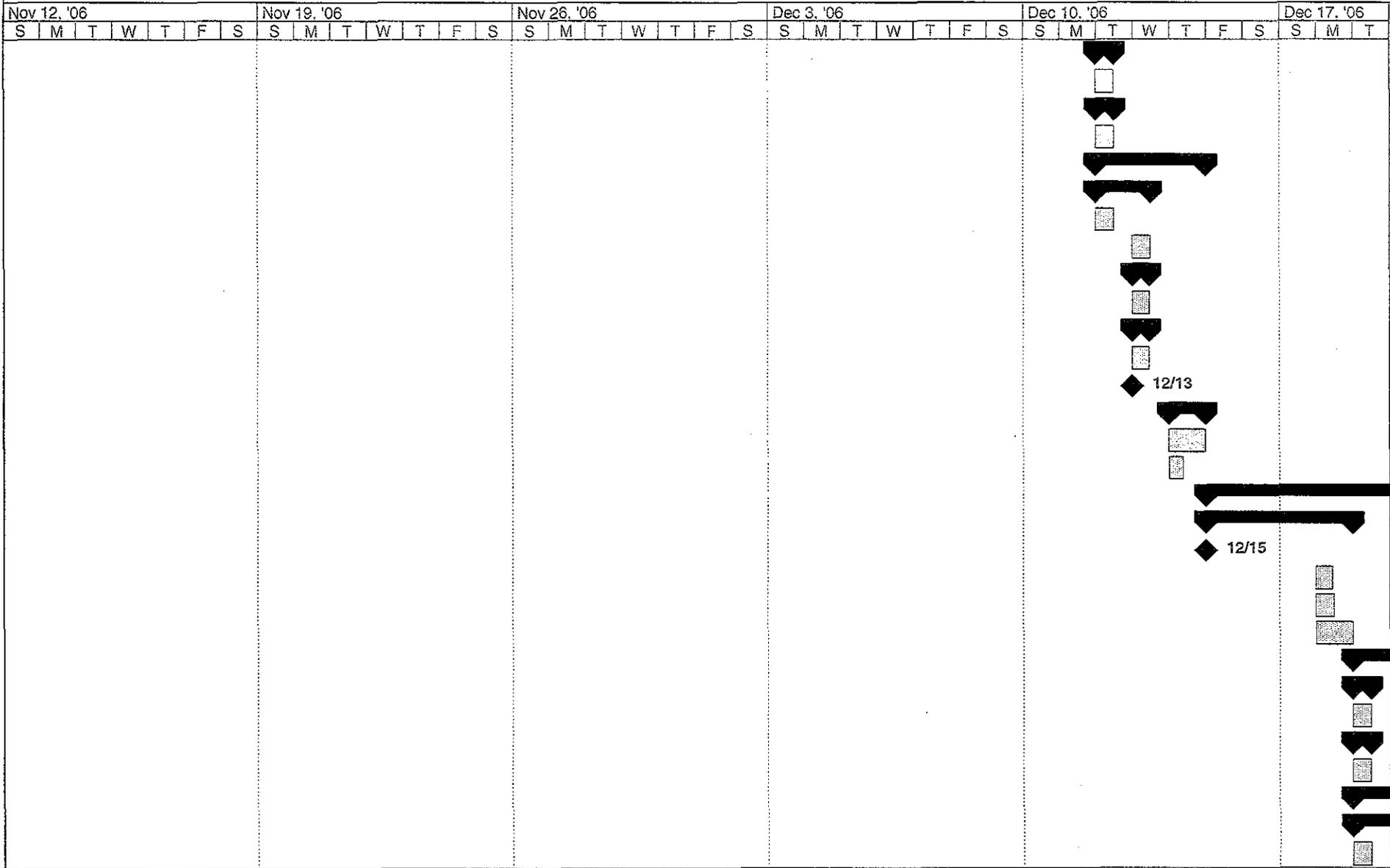
AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan
Date: Tue 9/12/06

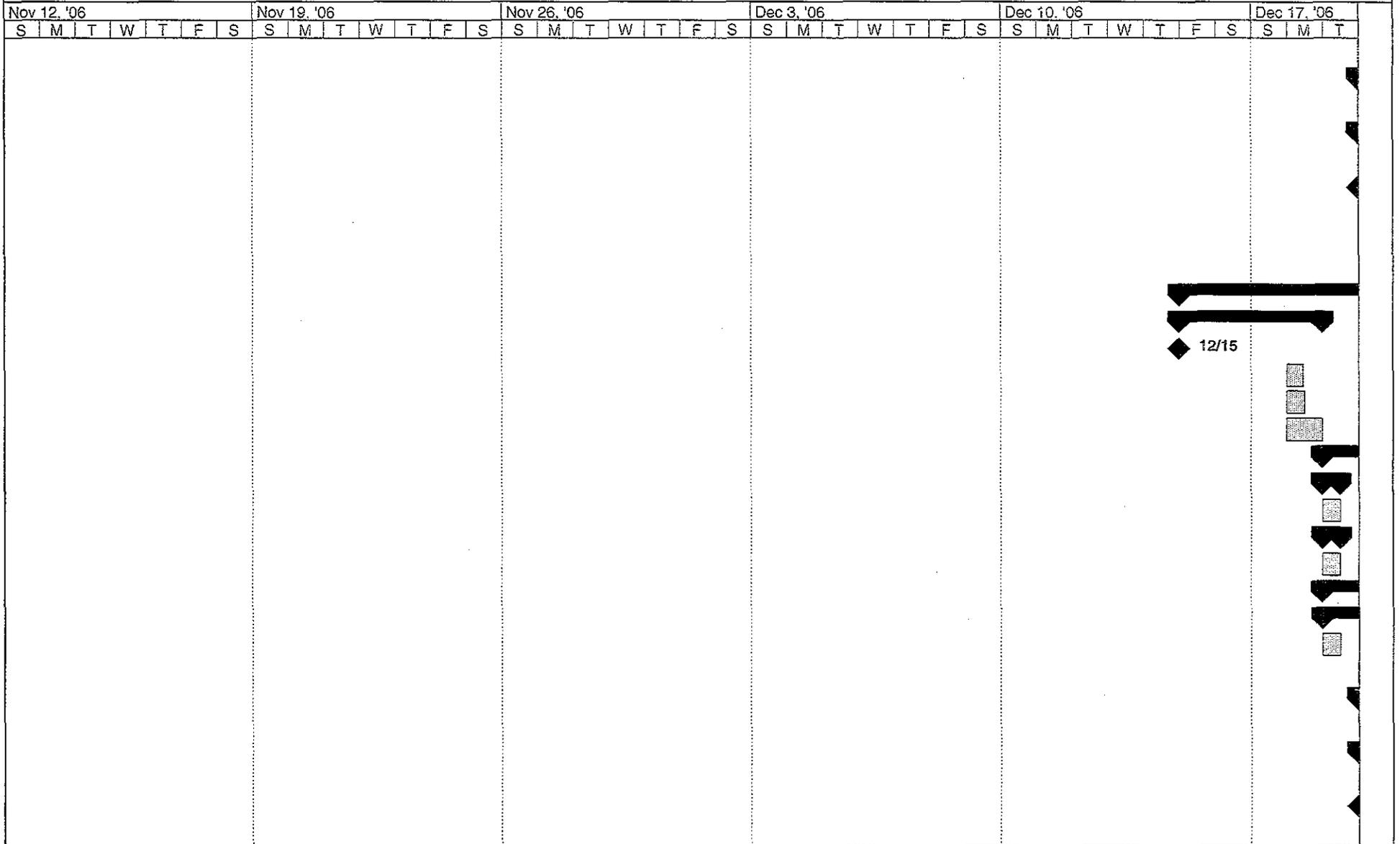
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Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response



Project: AZDOC Project Plan
Date: Tue 9/12/06

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| Task | | Milestone | | External Tasks | |
| Split | | Summary | | External Milestone | |
| Progress | | Project Summary | | Deadline | |

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task



Milestone



External Tasks



Split



Summary



External Milestone



Progress



Project Summary



Deadline



AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks	Split	Summary	External Milestone	Progress	Project Summary	Deadline
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AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

Split 

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Project Summary 

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External Milestone 

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AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan
Date: Tue 9/12/06

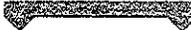
Task 

Split 

Progress 

Milestone 

Summary 

Project Summary 

External Tasks 

External Milestone 

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AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
Progress		Project Summary		Deadline	

