

III. Compliance Statement

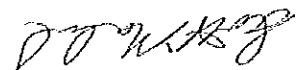
Encartele, Inc.
8206 South 109th
La Vista, NE 68122
(402) 342-0945

Encartele is formed as an S-Corporation in the State of Nebraska

Federal Tax ID - 86-1116129

This Compliance Statement serves to certify that I, Scott Moreland am an Officer of Encartele, Inc. and am duly authorized to bind the Company into a contractual agreement between Encartele, Inc. and Jefferson County, Missouri for the purpose of providing Inmate Telephone Service to the Jefferson Sheriff's Department.

This Compliance Statement also serves to acknowledge that all of the products and services quoted in this bid are in full accord with the specifications as outlined in the bid.



Scott Moreland
General Manager
Chief Operating Officer

V. RFP and Responses

**JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES**
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMMO.ORG



Request for Proposal: INMATE TELEPHONES 2011 Date Issued: 8-09-11

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, SEPTEMBER 13, 2011, AT 2:00 P.M. LOCAL TIME.

Specification
Contact: CPT. RON ARNHART
Department of the Sheriff
636-797-5588

Contract
Contact: VICKIE PRATT
Department of Administrative Services
636-797-5382

**Mail (3) Three
Complete Copies
With Vendor And
Proposal
Information As
Shown In Sample:**

Contract Term:
10-11-11 to 10-10-12

**Vendor
Information:**

| | |
|---------------------|--------------------------|
| Company Name | Authorized Agent (Print) |
| Address | Signature |
| City/State/Zip Code | Title |
| Telephone # | Date |
| E-mail | Tax ID # |
| | Fax # |

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. Prices are firm during this agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

VENDOR NAME
VENDOR ADDRESS
CONTACT NUMBER
DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY MISSOURI
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050-0100
SEALED PROPOSAL: (PROPOSAL NAME)

SAMPLE ENVELOPE

IV. Commission Offer

Encartele is pleased to offer the Jefferson County Sheriffs Department the following commission structure for the provision of Encartele's inmate telephone service:

Gross Commissions to be paid on all collect, prepaid and calling card calls

63%

Signing Bonus: \$20,000 in Prepaid Calling Cards

All calls will be rated at a flat rate of \$0.70 per minute.



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Vendor
 Information:

Company Name
 NICI INMATE PHONE SERVICE William Pope
 Address
 6016 E. MAGRILL ST.
 LONGVIEW, TX 75601
 City/State/Zip Code
 Title
 PRESIDENT
 Telephone #
 903.757.4455
 Date
 09.06.11
 Tax ID #
 75-2667424
 E-mail
 bill.pope@nicic.com
 Fax #
 903.757.4899

Bidder's Initials: *WP*



The ShawnTech technicians will be responsible for ensuring that the platform is running at peak efficiencies, identifying, repairing and resolving operational issues, and conducting routine preventative maintenance visits to ensure optimal system performance.

- Contractor will implement a proactive service schedule that at a minimum will provide for on-site service visits twice monthly. The service schedule will be reviewed and approved by the Sheriff's Office.

NCIG Response: Manual on-site maintenance will be performed 4 hours each week by our service technician to ensure all phones and equipment are working properly. Daily call detail reports are reviewed by the network operations team for further reliability.

- The system must generate maximum financial return to the County. In the event of a revenue dispute that cannot be resolved within 30 days, Bidder agrees to pay the cost of any necessary audit.

NCIG Response: NCIG will work with the County to ensure maximum financial return to Jefferson County and will pay the cost of an audit upon request.

- Real-time commission reports must be made available through the internet detailing total commissions earned for all types of calls completed through the system on a daily basis. Real-time revenue reports must be made available through the internet outlining all calls made from the facility. Such reports should, at a minimum, break out calls by specific call type for collect, prepaid, and calling cards.

NCIG Response: NCIG will provide monthly commission reports for the County.

A sample report is included in this proposal.


- The system must incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.

NCIG Response: Authorized users can view all calling activity within the jail via our secure Web interface. The system can provide authorized users access to call detail reports, commission data, scheduled payments, etc.

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.

| | |
|------------------|--|
| Local | Flat \$3.00 |
| Intra/interlata | \$0.40 per minute \$3.00 connection |
| Intra/InterState | \$0.50 per minute \$3.00 connection |
| Interstate | \$1.29 per minute \$4.99 connection |

Bidder's Initials: *MF*

Bidder's Initials: 

NCIC also is offering the County \$100 per inmate as a debit card bonus.

NCIC Response: NCIC will pay the County 68 percent of all gross billable revenue.

• Bidder must disclose commission percentage of payments to the Sheriff's Office based on gross: expenses, fees, taxes, and other costs to come from bidder's percentage. Also, bidder must disclose amount of any signing bonus and prepaid calling cards discount percentage.

NCIC Response: NCIC certifies that all commission percentages and calling rates outlined in this proposal, including bonus offers, will remain firm. No surcharges will be applied.

• Bidder must guarantee inmate rates and percentage to be paid to the Sheriff's Office and guarantee inmate per month signing bonus. No surcharges shall be applied.

NCIC Response: NCIC will provide the free phones, as requested.

• A minimum of Eight (8) free phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.



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Mail (3) Three

Complete Copies
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 Proposal
 Information As
 Shown In Sample:

Contract Term:

10-11-11 to 10-10-12

Vendor
 Information:

| | |
|-------------------------------|--------------------------|
| Inmate Calling Solutions, LLC | Company Name |
| Brendan Philbin | Authorized Agent (Print) |
| | Signature |
| 2200 Danbury Street | Address |
| San Antonio, TX 78217 | City/State/Zip Code |
| 866-288-4040 | Telephone # |
| 9/9/11 | Date |
| 82-0559085 | Tax ID # |
| 210-693-1016 | Fax # |
| rtp@icsolutions.com | E-mail |

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SAMPLE ENVELOPE



- 4. **DISPATCH IF NEEDED** – If problem requires on-site technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.
- 5. **SITE ANALYSIS & REPAIR** – Upon arrival at the facility the on-site technician will test and provide to TSC personnel and complete recommended repairs. On-site technician will carry a replacement set of all major components replace the defective component.
- 6. **TESTING & VERIFICATION** – Following replacement of the defective component, a series of on-site and remote diagnostic testing will be conducted to confirm the system has.
- 7. **UPDATE FACILITY & CLOSE TICKET** – Following a successful test, the on-site technician will close the trouble ticket with TSC and inform the facility representative of the closed ticket status.

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.

ICsolutions Response: ICsolutions understands and will comply with the requirements as stated. ICsolutions proposes to keep current calling rates in place for calls originating from the Jefferson County Jail. This will prevent user confusion and complaints, as well as preventing any reduction in inmate calling revenue:

| | | |
|----------------|----------------|----------------|
| Collect | Prepaid | Debit |
| 73¢ per minute | 65¢ per minute | 50¢ per minute |

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

- The rates proposed here are simple per-minute rates, with no additional connection charges per call. If the County is interested in a different kind of rate plan, however, ICsolutions would be happy to negotiate these calling rates and our commission offers.
- A minimum of Eight (8) free phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.
- ICsolutions Response:** ICsolutions understands and will comply with the requirements as stated.
- Bidder must guarantee inmate rates and percentage to be paid to the Sheriff's Office and guarantee inmate per month signing bonus. No surcharges shall be applied.

ICsolutions Response: ICsolutions understands and will comply with the requirements as stated. Inmate calling rates are guaranteed and will not be changed except by mutual consent of the

Bidder's Initials: FP





County and ICSolutions. ICSolutions will provide a monthly guaranteed signing bonus, as outlined in the options below.

ICSolutions is pleased to offer three options for how the County may receive your commission revenue – allowing you to select the option that will best meet your budgetary needs. Regardless of which option the County chooses, the signing bonus will be paid as annual lump sum at the beginning of each contract year:

Option 1 58.1% commission + \$24,000 annual bonus*
*bonus is equal to \$2,000 per month, but it is paid in its entirety at the beginning of the contract year

Option 2 54.1% commission + \$30,000 annual bonus*
*bonus is equal to \$2,500 per month, but it is paid in its entirety at the beginning of the contract year

Option 3 50.1% commission + \$36,000 annual bonus*
*bonus is equal to \$3,000 per month, but it is paid in its entirety at the beginning of the contract year

ICSolutions estimates that total gross inmate calling revenue will be about \$16,000 each year. With each commission option presented above, ICSolutions also offers **bonus commissions** to the County if total revenue exceeds this baseline estimate. Bonus commissions are equal to a 2% **increase in commission rate** for every additional \$10,000 in annual revenue – and the additional 2% will be calculated on total gross revenue for the year, not just the last \$10,000.

Bidder's Initials: BP





JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
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 Information As
 Shown In Sample:**

**Contract Term:
 10-11-11 to 10-10-12**

**Vendor
 Information:**

Pay Tel Communications, Inc.
 Company Name
 4230 Beechwood Drive
 Address
 Greensboro, NC 27410
 City/State/Zip Code
 866-729-8352 x227
 Telephone #
 vtownsend@paytel.com
 E-mail

Vincent Townsend
 Authorized Agent (Print)
 Signature
 President
 Title
 09-09-11
 Date
 56-1528852
 TaxID#
 336-346-1127
 Fax#

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 HILLSBORO, MO 63050-0100
 SEALED PROPOSAL: (PROPOSAL NAME)

SAMPLE ENVELOPE

Bidder's Initials: *VT*

[Handwritten Signature]

Bidder's Initials:

| | |
|--|---------------------|
| If Jefferson County agrees to waive the Professional Insurance requirement (General Liability provides sufficient coverage) Pay Tel will provide either: a) an annual bonus of \$15,000 OR b) a commission percentage increase of 4% | BONUS OPTION |
|--|---------------------|

| | |
|---|---|
| A - Commission Offer for 1 Year Contract 60.7% Minimum Annual Guarantee = \$152,000 | C - Commission Offer for 5 Year Contract 65.8% Minimum Annual Guarantee = \$165,000 |
| B - Commission Offer for 3 Year Contract 63.6% Minimum Annual Guarantee = \$159,000 | with two Renewal Options of 1 year each |

COMMISSION FOR RATE OPTION 1

| CALL TYPE | Non Commissionable Fees | | Per Minute |
|------------------|-------------------------|------------|------------|
| | Local | Intrastate | |
| COLLECT | \$0.73 | \$0.73 | Per Minute |
| PRE-PAID COLLECT | \$0.73 | \$0.73 | Per Minute |
| DEBIT/DEBIT CARD | \$0.73 | \$0.73 | Per Minute |
| | \$0.73 | \$0.73 | |
| | \$0.73 | \$0.73 | |
| | \$0.73 | \$0.73 | |
| | \$0.95 | N/A | |

RATE OPTION 1 – Matches Current Vendor Rate

Bidder's Initials 

| | |
|--|---------------------|
| If Jefferson County agrees to waive the Professional Insurance requirement (General Liability provides sufficient coverage) Pay Tel will provide either: a) an annual bonus of \$15,000 OR b) a commission percentage increase of 4% | BONUS OPTION |
|--|---------------------|

| | |
|---|---|
| A - Commission Offer for 1 Year Contract 59.2% Minimum Annual Guarantee = \$138,000 | with 1 Year Renewal Option |
| B - Commission Offer for 3 Year Contract 62.2% Minimum Annual Guarantee = \$145,000 | with two Renewal Options of 1 year each |
| C - Commission Offer for 5 Year Contract 64.7% Minimum Annual Guarantee = \$151,000 | with two Renewal Options of 1 year each |

COMMISSION FOR RATE OPTION 2

| CALL TYPE | Local | Intrata | Interlata | Interstate | International | Commissionable Fees |
|------------------|--------|---------|-----------|------------|---------------|---|
| COLLECT | \$0.60 | \$0.60 | \$0.60 | \$0.60 | N/A | <p>Pay Tel charges a monthly Processing Fee of \$2.45. (once per bill cycle) Bill (once per bill cycle) The Optional Investigator PRO Voice Biometric option is used, a fee of \$0.02 per minute is charged to the called party.</p> |
| PRE-PAID COLLECT | \$0.60 | \$0.60 | \$0.60 | \$0.60 | N/A | <p>Pay Tel Prepaid Accounts are subject to payment processing fees when payments are made: Via Telephone/Live Agent - \$5.95; Via Internet \$3.00; Via phone/IVR \$3.00. No fee is charged for mailed deposits and no fee is charged for refunds. Pay Tel charges a monthly (once per bill cycle) Bill Processing Fee of \$2.45. The Optional Investigator PRO Voice Biometric option is used, fee of \$0.02 per minute is charged to the called party.</p> |
| DEBIT/DEBIT CARD | \$0.60 | \$0.60 | \$0.60 | \$0.60 | \$0.95 | <p>No Fees are charged beyond the rates shown above. The Optional Investigator PRO Voice Biometric option is used, a fee of \$0.02 is charged to the called party.</p> |

RATE OPTION 2 – Discounted Rates (18% Less than Current)

| | |
|--|---------------------|
| If Jefferson County agrees to waive the Professional Insurance requirement (General Liability provides sufficient coverage) Pay Tel will provide either: a) an annual bonus of \$15,000 OR b) a commission percentage increase of 4% | BONUS OPTION |
|--|---------------------|

| | |
|---|---|
| A - Commission Offer for 1 Year Contract 57.5% Minimum Annual Guarantee = \$125,000 | B - Commission Offer for 3 Year Contract 60.8% Minimum Annual Guarantee = \$132,000 |
| C - Commission Offer for 5 Year Contract 63.5% Minimum Annual Guarantee = \$138,000 | with two Renewal Options of 1 year each |

COMMISSION FOR RATE OPTION 3

| CALL TYPE | Local | Intrata | Interata | Interstate | International |
|------------------|--------|---------|----------|------------|---------------|
| COLLECT | \$0.50 | \$0.50 | \$0.50 | \$0.50 | N/A |
| PRE-PAID COLLECT | \$0.50 | \$0.50 | \$0.50 | \$0.50 | N/A |
| DEBIT/DEBIT CARD | \$0.50 | \$0.50 | \$0.50 | \$0.50 | \$0.95 |

| | | |
|--|---|--|
| Pay Tel charges a monthly Processing Fee of \$2.45. The Optional Investigator PRO Voice Biometric option is used, a fee of \$0.02 per minute is charged to the called party. | Pay Tel charges a monthly Bill Processing Fee of \$2.45. The Optional Investigator PRO Voice Biometric option is used, a fee of \$0.02 per minute is charged to the called party. | Pay Tel Prepaid Accounts are subject to payment processing fees when payments are made: Via Telephone/Live Agent - \$5.95; Via Internet \$3.00, Via phone/IVR \$3.00. No fee is charged for mailed deposits and no fee is charged for refunds. |
| Non Commissionable Fees | The Optional Investigator PRO Voice Biometric option is used, a fee of \$0.02 per minute is charged to the called party. | The Optional Investigator PRO Voice Biometric option is used, fee of \$0.02 per minute is charged to the called party. |

RATE OPTION 3 – Discounted Rates (32% Less than Current)

Request for Proposals

JEFFERSON COUNTY
 DEPARTMENT OF ADMINISTRATIVE SERVICES
 729 MAPLE ST / PO BOX 100
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Vendor Information:

Company Name Securus Technologies, Inc.
Authorized Agent (Print) Robert E. Pickens
Address 14651 Dallas Pkwy, Ste. 600
City/State/Zip Code Dallas, TX 75254
Telephone # 972-277-0300
Date 9-7-11
Tax ID # 75-2722144
E-mail BPickens@securustech.net
Fax # 972-277-0514



RFP for Inmate Telephones 2011 for Jefferson County, MO

© 2011 Securus Technologies, Inc. All rights reserved.

Bidder's Initials

Attachment D:

Jefferson County, MO, Rate Options

Created 9/7/2011

OPTION 1 –

| CALL TYPE | COLLECT | PREPAID COLLECT | DEBIT/CARDS |
|----------------------|------------|-----------------|-------------|
| Local | \$0.00 | \$0.7310 | \$0.7310 |
| Intralata/Intrastate | \$0.00 | \$0.7310 | \$0.7310 |
| Interlata/Intrastate | \$0.00 | \$0.7310 | \$0.7310 |
| Interlata/Interstate | \$0.00 | \$0.7310 | \$0.7310 |
| International | N/A | N/A | \$1.00 |
| | Connection | Per Minute | Connection |
| | Per Minute | Per Minute | Per Minute |

**Plus applicable taxes and other government fees*

OPTION 2 –

| CALL TYPE | COLLECT | PREPAID COLLECT | DEBIT/CARDS |
|----------------------|------------|-----------------|-------------|
| Local | \$0.00 | \$0.7710 | \$0.7710 |
| Intralata/Intrastate | \$0.00 | \$0.7710 | \$0.7710 |
| Interlata/Intrastate | \$0.00 | \$0.7710 | \$0.7710 |
| Interlata/Interstate | \$0.00 | \$0.7710 | \$0.7710 |
| International | N/A | N/A | \$1.00 |
| | Connection | Per Minute | Connection |
| | Per Minute | Per Minute | Per Minute |

**Plus applicable taxes and other government fees*

Financial Summary Description

Overview:

Our offer includes two call rate options including your current call rates and a second rate to offset the cost of an Automated Information Services (AIS) System.

| Current Call Rates | | Calling Rates |
|--------------------|---|---|
| AIS Rate Plan | Current Rates \$0.731 per minute All call types | Current Rates \$0.771 per minute All call types |

Option #1

- One year term with one year option to renew
- \$20,000.00 signing bonus
- 57% gross commission rate
- Effective commission rate of 66%

Option #2

- One year term with one year option to renew
- \$15,000.00 signing bonus
- Securus will provide Automated Information Services for the additional \$0.04 per-minute fee.
- 57% gross commission rate
- Effective commission rate of 66.6%

Summary Statement

Securus has worked hard to develop an offer that fully encapsulates the needs of Jefferson County and its constituents. We are committed to building a program that incorporates fair and equitable call pricing with a robust revenue stream for Jefferson County. We recognize that Jefferson County may wish to propose modifications to our offer and are willing to be flexible in any negotiations.

"Our decision to go with Securus came down to the overall package. We needed a provider that could help us limit physical labor while maximizing revenue opportunities. Securus' package was the best." He continued, "Also, everybody I talked to was helpful, informative, and did what they said they'd do."
 - Wayne Smith, Chief Administrator – Jefferson County Detention Center, OK

ORIGINAL

INMATE TELEPHONES 2011

Bid Submitted By:

PROTOCOL, LLC

Opening: September 13, 2011

To

JEFFERSON COUNTY, MO

ONE (1) COMPLETE ORIGINAL AND THREE (3) EXACT DUPLICATES OF EACH SEATED PROPOSAL MUST BE DELIVERED TO:

**DEPARTMENT OF THE COUNTY CLERK
JEFFERSON COUNTY, MISSOURI
729 MAPLE ST. / PO BOX 100
HILLSBORO, MO 63050-0100**

Contract Contact: Vickie Pratt **Specification Contact: Cpt. Ron Arnhart**

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| | | | |
|---------------------|-------------------------|--------------------------|--------------------|
| Protocall | | David Lindgren | |
| Company Name | 14927 S. Caenen Ln. | Authorized Agent (Print) | <i>(Signature)</i> |
| Address | Olathe, KS 66062 | Title | President |
| City/State/Zip Code | 913-530-9048 | Date | March 25, 2011 |
| Telephone # | 20-2934583 | Tax ID # | |
| E-mail | dave@protocalphones.com | Fax # | 913-897-9624 |

- The system must incorporate an on-line service reporting system whereby the County can submit service request as well as monitor service ticket status and history.

Protocol Response: Understand, Agree and Will Comply.

You can always call us for assistance. And beginning in December, 2011, you can submit a trouble ticket through the ProtoVue website 24/7.

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls.

Collect

Collect calls are not as price-sensitive as Prepaid Collect or Prepaid Card calls.

| | |
|------------------------------|------------------------------|
| Option A | Option B |
| $\text{Commission}^* = 65\%$ | $\text{Commission}^* = 63\%$ |

| | | |
|---------------|-----------------------------|-----------------------------|
| Local: | \$3.50 | \$2.75 |
| IntraLata | \$3.00 connect + .40/minute | \$3.00 connect + .40/minute |
| Intrastate | \$3.00 connect + .40/minute | \$3.00 connect + .40/minute |
| Interstate | \$3.95 connect + .69/minute | \$3.95 connect + .69/minute |
| International | \$3.95 connect + .89/minute | \$3.95 connect + .89/minute |

* In order not to confuse you, by "commission", we mean commission for both collect and prepaid account calls.

Prepaid Collect (Prepaid Accounts)

We have access to studies done in the industry that have shown that \$.53 - .60 per minute for prepaid account calls maximizes revenue. It's a win for you, and a win for inmates!

| | |
|---------------|-----------------------------|
| Local: | \$3.50/minute |
| IntraLata | \$.57/minute |
| Intrastate | \$.57/minute |
| Interstate | \$.57/minute |
| International | \$3.95 connect + .89/minute |

Prepaid Cards

We can provide 10, 20, 30 or 60 minute cards or almost any denomination for \$.175/minute. So a 10 minute card would cost the County \$1.75, a 20 minute card would cost \$3.50 and so on. So, for example if you charged the inmate \$5.00 for a 10 minute card, and \$10.00 for a 20 minute card and so on, the inmate would pay \$.50 per minute.

Commission

65% of gross collect call revenue
65% of gross prepaid account call revenue
\$1,000 signing bonus
\$10,000 worth of phone cards each year.

You get more dollars, though possibly not the highest percentage.

Inmate phone companies provide either the highest commission percentage or the best service. They can't afford to provide both. We couple the best service with completing more calls. So your commission ends up being highest in absolute dollars. For instance, you get 65% of a larger pie.

Bidder's Initials: *CAS*

Vendor Information:

Synergy Telecom Service Company, Inc.
 Company Name
 Charles A. Slaughter
 Authorized Agent (Print)

12126 El Sendero St.
 Address
 San Antonio, Texas 78233
 City/State/Zip Code

Vice President
 Title

(800) 582-6182
 Telephone #

September 2, 2011 02-0601277
 Date Tax ID #

charles@synergymatephones.com
 E-mail

(210) 599-7913
 Fax #

Contract Term:
10-11-11 to 10-10-12

Mail (3) Three Complete Copies With Vendor And Proposal Information As Shown In Sample:

Contract Contact:

Specification Contact:

The undersigned certifies that he/she has the authority to bind this company in an agreement/contract to supply the commodity or service in accordance with all terms, conditions, and pricing specified. Prices are firm during their agreement term, unless agreed upon in writing by the County. The County has the option to renew this agreement at the same terms and conditions as the original agreement for one additional one-year term with the written consent of the successful bidder. Price increases for renewals are not authorized unless approved in writing by the County.

VENDOR NAME
 VENDOR ADDRESS
 CONTACT NUMBER
 DEPARTMENT OF THE COUNTY CLERK
 JEFFERSON COUNTY MISSOURI
 729 MAPLE ST / PO BOX 100
 HILLSBORO MO 63050-0100
 SEALED PROPOSAL (PROPOSAL NAME)

SAMPLE ENVELOPE

CPT. RON ARNHART
Department of the Sheriff
636-797-5588

VICKIE PRATT
Department of Administrative Services
636-797-5382

PROPOSALS SHALL BE ACCEPTED UNTIL: TUESDAY, SEPTEMBER 13, 2011, AT 2:00 P.M. LOCAL TIME.

Request for Proposal: INMATE TELEPHONES 2011

Date Issued: 8-09-11

**JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
729 MAPLE ST / PO BOX 100
HILLSBORO MO 63050
WWW.JEFFCOMO.ORG**



**PRICING
 COMMISSION AND CALL RATES**

Commission Offer

Synergy provides two options for commission to the County. Option 1 is a monthly guaranteed payment of \$10,000 with an annual bonus. Option 2 is a monthly commission payment based upon Gross Billed Revenue with an annual bonus.

Option 1

With Option 1, Synergy offers Jefferson County a **monthly guaranteed payment of \$10,000**. With our guaranteed monthly commission payment, the County will know exactly the amount of money they will get each month from the inmate phones. The amount will not depend upon the volume of inmate calling.

We can make this offer because we believe that we will be able to increase revenues from the inmate telephones. In Option 1, Synergy is assuming all risks if we are unable to increase revenues, or if there is a decrease in revenue.

In addition, Synergy offers Jefferson County an **Annual Bonus of \$25,000 per year**. This bonus is to be paid in two installments of \$12,500 each, due on January 1 and July 1.

Synergy's total guaranteed payments to Jefferson County come to \$145,000 per year with Option 1.

Synergy's offer represents an **increase of 24%** over the amount that the County is currently receiving per year from the inmate telephones. Furthermore, our offer is **guaranteed**. All risks for fluctuations in inmate population or inmate call volumes are borne by Synergy and will not affect the County's payments.

| Option 1 - Comparison of Commission | | |
|--|--------------|----------------|
| Annual Bonus | \$20,000.00 | \$25,000.00* |
| Monthly Commission | \$8,102.59** | \$10,000.00*** |
| Commission payments total for year | \$97,231.06 | \$120,000.00 |
| Commission + Bonus total for year | \$117,231.06 | \$145,000.00 |

Notes:

- * Payable in two installments of \$12,500 each on January 1 and July 1.
- ** Average monthly payment based on information provided to us by the County
- *** Guaranteed monthly payment regardless of the call volumes. This payment must be renegotiated if the inmate population drops below 225.

CAS

Call Rates

In the inmate phone business, we are dealing with a segment of our society that can ill-afford high phone rates. Thus, Synergy prefers to charge the **lowest call rates possible** that are consistent with supporting our costs of providing services and the commission promised to the County.

There is only so much money that the inmates and their families can pay for telephone calls. Higher rates mean that the inmates make fewer calls—the overall revenue generated from the inmate telephones does not increase.

Synergy suggests the following rates for calls made by the inmates at the Jefferson County Jail.

| Proposed Call Rates | | | |
|-------------------------|-----------------|--------------------------|--------|
| Area | Per Minute Rate | 15-Minute Call Cost of a | |
| Collect | | \$0.49 | \$7.35 |
| Prepaid | | \$0.37 | \$5.55 |
| Local and Long Distance | | | |
| Local and Long Distance | | | |

Note:

* These rates do not include government-mandated taxes and fees.

These rates are a **reduction of more than 33%** from the current rates at Jefferson County Jail. They will not only represent a considerable savings to inmates and their families, but should result in a more contented inmate population.

For comparison:

| Comparison of Call Rates | | | |
|--------------------------|-----------------|--------------------------|----------------|
| Area | Per Minute Rate | Cost of a 15-Minute Call | Synergy's Rate |
| Collect | | \$0.73 | \$7.35 |
| Prepaid | | \$0.657 | \$5.55 |
| Local and Long Distance | | \$10.95 | \$0.49 |
| Local and Long Distance | | \$9.855 | \$0.37 |



JEFFERSON COUNTY
DEPARTMENT OF ADMINISTRATIVE SERVICES
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Specification
Contact:

CPT. RON ARNHART
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 636-797-5588

Contract
Contact:

VICKIE PRATT
 Department of Administrative Services
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Complete Copies
With Vendor And
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 DEPARTMENT OF THE COUNTY CLERK
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 SEALED PROPOSAL: (PROPOSAL NAME)

Contract Term:
10-11-11 to 10-10-12

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Vendor
Information:

Legacy Inmate Communications
Company Name
 10833 Valley View - Suite 150
Address
 Cypress, CA 90630
City/State/Zip Code
 (800) 577-5534
Telephone #
 77-0438268
Date
 Tax ID #
 (800) 700-1116
Fax #
 E-mail
 cbrown@golegacy.com
E-mail
 Curtis A. Brown
Authorized Agent (Print)
 Signature
 President and CEO
Title

JK

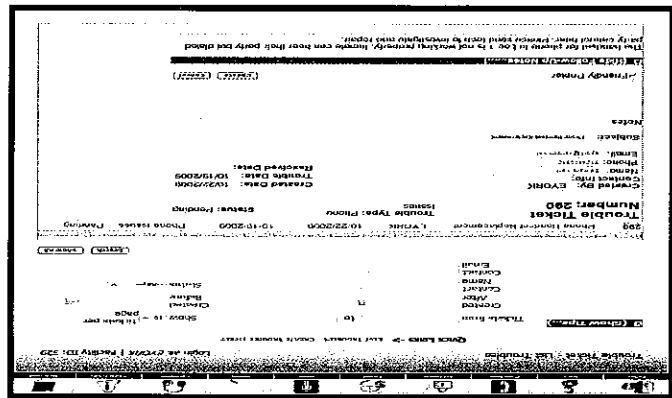
| Mileage Band | Connection | Per Minute - Day | Per Minute - Evening |
|--------------------|------------|------------------|----------------------|
| Local Calls | \$ 2.25 | Flat Rate | Flat Rate |
| IntraLATA | \$ 2.25 | \$ 0.2500 | \$ 0.2500 |
| InterLATA | \$ 2.25 | \$ 0.2500 | \$ 0.2500 |
| Interstate | \$ 3.75 | \$ 0.5000 | \$ 0.5000 |
| Canada - Caribbean | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |
| Mexico | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |

Inmate Telephone Rates - Jefferson County
Collect - Prepaid Collect - Direct Billing

RATE OPTION #1

Legacy Response: Acknowledged and complied as directed. The Company is a registered interexchange carrier and operator service provider with the Public Service Commission of the state of Missouri (PSCM) Tariff No. 200000481. The Company has been providing inmate communication related service in the state since 1999. The PSCM has set no mandatory rate requirements for operator service calling originating from correctional facilities within Missouri. Legacy can customize any rate plan that the Department of the Sheriff deems efficient to their needs. The Company is offering three rate options for the County to choose from. When deciding which rate structure to utilize the County should consider their revenue goals coupled with the needs of friends and family of the incarcerated. We believe all three proposed rate Options accomplish a fair and reasonable balance. The Company is charging each of these three plans in the state of Missouri currently including Option #1 (Montgomery County Missouri), Option #2 (City of Independence Missouri), and Option #3 (Douglas County Missouri).

- Bidders will provide a rate-table for all calls. The rate table listing costs for all different types of calls must be included in Bid Proposal.



Users can search for and monitor the status of trouble reports or service requests. Filters can be applied to search for specific areas, trouble type, status, or date. Once selected, the County can view Legacy staff/technician notes on progress and/or problem resolution.

Inmate Telephone Rates – Jefferson County
Collect – Prepaid Collect – Direct Billing

| Mileage Band | Connection | Per Minute - Day | Per Minute - Evening |
|--------------------|------------|------------------|----------------------|
| Local Calls | \$ 3.00 | Flat Rate | Flat Rate |
| IntraLATA | \$ 3.00 | \$ 0.4000 | \$ 0.4000 |
| InterLATA | \$ 3.00 | \$ 0.5000 | \$ 0.5000 |
| Interstate | \$ 4.75 | \$ 0.5000 | \$ 0.5000 |
| Canada - Caribbean | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |
| Mexico | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |

RATE OPTION #3 (MATCHES CURRENT AT&T PRISON COLLECT IN MISSOURI)

Inmate Telephone Rates – Jefferson County
Collect – Prepaid Collect – Direct Billing

| Mileage Band | Connection | Per Minute - Day | Per Minute - Evening |
|--------------------|------------|------------------|----------------------|
| Local Calls | \$ 1.70 | \$ 0.1500 | \$ 0.1500 |
| IntraLATA | \$ 1.70 | \$ 0.2000 | \$ 0.2000 |
| InterLATA | \$ 1.70 | \$ 0.2500 | \$ 0.2500 |
| Interstate | \$ 3.75 | \$ 0.5000 | \$ 0.5000 |
| Canada - Caribbean | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |
| Mexico | \$ 4.99 | \$ 1.1500 | \$ 1.1500 |

RATE OPTION #2

Bidders Initials:

Legacy Response: 66% of all gross billable inmate call revenues plus a \$12 per inmate (utilizing average daily population) bonus payable each month. There will be no adjustments to Revenue. Legacy Inmate Communications shall be responsible for all bad debt. Debit Cards shall be discounted by the offered commission percentage; 66%.

- Bidder must disclose commission percentage of payments to the Sheriff's Office based on gross: expenses, fees, taxes, and other costs to come from bidder's percentage. Also, bidder must disclose amount of any signing bonus and prepaid calling cards discount percentage.

Legacy Response: Acknowledged and agreed. The proposed Department of the Sheriff Commission; 66% of all gross billable inmate call revenues plus a \$12 per inmate (utilizing average daily population) bonus payable each month shall be guaranteed for the life of the Agreement. The proposed and selected rate option shall be guaranteed for the life of the Agreement. No surcharges shall be applied.

- Bidder must guarantee inmate rates and percentage to be paid to the Sheriff's Office and guarantee inmate per month signing bonus. No surcharges shall be applied.

Legacy Response: Acknowledged, agreed and will comply.

- A minimum of Eight (8) free phones to be placed into the holdover area to facilitate required telephone contact with attorneys, bonds people, and families of newly arrested individuals.

| Inmate Telephone Rates – Jefferson County DEBIT CARD – Domestic and International | | | |
|--|-------------------|-------------------------|-----------------------------|
| Mileage Band | Connection | Per Minute - