

## COVER LETTER

Wednesday, May 25<sup>th</sup>, 2010

Pottawattamie County Jail Administrator Stu DeLaCastro  
1400 Big Lake Road  
Council Bluffs, IA, 51501

Dear Stu,

SECURUS Technologies, Inc., providing services through our wholly owned subsidiary Evercom Systems, Inc., is pleased to submit our response to the Pottawattamie County Sheriff's Office Inmate Telephone system request for proposal. Through our many years of serving Pottawattamie County as the incumbent provider we have amassed a great deal of knowledge of your operations, values and priorities. We think the enclosed response will confirm this experience and set Securus apart from all others. Following is a brief summary of our response.

- 1) **Commissions:** We know that in these tough economic times county revenue is a paramount concern. The offer we are presenting is very aggressive and above normal market trends today. While commission rate is important, there are other considerations that are just as critical to Pottawattamie County. For instance, the ability to complete as many inmate calls as possible is extremely important. This is an area in which SECURUS excels in the industry. We are constantly developing new applications and services to enhance our billing relationships, whether it is with a Competitive Local Exchange Carrier (CLEC) or a friend/family member. **If an individual has any reasonable means to pay for a call, and they want to receive a call, we will guarantee that the call will be connected.** Because SECURUS has been your provider for many years, we already have a large number of established "called party" relationships. This means more "Total Revenue" for the County. Additionally, included in this proposal, is our patented **First Call Connect 2.0** feature. This feature proactively connects the inmate to the friend/family member on that first initial call – regardless of billing status – creating even more relationships with the called parties.
- 2) **Response to technical requirements:** In this proposal we offer Pottawattamie County our new web based Secure Call Platform (SCP) designed with many enhanced investigative features including **remote access** to investigators and other authorized agencies. With SCP's new open architecture all upgrades are provided real time to the County so our technology never becomes obsolete. Securus will also provide equipment that fulfills all technical aspects, requirements and needs that are required by Pottawattamie County. **Securus' commitment to technology is more than just words. As a technology company, we proudly hold 51 inmate-calling patents and have approximately 80 patents pending and/or in process. No other inmate processing company can claim such a history of product innovation.**
- 3) **Vendor Experience:** As you consider the different offers, Securus suggests the issue of experience and solid references are of utmost importance. Securus has over 22 years of industry experience and provides inmate calling to over 3000 facilities nationwide. **MORE IMPORTANTLY, SECURUS IS THE ONLY INMATE TELEPHONE PROVIDER THAT IS FULLY COMPLIANT WITH THE 2002 SARBANES OXLEY ACT (SOX).** This federally mandated requirement insures that all financial reporting is proper and audited by third party experts. Our experience with Pottawattamie County as well as our experience with the many other customers we serve (including those offered as references) validate our reliability whether it involves system security, service or on-time commission payments.

Casey Heiberger will maintain her role as Account Manager and will provide direct support, information and solutions to insure we meet your current and future needs. Casey lives just over an hour from Pottawattamie County and can quickly respond in person should you need her. Robert Vanderslice will also maintain his role as your Field Service Technician to insure proper functionality of equipment. Robert is a full time, dedicated Securus employee. Naturally our national Technical Support center is also fully staffed 24/7/365 for your needs.

- 4) **Proposed project plan:** Implementation of our equipment, scheduling and our project plan will be managed effectively and efficiently by our highly experienced installation/project management team. Securus has an advantage over other vendors as Securus currently manages Pottawattamie County so the transition will be completely seamless.
- 5) **Call rates:** In this proposal Securus has modified the call rates to meet Pottawattamie County needs. If you were ever looking to change them in the future, Securus can do so.

Hopefully the above examples show that Securus offers much more than just inmate calling and commissions. Securus and Casey Heiberger are dedicated to meeting the total needs of Pottawattamie County and ensuring that we provide world class service to you. Furthermore our financial offering, history of dependable service and commission payments and unique products positions Securus as the natural choice for Pottawattamie County.

We thank you for your consideration of the attached proposal and look forward to the opportunity to continue our partnership with Pottawattamie County IA.

Sincerely,



Casey Heiberger Account Manager

SECURUS Technologies, Inc.  
14651 North Dallas Parkway, Suite 600  
Dallas, Texas 75254



## Proposal for Pottawattamie County, Iowa

Upgrade to SCP (web-based system) immediately

Commission increase: from 40-42% until April 30, 2011, then moves to 50% beginning May 1, 2011 until end of term.

Bonus Prepaid calling cards: \$20,000

Contract Term: 3 years

Rates Changes: Decreased calling rates of collect by average of \$9.45 per call to \$7.52 and added a prepaid option even lower of \$6.87 per call (charts are listed below)

**Extra:**

Inclusion of E-imports (Automatic interface with Jail Management Software (VisionAIR) system for assignment of inmate PINS)

Pre Paid Calling Cards at 30% discount



Calling Rates:

	<u>Current</u>	<u>Proposed Collect</u>	<u>Proposed Prepaid</u>
<u>Local</u>	2.25	2.25	2.00
<u>Intralata Intrastate</u>	7.25	5.20	8.50
<u>Interlata Intrastate</u>	11.00	8.80	8.50
<u>Interlata Interstate</u>	17.30	13.84	8.50

\*calls are based off 15 minute call duration\*

County Comparison Call Rates:

	<u>Pottawattamie Proposed Collect</u>	<u>Polk Collect</u>	<u>Webster Collect</u>	<u>Story Collect</u>
<u>Local</u>	2.25	2.25	2.25	2.25
<u>Intralata Intrastate</u>	5.20	6.50	6.50	6.50
<u>Interlata Intrastate</u>	8.80	11.00	11.00	11.00
<u>Interlata Interstate</u>	13.84	17.30	17.30	17.30

\*calls are based off 15 minute call duration\*