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task

Split

Progress

Milestone

Summary

Project Summary

External Tasks

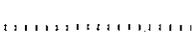
External Milestone

Deadline

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan
Date: Tue 9/12/06

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| Task |  | Milestone |  | External Tasks |  |
| Split |  | Summary |  | External Milestone |  |
| Progress |  | Project Summary |  | Deadline |  |

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
Split	Summary	External Milestone	Deadline
Progress	Project Summary		

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan
Date: Tue 9/12/06

Task 

Split 

Progress 

Milestone 

Summary 

Project Summary 

External Tasks 

External Milestone 

Deadline 

AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Nov 12, '06					Nov 19, '06					Nov 26, '06					Dec 3, '06					Dec 10, '06					Dec 17, '06					
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T

Project: AZDOC Project Plan
Date: Tue 9/12/06

Task		Milestone		External Tasks	
Split		Summary		External Milestone	
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AZDOC Project Plan - RFP Response

Nov 12, '06							Nov 19, '06							Nov 26, '06							Dec 3, '06							Dec 10, '06							Dec 17, '06		
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

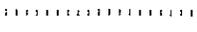
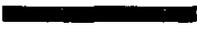
AZDOC Project Plan - RFP Response

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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

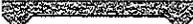
AZDOC Project Plan - RFP Response

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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
	Split 	Summary 	External Milestone 
	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

Dec 24, '06					Dec 31, '06					Jan 7, '07					Jan 14, '07					Jan 21, '07										
W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F

Project: AZDOC Project Plan Date: Tue 9/12/06	Task  Split  Progress 	Milestone  Summary  Project Summary 	External Tasks  External Milestone  Deadline 
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AZDOC Project Plan - RFP Response

Dec 24, '06				Dec 31, '06				Jan 7, '07				Jan 14, '07				Jan 21, '07														
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Project: AZDOC Project Plan Date: Tue 9/12/06	Task	Milestone	External Tasks
	Split	Summary	External Milestone
	Progress	Project Summary	Deadline

AZDOC Project Plan - RFP Response

Dec 24, '06					Dec 31, '06					Jan 7, '07					Jan 14, '07					Jan 21, '07										
W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F

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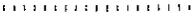
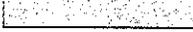
AZDOC Project Plan - RFP Response

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Project: AZDOC Project Plan Date: Tue 9/12/06	Task 	Milestone 	External Tasks 
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	Progress 	Project Summary 	Deadline 

AZDOC Project Plan - RFP Response

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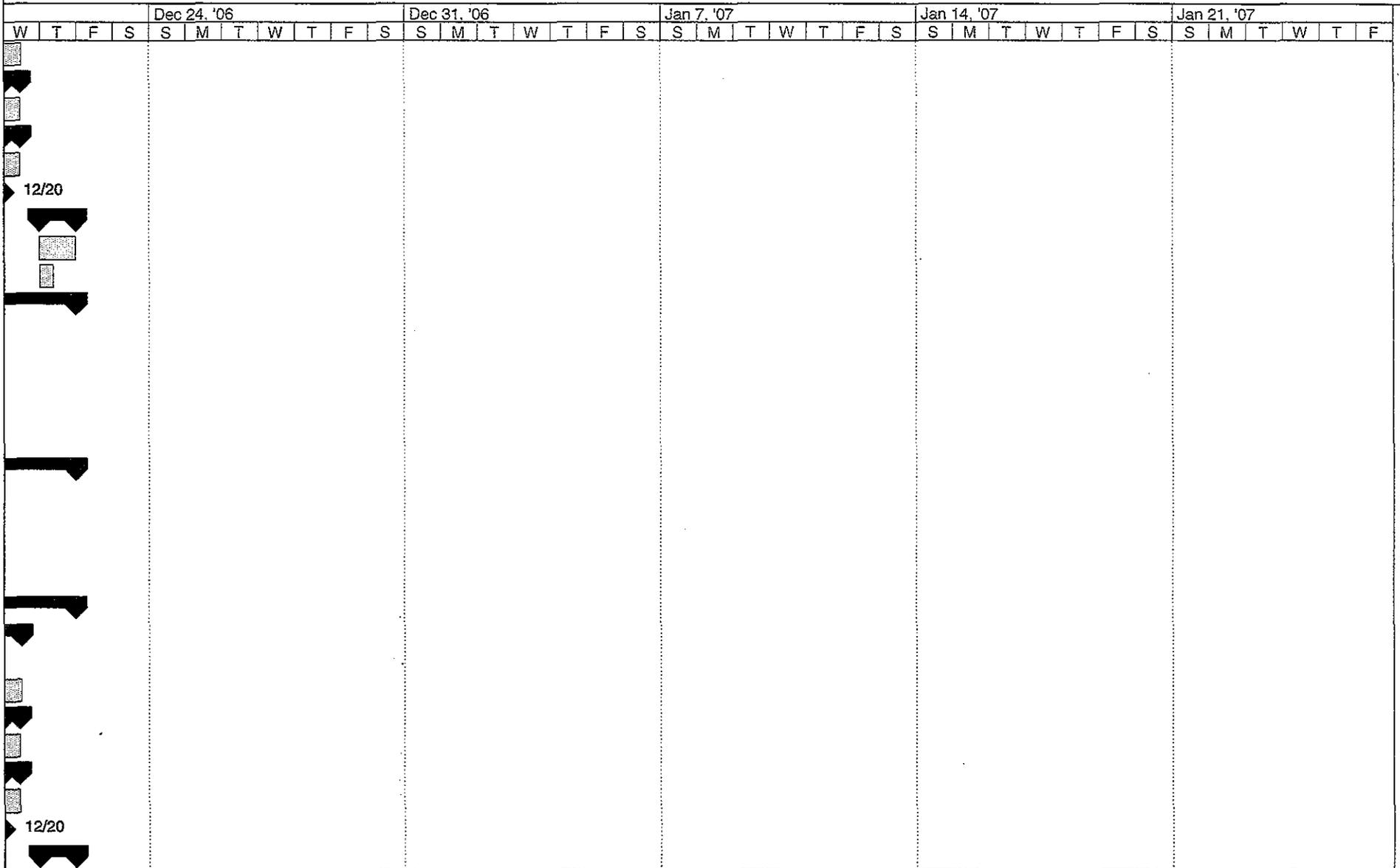
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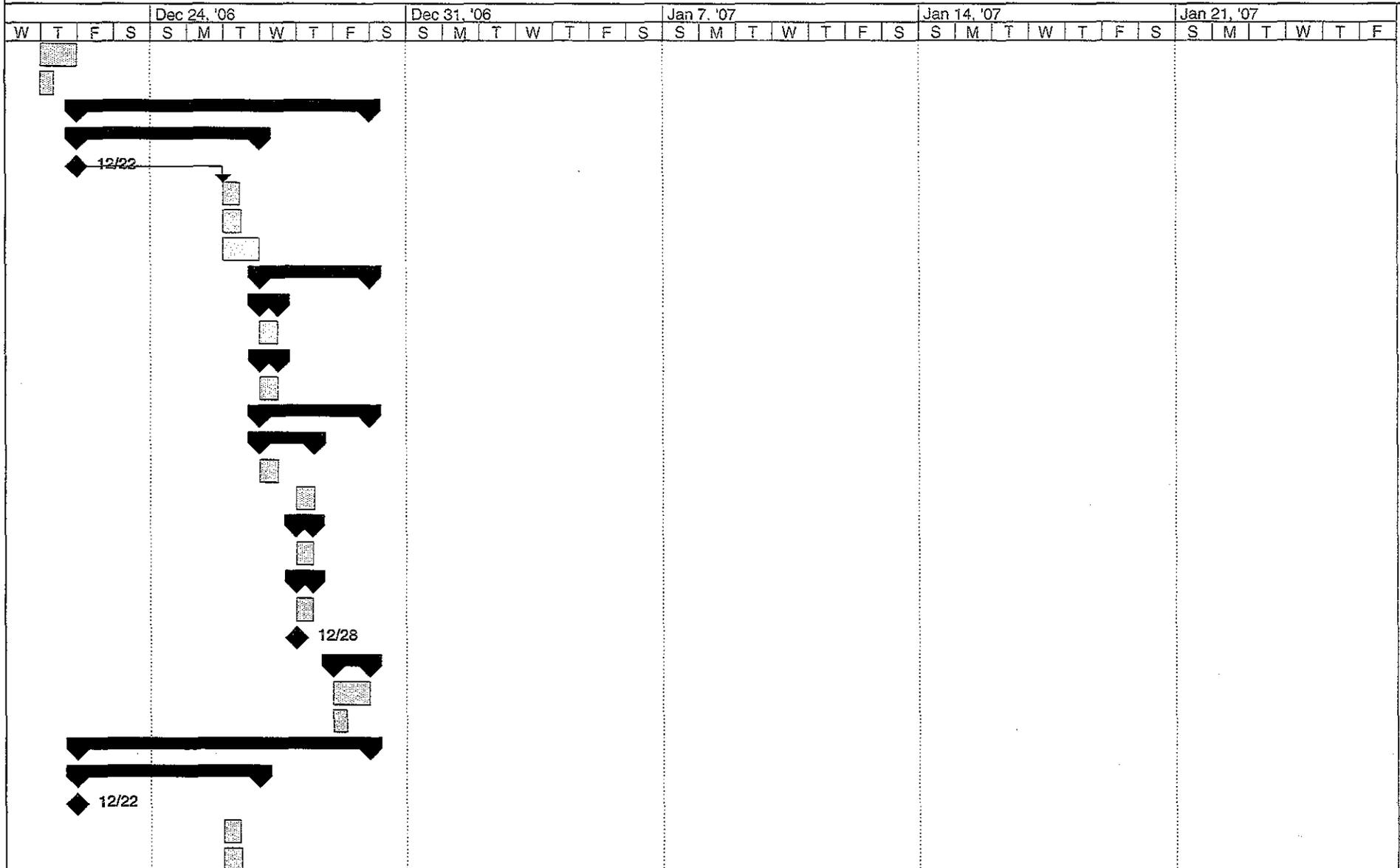
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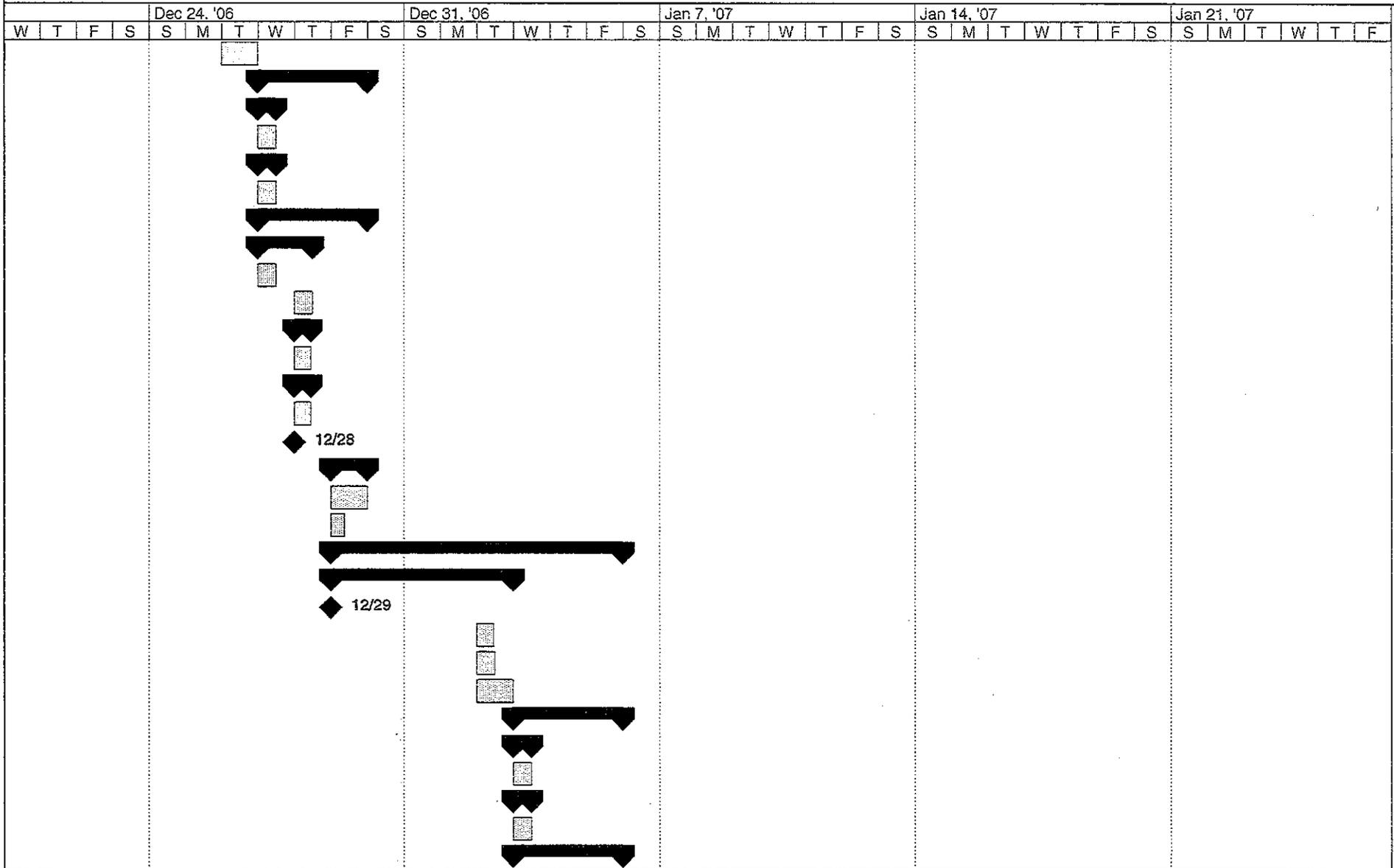
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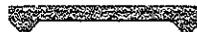


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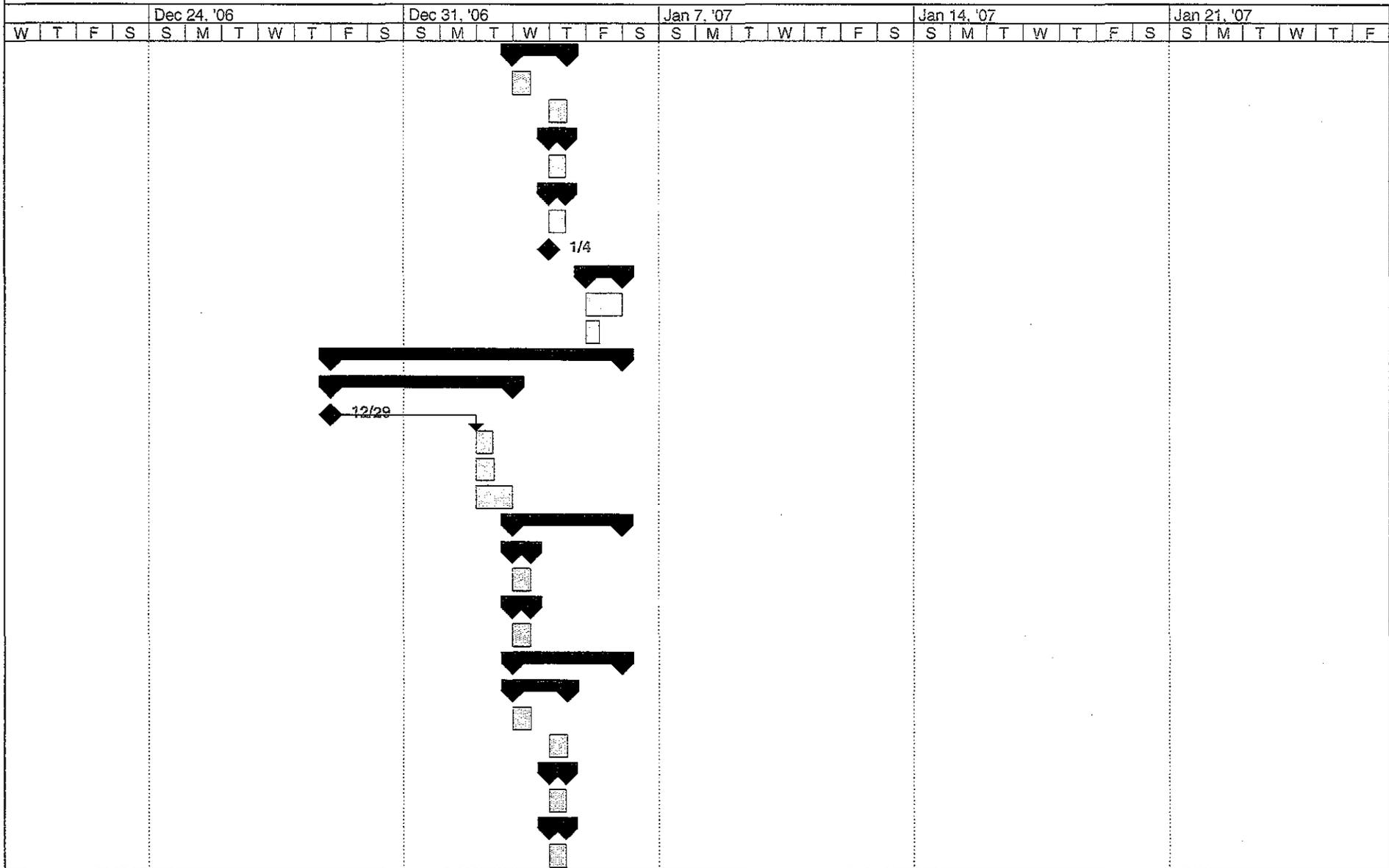
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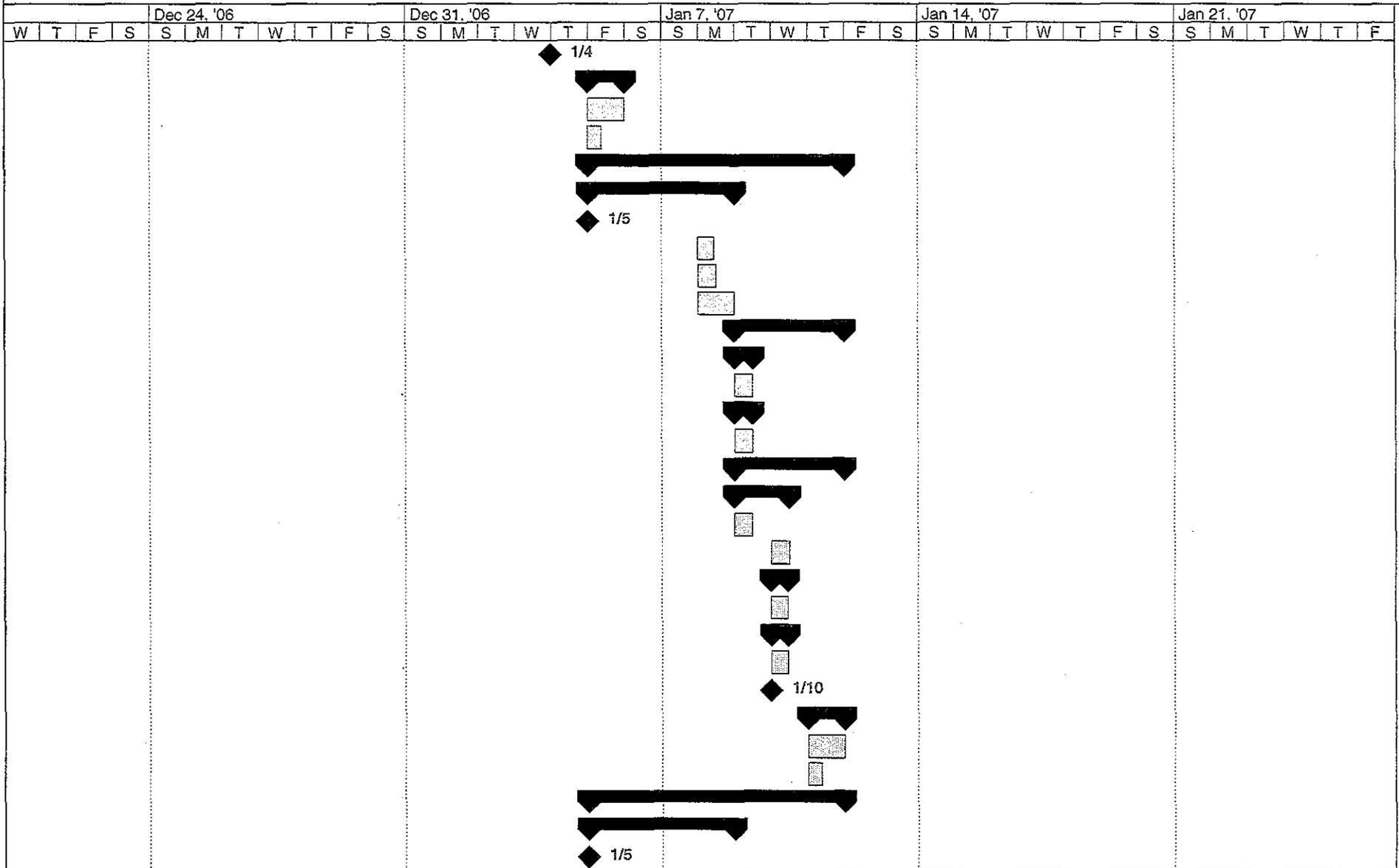
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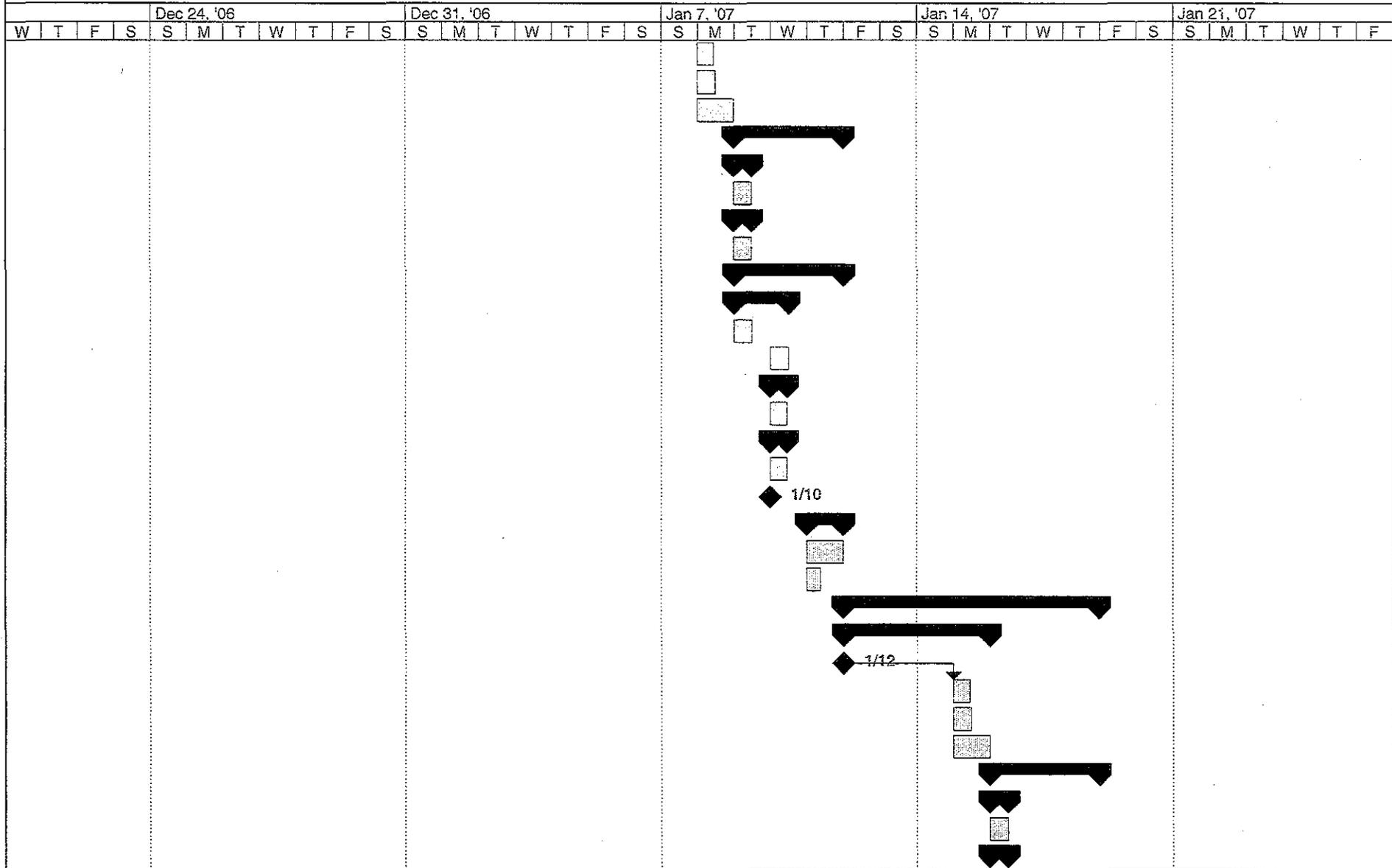
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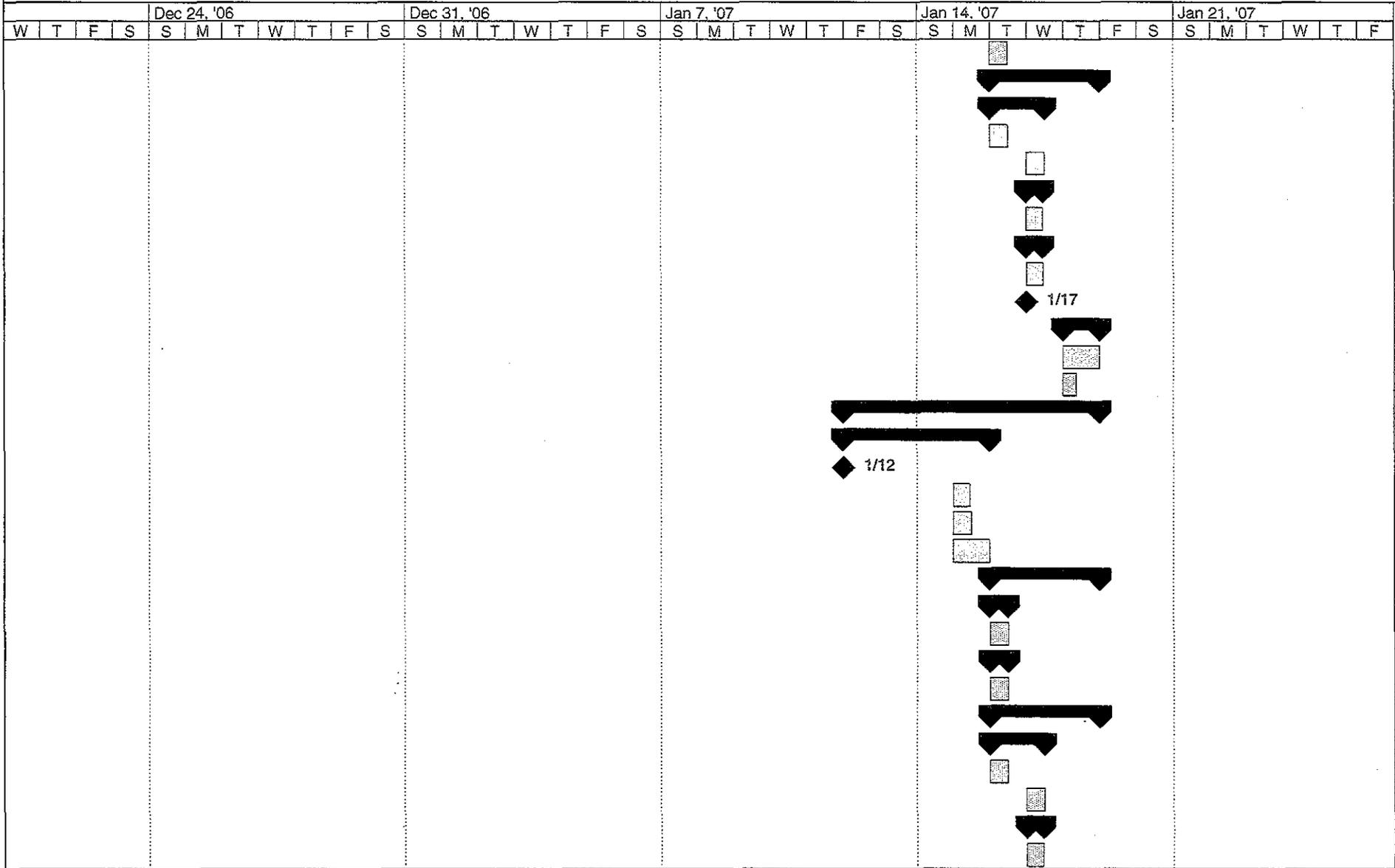
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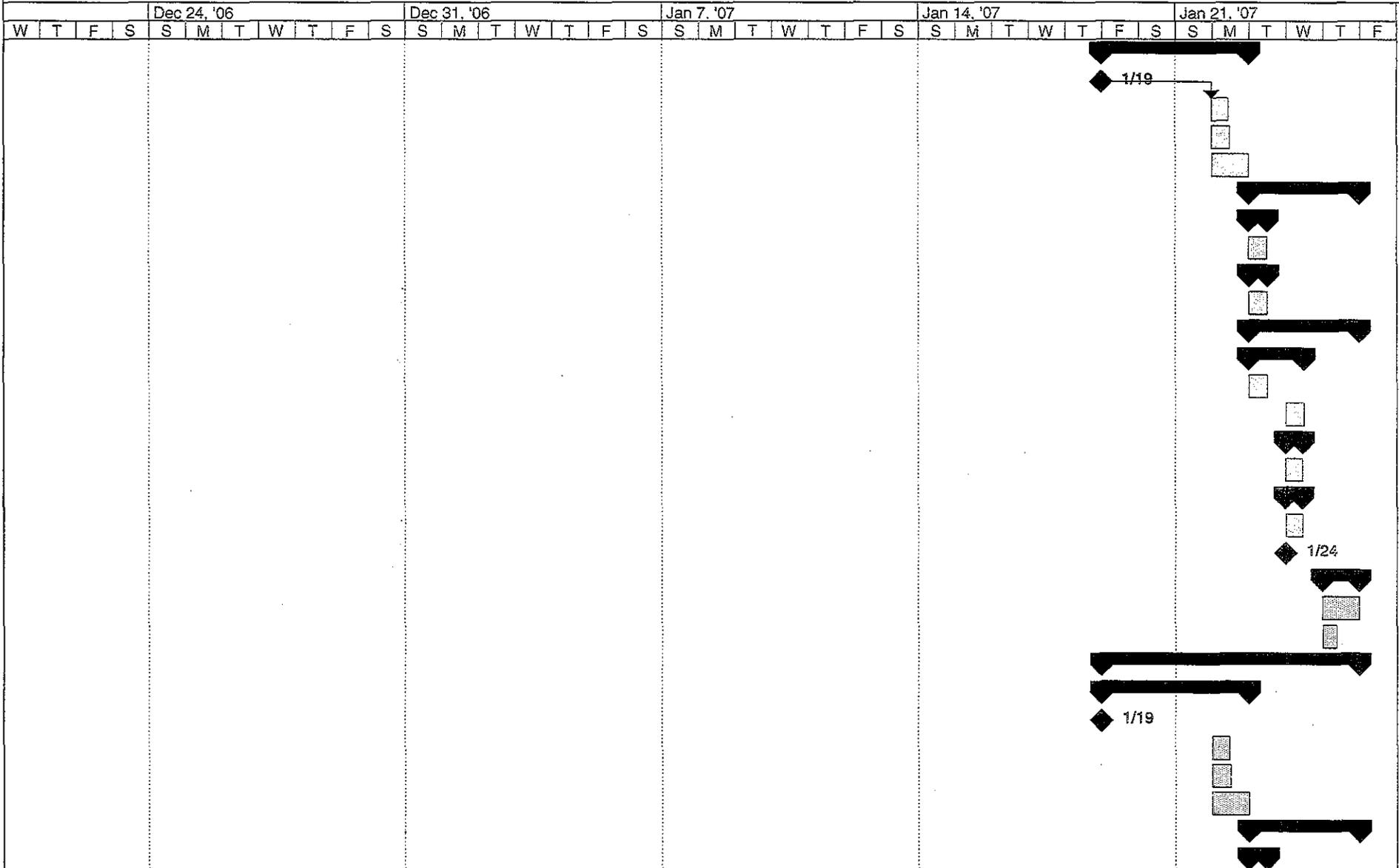
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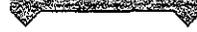
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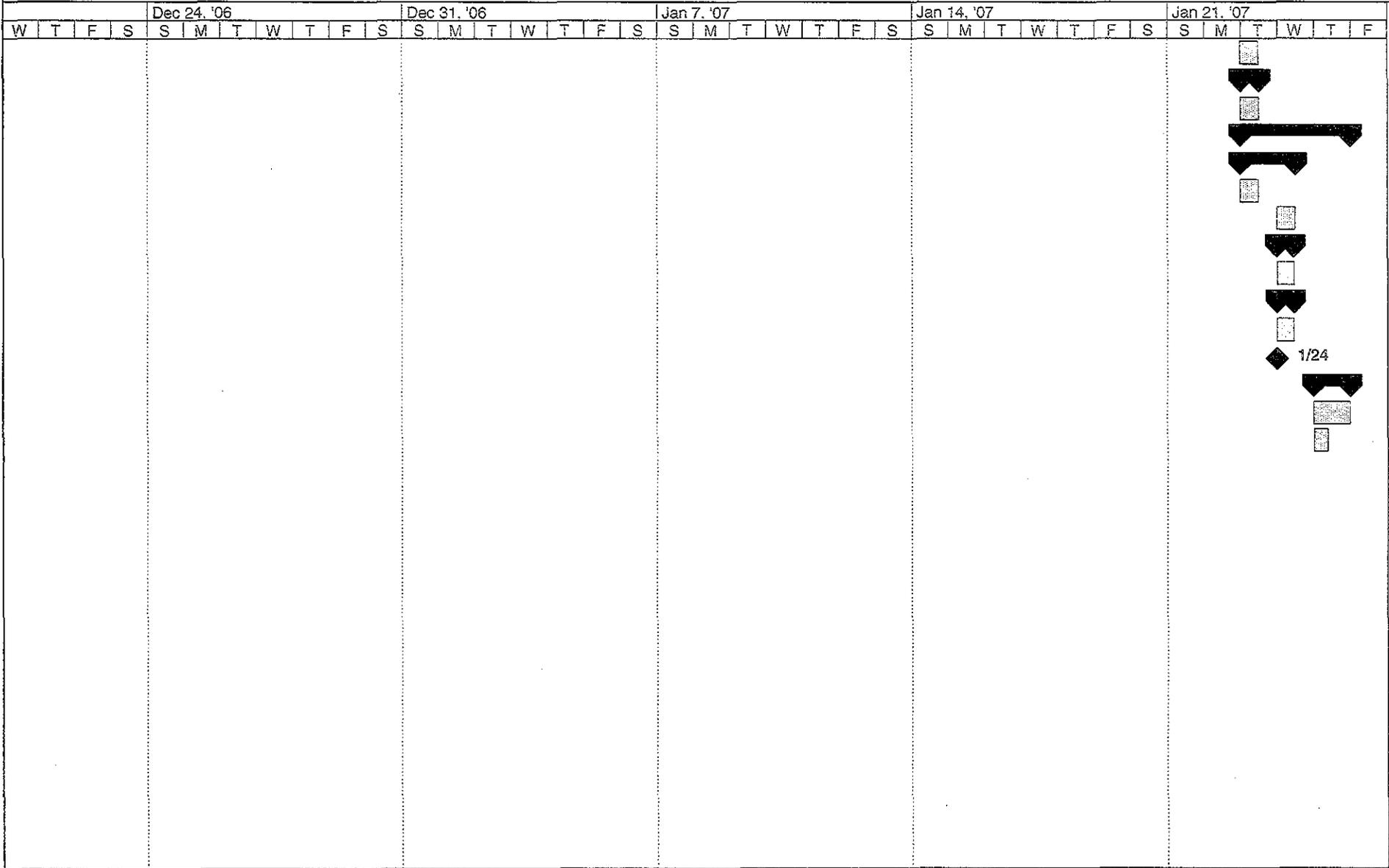
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Attachment 18:
Value Added Products

