

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Regional Project Management Team Lead	
	installation of Securus SCP prepaid calling feature on SCP.
✓ Monitoring and Review of Offender Phone Calls	<ul style="list-style-type: none"> • Experience in implementation planning of Securus monitoring and review of offender phone calls feature in Securus SCP (2009) • Experience in implementation coordination and installation of Securus monitoring and review of offender phone calls feature on SCP
✓ Technical Support	<ul style="list-style-type: none"> • Experienced in the Securus Technical Support Center (TSC) responsibilities and role in the ongoing support of the Securus SCP. Experienced in the transition of implementation services to Securus technical support upon completion of installation of SCP.
✓ Implementing and Maintaining Offender Telephone Systems	<ul style="list-style-type: none"> • Experience in the implementation of the Securus SCP offender telephone system. Primary responsibilities currently include role as Project Management Team lead for project management associated with implementing Securus SCP for western, Midwest and northeastern Securus clients.

Staffing Methodology

Describe the person's planned duties/role proposed herein:	Mr. Larney will be responsible for the project management team that is currently planning and will be implementing the proposed Securus SCP offender telephone system. Mr. Larney, with his team, will manage, monitor and evaluate the installation of the call monitoring and recording SCP offender telephone system. Mr.; Larney and his team will be responsible for coordination with facilities as well as with the incumbent provider. Mr. Larney and his team are responsible for the development and execution of the detailed project plan with timelines and milestones associated with the installation of the Securus SCP and with monitoring progress towards achievement of those milestones.
Specify the approximate number of hours this person is proposed for services	Mr. Larney is expected to contribute over 200 hours to the successful implementation of the Securus SCP.

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Title of Position: Project Manager (Integrations)	
Name of Person:	Rebecca (Becky) Hill
Educational Degree (s): include college or university, major, and dates	High School - 2007
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • NSC - Continuing Education - October 2002 • Customer Support Specialist, HDI Certification: May 2003 • Managing Project in Organizations: April 2004 • Project Management Fundamentals: April 2006 • Microsoft Project 2003: December 2009
# of years experience in area of service proposed to provide:	15 + Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	15+ Years
Describe this person's responsibilities over the past 12 months.	<ul style="list-style-type: none"> • Completed at 115 projects in 2010 • WI DOC - 36 Facilities - Approx. 23,500 Inmates • AK DOC - 13 Facilities - Approx. 3,500 Inmates • Passaic, NJ - 2 Facilities - Approx. 1,000 Inmates • Jackson County, MO - 1 Facility - Approx. 900 Inmates • Stark County, OH - 1 Facility - Approx. 260 Inmates • Assisted with MD DOC - 22 Facilities - Approx. 22,500 Inmates
Previous employer(s), positions, and dates	High School - 2007
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable about Securus prepaid (AdvanceConnect) feature within Securus SCP.
✓ Monitoring and Review of Offender Phone Calls	Becky will generally monitor and review initial calls for facilities that she is managing the install as a type of quality check to insure prompting is correct and call flow/options are correct.
✓ Technical Support	Becky served in Technical Support when she first started with the Securus. Her experience in this area has assisted in her understanding the platforms to a degree that gives her in-depth knowledge of the systems features and

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Title of Position: Project Manager (Integrations)	
	functionality, which allows her to do QA spot checks on her installs.
✓ Implementing and Maintaining Offender Telephone Systems	Becky has worked on the Implementation/Install Team for over a year, and has shows the ability to tackle all jobs, big or small, and is extremely detailed.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	Becky will generally monitor and review initial offender calls for facilities as a type of quality check to insure prompting is correct and call flow/options are correct.
Specify the approximate number of hours this person is proposed for services	It is estimated that Becky will contribute approximately 50 hours to this project.

Title of Position: Quality Assurance Coordinator	
Name of Person:	Sharmel Dozier
Educational Degree (s): include college or university, major, and dates	<p>Northwood University-01/2010-Present</p> <ul style="list-style-type: none"> • Bachelor of Business Administration-Management-05/05/2011 • Magna Cum Laude <p>Mountain View College-03/2006-05/2008</p> <ul style="list-style-type: none"> • Associate in Applied Sciences Degree-Management • Vice-President's Honor Roll • Phi Theta Kappa Honors Sorority Member • <p>Mountain View College-03/2006-05/2008</p> <ul style="list-style-type: none"> • Certificate in Management • Certificate in Management-Supervision • Certificate in Human Resource Management <p>SMU (School of Engineering & Applied Science) -09/2001-12/2001</p> <ul style="list-style-type: none"> • UNIX Sys. Administration Certification (Sun Solaris 8)

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Title of Position: Quality Assurance Coordinator	
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • Criticism & Discipline Skills for Managers by Fred Pryor Seminars (6hrs) 2006 • Coaching & Development Skills for Managers by Fred Pryor Seminars (6hrs) 2006 • Mistake Free Grammar & Proofreading by Career Track (6 Hrs) 2006
# of years experience in area of service proposed to provide:	10 years experience in quality assurance and training & development
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of Securus Technologies, Inc. for 3 years.
Describe this person's responsibilities over the past 12 months.	<p>My primary responsibilities include:</p> <ul style="list-style-type: none"> • Design, implement and manage quality assurance program for internal call center. • Designed and implemented standardized quality assurance evaluation forms for calls, chats, emails and trouble tickets. • Analyze trends and continuously drive quality assurance improvement efforts of internal call and outsourced call centers. • Drive customer satisfaction and retention based on Customer Satisfaction (CSAT) and Facility Value Surveys. • Conduct routine metrics meetings with internal staff to evaluate performance and drive initiatives. • Facilitate and serve as the gage for quality monitoring calibration sessions with internal quality assurance evaluators. • Conduct quality assurance validation audits to assess scoring variances for internal and outsourced call center quality evaluators to maintain a calibration variance of (+/-) 3%. • Coach supervisors to improve feedback and staff development skills. • Train-the-supervisor on soft skills, proprietary systems and policies & procedures related to quality assurance. • Facilitate webinars/conference calls with outsourced call center vendor management to discuss performance delivery and provide information

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Title of Position: Quality Assurance Coordinator	
	<p>updates.</p> <ul style="list-style-type: none"> • Provide training to call center and back office staff to ensure continuous quality improvement. • Facilitate training in a classroom, webinar or one-on-one environment utilizing various styles and strategies. • Develop and update quality assurance and training curriculum & test assessment materials including CBT's and handouts. • Measured and reported on new-hire quality performance during the first 90-days of employment. • Managed agent transition during 2-weeks post-training to ensure seamless transition to full production.
Previous employer(s), positions, and dates	<p>Customer Service Trainer</p> <ul style="list-style-type: none"> • Appliance Warehouse of America, Inc.- 10/2002-10/2006 <p>Customer Service Supervisor</p> <ul style="list-style-type: none"> • McLeod USA (formerly CapRock Communications)- 05/2000-09/2001 <p>Customer Service Trainer</p> <ul style="list-style-type: none"> • Nylcare65 an Aetna U.S. Healthcare Company- 06/1997-09/2000
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	<p>03/2008 to present:</p> <ul style="list-style-type: none"> • Responsible for monitoring call center agent calls for quality assurance. • Assist with customer escalations • Responsible for fielding 5 calls/month from customers in order to stay in touch with the agent experience and ensure continuous quality assurance
✓ Monitoring and Review of Offender Phone Calls	<ul style="list-style-type: none"> • Responsible for reviewing offender phone calls as necessary during the process of monitoring call center/back office agent adherence to policies and procedures and to ensure proper issue resolution was reached in the process of handling tickets, chats and emails submitted by customer request.

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Title of Position: Quality Assurance Coordinator	
✓ Technical Support	Sharmel has three (3) years of experience in understanding Securus technical support process and support systems and when to refer friends and family issues to Securus technical support.
✓ Implementing and Maintaining Offender Telephone Systems	Sharmel has basic knowledge of Securus implementation and maintenance of the Securus OTS.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	<ul style="list-style-type: none"> Responsible for monitoring call center agent calls for <i>quality assurance</i>. Assist with customer escalations Responsible for fielding 5 calls/month from customers in order to stay in touch with the agent experience and ensure continuous quality assurance Responsible for reviewing offender phone calls as necessary during the process of monitoring call center/back office agent adherence to policies and procedures and to ensure proper issue resolution was reached in the process of handling tickets, chats and emails submitted by customer request.
Specify the approximate number of hours this person is proposed for services	It is estimated that Ms. Dozier will contribute an estimated three (3) hours per week to the proposed project on an ongoing basis to provide Securus call center monitoring of Securus agents.

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Securus Technical Support Resumes

Title of Position: Technical Support Manager Managing a team of approximately 30 Securus Technical Support associates	
Name of Person:	Marlon Miller
Educational Degree (s): include college or university, major, and dates	Phillips College, Chicago IL <ul style="list-style-type: none"> • Diploma in Business Data Processing June 1987 • Computer Programming
Specialized Training Completed. Include dates and documentation of completion:	Certifications from 1987 to present <ul style="list-style-type: none"> • Lucent Technologies TC 1601 Communication Basics • Lucent Technologies TC 1602 Analog & Digital Concepts • Lucent Technologies TC 1603 Transmission • Lucent Technologies TC 1604 Switching • Disciplining Difficult Employees • Lawful Termination's • Exceptional Customer Service • Management Skills for New Supervisors • Practical Skills for Managers & Supervisors • Organizing & Leading Teams • Valuing Diversity • Leading High Performance Teams • Brain Styles • Customer Service Excellence • Servant Leadership • Leadership and Team Success Award
# of years experience in area of service proposed to provide:	<ul style="list-style-type: none"> • 22 Years experience with an extensive technical background in the telecommunications and call center industry • 13 Years Experience in Telecommunications industry encompassed within LEC & CLEC environment • 9 Years Experience Managing within Customer Service/Call Center environment • A hands-on oriented professional with a proven record of success
Describe person's relationship to offeror. If	Employee of Securus since 2003

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Title of Position: Technical Support Manager Managing a team of approximately 30 Securus Technical Support associates	
employee, # of years. If subcontractor, describe other/past working relationships	
Describe this person's responsibilities over the past 12 months.	Securus Technologies, Inc. 2003 - Present <ul style="list-style-type: none"> • Technical Support Manager • Support technical solutions development within Securus Technical Support • <i>Ensure the highest quality delivery of partner projects</i> • Support product/feature development process • Provide "Best in Class" internal/external customer support • Consult with customer, identify technical requirements, present viable solutions and drive flawless execution of the agreed solution • <i>Analyze, Monitor and proactively initiate corrective activity to continue growth and enhance the knowledge level and skill set of Support Technicians</i> • Provide on-going hardware/software training for Support Technicians
Previous employer(s), positions, and dates	Allegiance Telecom, Inc. 2000 – 2003 <ul style="list-style-type: none"> • Customer Care Center Manager • Managed, Recruited and hired for a local Customer Care Call Center • Managed overall performance of CSR's provided by Supervisors and Quality Assurance • Provide daily feedback to the Director on overall Call Center Performance Measurements • Created/Implemented several bonus structures for the Management staff • Facilitated and implemented tracking process to care for customer attrition • Lead a management team that was instrumental in developmental improvements of trouble ticket tracking application. This included proper trouble/billing ticket templates & formats, affected TN's, billing history/information, Sales & features information and overall customer history Aegis Communications Group – a.k.a. – ATC 1997-2000 <ul style="list-style-type: none"> • Manager of Operations

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Title of Position: Technical Support Manager Managing a team of approximately 30 Securus Technical Support associates	
	<ul style="list-style-type: none"> • Created staffing/scheduling for campaign of 250-350 CSR's. • Prepared/Implemented Quality Assurance Conformance Summary Reports. • Monitor overall Performances of CSR's provided by QA and Supervisors. • Provide daily feedback on overall operations of call center performance to the Director. • Implemented attendance weekly/monthly tracking report • Created tracking mechanism to care for campaigns overall Sales objectives weekly
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable about Securus prepaid (AdvanceConnect) feature within Securus SCP.
✓ Monitoring and Review of Offender Phone Calls	Experience with Securus SCP feature for monitoring and review of Offender phones from both a feature perspective as well as from a service perspective.
✓ Technical Support	Nine years of supporting technical solutions development within Securus technical support and providing technical support to Securus customers.
✓ Implementing and Maintaining Offender Telephone Systems	Nine years of supporting product and feature development for Securus products.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	<ul style="list-style-type: none"> • Technical Support Manager for all issues reported to Securus Technical Support Center • Support technical solutions development for MODOC within Securus Technical Support • Ensure the highest quality delivery of partner projects including Huber & Associates, Guarded Exchange and other Securus partners. • Support product/feature development process • Provide "Best in Class" internal/external customer support to MODOC. • Consult with customer, identify technical requirements, present viable solutions and drive flawless execution of the agreed solution • Analyze, Monitor and proactively initiate corrective

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	<p>activity to continue growth and enhance the knowledge level and skill set of Support Technicians</p> <ul style="list-style-type: none"> • Contribute to Securus Account Team meetings with MODOC on a quarterly basis. • Provide on-going hardware/software training for Support Technicians related to MODOC OTS.
Specify the approximate number of hours this person is proposed for services	<p>Mr. Miller will provide all required hour to ensure that MODOC has the appropriate contact numbers and quality of service identified in the Securus proposal. Mr. Miller is a full time Technical Support Manager and is responsible for all technical support personnel assigned to the MODOC account. Securus estimates that Mr. Miller will contribute five (5) hours per week initially to follow through on any technical issues surfacing immediately after installation and an additional five (5) hours per week thereafter.</p>

Securus Field Service Support Resumes

Title of Position: Field Services Manager Managing a team of approximately 15 Securus Field Service associates	
Name of Person:	Billy E. Ryan
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> • Bachelor of Science – Business • Emporia State University • 1967 - 1971
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • Electronics, Hesston College, Hesston, Kansas (1977) • Agilent Technologies, Fundamentals of Gas Chromatography, Feb 2004
# of years experience in area of service proposed to provide:	30 years experience in telecommunications
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	<ul style="list-style-type: none"> • Bachelor of Science – Business • Emporia State University • 1967 - 1971
Describe this person's responsibilities over the past 12 months.	Responsible for field service technicians, dispatch, personnel, establishing, maintaining technical standards, procedures and company policies for field services for Missouri based technicians.

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Title of Position: Field Services Manager Managing a team of approximately 15 Securus Field Service associates	
Previous employer(s), positions, and dates	<ul style="list-style-type: none"> • T-Netix, Inc. Carrollton, TX (2004-2005), Customer Service Manager • SC Telecom, Wichita, KS (2002), Engineering Manager • Fujitsu Network Services, Plano, TX (2000-2001), Area Director Installation Services • KINI L.C., Salina, KS (1989), Director Operations
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable about Securus prepaid (AdvanceConnect) feature within Securus SCP.
✓ Monitoring and Review of Offender Phone Calls	Experience with Securus SCP feature for monitoring and review of Offender phones from both a feature perspective as well as from a service perspective.
✓ Technical Support	Experienced and knowledgeable about Securus technical support functions, policies and procedures. Experience in interfacing and working with Securus Technical Services Center to provide service to Missouri based customers.
✓ Implementing and Maintaining Offender Telephone Systems	Six years experience implementing and maintaining Securus offender telephone systems.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	Mr. Ryan will provide backup support services to ShawnTech Communications technicians when required in catastrophic or emergence situations.
Specify the approximate number of hours this person is proposed for services	Securus estimates that backup field service requirements will be less than five (5) hours per year.

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Securus Customer Care Resume

Title of Position: Director Customer Service	
Name of Person:	Michele Hughes
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> • Business Management • HR Leadership Development • 1990 - 1992
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • SMU (Southern Methodist University) • Leadership Courses • HR Certificate • Avaya Certified • Sales Force.com
# of years experience in area of service proposed to provide:	<ul style="list-style-type: none"> • 25 Years experience in Customer Service/Call Center environment in the: • Transportation Industry • Service Industry
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Ms. Hughes is a full time employee of Securus Technologies, Inc.
Describe this person's responsibilities over the past 12 months.	Director Customer Service responsible for the leading 150 - 300 employees in a single or multiple unit call center.
Previous employer(s), positions, and dates	<ul style="list-style-type: none"> • Unisource Worldwide - Director Customer Service - 2003- 2010 • Sea-Land Service /Horizon Lines - Director Customer Service 1990 - 2003
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Ms. Hughes will be responsible for all customer service for Prepaid called parties and has over 25 years experience in customer service. Ms. Hughes will be managing the Securus Customer Care Center where friends and family members will be calling to open, close and communicate with Securus on all issues regarding prepaid accounts. Ms. Hughes experience includes experience as Director Customer Service for Unisource Worldwide and Sea-Land Service/Horizon Lines where she was Director of Customer Service and responsible for 150-300 employees

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Title of Position: Director Customer Service	
	providing customer service.
✓ Monitoring and Review of Offender Phone Calls	Ms. Hughes is currently undergoing extensive Securus training in all Securus Customer Service products and services including the monitoring and review of offender phone calls. Ms. Hughes has extensive background over the past eight (8) years on measuring call agents and monitoring of phone calls.
✓ Technical Support	Ms. Hughes background includes responsibility as a Business Partner with responsibilities associated with implementing Avaya technology and help desk processes and procedures. 1990 – 2011. Additionally, Ms. Hughes is familiar with the current Securus technical support management procedures and policies associated with referring calls from the Securus call center to the Securus Technical Support Center.
✓ Implementing and Maintaining Offender Telephone Systems	Securus has recently opened the Securus Customer Care Center staffed by Securus employee, which is a first for the offender telephone industry. Ms. Hughes is familiar with all procedures and policies associated with Securus customers care centers role in the implementation and maintenance of the Securus offender telephone system.

Staffing Methodology

Describe the person's planned duties/role proposed herein:	Ms. Hughes will be responsible for all customer service provided to MODOC friends and family and has over 25 years experience in customer service. Ms. Hughes will be managing the Securus Customer Care Center where friends and family members will be calling to open, close and communicate with Securus on all issues regarding prepaid accounts. Ms. Hughes experience includes experience as Director Customer Service for Unisource Worldwide and Sea-Land Service/Horizon Lines where she was Director of Customer Service and responsible for 150-300 employees providing customer service.
Specify the approximate number of hours this person is proposed for services	Ms. Hughes it expected to contribute a minimum of 40 hours per week in the management of all Securus Customer Care Center issues and opportunities.

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Securus Site Engineer Resumes

Title of Position: Supervisor, Site Engineering	
Name of Person:	Kenny Boustead
Educational Degree (s): include college or university, major, and dates	Brookhaven College, A Dallas County Community College, Computer Science, Last attended July 2005
Specialized Training Completed. Include dates and documentation of completion:	CompTia A + Certified, July 2003 American Sign Language, June 1994
# of years experience in area of service proposed to provide:	Supervisor 2 years, IT 13 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of 5 years, 5 months.
Describe this person's responsibilities over the past 12 months.	<ul style="list-style-type: none"> • Supervisor over Site Engineering Team. • Primary job function is to coordinate Engineering with Project Management and Technical Install Support. • Technical Subject Matter Expert on Inmate Telephone Platforms both PC based and VoIP. • Visited 60 plus government customer sites, including City, County, State, and Federal prison/detention facilities
Previous employer(s), positions, and dates	<p>Previous positions held during tenure with Securus are,</p> <ul style="list-style-type: none"> • Supervisor Technical Alpha Beta Team 12/2008 thru 10/2010 • Level 3 Technical Support Technician 9/2006 thru 12/2008 • Level 2 Alpha Beta Technician 02/2006 thru 09/2006 • Level 2 Technical Support Technician 8/2005 thru 02/2006. <p>Previous Employers</p> <ul style="list-style-type: none"> • COMPUCOM INC. Technical Support Analyst, 10/2002 thru 8/2005 • ACCENTURE LLP. HelpDesk Analyst, 6/2000 thru 10/2002
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement

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Title of Position: Supervisor Site Engineering	
	in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable about Securus prepaid (AdvanceConnect) feature within Securus SCP.
✓ Monitoring and Review of Offender Phone Calls	Subject Matter Expert on 2 Legacy systems as well as SCP including all forms of monitoring and CDR recall. Also a Subject Matter Expert on our Three-Way Call detection methods.
✓ Technical Support	Was an Escalation Level 3 Tech in Securus Tech Support for over 2 years for multiple OTS platforms, transport methods and Three-Way call detection. Managed Escalations for nearly 2 years from The Alpha Beta team and Engineering to our Production Support Team, QA and Development Teams.
✓ Implementing and Maintaining Offender Telephone Systems	Has installed many types of legacy systems and SCP based systems, as well as managed support and engineering teams for Offender Telephone Systems

Staffing Methodology

Describe the person's planned duties/role proposed herein:	<ul style="list-style-type: none"> • Will provide Supervision over Site Engineering Team. • Will coordinate Engineering with Project Management and Technical Install Support. • Will serve as technical subject matter expert on Inmate Telephone Platforms both PC based and VoIP. • Will Visit customer sites to ensure quality and compliance with engineering plans
Specify the approximate number of hours this person is proposed for services	Securus estimates that Mr. Boustead will contribute fifteen (15) additional hour in addition to the multiple of hours he has already contributed to the planning and planned and implementation of this installation.

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Title of Position: Site Engineering	
Name of Person:	Roger Maynard
Educational Degree (s): include college or university, major, and dates	High School Diploma - 1972
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> Northern Telecom PBX Systems, Option 11-81, BCM ,Succession Symposium, Call Pilot, Meridian Mail, Meridian OTM Adtran, Cisco PIX Centrex, IFB, DS0-DS3, MPLS, OC3-OC48, DXC and VOIP Solutions
# of years experience in area of service proposed to provide:	22 Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of 3 years 9 Months
Describe this person's responsibilities over the past 12 months.	<p>Responsible for providing product sales and systems engineering solutions for new and renewal business opportunities. The Engineer works with Sales Associates to research and understand the needs of our customer and define the overall technical and business solution. This role works side-by-side with many Securus departments in order to engineer and evaluate business opportunities based on current business rules; approved hardware and software configurations; and other general engineering guidelines.</p> <p>The Engineer is responsible for working with all necessary Securus departments in order to understand and maintain accurate engineering rules and guidelines.</p>
Previous employer(s), positions, and dates	Previous positions held during tenure with Securus are, <ul style="list-style-type: none"> Site Engineer 4/2007 To Date

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Title of Position: Site Engineering	
	<p>Previous Employers</p> <ul style="list-style-type: none"> • Contractor – American Airlines, Senior Telecom Analyst/Project Manager, 01/2006 thru 01/2007 • Contractor – Verizon Super Pages, Senior Telecom Analyst, 8/2004 thru 10/2005 • EDS, Telecom Project Engineer, 11/2003 thru 8/2004 • Bella Vista Communications, Telecom Project Support Engineer, 12/2001 thru 11/2003 • Taqua Systems, Project Mgr/ Account Project Mgr 4/2000 thru 11/2001 • Beaty Communications, Senior Telecom Project Mgr., 4/1999 thru 5/2000 • Sonoma Communications, Telecom Manager, 3/1997 thru 4/1999 • Ericsson, Inc. Technical Project Specialist, 10/1994 thru 2/1997 • CompUSA Corporate Office, Regional PBX Project Administrator, 01/1994 thru 10/1994 • Halliburton, Voice Communications Analyst, Voice Manager, 01/1988 thru 10/1993
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable about Securus prepaid (AdvanceConnect) feature within Securus SCP.
✓ Monitoring and Review of Offender Phone Calls	Knowledgeable about Securus OTS to monitor and review offender telephone calls. Twenty two years experience in telecom with the past three years working on the Securus OTS. Substantial experience over past three years with state, county and local use of Securus OTS monitoring and review of offender calls.
✓ Technical Support	In depth knowledge of Securus technical support capabilities and processes. Three (3) years experience in working with Securus Sales Associates to research and understand the needs of our customer and define the overall technical and business solution. This role works side-by-side with many Securus departments in order to engineer and evaluate business opportunities based on current business rules; approved hardware and software configurations; and other general engineering guidelines. The Engineer is responsible for working with all necessary Securus departments in order to understand

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Title of Position: Site Engineering	
	and maintain accurate engineering rules and guidelines.
✓ Implementing and Maintaining Offender Telephone Systems	Knowledgeable about Securus processes and requirements to implement and maintain Securus OTS. Three (3) years experience in planning and implementing Securus OTS.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	Duties/roles will include providing product sales and systems engineering solutions for new and renewal business opportunities associated with the proposed system. Will work with Sales Associates to research and understand the needs of MODOC and define the overall technical and business solution. This role will work side-by-side with many Securus departments in order to engineer and evaluate business opportunities based on current business rules; approved hardware and software configurations; and other general engineering guidelines. Responsible for working with all necessary Securus departments in order to understand and maintain accurate engineering rules and guidelines.
Specify the approximate number of hours this person is proposed for services	Securus estimates an additional 10 hours of work will be required.

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Title of Position: Site Engineer	
Name of Person:	Robert Day
Educational Degree (s): include college or university, major, and dates	High School Diploma - 1994
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • CompTia - A+, N+, Jan 7, 2005 • Network Fundamentals, Nov 19, 2003 • Telecommunication I & II, Nov 20, 2003 • Internet and Network Communications, Nov 18, 2003 • Siemon Cable Management - Premise Wiring Fall of 1999 • Certified in Toshiba, Avaya, Panasonic, NEC, Nortel, and Meridian PBX systems Certifications from 1998 to 2001 • Adtran Jan 25, 2010 • Cisco PIX Aug 2002 • VoIP systems Oct 2003 • Electronic Technician June 16, 1993 • US Navy DC "A" Certified 1st Responder, Nuclear Biological Chemical Warfare, Sea and Air Warfare, Special Communications and Weapons Certified. From 1995 to 1997
# of years experience in area of service proposed to provide:	17 Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee, 8 years 7 Months
Describe this person's responsibilities over the past 12 months.	<p>Responsible for providing product sales and systems engineering solutions for new and renewal business opportunities. The Engineer works with Sales Associates to research and understand the needs of our customer and define the overall technical and business solution. This role works side-by-side with many Securus departments in order to engineer and evaluate business opportunities based on current business rules; approved hardware and software configurations; and other general engineering guidelines.</p> <p>The Engineer is responsible for working with all necessary</p>

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Title of Position: Site Engineer	
	Securus departments in order to understand and maintain accurate engineering rules and guidelines. I have designed and implemented Orleans Parish, LA and Harris County, TX. Re designed Alaska DOC
Previous employer(s), positions, and dates	<ul style="list-style-type: none"> Previous positions held during tenure with Securus are, Site Engineer 10/2009 To Date Level 2 Alpha Beta Technician 11/2006 thru 10/2009 Field Service Engineer 5/2002 thru 11/2006 Previous Employers Teleco Communications, National Accounts Technician 7/1998 to 5/2002 Boyer Telecommunications, Technician 6/1997 to 7/1998 United States Navy, Damage Control Special Communications & Weapons Technician Aug 1993 to May 1997
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Knowledgeable regarding the Securus OTS customer service function for prepaid (AdvanceConnect) parties. Knowledge gained over the past eight (8) years performing site engineering and field technician duties.
✓ Monitoring and Review of Offender Phone Calls	Subject Matter Expert on 2 Legacy systems as well as SCP including all forms of monitoring and CDR recall.
✓ Technical Support	Is an escalation for technical support across multiple platforms and transport methods.
✓ Implementing and Maintaining Offender Telephone Systems	Has installed many types of legacy systems and SCP based systems ranging in size from 1 phone to over a thousand. This includes all aspects of the implementation and installation phases. From design, realization, implementation and final cut.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	Duties/roles will include providing product sales and systems engineering solutions for new and renewal business opportunities associated with the proposed system. Will work with Sales Associates to research and understand the needs of MODOC and define the overall technical and business solution. This role will work side-by-side with many Securus departments in order to

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

	engineer and evaluate business opportunities based on current business rules; approved hardware and software configurations; and other general engineering guidelines. Responsible for working with all necessary Securus departments in order to understand and maintain accurate engineering rules and guidelines.
Specify the approximate number of hours this person is proposed for services	Securus estimates an additional 10 hours of work will be required

Securus Training Resumes

Title of Position: Senior Corporate Trainer	
Name of Person:	Patrick Dover
Educational Degree (s): include college or university, major, and dates	Oklahoma State University <ul style="list-style-type: none"> Bachelor of Science in Elementary Education, 1987 - 1991
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	6 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	6 years
Describe this person's responsibilities over the past 12 months.	Provide training to external and internal customers. Coach trainers to improve customer satisfaction with training, develop training material, and serve as SME to customers.
Previous employer(s), positions, and dates	New Horizons Computer Training Company <ul style="list-style-type: none"> Master Instructor, 1999 - 2005 RHI Consulting <ul style="list-style-type: none"> Trainer/Webmaster, 2001 - 2002 Commercial Financial Services <ul style="list-style-type: none"> Senior Account Officer, 1997 - 1999
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Senior Corporate Trainer	
	person's role and extent of involvement in the experience
✓ Customer Service with Pre-Paid Called Parties	Have provided customer service training to internal customer support representatives
✓ Monitoring and Review of Offender Phone Calls	Extensive experience in Monitoring, reviewing, and reporting on offender phone calls
✓ Technical Support	Continually provide technical support to internal and external customers
✓ Implementing and Maintaining Offender Telephone Systems	Has been involved in the implementation and maintaining of a broad range of customer from small county agencies, state department of corrections, to federal facilities.

Staffing Methodology

Describe the person's planned duties/role proposed herein:	Provide initial and ongoing training to MODOC staff. Coach trainers to improve customer satisfaction with training, develop training material for MODOC, and serve as SME to MODOC.
Specify the approximate number of hours this person is proposed for services	Securus estimates that Mr. Dover will contribute over 80 hours to this project for proposed services.

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Huber & Associates

We realize that delivering true value to our clients involves not only the delivery of the right hardware and software solutions, but also the expertise of skilled technical professionals to provide service and support. Our highly-qualified sales support, and technical team is certified on the latest technologies and has extensive, hands-on experience in the field.

Huber & Associates is currently providing support services for the Missouri Department of Corrections' Offender Telephone System contract; Huber & Associates' team has a thorough understanding of the State's current banking and PIN/DEBIT requirements. Huber & Associates has valuable insight into the additional needs of the banking system as well as in-depth knowledge of how to improve existing processes and create greater efficiencies without compromising security or quality.

Huber & Associates will continue to utilize the talented team of application developers, technical consultants, and certified project managers who have been supporting the previous contract. This strategy will allow us to speed up the implementation at the lowest possible risk. The combination of experience, expertise, and reliability are not only good predictors of future performance; it also sets this team apart.

Following is the organization we have in place to support this project. Our team is ready to begin the day the contract is signed!

Detailed information about the experience and qualifications of key project personnel is provided below. We will be working with the following employees at Huber & Associates:


Title of Position: Development/Project Manager	
Name of Person:	 Pam Kroeger
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none">• University of Missouri, Columbia, MO (1980 – 1982)• Lincoln University, Jefferson City, MO (1982 – 1984)• A.A.S. Computer Science
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none">• PMI Certified Project Management Professional, September 2005• IBM Information Management DB2 Technical Sales Professional (v1), October 31, 2009• WebSphere Portal Technical Sales Professional (v1), November 3, 2009• IBM Information Management Optim Technical Sales Professional, November 13, 2009• Project Management Professional (PMP®), September 19, 2005

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Development/Project Manager	
# of years experience in area of service proposed to provide:	25 years of experience
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Project Manager/Development Manager/Team Lead
Previous employer(s), positions, and dates	Department of Corrections, Data Processing Specialist 1986 - 1996
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	Technical support interfaces and applications as it relates to offender telephone.
Technical Support	
Implementing and Maintaining Offender Telephone Systems	Implementation and maintenance for MO Department of Corrections.
Staffing Methodology	
Describe the person's planned duties/role proposed herein:	Oversee Development Team
Specify the approximate number of hours this person is proposed for services	Approx. 20 hours/week

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Programmer	
Name of Person:	 Sondra Allen
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> • Southwest Baptist University • B.A. Mathematics, 1976
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • IBM Certified Specialist • AS/400 RPG IV Programmer
# of years experience in area of service proposed to provide:	20 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Lead developer for Mo Dept. of Corrections Offender Banking Systems and related systems
Previous employer(s), positions, and dates	Missouri Baptist Convention <ul style="list-style-type: none"> • Director of Data Processing • Nov. 1981 – Nov. 1984, Nov. 1985 – Nov. 1989 Missouri Department of Revenue <ul style="list-style-type: none"> • Programmer Analyst • May 1981 – Nov. 1981 Missouri State Court Administrator <ul style="list-style-type: none"> • Programmer Analyst • Sept. 1980 – May 1981 Missouri State Highway Patrol <ul style="list-style-type: none"> • Programmer • Aug. 1976 – Aug. 1980
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	Technical support interfaces and applications as it relates to offender telephone.
Implementing and Maintaining Offender Telephone Systems	Implementation and maintenance for MO Department of Corrections.

Exhibit C Proposed Method of Performance, Solution Functionality, and Experitse of Personnel

Title of Position: Programmer	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Technical duties will include: application transition, customer service, interface development, implementation, testing and design.
Specify the approximate number of hours this person is proposed for services	<ul style="list-style-type: none">• Approx. 300+ hours for transition support (programming, etc.)• Approx. 25+ hours/week for interface support & customer service

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Chief Executive Officer	
Name of Person:	 Elizabeth Huber
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> BS Electrical Engineering, University of Missouri - Columbia, Spring 1982
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	29 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	<ul style="list-style-type: none"> Growing revenue and profit for Huber & Associates Forming strategic partnerships Leading senior management team Recruiting and hiring employees
Previous employer(s), positions, and dates	IBM Corporation, 1982 - 1993, Systems Engineer & Sales Representative
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology:	Oversight
Describe the person's planned duties/role proposed herein:	
Specify the approximate number of hours this person is proposed for services	

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Developer	
Name of Person:	 David Frahm
Educational Degree (s): include college or university, major, and dates	Studies in Computer Science, Columbia College
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> CLS - Notes R4 System Administration 1, April 15, 1999 CLP - Notes Principal Application Developer R4, November 10, 1999 CLS - Notes R4 Application Development 1, April 19, 1999 CLP Domino R5 Application Developer R4, December 22, 1999 CLP Notes Application Developer R4, October 11, 1999 IBM Certified Application Developer - Lotus Notes and Domino 6/6.5, January 24, 2006 IBM Certified System Administrator - WebSphere Application Server Network Deployment V6.1, October 11, 2007 IBM Host Access Transformation Services Technical Sales Professional, November 11, 2009 Information Management Content Mgmt & Discovery Technical Sales Professional (v1), November 11, 2009 IBM Certified Solution Developer - WebSphere Integration Developer V6.1, Core Administration, October 11, 2007 IBM Certified SOA Solution Designer (2007), November 20, 2009 Lotus Application Developer R6, January 24, 2006 IBM Certified System Administrator WebSphere Portal V5.1, May 19, 2006
# of years experience in area of service proposed to provide:	10 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe	Subcontractor

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Developer	
other/past working relationships	
Previous employer(s), positions, and dates	MasterCard International <ul style="list-style-type: none"> • 2001-2004 • Lead Developer State Courts Administrator <ul style="list-style-type: none"> • 1996 - 2000 • Lead Developer
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	Developed, implemented, and maintains canteen POS and kiosk systems that support offender telephone systems.
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Lead Java developer, Info^Mate Kiosk System Developer, Canteen POS
Specify the approximate number of hours this person is proposed for services	Approx. 10 + hours/week


Title of Position: PIN Administrator	
Name of Person:	 Shelia Helzer
Educational Degree (s): include college or university, major, and dates	
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	3 years

Exhibit C Proposed Method of Performance, Solution Functionality, and Experitse of Personnel

Title of Position: PIN Administrator	
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Assist in reporting and resolving PIN issues.
Previous employer(s), positions, and dates	National Ethanol Vehicle Coalition, 2004 - 2008 • Director of Communication State of Missouri, 1971-2003 • Administrative Assistance
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	N/A
Monitoring and Review of Offender Phone Calls	N/A
Technical Support	N/A
Implementing and Maintaining Offender Telephone Systems	Customer support /pin administration of maintaining offender telephone system
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Customer support /pin administration of maintaining offender telephone system
Specify the approximate number of hours this person is proposed for services	40 hours/week

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Systems Engineer	
Name of Person:	 <p>Paul Jackson</p>
Educational Degree (s): include college or university, major, and dates	<p>Linn Technical College, 1977-1979</p> <ul style="list-style-type: none"> Associate of Science Degree - Digital Technology <p>Three Rivers Community College, 1975-1976</p> <ul style="list-style-type: none"> Pre-engineering courses
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> IBM Certified Systems Expert - eServer i5 iSeries Technical Solutions V5R3, November 10, 2005 IBM Certified Systems Expert - System I Tech Design and Implementation (including i5/OS V5R4), May 15, 2008 IBM Certified Specialist - System I Technical Solutions - Design (including i5/OS V5R4), May 15, 2008 IBM Certified Specialist - System I Integration with BladeCenter and System x VI, May 16, 2008 IBM Certified System Administrator - System I v5.07.11, May 5, 2009 IBM Certified Specialist - IBM BladeCenter V4, May 7, 2009 IBM Certified Specialist - Power Systems Technical Support for I, May 7, 2009 IBM Certified Advanced Technical Expert - Power Systems with IBM I, May 8, 2009 IBM Certified Specialist - High-End disk for Open Systems Version 1, May 8, 2009 IBM Certified Specialist - eServer iSeries Windows Integration Technical Solutions V5R3, June 30, 2005 IBM Certified Specialist- eServer i5 iSeries Technical Solutions Implementer V5R3, November 10, 2005 IBM Certified Specialist- eServer iSeries Technical Solutions Designer V5R3, November 10, 2005 IBM Certified Systems Expert - eServer iSeries LPAR Technical Solutions V5R3, May 18, 2006 Microsoft Certified Professional Specialist (MCPS), October 10, 2003 Midleaders Online Training, 1/2002 - 12/2002

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

	<ul style="list-style-type: none"> A+ 2001 Hardware & Operating System Certification Courses; Networking Essentials; Object-Oriented Analysis & Design; MSSQL Server 7 Administrator Certification Courses; Visual Basic 6.0; Windows 2000 MCSE 70-210 Certification Courses
# of years experience in area of service proposed to provide:	30 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	
Previous employer(s), positions, and dates	US Foodservice <ul style="list-style-type: none"> 1995 - 2003 Data Processing Operations Support Analyst IBM Corporation <ul style="list-style-type: none"> 1979-1994 Customer Engineer
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	Systems infrastructure.
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	As assigned
Specify the approximate number of hours this person is proposed for services	Minimal

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Technical Engineer	
Name of Person:	 Rob Johnson
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> State Fair Community College, 2001 - 2003 Associate of Applied Science in Computer Information Science, emphasis in Network Administration
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> Cisco Certified Network Associate (CCNA), August 20, 2010 IBM eServer Certified Specialist - p5 pSeries Technical Sales Support, December 9, 2005 MCP - Microsoft Certified Professional, August 9, 2005 Microsoft Certified Systems Administrator (MCSA), 2009 Microsoft Certified Small Business Specialist VMware Certified Professional (VCP), 2010 VMware Sales Professional (VSP), 2010 VMware Technical Sales Professional (VTSP), 2010
# of years experience in area of service proposed to provide:	7 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Network administrator, system administrator and hardware configuration management.
Previous employer(s), positions, and dates	Sedalia Lumber <ul style="list-style-type: none"> 2002-2003 Delivery Driver / Sales U.S. Rents It <ul style="list-style-type: none"> 2001-2002 Lot Worker/Sales
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Technical Engineer	
Monitoring and Review of Offender Phone Calls	Backups/HQ server
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	As assigned
Specify the approximate number of hours this person is proposed for services	Minimal


Title of Position: PIN Administrator	
Name of Person:	 Lynn Peters
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> • Columbia Christian College • University of Missouri - Columbia, 1962 - 1965
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	3 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Backup PIN administrator
Previous employer(s), positions, and dates	IBM Corporation, Branch Manager Secretary, Customer Center Administrator, Cash Fund Administrator
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Backup PIN administration duties as assigned.
Specify the approximate number of hours this person is proposed for services	Minimal


Title of Position: Account Executive, State of Missouri	
Name of Person:	 <p>Gayle Repetto</p>
Educational Degree (s): include college or university, major, and dates	University of Rolla • 1980 - 1984
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • IBM eServer Certified Systems Expert -- iSeries Domino 6 Solution Sales V5R2, May 21, 2004 • IBM Certified Specialist -- iSeries Solution Sales eServer i5 and i5/OS V5R3, October 18, 2005 • IBM Certified for On Demand Business -- Solution Advisor, May 9, 2005 • IBM Storage Sales Version 7, July 25, 2006 • IBM Storage Sales Version 4, March 19, 2003 • IBM eServer Certified Specialist -- pSeries Sales V2, May 18, 2004 • IBM e{logo}server Certified Specialist -- iSeries Solution Sales V5R2, May 18, 2004 • IBM Virtualization Engine Suite for Servers -- Sales Professional, May 5, 2005

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Account Executive, State of Missouri	
	<ul style="list-style-type: none"> • IBM Certified for On Demand Business -- Solution Designer V2, December 2, 2005 • IBM Certified Specialist -- Power Systems Sales for AIX and Linux, May 27, 2009 • Tivoli Security Solution Sales Professional v2, October 11, 2009 • IBM Certified Specialist -- Power Systems Sales for IBM i Operating System, May 27, 2009 • IBM Certified Specialist -- IBM Storage Sales Version 9, August 27, 2009 • Tivoli Automation Solution Sales Professional v2, October 11, 2009 • IBM WebSphere Portal Family Sales Professional v1, October 14, 2009 • Tivoli Monitoring Technical Sales Professional (v1), October 19, 2009 • IBM Certified for e-business -- Solution Advisor, October 18, 1999
# of years experience in area of service proposed to provide:	20 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	
Previous employer(s), positions, and dates	
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	

Exhibit C Proposed Method of Performance, Solution Functionality, and Experitse of Personnel

Title of Position: Account Executive, State of Missouri	
Specify the approximate number of hours this person is proposed for services	Minimal

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Chief Information Officer	
Name of Person:	 <div style="text-align: right;">Jim Huber</div>
Educational Degree (s): include college or university, major, and dates	University of Missouri, Columbia, MO <ul style="list-style-type: none"> Graduated in 1982 Bachelor of Science - Electrical Engineering
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	30 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Needs assessments; application design; systems designs; network design; wiring and cabling design and installation; project management; problem determination and resolution; implementation and services for infrastructure upgrades, OS installation & maintenance, system configuration, & network attachments; server consolidations;
Previous employer(s), positions, and dates	Cole County Sheriff's Department, Jefferson City, MO, 1974 - 1982 Commissioned Officer
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Staffing Methodology: Describe the person's planned duties/role proposed herein:	
Specify the approximate number of hours this person is proposed for services	Minimal


Title of Position: Developer	
Name of Person:	 Darin Dutcher
Educational Degree (s): include college or university, major, and dates	Central Missouri State University, Warrensburg, MO 1987-1990, Marketing & Management
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • Certified Lotus Specialist (CLS) in Application Development for R5, June 20, 2001 • Certified Lotus Professional (CLP) in Application Development for R5, June 20, 2001 • Certified Lotus Specialist (CLS) in Application Development for R6 Certified Lotus Professional (CLP) in Application Development for R6, June 18, 2001 • IBM Certified Application Develop - Lotus Notes and Domino 7, January 21, 2008 • IBM Certified Application Developer - Lotus Notes and Domino 8, January 22, 2009 • Workplace Forms Technical Sales Professional (v1), October 29, 2009 • WebSphere Portal Technical Sales Professional (v1), October 29, 2009
# of years experience in area of service proposed to provide:	12 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Developer	
Describe this person's responsibilities over the past 12 months.	Support kiosk hardware, implementation & support.
Previous employer(s), positions, and dates	Shelter Insurance <ul style="list-style-type: none"> Programmer
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Support all Corrections Kiosk systems.
Specify the approximate number of hours this person is proposed for services	Approx. 20 + hours/week


Title of Position: Systems Engineer	
Name of Person:	 Matt Sekelsky
Educational Degree (s): include college or university, major, and dates	University of Central Missouri - Warrensburg (2002-2006) <ul style="list-style-type: none"> BS in Computer Science and Mathematics
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> IBM Certified Deployment Professional for IBM Tivoli Storage Manager V6.1 IBM Certified Specialist for IBM Bladecenter IBM eServer Certified Specialist for IBM p5 and pSeries Technical Sales Support

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Systems Engineer	
	<ul style="list-style-type: none"> • IBM Certified Specialist for IBM System P Solution Sales V5.3 • IBM Certified Specialist eServer pSeries/p5 Administration and Support for AIX 5.3 • IBM Systems Expert pSeries Enterprise Technical Support • IBM Certified Systems Expert eServer Enterprise Technical Support for AIX 5.3 • IBM Virtualization Engine Sales Professional • IBM Certified Storage Administrator for IBM Tivoli Storage Manager V6.1
# of years experience in area of service proposed to provide:	4 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Manager of Technical Engineers
Previous employer(s), positions, and dates	
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	Development of Secure Operating System for Kiosk application at MO Dept. of Corrections
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	Oversee Technical Engineers.
Specify the approximate number of hours this person is proposed for services	Approx. 5 + hours/week

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position:	
Name of Person:	 Cathy Cook
Educational Degree (s): include college or university, major, and dates	William Woods University, <ul style="list-style-type: none"> • Paralegal Studies Central Missouri State University <ul style="list-style-type: none"> • Bachelor of Science, Office Administration
Specialized Training Completed. Include dates and documentation of completion:	
# of years experience in area of service proposed to provide:	15 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Subcontractor
Describe this person's responsibilities over the past 12 months.	Customer/Vendor relationships, pricing, registrations, proposals and customer support.
Previous employer(s), positions, and dates	<ul style="list-style-type: none"> • State of Missouri - Department of Transportation, 1994-1996, Legal Secretary in the Office of the Chief Counsel • IBM Corporation, 1989-1993, Administrative Support • State of Missouri - Department of Insurance, 1987-1989, Compliance Technician
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology: Describe the person's planned duties/role proposed herein:	As assigned.

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position:	
Specify the approximate number of hours this person is proposed for services	Approx. 2 + hours/week

Public Safety Team





	<p>Brent Christensen - Enterpol Manager</p> <p>Brent manages the Enterpol, Solutions of Public Safety Team, consisting of the developers, implementation and support for RMS, JMS and CAD.</p>
	<p>Sondra Allen - Programmer</p> <p>Sondra has been working as a programmer for 20 plus years. Sondra works with Corrections' Inmate Banking Kiosk and Canteen System on a daily basis and knows its ins and outs. Prior to joining Huber & Associates in 1981 Sondra worked for the Highway Patrol.</p>
	<p>Pam Kroeger - Project Manager/Programmer.</p> <p>Pam has been working as a Programmer/Analyst for over 25 years. She is the designer and implementer of Corrections' Canteen System, and is responsible for interfaces to the Inmate Banking System. Before coming to work for Huber & Associates in 1996, she worked ten years for the Missouri Department of Corrections, developing its Inmate Banking and Point of Sale applications. Pam has been account manager for MO Dept. of Corrections customer support as it has relates to the Inmate telephone interfaces and customer support.</p>

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

	<p>David Frahm Manages all the offender kiosks. He is also responsible for POS application development and going support for the MO Department of Corrections.</p>
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	<p>Rodney Viessman Works daily on Enterpol Solutions for Public Safety support for RMS, CAD & JMS.</p>
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Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

ShawnTech Communications, Inc.


Title of Position: Lead Field Technical Engineer	
Name of Person:	 <p>Brett Magdziak</p>
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> • Information Systems • Penn Valley • Basic College Courses
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> • Certifications in Cisco Voice Over Frame Relay, ATM, & IP; Building Scalable Cisco Networks; Cisco Internetwork Troubleshooting; Cisco Boot Camp ICDN & CCNA; and Fundamentals of Unix.
# of years' experience in area of service proposed to provide:	Employee of ShawnTech, 9 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Mr. Magdziak is the lead field technician working for our subcontractor Shawntech Communications. Mr. Magdziak has been working on the State of MO account in this capacity for 9 years
Describe this person's responsibilities over the past 12 months.	Mr. Magdziak current duties include configuring, testing and terminating, and maintaining the State of Missouri's Dept. of Corrections voice and data services. Responsibilities include project management, facility maintenance of over 1700 telephones in 20 facilities. Maintain an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques. He also serves as Team Lead for the State of Missouri, assisting and collaborating with other team members on organizational skills, troubleshooting analysis and training.
Previous employer(s), positions, and dates	Mr. Magdziak worked as a Network Engineer for Sprint for 3 years and as a Telecommunications Technician for the U.S. Marine Corps for 4 years.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called	

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Lead Field Technical Engineer	
Parties	
Monitoring and Review of Offender Phone Calls	Mr. Magdziak is currently providing technical support to the on-site equipment for the State of Missouri. Mr. Magdziak is currently providing implementation and maintenance of the on-site equipment for the State of Missouri.
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology Describe the person's planned duties/role proposed herein:	Mr. Magdziak will continue with his current duties include to configure, test and terminate, and maintain the State of Missouri's Dept. of Corrections voice and data services. Responsibilities include project management and facility maintenance of over 1700 telephones in 20 facilities. Maintain an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques. He also serves as Team Lead for the State of Missouri, assisting and collaborating with other team members on organizational skills, troubleshooting analysis and training. Mr. Magdziak is located in Kansas City, Missouri.
Specify the approximate number of hours this person is proposed for services	At installation, full time. Thereafter, on call 24/7 as needed.

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Field Technical Engineer	
Name of Person:	 Steven Filipek
Educational Degree (s): include college or university, major, and dates	<ul style="list-style-type: none"> Associate in Applied Science, Community College of the Air Force (1999)
Specialized Training Completed. Include dates and documentation of completion:	<ul style="list-style-type: none"> Cable Splicing Technical School (1988); Engineering Installation Program Manager's Course (1993)
# of years' experience in area of service proposed to provide:	7 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of ShawnTech 7 years
Describe this person's responsibilities over the past 12 months.	Mr. Filipek provides service & support to inmate telephones and call control systems. He installs, tests, and maintains service software on digital voice recorders, call processing system & inmate telephones. He installs, terminates & tests LAN/WAN, Cat 5. He also performs routine PMI's, and communicates with customer/dispatch on service information.
Previous employer(s), positions, and dates	Mr. Filipek served 13 years in the U. S. Air Force as a Comm-Cable Systems Craftsman. He performed multiple vital cable systems projects while serving in Saudi Arabia.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	Mr. Filipek is currently providing technical support to the on-site equipment for the State of Missouri.
Technical Support	Mr. Filipek is currently providing implementation and maintenance of the on-site equipment for the State of

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Field Technical Engineer	
Implementing and Maintaining Offender Telephone Systems	Missouri.
Staffing Methodology Describe the person's planned duties/role proposed herein:	Mr. Filipek will continue with his current duties include to configure, test and terminate, and maintain the State of Missouri's Dept. of Corrections voice and data services. Responsibilities include project management and facility maintenance of over 1700 telephones in 20 facilities. Maintain an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques Mr. Filipek is located in St. Charles, Missouri.
Specify the approximate number of hours this person is proposed for services	At installation, full time. Thereafter, on call 24/7 as needed.

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel


Title of Position: Field Technical Engineer	
Name of Person:	 Joshua Meller
Educational Degree (s): include college or university, major, and dates	Park University • 1997-1998
Specialized Training Completed. Include dates and documentation of completion:	Cisco Certified Network Associate; and certificates in Voice Over Frame Relay, ATM, & IP; Essentials of ATM Internetworking; Introduction to Cisco Router Configuration; Sniffer Pro and Wireless Sniffer Pro; Cisco IP Telephony; Cisco Call Manager; and Cisco Wireless LAN Fundamentals.
# of years' experience in area of service proposed to provide:	13 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of ShawnTech 5 years.
Describe this person's responsibilities over the past 12 months.	Mr. Meller configures tests and terminates, and maintains the State of Missouri's Dept. of Corrections voice and data services. He is responsible for the maintenance of the cabling, phones and phone equipment, and the investigator workstations in 20 state prisons as well as one county jail. He also maintains an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques.
Previous employer(s), positions, and dates	Mr. Meller was Lead Network Technician for Sprint/Embarq for 8 years and Cable Installer for Teltec Corporation for 5 years.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	
Monitoring and Review of Offender Phone Calls	Mr. Meller is currently providing technical support to the on-site equipment for the State of Missouri.
Technical Support	Mr. Meller is currently providing implementation and maintenance of the on-site equipment for the State of

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: Field Technical Engineer	
Implementing and Maintaining Offender Telephone Systems	Missouri.
Staffing Methodology Describe the person's planned duties/role proposed herein:	Mr. Meller will continue with his current duties include to configure, test and terminate, and maintain the State of Missouri's Dept. of Corrections voice and data services. Responsibilities include project management and facility maintenance of over 1700 telephones in 20 facilities. Maintain an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques Mr. Meller is located in Lohman, Missouri.
Specify the approximate number of hours this person is proposed for services	At installation, full time. Thereafter, on call 24x7 as needed.


Title of Position: VP Field Operations	
Name of Person:	 Mark Schindler
Educational Degree (s): include college or university, major, and dates	University of Wisconsin-Stout, Menomonie, WI • B.S., Applied Mathematics/Computer Science (3.5/4.0), 1985
Specialized Training Completed. Include dates and documentation of completion:	
# of years' experience in area of service proposed to provide:	26 years

Exhibit C Proposed Method of Performance, Solution Functionality, and Expertise of Personnel

Title of Position: VP Field Operations	
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Employee of ShawnTech 1 year.
Describe this person's responsibilities over the past 12 months.	Mr. Schindler is the Vice President of Field Operations and responsible for overseeing all operational activities for the technical field engineers.
Previous employer(s), positions, and dates	<p>Com-Net Software - 2009-2011, 2001-2006</p> <ul style="list-style-type: none"> • VP Sales/Marketing • VP Product Development and Marketing <p>The Berry Company - 2006-2009</p> <ul style="list-style-type: none"> • Sr. Director IT • Director IT <p>Diakonos Corporation - 1998-2001</p> <ul style="list-style-type: none"> • Founder and Principal Consultant <p>Interpersonal Computing, Inc - 1994-1998, 1988-1991</p> <ul style="list-style-type: none"> • Founder and Managing Partner • Software Developer/Technical Marketing <p>The Analytic Sciences Corporation - 1991-1994</p> <ul style="list-style-type: none"> • Manager, Information Technology Integration Section <p>NCR Corporation - 1985-1988</p> <ul style="list-style-type: none"> • System Analyst
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
Customer Service with Pre-Paid Called Parties	<p>Mr. Schindler brings a diverse background of experience and knowledge from his previous responsibilities as a system analyst manager of information technology and software developer</p>
Monitoring and Review of Offender Phone Calls	
Technical Support	
Implementing and Maintaining Offender Telephone Systems	
Staffing Methodology Describe the person's planned duties/role proposed herein:	Mr. Schindler will continue in his role as the Vice President of all Field Operations and Customer Service for Shawntech Communications, Inc.