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EXHIBIT A
COST (PRICING SECTION)

REVISED PER AMENDMENT #001, #003, AND #004

The offeror shall provide firm, fixed pricing for the offender telephone system pursuant to all mandatory requirements herein, including furnishing, installing, providing any necessary hardware and software, monitoring, maintaining at each of the institutions referenced in Attachment #1. All costs associated with providing the required services, including all travel and expenses to be incurred by contractor staff, must be included. Prices shall not include commissions to be paid to the State of Missouri. *All per minute prices must be a whole number (i.e. fractions of cents, $0.075, must not be proposed).*

A.1   Collect, Pre-paid and Debit Calls: The offeror must state the firm, fixed rates per minute for a collect, pre-paid, and debit call. *The rates proposed for debit calls shall be inclusive of any and all local, state, and federal taxes/fees. Pre-paid calls shall include all set up fees for all offender calls, exclusive of any and all local, state, and federal fees/taxes (i.e. local, state, and federal taxes/fees may be passed on to the customer in addition to the offender's per minute prices.) Collect calls shall include all set up fees for all offender calls, exclusive of any and all local, state, and federal fees/taxes (i.e. local, state, and federal taxes/fees may be passed on to the customer in addition to the offender's per minute prices and set-up charge.) The offeror should identify all applicable taxes/fees in response to Exhibit C.*

Line Item	Description	Unit of Measure	Firm Fixed Price
001	Collect, Pre-paid, and Debit Call	Minute	$0.05
002	Set-up Charge per Collect Call	Call	$1.00

The Securus proposed rates results in a reduction in calling rates by 50%, provides Huber programming services, Word Spotting technology, PREA Hot Line and Officer Check-In capabilities and at the same time, through the optional services pricing, creates a technology fund for the Missouri Department of Corrections.

A.2   Pre-paid Account Set-Up Fee: If the offeror charges a fee to set-up a pre-paid account, they must state the firm, fixed fee to set-up a pre-paid account below. If the offeror does not charge a set-up fee for pre-paid account, they must indicate "N/A" or "$0.00" for line items 003 and 004. The offeror may either propose a per transaction set-up fee or a one-time set-up fee for a pre-paid account, but not both. The state reserves the right to subjectively evaluate the offeror's proposed pre-paid account set-up fee as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Line Item	Description	Unit of Measure	Firm Fixed Price
003	Per Transaction Set-up Fee for Pre-paid Account	Each	$6.95
004	One Time Set-up Fee to Establish a Pre-paid Account	Total	$0.00

Friends and family members who pay by check or money order will not be subject to a Set-Up Fee.

A.3   International Calls: The offeror must propose rates for international calls. The offeror shall provide their proposed international callings rates below. The state reserves the right to subjectively evaluate the offeror's proposed pricing for international calls as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Line Item	Description	Unit of Measure	Firm Fixed Price
005	International Call	Minute	$0.50
006	*Set Up Charge for International Call*	*Call*	*$0.50*

A.4   Optional Products and Services: The offeror *may provide pricing for an increase in the firm, fixed per minute call rate for collect, pre-paid, and debit calls identified in Exhibit A, Section A.1 for cell phone detection and/or interruption. The offeror may also provide pricing for an increase in the firm, fixed per minute call rate for collect, pre-paid, and debit calls identified in Exhibit A, Section A.1 for any other optional products and services proposed by the offeror.* The state reserves the right to subjectively evaluate the offeror's proposed pricing for optional products and services as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Line Item	Description	Unit of Measure	Firm, Fixed Price
007.1	Cell Phone Detection and/or Interruption	Minute	$0.01
007.2	Offender Voicemail	Minute	$0.01
007.3	JLG Investigative Biometric	Minute	$0.01
007.4	Additional Investigative Resources	Minute	$0.01
007.5	Software Programming Services (from Huber)	Minute	$0.00
007.6	Word Spotting	Minute	$0.00
007.7	PREA Hot Line (Prison Rape Elimination Act)	Minute	$0.00
007.8	Officer Check-In	Minute	$0.00

Securus is proposing the following Optional Products and Services, which lowers rates and creates a technology fund at the same time for deploying these solutions:

- Additional fee-based options:
  - Cell Phone Detection and/or Interruption Services
  - Offender Voicemail
  - JLG Investigative Biometric
  - Enhance Investigative Resources
- Non fee-based options

- o Huber Programming Services
- o Word Spotting
- o PREA Hot Line
- o Officer Check In

Detection and Interruption of Wireless Communication Devices

Securus is proposing an additional rate per minute (identified in Exhibit A.4) for deploying services for the detection and/or interruption of wireless communications devices, such as cellular telephones and data communications devices within the corrections facilities.

Based on 2010 call volumes of more than 117 million minutes of use from the MODOC facilities, Securus estimates that each one cent ($0.01) per minute increase represents $1 million of available funding for deployment of technology for wireless detection and/or interruption services. However, what is not known is which technology is best for the State of Missouri and how many facilities would initially require this technology in the first year and beyond.

With the above questions still open, Securus recommends a multi-step approach to identify which technology and associated vendor is appropriate for the Missouri Department of Corrections. Securus knows from experience that each Department of Correction has policy, timing, financial, operational and installation issues to address before making a final decision on where and how to implement a solution to the problem of contraband cell phones in prisons.

Each potential solution can have significant impact to the day-to-day operations of your facilities. For example, implementing a full-scale detection solution may require the installation of numerous distributed antenna systems (DAS) inside your facilities to detect signals. Alternatively, a managed access service solution may not require the installation of a distributed antenna system but may require substantial policy considerations and changes that may require your staff to contact cellular carriers to shut down cell usage from inside facilities.

Proposed Actions to Assist MODOC

Securus proposes to take the following actions to assist the state agency in determining the best course of action for the Missouri Department of Corrections. Securus proposes to provide services for the detection and /or interruption of wireless communication devices, such as cellular telephones and data communications devices within correctional facilities in the following manner.

ADDED VALUE

Step 1.

The initial step will be to assist the Missouri Department of Corrections in identifying available technology providers that meet the general specifications of the Missouri Department of Corrections and would be available for a technology demonstration.

1. **Deliverable provided by Securus** – List of technology providers and description of services, contact information and availability for demonstration.

Step 2.

Securus will provide a list of vendors to the Missouri Department of Corrections. MODOC will approve vendors and Securus will then contact all approved providers and schedule a technology demonstration for the MODOC personnel.

2. **Deliverable provided by Securus** – Schedule of demonstrations by the approved technology providers including time and place in Jefferson City, Missouri.

Step 3.

Securus will host, coordinate, schedule, and confirm attendees at a technology demonstration conference in Jefferson City, Missouri for having each approved vendor demonstrate their technology and their approach to detecting and interrupting wireless communication devices within facilities at the Missouri Department of Corrections.

3. **Deliverable provided by Securus:** Summary documentation by vendor of the technology, approach, time required and estimated cost per site, from each vendor.

Step 4.

Upon conclusion of the technology demonstrations by the approved vendors, Securus will assist the Missouri Department of Corrections in selecting a qualified vendor to deploy wireless detection and interruption of wireless communication devices technology at the facility locations chosen by the Missouri Department of Corrections.

4. **Deliverable provided by Securus:** Upon selection of the technology vendor by the State of Missouri Department of Corrections, Securus will contract with the vendor to provide services for the detection and/or interruption of wireless communications devices, such as cellular telephones and data communications devices within the corrections facilities.

Step 5.

Upon deployment of the selected technology, assistance may be required in working with the cellular carriers (such as Verizon, AT&T, and Sprint) to affect the necessary actions as a result of finding cell phones within the Missouri Department of Corrections facilities. Securus will provide resources to work with cellular carriers to affect the required changes. The exact number of resources and activities associated with this function will be by mutual agreement between the parties.

5. **Deliverable provided by Securus:** Securus will provide human resources for the purpose of contacting wireless carriers to request that they disconnect or suspend the wireless service associated with wireless contraband phones found in Missouri Department of Corrections' facilities. The exact number of resources are to be determined by the parties.

During the course of our preparation for this response, Securus contacted the numerous companies that provide detection and interruption services and as a result would expect to have their interest in participating in the above process.

Securus Service Approach

The Securus service approach is in the best interest of the Missouri Department of Corrections because of the following:

1. The decision on which technology to deploy for MODOC should not be an "after thought" associated with an offender phone system deployment.

2. The MODOC will have the opportunity to evaluate different technologies before full deployment of the solution.

3. MODOC will not be locked in to the recommended favored partner of the selected phone vendor.

4. MODOC will have the option of using more than one wireless detection technology to reflect the different requirements of different facilities.

5. Securus will include a managed service approach, during the entire life of the program, to assist with the deployment and overall operation of a full service wireless detection and/or interruption program, including interaction with the wireless phone carriers.

Securus has indicated in Exhibit A: 4. how the proposed additional optional products and services below would impact the firm, fixed per-minute call rate for collect, prepaid, and debit calls. Securus understands that the state reserves the right to evaluate our proposed pricing for optional products and services as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.

Securus does not endorse any single specific technology or vendor but we can and have worked with several providers. As such, we are including wireless phone detection capabilities as an optional service offering to MODOC. Should MODOC desire to pursue our multistep offer as described above; Securus will work with MODOC to identify the preferred provider. Securus will then take on project management responsibilities to ensure a successful implementation of service.

In preparation for this response, Securus has contacted Tecore Networks to request an suggested approach to providing services to the Missouri Department of Corrections As a result of our request, Tecore has provided the Executive Summary presented in the following figure.

Tecore networks

EXECUTIVE SUMMARY

Tecore® Networks is pleased to present to Securus Technologies (Securus) this proposal for a multi-technology, Intelligent Network Access Controller (iNAC).

iNAC is a revolutionary approach used to assist in the control of illicit cell phones in correctional institutions. The iNAC capability provides Managed Access service which allows controlling the communication of unknown or unwanted devices within a targeted area while allowing service to valid approved users. Additionally the platform can provide support for key regulatory features such as E911 emergency call access and CALEA wiretapping.

Tecore's iNAC solution uniquely balances the needs of the facility, the community, the FCC , all major cellular networks and public safety thus making it the optimal solution for correctional facilities. Tecore provides a full suite of deployment and technical support services. We are ISO 9001:2008 certified and a three (3) time winner of 3GSM awards.

The architecture of the proposed solution will provide Securus the flexibility to tailor the iNAC system to meet the requirements of its customer. The proposal and pricing are structured as a list of options that may be selected as needed to form the best iNAC solution for each facility. As such, the total solution will be defined by the options selected.

The Tecore management team appreciates the opportunity to work with Securus. We pride ourselves on our track record of serving the needs of wireless network operators around the globe and believe that we have the products, technologies, experience, focus and resources to execute on the required build-out. The Tecore team stands ready to support you.

Thank you again for your interest in working with Tecore.

Sincerely,

Tim Murphy
Vice President, Sales
Managed Access Systems
Tecore Networks
Phone: +1 (410) 872-6338
Fax: +1 (410) 872-6010
email: tmurphy@tecore.com

The Tecore proposal is designed to primarily cover the high security facilities.

Initial High Security Facilities

Site Location	Facility	Optimization Potential
Group 1 Jefferson City, MO	Jefferson City Correctional Center Algoa Correctional Center	The projected RF distribution for these locations is anticipated to be a grouping of outdoor antenna sets, repeaters (outdoor and indoor). While the site survey and RF plan is required to confirm the proper RF coverage, Tecore is confident that the grouping of the Jefferson City facilities offers opportunity for optimization of the site configuration. Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area. Like the other sites, the optimization possibilities will depend on the accessibility to connectivity between the sites and the RF signal distribution study.
Group 2 Moberly, MO	Moberly Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 3 St. Joseph, MO	Western Reception, Diagnostic and Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 4 Bowling Green, MO	Northeast Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 5 Boonville, MO	Boonville Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 6 Tipton, MO	Tipton Correctional Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.
Group 7 Fulton, MO	Fulton Reception and Diagnostic Center	Since this is an outdoor installation of RF capability, there is more flexibility in the distribution of the signal in the area.

The Tecore Networks information is highly sensitive, confidential, and proprietary and has been provided at the request of Securus Technologies, Inc.

Offender Voice Mail

Securus through the SCP OTS uniquely offers the ability for offenders and friends and family member to leave secure voicemail messages for each other. Many times offenders experience difficulties connecting with busy friends and family members or offenders may not be able to make a regularly scheduled call. This optional service offering gives both parties an opportunity for two-way communication without the need to be at a telephone at the same time.

All voicemail calls will be subject to monitoring and recording. As a result, investigators will have the same security tools as standard telephone calls.

Voicemail messages can be as long as 30 seconds each with a limit of ten messages per offender per month. A typical voicemail message from a friend or family member could be "Missed talking to you last night, call me tomorrow at 7:30. I was at John's baseball game and they won again. I'll tell you about it tomorrow. Bye." A typical call from an offender could be "I'm sorry I wasn't able to call you yesterday, I'll call you at 7:30 tonight, looking forward to hearing about the game. Bye."

In order to make friends and family members aware of the voicemail program, Securus is able to offer custom announcement during set up of a normal offender call. This custom announcement would be played after all other call prompts are played to the called party. The announcement would give the friend or family member instructions on how to set up a voicemail account.

How it Works
The following is an overview of how the Offender Voice Mail system functions.

Friend and Family (F&F) Voicemail Set-Up
- F&F set-up voicemail by calling Correctional Billing Services at 1-800-844-6951 and requesting voicemail service for Missouri Department of Corrections
- F&F will then set up a 4 to 8 digit mailbox ID.
  - This mailbox ID will be used by the offender and friends and family member when retrieving messages
  - All messages are subject to monitoring and recording.

Friends and Family Leaving a Message
- F&F will call a toll free number to access the voicemail platform. This access number is given to F&F when activate their voicemail account.
- When the voicemail system answers, the system will prompt the F&F member for their phone number and mailbox ID.
- Once the number is validated by the system, the F&F will be prompted to record up to a 30-second message.

Offender Message Retrieval and Reply

- The offender calls the F&F member's telephone number.
- If there is a message associated with the phone number, the system will ask the offender if he or she wants to listen to the message.
  - o The offender can listen to the message before the call connects
- If the offender chooses to listen to the voicemail message, the system will prompt them for the mailbox ID.
- If authorized by the account holder (F&F), the offender may send a reply message to the F&F member.
- The offender has the option to listen to the message up to three times before it is deleted. The message is also deleted once the offender terminates the call.
- If the message is not retrieved within 15 days, it will automatically purge from the system.

Offender Initiated Message

- If an offender attempts to call the F&F member and the offender receives a busy/no answer, the offender will be given an opportunity to leave a voicemail message for the F&F member (who would be automatically notified by the system sometime later that day).
  - o F&F voicemail activation and authorization must be completed before an offender can initiate a message.
  - o Voicemail must be set to begin recording before the F&F home or cell phone voicemail begins.
- This is set up by counting the number of rings before the voicemail picks up.

Value to the State Agency

Offender's friends and family are able to initiate telephone contact with the offender and the offender is able to leave messages for their friends when no one is available to accept a call. Securus proposes to provide each offender with the ability to receive or send up to ten voicemails each month from friends and family (each one up to 30 seconds in length). This gives both parties an opportunity for two-way communication, lessening the burden on correctional officers by providing an alternative to their involvement in the event an emergency contact with an offender is required. It will also potentially reduce the anxiety level of the offenders when they are experiencing difficulties contacting friends and family because they are not available at the times the offender is able to call them.

JLG Investigative Biometric

Securus is proposing to provide investigative biometrics from JLG Technologies at a price per minute as identified in Exhibit A.

Using breakthrough Department of Defense technology, JLG technology provided by Securus brings powerful evidence gathering and investigative analysis tools to corrections and law enforcement customers across the nation. Released in 2007, the JLG investigative biometric system employs

technology to identify and expose offenders who try to hide their identities to engage in criminal activity. Far surpassing traditional biometrics, no other system on the market comes close to providing these capabilities. As of October 2010 the system is currently under contract in 70 facilities in 15 states, automatically monitoring over 240,000 offenders and analyzing a staggering 98 million hours of offender telephone calls to date.

Unprecedented State-of-the-Art Technology

Securus can provide continuous voice recognition with Investigator Pro™ from JLG Technologies LLC (JLG). Investigator Pro™ is a powerful evidence gathering and investigative analysis tool. It uses unprecedented state-of-the-art technology to "recognize" the voices of offenders over telephone calls and exposes offenders who try to beat the system by hiding their identities to engage in criminal activity. The system's easy-to-use dashboard automatically collects and analyzes a vast amount of information that would otherwise be labor intensive to gather and interpret. This breakthrough technology stands to dramatically change the way evidence is gathered, shared, and incorporated into the investigation and prosecution process. The Investigator Pro™ system provides the highest level of integrity, efficiency, and demonstrated effectiveness as an evidence case management tool.

One of the modules of the system is the CallPlayer Pro. This playback system gives you the power to play and annotate calls faster, with less duplication of effort. In addition, not only will the Investigator Pro™ assist investigators in identifying which calls should be targeted to review, it also provides a sophisticated playback system with the power to play and annotate calls faster, with less duplication of effort. The system provides the following features:

- Ability to separate recorded voices and select only one voice to playback at a time
- Speed or slow a conversation or single voice within a recording
- User friendly playback module with intuitive buttons
- Saves time, allowing for more productive use of staff time, better distribution of staff resources and cost savings
- Report feature allows for supervisory oversight, accountability and assessment of staff's investigative skills and activities

Continuous Voice Verification with Investigator Pro

The Investigator Pro™ advanced voice identification technology was originally developed for the U.S. Department of Defense for covert surveillance. Prior to its development, no technology existed that was capable of performing the type of advanced surveillance functions to meet their needs. In order to solve this problem, the Department of Defense approached the Massachusetts Institute of Technology, home of the best voice analysis engineers in the world. MIT was tasked with creating a system to automatically monitor and analyze phone calls. Not surprisingly, they succeeded—and delivered a cutting-edge solution with unprecedented capabilities.

In the current version of the Investigator Pro™, offender call voices are analyzed immediately after the call has been completed. Alerts are instantly available in The Investigator in the Real Time status screen at the completion of each voice analysis. In the 1st quarter 2011 Investigator product release, The Investigator Pro™ will provide real time alerts as the call is in progress.

Every second of every call is voice analyzed. The Investigator Pro™ does not utilize intermittent verification because this type of identification allows offenders to converse undetected by passing the telephone when the verification is prompted.

The capability to identify outside party voices is being added in the 1st quarter 2011 release of the Investigator Pro™ product. If the called party voice is identified and labeled as a voice of interest, it will be searched for in future phone conversations. If found, a notification will be sent to the authorized officer that the participating caller is a "person of interest".

> **Unprecedented Capabilities**
>
> Every second of every call is voice analyzed.

Through its relationship with MIT, JLG Technologies was granted an exclusive license to bring this revolutionary technology to the corrections community. Securus can provide, as an optional feature, the JLG Investigative biometric capability. This unique tool assists investigators in matching a voice print to the offender and identifies possible instances where the offender may have forwarded a call.

Value to the State Agency

The JLG investigative technology can be provided to Guarded Exchange for the purpose of providing an additional analysis tool. Using this technology, provided by Securus and associated with an additional per minute cost, Guarded Exchange will be able to analyze a call to determine if the offender originating the call remains on the call or a former offender enters the call.

. By using the Securus provided JLG technology combined with the Securus SCP OTS Word Spotting feature and the Guarded Exchange technology, Securus can deliver the most qualified and actionable call possible to the investigators.

Enhanced Investigative Resources

Securus is proposing to provide additional investigative resources at a price per minute as identified in Exhibit A.4.

Securus will provide, through Guarded Exchange LLC, an **enhanced investigative personnel package** which will include a minimum of 12 (twelve) additional highly qualified investigative personnel to provide MODOC with additional investigative capabilities. These additional investigators will have training and skills similar to those of investigative officers employed by MODOC. Each "investigator" will be approved by MODOC Office of Inspector General before utilization for call monitoring.

Value to the State Agency

It is Securus' intent in providing this enhanced investigative personnel offering to supplement the efforts of existing investigators. Additionally, by offering this optional service Securus expects to significantly contribute to the Office of Inspector General's goals of identifying actionable calls as quickly as possible and providing the most substantive information from which to act.

> **Twelve (Minimum) Additional Investigative Resources**
>
> Through Guarded Exchange LLC, Securus will provide an **enhanced investigative personnel package.**

Huber & Associates Software Programming Services

Securus proposes to provide funding for program services provided by Huber & Associates based on a professional fee of $125.00 per hour. On an annual basis, Securus will provide $50,000 per year for these services or $250,000.00 over the life of the contract. This option will be provided at no additional cost per minute.

Examples of these services are described as follows:

Development of More Functional Monitoring Software

Huber & Associates needs to develop more functional monitoring software for the kiosks. The state agency is becoming more and more reliant on the kiosks and need them to remain continuously operational. Huber & Associates has done a great job in keeping the kiosks running, but the numbers are growing and it is taking an increased amount of time to monitor. The state agency has recently bought a kiosk for every wing of every housing unit with the implementation of Kiosk Canteen Order Entry—*this will be the only way to buy phone time.*

Troubleshooting Phone Record Issues

If Huber & Associates encounters issues with phone records for the kiosk, time will be needed to troubleshoot issues and getting the data back in sync.

Example of Programming Services Provided by Huber & Associates

The following table presents potential tasks that could be performed, along with expected deliverables and example pricing for Huber & Associates programming services. Services will be billed when a milestone is completed.

Milestone Description	Deliverable	Example Fee
Analysis		
Interview state agency staff to plan and define processes, inputs and outputs as they relate to current and future kiosk needs.	• Documentation and working notes • List of current applications • List of future applications • Project Overview	$550
Design		
Define process flow	• I/O Modules • Business Logic Modules • Stored Procedures	$1100
Define System Configuration	• Operating System • Network Configuration	$1100

SECURUS

Milestone Description	Deliverable	Example Fee
	• Hardware Configuration	
User Interface design of applications	• Screen Designs • Screen Navigation	$1650
Development		
Web/Presentation Programming and Testing	• Programs • Customized Browser	$5500
System Configuration	• Completed Configuration and diagnostic programs	$2860
Testing and Rework		
Testing and Rework		$2200
Implementation		
Implementation at Central Office	• Installation and Demo	$440
Project Management		
Project Management		$1100

Value to the State Agency

These programming services, which will be provided by Securus (at no cost to the state) during the life of the contract, will enable the state agency to continue to improve investigative technologies, offender services, and additional value added services.

Throughout the life of the contract Securus expects that new technologies will become available and/or become appropriate for the state agency operating environment. By earmarking dollars for programming services, Securus can ensure that the technical interfaces, additional software programming, and implementation will be available to the state agency as required.

SCP OTS Word Spotting

Securus is proposing to provide Word Spotting at no additional per minute charge. The results of Securus Word Spotting will be provided to Guarded Exchange for the purpose of added value to the technology that will be deployed for the Office of Inspector. Significantly, **Securus will be deploying our Word Spotting on ALL calls made through the SCP OTS.** Once the initial filtering is completed by the Securus Word Spotting technology, calls are provide to Guarded Exchange for additional analysis and filtering. As a result, Securus significantly enhances both the Guarded Exchange technology as well as the quality of the information provided to

> **Integrated Technology**
>
> · Added layer of call recording analysis that no other vendor will be providing.

the Office of Inspector. This is compared to other vendor's technology that may not have the architecture to efficiently deploy the technology to monitor all calls from all locations.

The Securus Word Spotting solution was developed specifically for the corrections environment. As an experienced innovator, **Securus built and tested this technology in our development lab using real calls placed by real offenders with feedback and direction from real investigators**. This approach ensures that the state agency will be using a premier investigative tool with the best accuracy in the industry today.

SCP's Word Spotting features include the following components:

- Default dictionary of more than 7,500 search words, which can be customized to meet the facility's needs, including slang and jargon not found in standard dictionaries. As security threat groups expand their code word vocabulary and new intelligence is gained, new keywords can be added.
- User-friendly interface where suspicious offenders or phone numbers can be selected for ongoing searches.
- Word Spotting search engine that automatically processes offenders or phone numbers **with no additional involvement from facility staff**.
- Integrated reporting that allows users to identify calls where specified keywords were spoken.
- Unique feature that allows users to select suspicious recordings from the standard Call Detail Report and send them through the search engine with a single mouse click.

Value to the State Agency

Securus Word Spotting will be made available to state agency investigators and will be fully integrated with the Guarded Exchange technology. This will provide the state agency with an added layer of call recording analysis that no other vendor will be providing. Securus Word Spotting will be used in two ways.
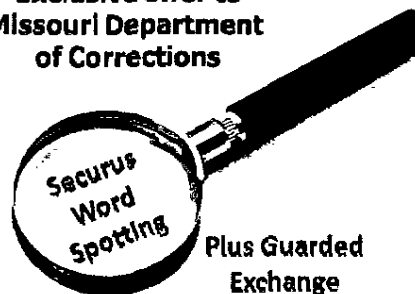
Exclusive offer to Missouri Department of Corrections

Securus S-Gate User Interface

First, investigators will be able to use the Securus SCP OTS Word Spotting feature by accessing the Securus S-Gate user interface and running reports that will highlight calls that were identified as having the pre-determined words within the call recording. Investigators can then choose to listen to the call or pass them on to Guarded Exchange for further analysis.

Securus Word Spotting

Plus Guarded Exchange

Guarded Exchange Monitoring Technology and Call Center

At the same time, the second way the Securus SCP Word Spotting feature will be utilized is in concert with Guarded Exchange monitoring technology and call center resources. In this method, Guarded Exchange will identify the call recordings that have been highlighted in the Securus SCP OTS as having content that is listed in the Word Spotting library and will then further analyze the call.

This deeper level of analysis will consist of applying the Guarded Exchange technology to the call and Guarded Exchange call center resources. If the call raises to Level 2 analysis by the Guarded Exchange call monitoring resources, it will be further analyzed for referral to the Department of Corrections, Office of Inspector General based on the criteria previously established.

This multiple level analysis is designed to virtually eliminate false positives and deliver the most actionable call recordings back to the Office of Inspector General. By combining the Securus SCP OTS Word Spotting technology with the Guarded Exchange technology and call center resources, the Department of Corrections, Office of Inspector General can expect to review ONLY calls that have met very stringent analysis and screening criteria prior to submission to them for review and action. We expect that this solution will deliver the highest possible efficiencies for investigators and create the best use of investigators time.

Prison Rape Elimination Act (PREA) and the Securus' PREA System

Securus proposes to provide a PREA line accessible for each facility at no additional price per minute.

The Prison Rape Elimination Act (PREA) is a United States federal law regarding the sexual assault of prisoners. The bill was signed into law on September 4, 2003 and was supported by a broad base of activists, lobbyists, and organizations. 1 PREA addresses the problem of sexual violence in U.S. prisons. Major provisions of the Act include:

- National standards to prevent, detect, reduce, and punish offender sexual abuse
- Gathering and releasing information regarding prison rape incidents
- Awarding funds to help state and local governments implement the Act

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"Our working relationship with Securus goes back many years, and I learned long ago that offender telephone service is only the tip of the iceberg when it comes to the vast expertise in the Securus corrections solutions toolbox. One prime example is the advice and assistance Securus provided in implementing our PREA camera and crime hotline system in seeking solutions to the PREA mandates."

Robyn Schmalenberger, Warden North Dakota State Penitentiary (March, 2011)

The Securus Solution

The Securus PREA system enables an anonymous two-way communication between offenders and investigators or other correctional staff in the following manner:

- **Offenders** – Securus' PREA system provides a secure and confidential method for reporting information about criminal activity–*before or after a crime has taken place.*
- **Facilities** – Securus' PREA system provides a highly flexible and configurable solution for gathering crucial evidence to support prison rape investigations and prevent these crimes.

How it Works

Offenders that want to report criminal activity can leave anonymous messages for correctional staff by calling into the PREA system and leaving a message. The recorded message is automatically time stamped and dated by the system. Additionally, the offender has the ability to call into the system after leaving a message and listen to the PREA investigator's messages.

To maintain anonymity, the system generates a random and anonymous mailbox number for the offender and correctional staff to use. Both parties communicate through this mailbox using random message IDs instead of their normal IDs. This ensures that both parties maintain complete anonymity.

Comprehensive Capabilities

Securus' PREA system provides comprehensive capabilities that support investigations, while providing offenders with a secure and confidential method for reporting criminal activity. The following table provides highlighted.

Highlighted Capabilities

Capability	Means to a Correctional Facility
Highly Configurable System Provisioning	
Securus' PREA system is highly configurable. Provisioning can be configured to support the following: • Support custom branding • Allow multi-site facilities to enable or disable access to the system by site • Permit offender access to the system with or without a PIN; or with or without a pass code • Require an offender to dial a phone number or bypass code such as *1234 to access the system • Enable or disable a pre-recorded announcement • Specify mailbox code and length • Set a limit for the message duration	Flexible configuration options allow Securus to customize system provisioning to meet the unique needs of each facility. This enables the facility to develop and promote a custom crime prevention program within their facility and externally for their community, engaging a broader audience for improved awareness and participation. It also increases the accountability, safety, and security of facility personnel, offenders, and the public.
Highly Configurable Security Privileges	
Through S-Gate authorized correctional officers are able to configure and control security privileges. For example, security roles are configurable to allow certain users' rights to search, view, listen, or download the following: • Messages left by an offender	With a superior level of control over usage rights and security privileges, administrators are empowered to ensure the safety and security of all parties involved in reporting or investigating PREA crimes—including offenders, facility staff, and the public.

Capability	Means to a Correctional Facility
• Messages left by the public • Reply messages left by an investigator Also, authorized officers have the ability to add their notes to a specific message, apply a tracking number for an on-going investigation, and flag notes as private or shared.	
Flexible Recording Options	
The Securus' PREA system also provides flexible recording options that enhance investigative capabilities. These include the following recording configuration options: • **Message playback** – records the portion of the call that includes the message left by the offender • **Recording playback** – records the entire call including the moment the offender picks up the phone to the moment the offender hangs up	By allowing two flexible recording options, officers are able to tailor system functionality to meet the needs of their specific investigation. For example, the **recording playback** option is a helpful configuration for investigations where bullying is suspected. In this instance, if an offender is "bullied" into making a PREA call, the system records all activity that occurs once the phone is off-hook (including background conversations leading up to the call, during, and after the message is left) revealing important information critical to the investigation.

Optional Informant Line

Securus' PREA offering can also be configured as an anonymous **informant line** that enables a secure, "live" conversation between an offender and a PREA investigator.

Since these calls are anonymous, certain SCP features that identify offenders are disabled, such as Voice Biometrics and PINs.

Also, all recorded call data is protected from unauthorized access, allowing only those officers with approved security privileges the ability to obtain call records.

Sometimes, a confidential and secure "live" conversation between an offender and a specific investigator is more effective and reassuring than leaving an anonymous recorded message.

With access to a more personal method for reporting criminal activity, offenders may choose to report a crime when they otherwise would not. This further supports the overall effectiveness of the facility's crime prevention program.

Officer Check In

The Officer Check-In feature of SCP enables staff to use an offender telephone within the housing unit to document the location, date, and time of their contact with the offender-housing unit or cell.

Each officer will simply lift the receiver of any offender telephone; enter his or her unique Officer Check-In PIN and record observations during their rounds. At the end of their rounds, the authorized users will have the ability to search Officer Check-In calls, as well as accounts providing exact date and time of entry

into each cell location as well as playback of the recorded conversation of any observations during their rounds.

For staff convenience, the Officer Check-In feature is always active regardless if the telephone set is automatically programmed to be off during their rounds. However, manual cutoff switches are required to be on to enable connectivity between the telephone and the SCP. SCP is quite flexible in allowing officers to "check in" from any telephone. Each officer is provided a unique PIN as well as a personalized mailbox to record an observation during duty rounds. All information can be obtained simply by generating a report for a single officer PIN or a group of officers by selecting Officer Check-In report module. Once the report is generated, personalized messages can be retrieved by authorized personnel from any workstation with access to the S-Gate secure Website.

This can all be done without the officer carrying an ancillary tool that needs to be charged, exchanged with other officers, or could be lost. This can be used in critical areas such as administrative segregation, suicide watch, or as a daily supervision tool throughout the entire facility. This feature increases staff productivity and reduces time for supervisory staff

The following Officer Check-In tracking report is available:

Officer Check-In Report

Proprietary and Confidential

Value to State Agency

Securus understands that corrections environments are extremely litigious and must operate consistently 24x7x365 days a year. The documentation that is required in order to demonstrate compliance with ACA accreditation, litigation due to injury, medical care, suicide, and death, is extremely time consuming, demanding, and the need for accuracy is paramount—Officer Check-In can help

A.5 *Coin Payphone Calls: The offeror must state the firm, fixed rates per minute for calls made on a coin payphone. The rates proposed for calls made on a coin payphone shall be inclusive of any and all local, state, and federal taxes/fees. The offeror should identify all applicable taxes/fees in response to Exhibit C. The per minute rate shall be the same regardless of type of payment (e.g. coins, credit cards, and bank debit cards). The state reserves the right to subjectively evaluate the offeror's proposed pricing for coin payphone calls as part of the Proposed Method of Performance, Solution Functionality, and Expertise of Personnel.*

Line Item	Description	Unit of Measure	Firm Fixed Price
008	Call Made on Coin Payphone	Minute	$0.50

EXHIBIT B
EXPERIENCE/RELIABILITY OF ORGANIZATION
(Evaluation is 20 points)

The evaluation of the offeror's experience and reliability of the organization shall be subjective based on the ability of the offeror to perform the requirements stated herein. Therefore, the offeror should present detailed information regarding the organization's experience. The following information should be provided by the offeror in order to assist the State of Missouri in evaluation of the offeror's experience. The state reserves the right to use this information, including information gained from any other source, in the evaluation process.

B.1   EXPERIENCE:

1.   The offeror must describe the previous experience they have in successfully designing, implementing, and monitoring multi-institutional networked offender telephone system as the prime contractor. The offeror should indicate whether the implemented networked offender telephone systems includes recording and monitoring all calls and handles a similar volume of calls and minutes as the State of Missouri's requirements herein. The offeror should also indicate whether they possess the capability of networking with at least eight (8) correctional facilities within one system. It is important that the offeror clearly respond in detail as to how their proposal meets the experience specified herein.

The offeror should describe their experience in providing and supporting offender telephone systems in the table below.

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☑ Securus has read, agrees, and complies.

Name of Organization including contact and contact information for reference purposes	Type of Government Account (i.e. state, federal, county, city)	Did offeror serve as prime contractor or subcontractor?	Start Date and End Date of Contract	Number of Offenders	Number of Locations Networked Together	Annual Number of Calls Handled	Annual Number of Call Minutes	All Calls Recorded and Stored? (Y/N)	Calls Monitored by governmental entity, contractor, or both?
Florida Department of Corrections Michael Deariso Finance and Accounting Director 1711 Mahan Drive Tallahassee FL 32308 (850) 922-9836 deariso.michael@mail.dc.state.fl.us	State	Prime	9/25/2007 9/24/2012	102,500	122	9,780,000	130,000,000	Y	Florida DOC
Arizona Department of Corrections 1645 W. Jefferson Phoenix, AZ 58007 Jeff Stewart, Network/IT Operations Manager Tel: 602-542-3879 Fax: 602-542-5036 jstewart@azcorrections.gov	State	Prime	10/17/2007 to 11/17/2014	39,750	28	1,846,170	24,496,928	Y	Arizona DOC

Name of Organization including contact and contact information for reference purposes	Type of Government Account (i.e. state, federal, county, city)	Did offeror serve as prime contractor or subcontractor?	Start Date and End Date of Contract	Number of Offenders	Number of Locations Networked Together	Annual Number of Calls Handled	Annual Number of Call Minutes	All Calls Recorded and Stored? (Y/N)	Calls Monitored by governmental entity, contractor, or both?
Maryland Department of Public Safety and Correctional Services (PSDCS) 7943 Brockbridge Rd. Jessup, MD 20794 Carroll Parrish, Warden Maryland Correctional Institution for Women 410-379-3800 (phone) 410-799-6146 (fax) cparrish@PSDcs.state.md.us	State	Prime	12/17/2006 to 12/31/2011	23,285	25	4,309,019	71,563,853	Y	Maryland DOC
Kentucky Department of Corrections Steve Castle KY DOC Director 275 East Main Street Frankfort KY, 40601 (502) 564-4726 x278 stephenw.castle@ky.gov	State	Prime	5/2006 to 5/2016	15,500	15	1,680,193	21,898,396	Y	Kentucky DOC

Name of Organization including contact and contact information for reference purposes	Type of Government Account (i.e. state, federal, county, city)	Did offeror serve as prime contractor or subcontractor?	Start Date and End Date of Contract	Number of Offenders	Number of Locations Networked Together	Annual Number of Calls Handled	Annual Number of Call Minutes	All Calls Recorded and Stored? (Y/N)	Calls Monitored by governmental entity, contractor, or both?
Alaska Department of Corrections Sgt. James Bolgiano Security Alaska Department of Corrections 1400 E. 4th St. Anchorage, AK 99501 (907) 269-4221	State	Prime	3/1/2008 to 6/30/2011 5 one year options	3700	13	233,000 billed	12,200,000 free local calls	Y	Alaska DOC
North Dakota Department of Corrections Patrick Branson Deputy Warden of Operations North Dakota Department of Corrections and Rehabilitation 3100 Railroad Avenue Bismarck, ND 58506-5521 (701) 328-6214	State	Prime	11/1/2009 to 10/31/2014	1300	3	246,300	1.38M	Y	North Dakota DOC

Name of Organization including contact and contact information for reference purposes	Type of Government Account (i.e. state, federal, county, city)	Did offeror serve as prime contractor or subcontractor?	Start Date and End Date of Contract	Number of Offenders	Number of Locations Networked Together	Annual Number of Calls Handled	Annual Number of Call Minutes	All Calls Recorded and Stored? (Y/N)	Calls Monitored by governmental entity, contractor, or both?
Suffolk County Sheriff's Office Mac Hayes, Project Manager Information Technology Division 200 Nashua Street Boston, MA 02114 617-704-6812	County	Prime	6/28/2001 6/30/2011	2440	3	472,538	5,670,463	Y	Suffolk County
Cook County, IL Dr. Regine Nazaire Bureau of Technology PMO 69 W. Washington, 2700, Chicago, IL Office: 312.603.1411 regine.nazaire@cookcountyil.gov	County	Prime	9/8/2011 (with two optional one year renewals, extending contract to 9/2013)	10,000	19	1,765,291 (as of 2010)	20,051,379 (as of 2010)	YY	Cook County

Missouri DOC RFP No. B2Z11019 for an Offender Telephone System   SECURUS

2.   The offeror should describe the history of the company. The offeror should indicate the number of years their firm has been providing similar type services.

☑ Securus has read, agrees, and complies.

Serving 2,400 correctional facilities and approxiamately 850,000 offenders makes Securus Technologies, Inc. ("Securus") the largest independent provider of offender telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 70 technology patents today along with approximately 50 patents pending with the U.S. Patent Office, Securus is without a doubt the leading technology innovator in our industry and has been for more than 20 years. Every large offender telecom provider in our industry, such as GTL, VAC, and Embarq, use our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide offenders and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Our predecessor companies, Evercom Systems, Inc. ("Evercom") and T-Netix, Inc. ("T-Netix") have been serving the correctional industry for more than 20 years. HIG Capital, a $8.5 billion leading private equity investment firm purchased these companies in 2004 and changed our brand name to Securus. Securus possesses the #1 ranking of market share in terms of facilities served and #2 ranking of market share in terms of revenue generated.

Securus' core business consists of installing, operating, servicing and maintaining sophisticated call processing systems in correctional facilities and providing related services that help solve or prevent crimes. On a limited basis, we also partner with other telecommunications companies whereby we provide our equipment, patented technology, and as needed, back office support including validation and billing and collections services. A few years ago, when companies like AT&T, SBC, Verizon, MCI and other large telephone companies served this niche industry, they chose Securus' "best in class" calling platforms and sophisticated back office systems to serve its customers because they had not developed their own. That alone says a lot about the quality of what Securus has provided in the past and what it provides today to the industry.

Securus prides itself on being able to provide its customers with the following key advantages:

- Industry leading centralized packet-based network platform
- Best economics provided to its customer base
- Broadest and deepest product set–*offering 500 features and attributes*
- Best security on our calling platform
- Technology leadership–*largest number of patents in the industry*
- Largest highly specialized sales and customer service sales force
- 24x7x365 Network Operations Center, with data centers in Dallas, TX, and Atlanta, GA
- In-sourced Customer Call Center located in Carrollton, TX

Securus has the wherewithal to install and operate large prison-facility telecommunications systems. Case in point - in 2009, Securus installed on time and under budget the Texas Department of Criminal Justice telephone system—one of the largest Department of Corrections (DOC) offender telephone system in the country—serving more than 140,000 offenders and 114 different facilities. Texas chose Securus, in partnership with Embarq, because of its industry experience, reputation and "best in class" network platform. Securus beat out its largest competitor (GTL) in Texas and won another large state corrections offender telephone system contract directly from GTL in late 2007 – the state of Florida DOC. Securus has the only centralized packet-based network platform that can serve large DOC institutions like Texas and Florida, unlike our largest competitors. Securus is confident any state or county will experience the benefits that Texas, Florida, and 10 other DOCs are currently experiencing if they choose Securus as their offender telephone system provider.

Leading Missouri Offender Telephone Provider

We currently provide offender calling services to 111 county and local jails in 74 counties within the State of Missouri, which include the following:

Securus Presence in Missouri
(Highlighted in Blue)

- Andrew Co. Jail 402 W. Market Savannah Mo 64485
- Arnold City Jail 2101jeffco Boulevard Arnold Mo 63010
- Audrain Co. Jail 1100 Littleby Rd. Mexico Mo 65265
- Aurora City P.D. P.O. Box 30 Aurora Mo 65605
- Ballwin City P.D. 300 City Hall Dr. Ballwin Mo 63011
- Barton Co. Jail 208 W. 11th St. Lamar Mo 64759
- Benton Co. Jail 128 Washington St. Warsaw Mo 65355

- Berkley City P.D. 5850 N. Hanley Rd. Berkley Mo 63134
- Blue Springs P.D. 1100 Smith St. Blue Springs Mo 64015
- Board Of Police Comm. Deten. Ctr. 1125 Locust Kansas City Mo 64106
- Bollinger Co. Jail P.O. Box 503 Marble Hill Mo 63764
- Boone Co. Jail 2121 County Dr. Columbia Mo 65202
- Bridgeton City P.D. 11955 Natural Bridge Rd. Bridgeton Mo 63044
- Butler Co. Justice Ctr. 200 Oak St. Poplar Bluff Mo 63901
- Callaway Co. Jail 1201 Rt. O Fulton Mo 65251
- Cape Girardeau Co. Jail 216 N. Missouri St. Jackson Mo 63755
- Cape Girardeau Police Dept Capegirard Mo
- Carthage City P.D. 213 Lyon St. Carthage Mo 64836
- Cass County Jail 2501 W Wall Ste 100 Harrisonville Mo 64701
- Cedar Co. Jail Courthouse, Box 159 Stockton Mo 65785
- Christian Co. Jail (New) 110 W. Elm Ozark Mo 65721 .
- Clark Co. Jail 581 N. Lincoln St. Kahoka Mo 63445
- Cole County Sheriff's Office 301 East High Street Jefferson City Mo 65101
- Cooper Co. Jail 200 Main St. Boonville Mo 65233
- Crawford Co. Jail 212 S 3rd St Steelville Mo 65565
- Creve Coeur City P.D. 300 N. New Ballas Rd. Creve Coeur Mo 63141
- Crystal City P.D. 130 Mississippi Ave. Crystal City Mo 63019
- Dade Co. Jail 201 E. Water Greenfield Mo 65661
- Dallas Co. Jail 204 S. Poplar Buffalo Mo 65622
- Daviess/Dekalb County Regional Jail 102 N. Meadows Ln. Pattonsburg Mo 64670
- Dent Co. Jail 5th & Iron Salem Mo 65560
- Doniphan City Jail 124 Jefferson Doniphan Mo 63935
- Ferguson City P.D. 222 S. Florissant Rd. Ferguson Mo 63135
- Festus City P.D. 100 Park Ave. Festus Mo 63208
- Franklin Co. Jail #1 Bruns Lane Union Mo 63084
- Gladstone City Public Safety Dept. 7010 N. Holmes Gladstone Mo 64118
- Greene Co. Juvy Justice Ctr. (Pp) 1111 N. Robberson Springfield Mo 65802
- Grundy County Detention Center 610 Main St Trenton Mo 64683
- Hazelwood City P.D. 415 Elm Grove Ln. Hazelwood Mo 63042

- Henry Co. Jail 220 S. Washington Clinton Mo 64735
- Hickory Co. Jail P.O. Box 420 Hermitage Mo 65668
- Holt Co. Jail Box 229 Oregon Mo 64473
- Howell Co. Jail 1106 Missouri Ave. West Plains Mo 65775
- Iron Co. Jail 220 Shepherd Ironton Mo 63650
- Jackson Co. 1300 Cherry St. Kansas City Mo 64106
- Jefferson Co. (Substation) 2616 Gravois Rd. High Ridge Mo 63049
- Jefferson Co. Jail 501 1st St. Hillsboro Mo 63050
- Jennings Adult Corr. Fac. 5445 Jennings Rd. Jennings Mo 63136
- Johnson Co. Jail 135 W. Market Warrensburg Mo 64093
- Joplin City P.D. 303 E. Third St. Joplin Mo 64802
- Kansas City P.D.- Cen. Div. 1200 E. Linwood Kansas City Mo 64109
- Kansas City P.D.- East Div. 5301 E. 27th St Kansas City Mo 64134
- Kansas City P.D.- Met. Div.- M 1880 E. 63rd St Kansas City Mo 64109
- Kansas City P.D.- North Div. 1001 Nw Barry Rd. Kansas City Mo 64155
- Kansas City P.D.- S. Div. - Mo 11109 Hickman Mills Dr. Kansas City Mo 64134
- Kansas City Pd-Valley Division 1880 E. 63rd St Kansas City Mo 64109
- Kirkwood City P.D. 131 W. Madison Kirkwood Mo 63122
- Lawrence Co. Jail 300 E. Water Mt. Vernon Mo 65712
- Lee's Summit City P.D. 10 Ne Tudor St. Lee's Summit Mo 64086
- Lincoln Co. Jail 65 Business Park Drive Troy Mo 63379
- Livingston Co. Jail 901 Webster St. Chillicothe Mo 64601
- Louisiana City P.D. (New) 202 S. 3rd Louisiana Mo 63353
- Madison Co. Jail 124 N. Main Fredericktown Mo 63645
- Marion Co. Jail 1703 Marion City Rd. Palmyra Mo 63461
- Mcdonald Co. Jail Harmon Street On The Square Pineville Mo 64856
- Miller Co. Jail 2001 Highway 52 Tuscumbia Mo 65082
- Mississippi Co. Deten. Ctr. 200 W. Commercial Charleston Mo 63834
- Moline Acres City P.D. 2449 Chambers Rd. Moline Acres Mo 63136
- Monett City Police Dept Bldg 2 1901 E Cleveland Ave Monett Mo 65708
- Montgomery Co. Jail 211 E. 3rd St. Montgomery City Mo 63361
- New Madrid Co. Jail Courthouse Square New Madrid Mo 63869
- Newton Co. Sheriffs Dept. 208 W. Coler St. Neosho Mo 64850

SECURUS

- Nodaway Co. Jail 404 N. Vine Maryville Mo 64468
- Northwoods City P.D. 4608 Oakridge Blvd. Northwoods Mo 63121
- Oregon Co. Jail P.O. Box 265 Alton Mo 65606
- Overland City P.D. 2410 Goodale Ave. Overland Mo 63114
- Ozark Co. Jail Box 348 Gainesville Mo 65655
- Pemiscot Co. Law Enforce. Ctr. 800 Ward Ave. Caruthersville Mo 63830
- Perry Co. Jail 710 S. Kings Highway Perryville Mo 63775
- Pevely City 401 Main St Pevely Mo 63070
- Phelps Co 500 W. 2nd St Rolla Mo 65401
- Platte Co. Sheriff's Dept. 328 Main St. Platte City Mo 64079
- Polk Co. Juvy. Ctr. 211 W. Walnut Bolivar Mo 65613
- Pulaski Co. Jail 301 Hwy 44 E Waynesville Mo 65583
- Putnam Co. Jail P. O. Box 231 Unionville Mo 63565
- Randolph County 372 Hwy Jj Huntsville Mo 65259
- Raytown P.D. 10000 E. 59th Raytown Mo 64133
- Reynolds Co. Jail Box 16 Centerville Mo 63633
- Schuyler Co. Jail Schuyler County Courthouse Lancaster Mo 63548
- Scotland Co. Jail Courthouse, Room 3 Memphis Mo 63555
- Scott County Jail 131 S. New Madrid Benton Mo 63736
- Shannon Co. Jail 2nd & Missouri Ave. Eminence Mo 65466
- Shelby Co. Sherif's Dept. Courthouse Shelbyville Mo 63469
- Sikeston City Dept Of Public Safety 215 N. New Madrid Sikeston Mo 63801
- St. Charles City P.D. 2645 W. Clay St. St. Charles Mo 63301
- St. Charles Co 301 North Second Street St. Charles Mo 63301
- St. Francis Co. Jail 1550 Doubet Rd. Farmington Mo 63640
- St. Genevieve Co. Jail 5 Basler Dr. St. Genevieve Mo 63670
- St. Peters Police Dept. Po Box 9 St. Peters Mo 63376
- St. Peters Police Dept. 1020 Grand Teton Dr St Peters Mo 63376
- Stoddard Co. Jail P.O. Box #336 Bloomfield Mo 63825
- Taney County Jail Bldg 2 266 Main St Forsyth Mo 65653
- Texas Co. Jail 115 E. Main Houston Mo 65483
- University City P.D. 6801 Delmar Blvd. University City Mo 63136

- Vernon Co. Jail 230 W. Cherry Nevada Mo 64772
- Warren Co. Jail 104 W. Main Warrenton Mo 63383
- Washington Co. Jail 116 W. High St. Potosi Mo 63664
- Washington Missouri Police Dept 301 Jefferson Washington Mo 63090
- Wayne Co. Jail P.O. Box 109 Greenville Mo 63944
- Wellston Police Department 1414 Evergreen St. Louis Mo 63133
- Wright County Jail 125 Courthouse Sq Hartville

Our SCP will allow and gives the state agency the option to easily share investigative or other data with the Missouri law enforcement community. By using our system along with the cooperative rules and regulations for data sharing between state and local authorities, investigators will be able to easily share offender calling information, call recordings, and numerous other applications. The combination of having access to critical data from the state agency's facilities, and sharing this with 74 counties also served by Securus, will provide you with unmatched investigative capabilities.

Securus has the distinction of being the only offender telecommunications provider to be SAS-70 Type II certified. In 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that we have effective controls and safeguards in place to manage information and data belonging to our customers. Because offender telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we must accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

SECURUS

Reinvesting in Securus

Securus believes that reinvesting in our company is necessary to provide superior products and services to our new and existing customers. Since 2009, Securus has allocated approximately $17 million to enhance our services. We lead our industry in terms of our reinvestment activity. The following table illustrates Securus' incremental investments in our company during the period 2009-2010.

Securus Investing in Securus

Reinvesting in Securus	Incremental 2009 – 2010 Investments
In-Sourced Customer Service Center • Added 250 Dallas-Based Employees	+ $3 Million
Increased Software Development Team • Added 9 Employees • Total of 60 Development Employees	+ $3 Million
Improved Financial Strength • Added 8 Functional Leaders	+ $4 Million
Improved Secure Call Platform Reliability • Added More than 50 Products Offered	+ $4 Million
Increasing Size of Field Sales/Service Team	+ $4 Million
Total Incremental Investments: $17 Million	

3.   Describe the nature of the offeror's business, type of services performed, etc.

☑ Securus has read, agrees, and complies.

Securus Technologies, Inc.

Serving 2,400 correctional facilities and approximately 850,000 inmates makes Securus the largest independent provider of inmate telecommunications services to correctional facilities in the United States and Canada. By developing and owning more than 70 technology patents today along with approximately 50 patents pending with the U.S. Patent Office, Securus is without a doubt the leading technology innovator in our industry and has been for more than 20 years. Every large inmate telecom provider in our industry, such as GTL, VAC, and Embarq, use our patent technology under our license agreements. Correctional facilities have come to rely on the technology Securus develops to not only provide inmates and friends and family members vital telephone service, but to assist the law enforcement community in solving or preventing crimes.

Securus leads the industry in terms of years of service, size of field force, numbers of system installations, numbers of technology patents, numbers of security and investigative features,

amount of re-investment back into the company, and satisfaction of end-users. There will be no "middle-man" between you and us. You will also benefit from our Sarbanes-Oxley and SAS-70 certifications.

Featuring SCP – The Industry's Flagship Calling Platform

The SCP's centralized design allows us to continue to provide upgrades in the future as technology advances and your needs change. You become future-proof with SCP. You get the perfect blend of using our industry leading technology (e.g. 74 patents) now along with the promise of access to Securus' newest inventions in the future (e.g. 50 more patents pending). Our experience in installing this platform over 1,400 times gives you the security of knowing that you are working with a well-tested process. Our Network Operations Center is watching the system performance 24 hours a day and will find problems and correct them without need to dispatch a technician and often before you even notice any degradation in service.

Equipped with Leading Investigative & Security Capabilities

Our cutting-edge capabilities provide you with unsurpassed abilities to investigate and prevent crime and to protect the public. Our patented features such as Three-Way Call Detection are the best in the industry. Our newest feature, Remote Call Forwarding Detection, allows us to identify calls that are remote call forwarded in real time. You can customize treatment of these identified calls – you can flag and/or terminate calls that are showing as being remote call forwarded - only Securus brings you this level of security. With anywhere, anytime access to investigative data, our SCP is designed for remote access so that investigators can continue to work even if they are not at their desks. Our digital call quality and advanced recording processes provide you the best possible sound and recording capabilities which improves the user experience and establishes guaranteed chain of evidence procedures. The ability to share information with other counties using SCP makes our offer unique.

Backed by Our In-sourced Customer Service Center

We don't believe customer service should be outsourced to an outside company. We are unique among our national competitors in moving to our own domestic customer service center which is staffed with our own employees. We are accountable to your constituents and have proven that our new customer service center is creating significantly higher customer satisfaction scores than is the industry standard. You benefit by having more satisfied constituents and fewer complaints.

Huber & Associates

Partnering with leading hardware and software providers, Huber & Associates' team of industry-certified professionals offer sales and support to help clients design, configure, install, and deploy IT solutions. We offer a full complement of services across platforms and operating systems.

Systems & Storage Implementation:	Security:	trieve, and route documents
* Sizing/configuration/installation	* Security auditing	* Link to business applications
* Hardware/OS upgrades and migrations	* Security consulting	**IBM Hardware & Software Asset Management**
* Software installation	* Security design and implementation	* Support options that best match operational and budget requirements
* Unix, Windows, and Linux implementations	* Firewall Policy Review	
* System mgmt. and admin.	* Anti-Virus and Anti-SPAM	
* Performance tuning / capacity planning	* Intrusion detection/prevention	* Advance notice of renewal dates
* Health checks	**Application Development, Integration, & Modernization**	* Asset-tracking database
* Disk and tape storage integration	* Lotus, WebSphere, Java, DB2, Visual Basic/.Net, Rational, RPG, PHP, Microsoft SQL, MySQL	**Managed Services**
* Site preparation	* Custom application design	* Remote monitoring of client networks, systems and applications
Server & Storage Simplification:	* Database design/implementation	* Web site hosting
* Assessment services	* Web site design and setup	* Hosted disaster recovery
* Consolidation/optimization/virtualization	* Web enablement	
* Clustering	Portals	* Remote backups
* Logical partitioning (LPAR)	Electronic commerce	* Offsite tape storage
Networking:	Web content management	* Staff augmentation
* Network analysis and design	**Collaborative Processes**	* "On demand" services
* Network implementation	* Lotus Notes	**Client Training**
* Switches and routers	* Lotus Messaging & Conferencing	* Classroom Training
* LAN/WAN solutions	* Microsoft Exchange	* Mentoring/Skills transfer
Data Protection:	* Active Directory	**Enterpol Public Safety Solution**
* Disaster recovery (DR)	* Sharepoint	* CAD, RMS, JMS
* High availability	**Document Imaging**	
* Backup and recovery	* Capture, store, manage, re-	

Huber & Associates has the breadth and depth of services and expertise to solve virtually any business or infrastructure problem. One of our greatest strengths is the ability to leverage and integrate multi-vendor hardware and software with our services to architect and deploy scalable solutions to meet client needs for security, privacy, continuity, recovery, availability, regulatory compliance, risk management and mitigation.

With a staff of experienced application developers, account managers, and technical consultants who hold over 175 manufacturer certifications with IBM, Microsoft, Cisco, and many other strategic partners, we bring proven skills in creative problem solving, innovative services, and the latest technologies to address our clients' requirements.

Application Development and Integration Services

Huber & Associates' application development & integration services support all stages of the application life cycle: from requirements, through design, test, and implementation. Our application development consultants, who are experts across a wide range of architectures, technologies, platforms, and devices, work with clients to define business requirements and then help design, develop, test, and implement applications that give measurable improvements in the way our clients do business. We work with a variety of development tools, which allow us to choose the best tool for the job.

Public Safety is one of Huber & Associates' main focus areas. For the past 25 years, we have supported customers such as the following:

- Missouri Department of Conservation -- Agent smart phone application
- Missouri Department of Natural Resources -- Records Management System for Park Rangers
- Missouri State Highway Patrol – Infrastructure and Criminal History System
- Missouri Attorney General – Infrastructure and application support
- City/County/State Government – Infrastructure and application support
- Missouri Department of Public Safety (Fire Marshal, SEMA) -- application support

Since 2000, Huber & Associates has offered and supported a complete suite of custom applications that provide core functionality for public safety agencies – our Enterpol Solutions for Public Safety. Enterpol, which is installed at a multitude of locations across the United States and Canada, has three major modules: multi-jurisdictional Computer Aided Dispatch (CAD), centrally-accessible Records Management (RMS), and full-featured Jail Management (JMS). Traditional software can only handle one function, but this custom software is designed as an end-to-end solution comprised of applications that handle every aspect of public safety. Huber & Associates retains a highly qualified team of application developers dedicated to development and support of public safety applications.

With 25 years in business as a computer consulting and technical services provider, and extensive experience with city, county, and state public safety agencies, Huber & Associates can help you today and well into the future by providing outstanding personnel, experience, and dedication.

B.2   RELIABILITY:

1.   The offeror should provide information that documents the depth and number of resources (i.e., financial, supplies, facilities, infrastructure, and human resources) to ensure completion of all requirements herein. The offeror should document how sufficient resources will be provided to the State of Missouri.

☑ **Securus has read, agrees, and complies.**

Corporate Background and Expertise

Securus currently serves correctional facilities operated by city, county, state, and federal authorities and other types of confinement facilities such as juvenile detention centers and private jails. The Company provided services to approximately 2,400 correctional facilities in 44 states, the District of Columbia and Canada. Approximately 850,000 offenders are served by Securus at these facilities. Securus national presence is reflected in the following figure.

Securus U.S. Presence

Sites Under Contract
- State DOC Sites
- County/Regional/ City Accounts
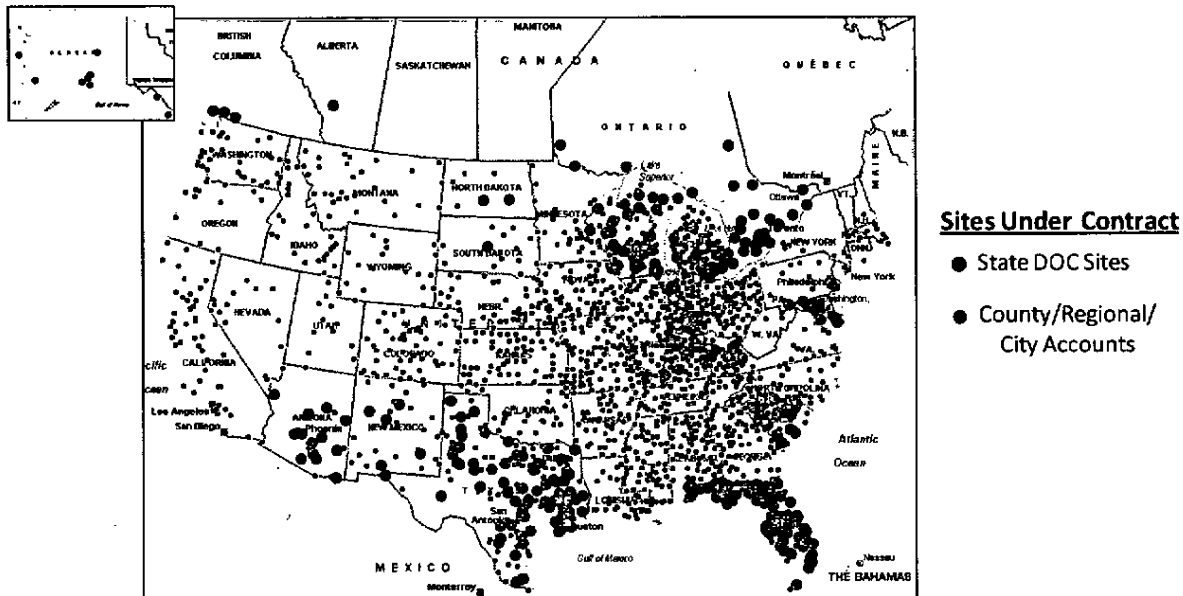
Approximately 2,400 Facilities under Contract in 43 States and Canada

In the state Department of Corrections (DOC) space, Securus currently serves 12 of the 50 DOCs in the United States: Texas, Florida, Arizona, Maryland, Kentucky, Michigan, Indiana, North Dakota, Alaska, New Mexico, South Carolina, and Wisconsin. We also serve many "mega-county" facilities that house thousands of offenders including: Cook County, IL, Broward County, FL, Orleans Parish, LA, and Bexar County, TX, to name a few. Additionally, we are largest provider of offender services to private prison companies such as Corrections Corporation of America ("CCA") and GEO.

Serving so many correctional facilities requires Securus to have the best internal controls and processes in the industry. To that end, Securus is proud to be the only offender telecommunications provider in the U.S. that is Sarbanes-Oxley Section 404 compliant. Becoming Sarbanes-Oxley compliant in 2009 meant that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls over financial reporting. The unqualified audit opinion, or compliance, confirms that the company has effective

controls and safeguards in place to manage its financial information. Unlike our competitors that do not provide transparency or vigor in their financial reporting, our accomplishment reinforces that our financial statements provide the necessary depth and accuracy required for investors, rating agencies and our correctional facilities customers.

Securus, unlike any other provider in the industry, can also claim the distinction of being SAS-70 Type II certified as well. In 2009, Securus successfully completed an American Institute of Certified Public Accountants Statement on Auditing Standards No. 70 (SAS 70) certification. A SAS 70 certification indicates that an independent accounting and auditing firm completed a comprehensive and in-depth evaluation and testing of Securus' internal controls and related activities. This certification confirms that the company has effective controls and safeguards in place to manage information and data belonging to its customers. Because offender telecommunications providers, like Securus, need to install and operate highly sophisticated call management platforms and related services to meet the security and public safety needs of correctional facilities, we need to be able to accurately process, manage, and control millions of call records and call recordings for security and investigative purposes. A SAS 70 Type II report reinforces to correctional facilities and their auditors that Securus has the necessary controls in place to manage this critical information.

Corporate Resources

Securus processed 123,101,134 calls in 2009 on our inmate calling platforms. Additionally in 2009, Securus billed 1,354,112,474 minutes of use on our calling platforms. That's almost 1.5 billion minutes of use and 123 million calls! Our platform allows connections to 8.5 million Americans per year, and we have served over 100 million Americans in our history. The diversity of our customer base as well as its geographic dispersion makes Securus uniquely qualified to provide service to the Missouri Department of Corrections. As a testament to our unmatched level of customer satisfaction Securus has a customer retention rate of 95% over the past four years! Securus presently records over 1,000,000 calls per day on our SCP platform, and 63% of our current customers have already been converted to the platform we're proposing to MODOC. That makes it the most widely installed inmate telephone platform in the world. This number includes over 1,400 jails and prisons and we're adding 330 new and existing facilities to SCP every year. By 2015, we'll have 55% of the customers in the industry on SCP! That means you're going to be using a platform that's tested, proven, and scalable enough to support every jail or correctional facility in the United States.

Carrier Class Data Centers

Securus operates two Carrier Class data centers that provide the same diversity, protection and data storage as you would find in a large telephone company operation. The type, size, and breadth of the Securus customer base requires that we provide our clients with a superior level of security of call data and quality of network that requires carrier class facilities. This also has the added benefit of providing Securus with network signaling and protocols that companies without carrier class facilities cannot provide to their clients.

What does this mean to the state agency? It means that Securus provides a level of data security, call quality, and feature functionality that is clearly differentiated from our competitors. Features

like real time remote call forwarding detection and three-way call detection are far more accurate and reliable as a result of this capability.

Securus Call Center with 200 Dallas-Based Employees

Securus has recognized that our industry needed to change the paradigm of friends and family customer service. We understood that our clients did not appreciate a call center that was outsourced to other countries and that friends and family members were not being provided with the level of service they deserved.

As a result, Securus has invested millions of dollars over the last year to develop and staff a Dallas based call center. Now friends and family members speak with Securus employees who are measured on their ability to resolve questions the first time and our entire call center is measured on how fast we answer calls and resolve problems to the caller's satisfaction. This call center is a major differentiator between offender telephone system providers. We urge you to closely evaluate this issue.

Corporate Financial Strength

The financial statements of all vendors providing offender telephone systems are quite different. Many have taken on large debt and as a result are heavily burdened. Securus is proud to have the least debt of any of the major companies (our debt to income ratio is 55 percent lower than our largest competitor!). Moreover, we can boast of being Sarbanes-Oxley compliant, which guarantees that we have the financial reporting safeguards in place to ensure accurate and timely payments of our financial commitment to facilities – the only offender telephone company that is compliant. Our financial trending is positive and we continue to invest in our company by developing new features on our SCP platform and hiring new people.

60 Corporate Software Development Employees

We have the largest software development team in the industry. These developers continually refine, examine and add to our existing software platform and develop new features that show up at your facility in the form of system upgrades and new product offerings. Our newest software development efforts are centered on providing call analysis technology that will assist investigators in identifying criminal activity before it happens.

Largest Account Management Team in the Industry

Over the course of the last year, Securus has invested in customer facing account management professionals by hiring over 40 new employees and providing new training programs. In all cases, the goal is to spend more time in front of the existing and potential clients and to do a better job of listening and learning how best to serve our customers. We intend to be in our accounts more often, earlier and deeper than any other account team.

Securus' "Best in Class" Service Offering

Securus' secure, turnkey product offering is a key differentiator in the industry. Through our robust platforms, we offer more products and security applications than any of our competitors. The following list highlights a selection of Securus' comprehensive offering:

- Equipment and system installation
- Offender identification—biometric and/or security code validation
- Enable calls on a prepaid or collect basis to friends and family members
- Identity authentication of called party
- Restrict calls to certain parties (such as judges, jurors, witnesses and victims)
- Detection and restriction of unauthorized call forwarding
- Real-time call monitoring capabilities
- Call recording and storage
- Real-time credit quality assessment of called party
- Billing and customer care
- Interface capabilities to many commissary and jail management systems

Over the past 20 years, Securus has spent over $100 million dollars and devoted 300,000 man-hours developing an advanced packet-based network platform that provides many cost and service advantages to its customers. We are in the process of transitioning our customers to this advanced platform from legacy, or inferior, premise-based systems that many of our competitors continue to use. The following figure highlights Securus' best-in-class secure calling systems.

Secure Call Platform Features

SCA Architecture	• The backbone of Securus' entire system, Secure Call Architecture has resulted in significantly lower operating and capital costs • Comprised of a robust data repository housing multiple data marts, each holding billions of bytes of stored • Intelligent retrieval system retrieves and processes user requests through a cross-application, cross-data-mart retrieval process
Secure Call Platform	• Services correctional facilities as well as detainees, friends, and family members • Offers networking functions, robust system and application stability and redundancy, heightened security features, user auditing and password-specific utilities • Proprietary packet-based centralized calling platform is widely recognized as the best in the industry
SCN Secure Connect Network	• Packet-based, digital transmission system for all communications transport • SCN allows Securus' calling platform to provide real-time turn-on/turn-off flexibility for most system features, 24x7 off-site monitoring, immediate system upgrades and repairs from one central location
S-Gate User Interface	• Single-point, user interface provides a simple to use portal, to all programs, applications and services
Prepaid Calling Programs	• Offers a paperless, card-free prepaid calling solution for both the called parties and the inmates (debit services) • These cards are sold to facilities or their commissaries who then sell directly to the inmates, cards may be used for both domestic and international calling
Correctional Billing Services	• Nationwide customer care and billing center dedicated to the inmate's friends and family members open 24x7x365, offers multiple payment options including prepayment of charges, remittance directly to the local phone company credit card payments and check by phone
Additional Products and Services	• Securus Support, "ELITE" software, Intelligent Call and Billing Management Solution (ICMS), and a multitude of applications and features that provide task-specific solutions designed to satisfy focused areas of a facility's operations

Securus wins new customers and retains existing customers not only because of its capabilities reflected above, but also because of its strong reputation in the industry of assisting law enforcement officials with preventing and solving crimes. We retain more than 95 percent of our annual revenues each year—*the best in the industry*. We are committed to providing the best customer service to friends and family members of offenders as demonstrated by us spending more than $2 million dollars the past two years (2009 and 2010). This spend was used to build out a "in-sourced" Customer Call Center where Dallas based Securus employees are assisting end users versus poorly managed and highly inferior foreign call centers that our largest competitors continue to use. Lastly, Securus generally uses its own field service technicians (on payroll employees) that we can control to ensure they follow the strict guidelines our correctional facility customers demand. However, on some occasions when our clients prefer we will use partners to

provide maintenance. This level of service is much better than that of our competitors, whom many continue to use third party contractors that have other priorities, which might conflict with the offender telephone provide, and therefore provide inferior customer service.

Huber & Associates

By contracting with Huber & Associates we will be able to ensure completion of all requirements herein. Huber & Associates is a Missouri-incorporated full-service Information Technology provider headquartered in Jefferson City, Missouri. Huber & Associates has a sub-office in Springfield; remote sites in Columbia, Kansas City, and St. Louis; and sales professionals, technical consultants, and business partners positioned in other locations across the country to support our global community.

In the summer of 2004, Huber & Associates moved their headquarters into a newly renovated facility in Jefferson City, Missouri, containing 20,000 square feet of office space, classroom space, and raised-floor computer room space. This facility includes an IBM Business Partner Innovation Center; one of only a limited number of IBM approved centers in the country. This facility is helping Huber & Associates expand and better support our clients by allowing us to provide additional training, planning, implementation, testing, disaster recovery and high availability services.

Huber & Associates is a **woman-owned business enterprise (WBE)** which helps with our clients' diversity spend initiatives. We are also an IBM Premier Business Partner and a Microsoft Gold Partner, and we work closely with these partners to provide reliable hardware, software, and services.

Huber & Associates focuses on delivering high-quality technical solutions and services; and we invest in skills, technologies and program offerings to ensure that the advice we give, and the products, services, and solutions we offer are of the highest quality. Our sales and technical consultants hold over 175 manufacturer certifications with IBM, CISCO, Microsoft, etc.

Huber & Associates services hundreds of accounts throughout the state of Missouri, including the State and most of its departments. Our reputation as a vendor with the State is second to none. We have dedicated a team of sales, service and administrative personnel to State accounts to ensure our reputation remains intact by providing the highest level of customer support. Our close proximity to the Missouri Department of Corrections allows us to provide immediate, as-needed resources, throughout the duration of the Offender Telephone System project. We are committed to providing all the resources necessary to ensure success!

Ensuring Sufficient Resources Will Be Provided To The State of Missouri.

Securus will provide sufficient resources to the State of Missouri throughout the life of the contract by drawing on our vast experience proving services to state Department of Corrections across the country, our national footprint of Securus employees and our partnerships with key providers. Securus has carefully studied the requirements identified in the request for proposal and has combined this with the information gathered by our account teams in advance of the RFP release. This has provided Securus with a clear understanding of your requirements and why the requirement has been included in the RFP. We not only understand what you are asking for but why you are asking for it.

During the preparation of our response to the Request for Proposal, Securus has created a business plan that identifies all elements of the operating model that will be required to meet and exceed all of the RFP requirements. We have anticipated all staff requirements, all networking and operational requirements, all product and service deployment requirements and all account management requirements that are necessary to meet your needs. We have also identified all financial requirements that are required to support our proposal for the contract period. This is where there may be substantial differences between the vendors you consider. Not all vendors will be able to make the investment to provide sufficient resources that will be required to meet all of your requirements throughout the life of the contract.

Securus has also carefully considered the products and services that are required to address your requirements through our partnerships. We have constructed and have signed, teaming agreements with ShawnTech Communications, Huber & Associates and Guarded Exchange LLC to ensure that required resources and technology is available throughout the life of the contract from these partners. However, based on experience and the realities of today's economy, we know that unforeseen circumstances can compromise partners' ability to provide the necessary resources. That is why Securus has also created a "safety net" strategy in the event that a partner cannot deliver or provide adequate resources. This backup strategy is critical to ensuring success at the Missouri Department of Corrections and should be considered carefully by the MODOC. Those who do not have, or cannot afford, a backup strategy to provide adequate resources in the event a partner cannot, will severely compromise the state agencies ability to conduct business in the event of such occurrence. We understand, and proudly accept the role of Prime Contractor and will be fully accountable to the State of Missouri to provide adequate resources for the duration of the contract.

2.   The offeror describe its organization and the organization of its proposed subcontractor's(s') organization(s) as it relates to the reliability and market strength/stability of the organization.

☑ **Securus has read, agrees, and complies.**

The Securus Organization

Over the course of the last three years Securus has undergone a transformation that has resulted in a more customer focused, financially solid company. In mid-2008, HIG Capital, our equity sponsor, chose to bring in a new senior management team to run the company, led by Richard A. Smith, a seasoned Chief Executive Officer with more than 39 years of telecommunications experience. Mr. Smith brought with him a highly talented group of executives, having worked with each of them an average of 11 years at prior companies. Mr. Smith and Securus' executives possess more than 190 years of combined telecommunications and/or inmate telecommunications experience. Many members of the current executive team previously ran a highly successful publicly traded competitive local exchange carrier ("CLEC") called Eschelon Telecom, Inc. (NASDAQ: ESCH). At this company, the management team grew this business from inception and sold it in August 2007 to Integra Telecom, Inc. (a private CLEC) for more than $710 million dollars.

This customer-focused senior leadership team has been executing their business plan at Securus for the past three years, and has driven several initiatives to further differentiate the company from our competition including:

- Enhancing our "best-in-class" SCP system to improve performance and usability.

- Building a 250-employee in-sourced Customer Call Center in Dallas so that inmate's friends and family members do not have to deal with poor customer service from foreign call centers that most of our competitors choose to use.

- Expanding our sales and support team to give more personalized service to our correctional facility customer base.

These changes at the top of the organization as well as the associated new investments in the organization have resulted in a much stronger and customer aligned company.

A Partnership With Huber

Securus has created a team of professionals that understands the importance of keeping the state agency at the center of our value proposition. What began as a vendor relationship developed into a creative partnership through a mutual interest in providing the state agency with an offender communications and investigative platform that utilizes existing interfaces but adds new and creative solutions that deploy new technologies. The team was put together understanding that your existing environment is not "broken" but fully capable of taking advantage of new technologies. It soon became clear that there were natural synergies in play when combining the resources of Securus with those of Huber & Associates. We knew that what Huber & Associates can contribute a local presence with local knowledge, a suite of existing capabilities and talents and, a first class facility that could be used to meet more needs of the state agency. Securus on the other hand, is eager to invest in solutions for the state agency, has a rock solid offender calling platform and has the experience and talent in the DOC market to identify and spec out new services that would address "pain points" currently existing within the state agency.

Once Huber & Associates were able to visit our Dallas offices and meet our executive team and Securus had the chance to meet with Huber at their Jefferson City location, the opportunities began to reveal themselves. The two companies worked through the Statement of Work that was provided by Huber to all vendors on behalf of the state agency. We then worked through the process of identifying additional innovative solutions where the two companies could champion new solutions such as providing a funding vehicle for program management service and mandating that the manager of another partner firm have a full time presence in Jefferson City at the offices of Huber & Associates.

As we worked through the process of assessing the specific RFP requirements, identifying the value adds that each could bring to the table and identifying other partners that could address key requirement, a more comprehensive partnership picture began to emerge based on natural synergies between the parties.

Securus understood that the state agency required a solution that would guarantee that five percent of all calls were listened to and that technology was deployed to identify actionable calls for investigators. Prior to the RFP release Securus had met with Guarded Exchange as a part of our normal pre-RFP due diligence and was aware of their technology and plans to deploy a call monitoring center. What was not obvious at the time was that it would serve the state agency the best if part of the call monitoring and the manager of the group were located in Jefferson City. As a result of our partnership with Huber & Associates and our mutual commitment to the state agency, the parties agreed to locate some of the resources at the Huber & Associates facility in Jefferson City to meet RFP specifications.

Key Partnerships
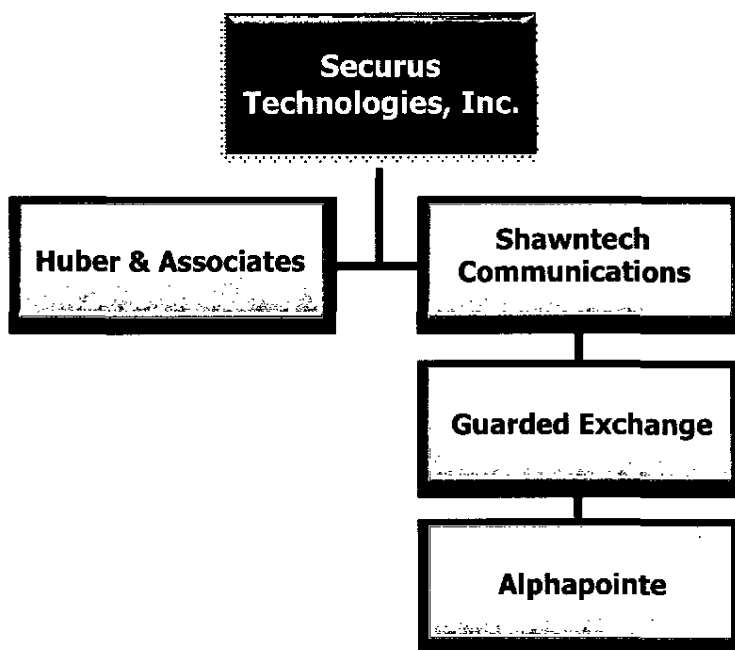
Securus Technologies, Inc.

In mid-2008, HIG Capital, our equity sponsor, chose to bring in a new senior management team to run the company, led by Richard A. Smith, a seasoned Chief Executive Officer with more than 39 years of telecommunications experience. Mr. Smith brought with him a highly talented group of executives, having worked with each of them an average of 11 years at prior companies. Mr. Smith and Securus' executives possess over 190 years of combined telecommunications and/or offender telecommunications experience. Many members of the current executive team previously ran a highly successful publicly traded competitive local exchange carrier ("CLEC") called Eschelon Telecom, Inc. (NASDAQ: ESCH). At this company, the management team grew this business from inception and sold it in August 2007 to Integra Telecom, Inc. (a private CLEC) for over $710 million dollars.

Securus' executive management team and biographies are presented as follows.

Securus Management Team

Officer	Age	Industry Experience	Joined Securus	Position
Richard A. Smith	60	39	June 2008	Chief Executive Officer and President
William D. Markert	46	20	June 2008	Chief Financial Officer
Robert E. Pickens	50	21	September 2008	Chief Operating Officer
Arlin B. Goldberg	54	33	September 2008	Chief Information Officer
Dennis J. Reinhold	50	6	August 2005	Vice President, General Counsel and Secretary
Danny de Hoyos	35	10	September 2008	Vice President, Customer Service
Kathryn S. Lengyel	42	6	June 2007	Vice President, Human Resources
Patrick Brolsma	48	16	November 2008	Vice President of Enterprise Program Management & Corporate Development
Larry Ehlers	56	21	January 2009	Vice President, Applications
Joshua E. Conklin	37	12	December 2009	Vice President, Sales

Richard A. Smith
President and Chief Executive Officer

Richard A. Smith has served as President and Chief Executive Officer of the Company since June 2008. Mr. Smith previously served as the Chief Executive Officer of Eschelon Telecom Inc., a publicly traded local exchange carrier, from August 2003 through August 2007. Mr. Smith also served as Eschelon's President, Chief Financial Officer, and Chief Operating Officer during his tenure. Prior to joining Eschelon, Mr. Smith had multiple executive level positions at Frontier Corporation. Mr. Smith holds an Associate Degree of Applied Science in Electrical Technology from the Rochester Institute of Technology, a Bachelor of Science in Electrical Engineering from the State University of New York at Buffalo, a Masters in Mathematics from the State University of New York at Brockport, and a Masters in Business Administration from the University of Rochester's Simon School. Mr. Smith previously served as a director of Integra Telecom, a privately held local exchange carrier based in Portland, Oregon and was on the Board of the Upstate Cellular Network, a partnership of Frontier Corporation and Nynex.

William D. Markert
Chief Financial Officer

William D. Markert has served as Chief Financial Officer of the Company since June 2008. From December 1999 to November 2007, Mr. Markert held executive level finance positions at Eschelon Telecom, Inc. with his most recent position being Executive Vice President of Network Finance. During Mr. Markert's employment with Eschelon, he was responsible for revenue and cost accounting and reporting, network cost management, carrier access billing and revenue and margin assurance. He also directed various merger and acquisition related projects. Prior to joining Eschelon, Mr. Markert worked for Global Crossing Limited, a publicly traded communications solutions company, in various financial, regulatory and operational management roles. Mr. Markert holds a Bachelor's degree in Business Administration from the University of Wisconsin-Whitewater and a Masters in Business Administration from the University of St. Thomas in St. Paul, Minnesota.

Robert E. Pickens
Chief Operating Officer

Robert E. Pickens, Chief Operating Officer has served the Company since September 2008. Mr. Pickens has over 18 years of senior level telecommunications experience. Before joining Securus Technologies, Mr. Pickens was Chief Operating Officer of Eschelon Telecom. During his eleven year tenure with that organization, he held leadership positions in marketing, operations, and mergers & acquisitions integration management. Mr. Pickens has a Bachelor of Science in Business degree in Marketing and Management from the University of Minnesota Carlson School Of Management.

Arlin B. Goldberg
Chief Information Officer

Arlin B. Goldberg has served as Chief Information Officer of the Company since September 2008. Mr. Goldberg has over 30 years of telecommunication industry experience. Previously, Mr. Goldberg served as the Executive Vice President of Information Technology for Eschelon Telecom from October 1996 until July 2007. Prior to that, Mr. Goldberg served as Director of Information Services at Frontier Corporation, and also as Director of Information Services for Enhanced TeleManagement, Inc. Early in his career, Mr. Goldberg served in a variety of roles at Norstan Communications Systems, Inc. Mr. Goldberg received his Bachelor of Science in Business degree in Accounting from the University of Minnesota Carlson School of Management.

Dennis Reinhold
Vice President, General Counsel and Secretary

Dennis Reinhold has served as Vice President, General Counsel and Secretary of the Company since he joined us in August 2005. Prior to joining us in August 2005, Mr. Reinhold served as the Associate General Counsel of SOURCECORP, Inc. (NASDAQ: SRCP), a public company with approximately 7,000 employees worldwide that specialized in business process outsourcing of critical data and documents. Prior to his position at SOURCECORP, Mr. Reinhold served as Division General Counsel/ Director of International Legal Affairs and Assistant Secretary for AAF-McQuay, Inc. Mr. Reinhold has over 20 years of legal experience, both in law firms and in-house positions, with an emphasis in practicing in the areas of corporate and international law. Mr. Reinhold has a

J.D. from St. Louis University, a B.S. in Marketing and Business Administration from the University of Illinois and he completed the Advanced Management Program at The Wharton School, University of Pennsylvania. Mr. Reinhold has served on numerous civic organizations, including the Board of Directors for the Louisville Ballet.

Danny de Hoyos
Vice President of Customer Service

Danny de Hoyos has served as Vice President of Customer Service of the Company since September 2008. Prior to joining Securus, Mr. De Hoyos served as Director of Customer Operations for Medica located in Minneapolis, Minnesota. From 2001 through the end of 2007 Mr. de Hoyos was employed by Eschelon Telecom and served as Vice President of Customer Service and Service Delivery. Prior to joining Eschelon, Mr. de Hoyos was Director of Support Services for One World Online in Provo, Utah. Mr. de Hoyos has also held Customer Operations and Call Center Management leadership roles for other technology companies such as Big Planet and Marketing Ally. Mr. de Hoyos has a Bachelor of Science from Brigham Young University.

Kate Lengyel
Vice President of Human Resources

Kate Lengyel has served as Vice President of Human Resources for the Company since June 2007. Prior to joining Securus in July, 2007, Ms. Lengyel held the position of Vice President of Human Resources at Excel Telecommunications from October 2005, where she was an integral part of the company's acquisition of Vartec Telecom. Ms. Lengyel acted in a leadership capacity at Stone Holdings, Inc. where she was the Director of Human Resources from November 1991 until 2005. She has created a successful track record of employee initiatives, leadership and organizational change management. Ms. Lengyel has diverse Human Resources experience in start-ups, growth and M&A situations. Ms. Lengyel holds both a Bachelor of Science in Human Development and a Masters of Education in Human Resource Development from Vanderbilt University in Nashville, Tennessee.

Patrick Brolsma
Vice President of Enterprise Program Management Office and Corporate Development

Patrick W. Brolsma has served as Director of Enterprise Program Management Office and Corporate Development since November of 2008. Mr. Brolsma has over 15 years of senior level telecommunications experience. Prior to joining Securus, Mr. Brolsma spent eight years with Eschelon Telecom where he held leadership positions in Operations, Marketing, and Mergers & Acquisitions. Before Eschelon, Mr. Brolsma held various management positions at US West (Qwest), Sprint Communications, and Unisys. Mr. Brolsma has a B.S. degree in Computer Science and Marketing from Minnesota State University in Mankato, Minnesota.

Larry Ehlers
Vice President of Applications

Larry V. Ehlers has served as the Vice President of Applications since January of 2009. Prior to joining Securus Technologies, he was Vice President of OSS & Applications at Eschelon Telecom in Minneapolis, Minnesota from 2005 through 2008 and served as Vice President of Corporate Systems at Advanced Telcom in Salem, Oregon from 2000 through 2005 prior to its acquisition by Eschelon. He was the Director of Information Technology and Operations at Quintessent Communications and a consultant with Network Designs Corporation in Seattle, Washington. Prior to Network Designs Mr. Ehlers served in a variety of Information Technology roles within the manufacturing industry. Mr. Ehlers received his Bachelor of Science degree from Iowa State University and holds multiple information technology certifications.

Joshua Conklin
Vice President of Sales

Joshua Conklin has served as Vice President of Sales since December of 2009. Mr. Conklin has the responsibility for all new and existing facility sales for Securus. Prior to joining Securus, Mr. Conklin was Senior Vice President and General Manager of California and Nevada for Integra Telecom Inc. In this role, Mr. Conklin had full operational responsibility for Integra Telecom of California and Nevada including sales, customer service, network operations, new customer provisioning, and long haul network operations for the bulk of Integra's network in the western United States. Prior to joining Integra, Mr. Conklin served with Eschelon Telecom Inc. as Senior Director of Network Sales for Colorado, Minnesota, and Utah. In this capacity, Mr. Conklin was responsible for new acquisition sales in over 40% of Eschelon Telecom's network footprint. Mr. Conklin also held several other sales roles within Eschelon including Sales Director, Sales Manager, and Sales Training Manager over his 10-year career with Eschelon. Mr. Conklin holds a Bachelor of Business Administration degree from West Texas A&M University.

Financial Stability

Securus has never been in a better financial position than it is today. In March 2010, we received debt ratings upgrades by both Moody's and Standard and Poor's because of our strong earnings growth that has allowed us to deleverage our business and reduce financial risk. These debt ratings announcements can be made available, in confidence, upon request. Our S&P debt rating is now 55% lower than our largest competitor.

Please refer to "Appendix H: Securus Certified Financial Statement," for our 2009 Form 10-K.

In the past, we had been the only SEC registered offender telecommunications provider in the sector. Because of our strong earnings and cash flow growth we have generated the past two years, we successfully refinanced our debt on April 30, 2010. This refinancing allowed us to pay back our publicly traded high yield bonds. With this action, we took the company private—meaning we are no longer required to report our financial results to the public. Because we are now considered a private company, Securus would be willing to share any future quarterly company results, in confidence, upon request.

Huber & Associates

Huber & Associates is proud to be in its 25 year of business. In all of those years, Huber & Associates has never maintained any long-term debt. We have substantial lines of credit with our suppliers such as Arrow Electronics (the largest IBM distributor), Ingram Micro, Tech Data, and IBM. We also have an excellent relationship and line of credit with Central Bank. You may contact Mr. Kevin Callaway at Central Bank (573-634-1145) for a reference. We typically maintain a large cash balance - at the printing of this response we had over $4,500,000 in cash available.

In both 2010 and 2009, we had $25 million and $27 million respectively in sales, making Huber & Associates one of the largest IBM Business Partners in the Midwest. In the summer of 2004, we moved our headquarters into our newly renovated, multi-million dollar facility, containing roughly 20,000 square feet of office space, classroom space, and raised floor computer room space. This facility is helping Huber & Associates expand and better support our clients by allowing us to provide additional training, development, testing, implementation, disaster recovery and high availability services.

ShawnTech Communications, Inc.

ShawnTech provides installation, maintenance, and support services for inmate calling solutions and is the current provider for the Missouri Department of Corrections. ShawnTech is the leading independent provider of these services with experience on all major call processing platforms in over 350 correctional facilities nationwide, which is the quality benchmark for the industry. ShawnTech's service to platform providers minimizes system and phone downtime, resulting in greater call revenues, higher customer satisfaction, and ultimately contract retention and extensions. ShawnTech services result in system stability at correctional facilities, as well as reliable and consistent support from experienced and trained technicians.

ShawnTech Communications was established in 1986 to provide reliable telecommunications services. Now entering their 25th year of service, their service offering has grown to include installation, maintenance services, site administration, innovative solutions, and IT services to the corrections industry. They currently serve the needs of facilities in nine states and over 350 locations. ShawnTech is a minority-owned business with annual sales of $8.6M, as of our latest fiscal year, 2010. ShawnTech Communications, Inc. has a $1.75M line of credit through Key Bank