▶ **SECUREvoice™ Voice Verification**

The ICS utilizes SECUREvoice™ Inmate Telecommunication Identification Service as a powerful method of biometric authentication of a person's identity. Compared to other biometric techniques it is quick, natural, non-intrusive and cost-effective. SECUREvoice™ is based on the realization that each person's voice contains a unique signature, which cannot be imitated. As a means of identification, a person's voice is as reliable as a fingerprint.

The potential of this technology in the correctional industry is tremendous. SECUREvoice™ makes it practical for all correctional facilities to assign PIN numbers to inmates. Currently, in high turnover institutions, like large county jails, the cost and effort required to administer "calling lists" for all inmates is too great. With SECUREvoice™, when an inmate is booked into a facility, he will be asked to say his/her name into a preprogrammed phone, four to five times. These repeated utterances of his/her name enroll the inmate into the system and becomes the basis for the inmate's personal voice verification file. This means of identification may be used in different parts of the prison to allow access to different areas, and secured from others.

When an inmate places a call, he first keys in his/her PIN, then the system will prompt him for his/her name. The inmate may be asked to repeat his/her name, if the register of his/her voice does not appear the same. Once approved, which takes less than a second, the inmate can place his/her call.

The SECUREvoice™ system has been deployed for many years in Local, County, and State correctional institutions giving it the advantage of being the only and largest deployment of Inmate Identification Services in use today. The system also works with existing inmate telephone hardware negating the need for expensive and potentially breakable alternatives. We recommend a supervised enrollment process for authentication. The SECUREvoice™ technology is also a proactive security system that works without human involvement needed to monitor screens or maintain equipment damaged by the inmate population.

We have benchmarked our Inmate Telecommunication Identification Service on a telephony database having 11,224 trials and our system performed at 98.9% accuracy. Here, less than 1.1% of the true users were denied and less than 1.1% of imposters were accepted. This performance was measured for the worst-case scenario where the imposter knew the password of the person being impersonated. In the case where the imposter does not know the password of the user that he or she is trying to impersonate, the accuracy would be well above 99%.

SECURUS' Friends and Family Assistance Center Automated Transaction Kiosk

SECURUS now offers our **Friends and Family Assistance Center** available for every facility. Through touch screen use, the kiosk provides a simple automated way for the friends and family of inmates to obtain general facility policies and specific facility information as well as step-by-step instructions for establishing an account with SECURUS.

Kiosk Features:

The Friends and Family Assistance Center kiosk provides general public information about:

- Obtaining visitation rules and procedures
- Rules for regular mail and shipment of packages
- Learning about facility policies
- Gaining Information on **AdvanceConnect*** friends and family prepaid accounts
- Opening an AdvanceConnect prepaid calling account
- Depositing funds into accounts using cash or credit cards at the kiosk
- Acquiring SECURUS Telephone service guide providing information on:
 - Customer credit policies
 - How to clear a restricted telephone line or remove a block
 - SECURUS email and telephone contact information
 - Requesting a brochure on inmate telephone service via email or U.S. Mail

The kiosk is an automated financial transaction terminal, capable of taking payments or deposits to accounts and issuing receipts. The terminal includes:

- a rugged keyboard suitable for the public
- an integrated camera, and
- a receipt printer for financial transactions.

Kiosk Benefits:

Staff time: The kiosk provides an automated user-friendly way to get information about the facility, its programs and its rules. It reduces staff and labor demands by providing an automated way for visitors to (1) view this important information, and (2) deposit funds to prepaid calling accounts and, in the future, to inmate trust fund accounts. The kiosk saves staff time by helping visitors while they are visiting the facility and by providing information that would otherwise generate a request to the staff.

Reduced Grievances: Kiosks make it easier to establish and fund the prepaid accounts, which in turn facilitate calls to cell phones and numbers that were blocked due to billing problems. For example, the Friends and Family Assistance Center reduces inmate grievances by providing a convenient way for friends and family to fund prepaid calling accounts, enabling calls that might otherwise be blocked due to billing restrictions. These call blocking restrictions are often the cause of complaints.

Scalability: Additionally, the platform offers an opportunity for a facility to take advantage of future value-add services. In the future, friends and family will be able to make cash or credit card deposits to inmate trust fund accounts and schedule visitation times.

The Friends and Family Assistance Center is available to visitors 24 hours a day, 365 days a year. It is designed specifically for the environment of an inmate facility lobby.

**SECURUS' AdvanceConnect program provides an added calling option for friends and family of inmates. By establishing an AdvanceConnect prepaid account, friends and family members do not have to worry about blocked calls and they set their budget for prepaid collect calls. The program benefits those who may be on a budget, those who use a cellphone instead of a home phone, and those who have difficulty receiving collect calls due to restrictions imposed by their Local Exchange Carrier (LEC).*

JOB FINDER – Recidivism Reduction

SECURUS offers **Job Finder** which complements the AZ DOC's work-based education initiative under the Workforce Development program.

WHAT IS IT?

Job Finder is our patent-pending program in which inmate vocational information is entered into a database and will be used by staffing agencies to choose individuals that qualify for job opportunities within a community. SECURUS has partnered with a tax company and a staff agency to provide state and federal tax credits for employers and also provides a good fit between inmates nearing release and available employment opportunities.

The goals for the Job Finder program are a possible decrease in cost through recidivism reduction, increased offender employment percentages, community public relations value and a complementary program to the state's Workforce Development program.

HOW DOES AN INMATE GET STARTED?

SECURUS can provide and install a secured workstation and printer at appropriate locations free of charge to both the facility and the inmate.

An inmate may simply use the secured workstation with the website www.inmate2hire.com to begin registration. Select the "Register" button and fill out your employment profile on the site.

The registration section consists of two sections. An inmate will complete their personal information and establish a site login ID. They will then be asked to enter their skills, employment history, education level, desired job locations, and work preferences. This information is the link to prospective employers.

The assessment section is the second part of the registration process. The assessment helps prospective employers know if an inmate is a good fit for an individual job.

Upon completing the assessment, the inmate will receive a Career Advisor report. The Career Advisor will list the jobs that match an inmate's abilities and traits.

HOW LONG DOES IT TAKE TO REGISTER?

An inmate should allow a total of approximately 2 hours to complete all sections. However, each individual page is saved upon clicking of the button at the bottom of each page. If an inmate

needs to come back and complete the personal information and/or assessment sections, they will be prompted for the *User ID* and *Password* created during the registration process.

AFTER REGISTRATION – WHAT IS THE APPLICATION PROCESS?

Once an inmate has completed registration, the application process can begin. An inmate may select the “Apply” button to apply for job openings based on geographic location or job type. There are jobs that match every ability level.

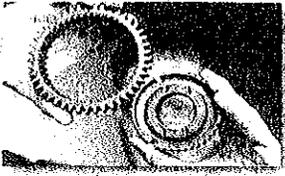
Employers can review an applicant’s qualifications to check for an employment match.

CAN AN INMATE USE THE WEBSITE AFTER RELEASE?

The www.inmate2hire.com website is available to inmates after release. An inmate’s personal information and assessment information will continue to be available to seek job opportunities.

HOW OFTEN ARE JOBS UPDATED?

Employment opportunities are always updated on the website. The opportunities vary by position and skill levels. Inmates are urged to visit the website on a periodic basis.



COMMISSARY *Assistant*™

What Is It?

SECURUS' COMMISSARY *Assistant*™ is a patent pending automated order processing system that enables inmate purchase of commissary items in a convenient, safe, protected manner. Utilizing the existing inmate phone system as the ordering vehicle, results in uncompromised call security, unsurpassed network cost efficiencies and unparalleled support at virtually any call volume.

Who Needs It?

Facilities wishing to allow inmates to securely order commissary items by phone, 24 hours/day, 7 days/week, 365 days/year will find SECURUS' COMMISSARY *Assistant* system an ideal tool. Facilities can choose to permit ordering during any time period they wish.

COMMISSARY *Assistant's* process streamlines commissary administration and improves facility productivity by utilizing a fully automated system that significantly reduces facility labor costs, while increasing order accuracy and inmate security.

What Does It Do?

- Supports simultaneous commissary order calls from multiple inmates
- Tracks inmate commissary purchases and automatically deducts them from available funds
- Records each transaction call record and stores calls for future verification if required
- Eliminates facility balance inquiries and ensures order accuracy by providing inmates with instantaneous account balance both prior to and following each item ordered
- Provides inmate with verbal summary that includes item number, item description, price and available quantity
- System validates inmate order entry on an item-by-item basis
- Stores a record of all transactions to confirm system integrity with the commissary company
- Configurable by the facility to designate specific commissary items that the inmates may order
- Available periods for inmate ordering can be preconfigured via the Administrative Workstation. Alternatively, the facility Administrator may switch COMMISSARY *Assistant* on or off and/or stipulate days and times inmates may order commissary items
- Unique system design eliminates the need to purchase outside trunk lines to connect with commissary company facilities
- Inmate PIN enabled for ordering security with additional numbers for increased protection

How Does it Work?

- The inmate picks up any SECURUS telephone
- Inmate is prompted for the type of call (collect? commissary? etc.)
- Inmate chooses commissary option
- Inmate is prompted for and enters his unique PIN number
- COMMISSARY *Assistant* responds with current inmate balance
- Inmate is prompted for and enters commissary item number
- COMMISSARY *Assistant* responds with the item description, allowed order quantity, and price (ex: "You may order up to 2 of Shampoo, 8oz at \$1.50 each")
- Inmate is prompted for and enters desired quantity
- COMMISSARY *Assistant* provides price for entire item ordered along with new inmate balance
- Inmate is then prompted for verification
- COMMISSARY *Assistant* indicates that inmate order is complete and is confirmed
- Inmate is prompted to order additional commissary item(s)
- Inmate may exit at any time by hanging up

System Requirements

- SECURUS Digital Call Manager
- Commissary system interface with SECURUS Digital Call Manager
- IP network connection between SECURUS Digital Call Manager and the commissary system
- PIN capability such as Digital Call Manager (manual) or Secure Booking™ (auto)

About SECURUS Technologies

SECURUS Technologies is the country's largest independent supplier of detainee telecommunications and information management solutions, serving over 3,300 correctional facilities nationwide. A recognized leader in providing comprehensive, innovative technical solutions and responsive customer service, SECURUS' sole focus is the specialized needs of the corrections and law enforcement communities. SECURUS is headquartered in Dallas, Texas, with offices in Selma, Alabama; Raleigh, North Carolina; Brantford, Ontario; and Belleville, Ontario, with application redundancy backup systems in Allen, Texas.

MailConnect also provides these additional benefits:

1. Transliterate: Spanish, Russian, Italian, German, French, Arabic, Urdu (Pakistan), Chinese (simple and traditional), Japanese and Korean.
2. Digital copies of all letters are kept on file. These letters are accessible with a mouse click and can be sorted by inmate or sender, so there is no need to create a hard copy or to spend time to file it.
3. MailConnect will shield the institution from time consuming calls by providing our own toll-free support line for user's questions or problems related to MailConnect.
4. Return unacceptable mail electronically along with the "Mail Violation" notice.
5. Track employee performance.

How **MailConnect** works:

- A customer uses the **4inmates.com** web page to type a letter. The letter is sent via the Internet to MailConnect, our secure server. (More about 4inmates later.)
- Messages are stored until your mailroom officer uses the MailConnect program to "draw" the mail from our secure server.
- The correspondence is viewed by a mailroom employee on a computer screen.
- At the mailroom option, specific words or phrases (our comprehensive list or your custom list) are highlighted to help with the screening or scanning process.
- This list can be customized for the entire population, a specific group, or an individual inmate.
- The mailroom officer can select for printing any or all mail deemed to be deliverable, and with a mouse click these messages are printed.
- The senders name, address, inmate's name, identification number, and housing assignment, (if available to MailConnect) are printed in an easy to read format for ease of delivery.
- Messages that need a closer look or second opinion are moved to a "holding" file where they can be reviewed, selected for printing, or rejected.
- Messages that are rejected can be returned to the sender with a "Mail Violation" notice stating the reason that the mail was undeliverable.
- This "Mail Violation" form will be customized to conform to institution needs.
- Rejected messages are returned electronically saving postage expense and time.

What MailConnect will provide:

1. * PC and monitor with Software to operate MailConnect.
2. * High capacity printer with built in stapler.
3. * Xerox 252 high speed scanner to process outgoing inmate mail.
(* Provided by MailConnect to institutions with an inmate population over 1200.).
4. Staff training and support as needed.

What the Institution Provides:

1. An internet connection.
2. Download all incoming mail each workday.
3. Print all mail that does not violate policy and deliver as you would any other mail.
4. Consumables: paper, toner, and staples, or a per letter payment
5. Provide reasonable security to prevent loss or theft of MailConnect equipment.

The Income Generator for *MailConnect* is *4inmates.com*

1. A customer goes to www.4inmates.com and creates an account using a credit or debit card. With as little as \$5.00 a customer becomes a 4inmates member.
2. Members can create an electronic letter and authorize a charge of 50¢ for a letter with one or two pages.
3. The letter is encrypted and sent to our secure MailConnect Server
4. Members can prepay for an electronic return letter for 50¢ a page. (See the section on electronic reply.)
5. MailConnect is a product of SECURUS TECHNOLOGIES; SECURUS TECHNOLOGIES makes its revenue from the charges paid for the incoming and outgoing messages processed by MailConnect.

How Electronic reply works

“Electronic Reply” is a service that 4inmates provides our members so they can get return letters much faster.

1. Our member sends an electronic letter and selects the “Electronic Reply” option.
2. The institution receives the regular electronic letter.
3. As the letter is printed, an additional page is printed out for each reply page that was ordered and prepaid. A coded number is printed on each reply page. This number is used as a key in our database to identify the original sender. The reply always goes back to the original sender.
4. The inmate uses a pencil or pen and writes a response on the page. Each page is treated as a separate response.
5. The page is returned to the mailroom.
6. Workers in the mailroom scan the page and it is electronically sent to our secure server.
7. 4inmates will then email the sender a message indicating that the page has been returned.
8. The sender logs onto 4inmates.com and views the page. The returned page may be printed at this time.

For a Self-Guided Tour of *MailConnect* go to:

<http://fastdrawmail.4inmates.com/>

Username: SelfTour

Password: FastDrawMail

(The username and password is case sensitive)

MAILCONNECT
From
SECURUS Technologies

Exclusive licensee of MicroWorks *Fast Draw Mail*



SECURUS Technologies
14651 Dallas Parkway, Suite 600
Dallas, Texas 75254
800-559-1535

The Key To Mailroom Efficiency

About *MailConnect*

SECURUS Technologies has studied the volume of mail being received and distributed each day by a variety of correctional institutions. Knowing the time spent by the mailroom staff is a major cost; we created a software and hardware system to streamline that process. The mailroom staff currently has to x-ray, open, check for contraband and visually read or scan each letter, insert the letter back into the envelope and sort for delivery. The MailConnect system from SECURUS Technologies will substantially reduce the time needed to process incoming mail. **Keep in mind that each piece of electronic mail that is processed will result in approximately one less piece of surface mail that will have to be processed.**

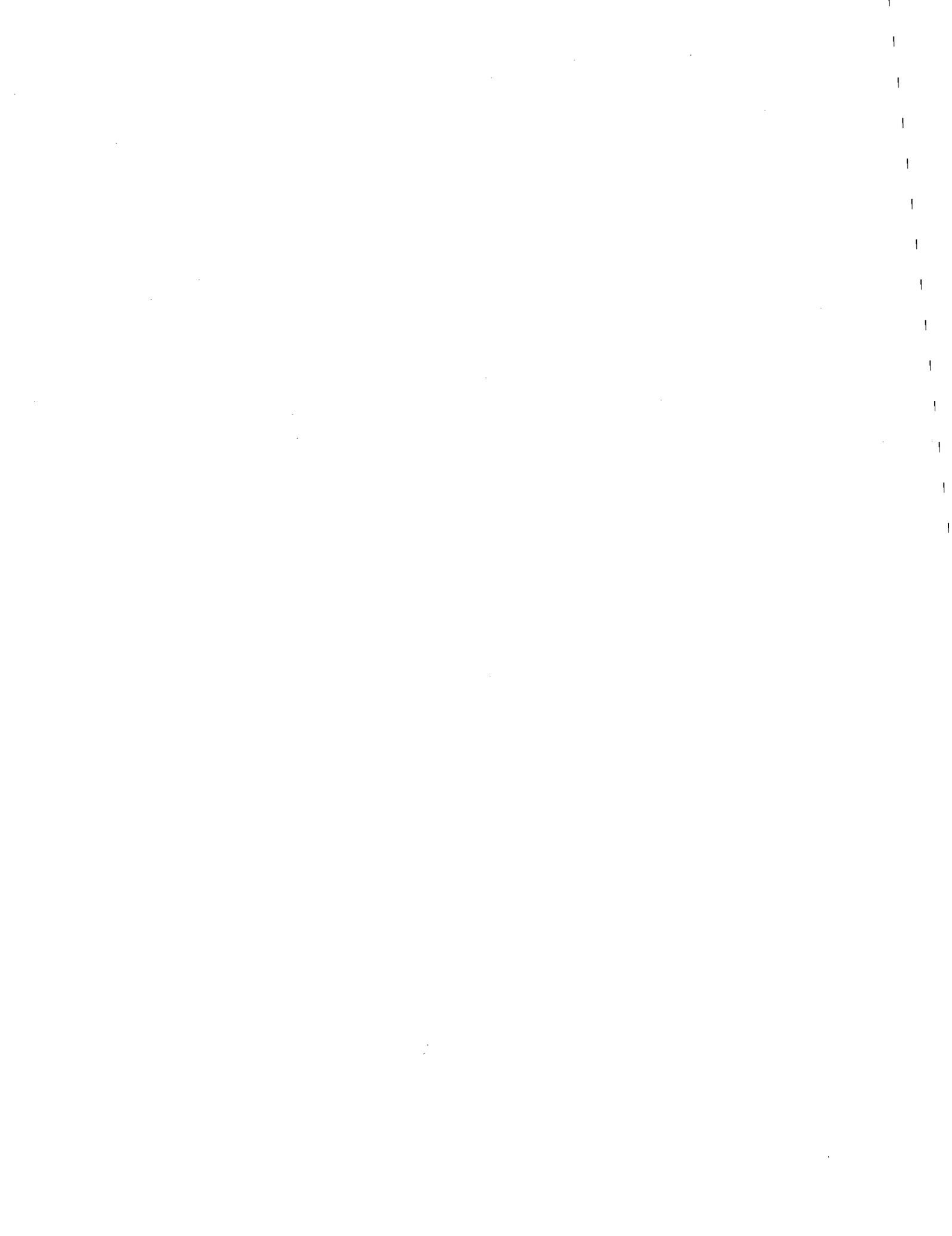
Overview of Benefits

MailConnect eliminates the following:

1. X-ray incoming mail.
2. Searching envelopes for contraband.
3. Employee exposure to unknown substances.
4. Testing for paper that has been soaked in drug laced liquids.
5. Opening envelopes, reading or scanning the contents of letters, and putting letters back in envelopes.
6. Hand writing or filling out a "Mail Violation" notice and returning letters to the sender.

MailConnect will speed up mail processing with the following features:

1. Sender's name, return address, inmate's name, identification number, and (if available to MailConnect) the complete housing assignment, are printed in a large, easy to read font on the cover page. The cover page and letter are automatically stapled together as it comes off the printer for ease of handling.
2. Characters printed are limited to the standard symbols so custom gang symbols will not appear.
3. Key watch words and phrases can be highlighted to speed up the scanning of incoming mail. (MailConnect comes with a standard word list that can be customized for content by institution, group, or inmate.)
4. Printed text is much faster and easier to read than a hand written letter.
5. The Mail Violation is integrated into the MailConnect software for ease of processing. The inmate's name, state ID number, and housing assignment are automatically populated for electronic return to the sender. Hard copies of the same document are also printed for inmate delivery and internal institution use.



VISITATION ASSISTANT

WHAT IS IT?

The Visitation Assistant is an integral part of the Assistant suite of products. The overall goal of the suite is to help facilities reduce staff demands and grievances while providing better service to friends and family.

The Visitation Assistant is targeted for use by the friends and family members of offenders to schedule and register for visitation during the incarceration period of the offender.

The module will also be able to provide visitation history to the associated facility.

WHY IS IT USED?

The Visitation Assistant is being created to facilitate and expedite the pre-registration and scheduling of friends and family members. Currently, the process of visitation scheduling is not a widely used practice mostly due to the facility not having the resources to administer and manage a schedule of visitation.

At this time the most commonly used practice is the facility uses staff members during the visitation times to check-in friends and family members, run background checks, verify that only the appropriate dress is worn and personal belongings are carried into the visitation area and guide the friends and family members and Offenders to the specified visitation areas.

HOW CAN IT ADD VALUE FOR THE ADC?

The development of the Visitation Assistant is meant to add value to the customers of SECURUS, including the friends and family members and the facilities that will use the product. By creating a streamlined visitation process the friends and family members will be able to visit their incarcerated loved ones and the facility will benefit from a more efficient and effective method to manage visitation and the traffic that comes through the facility.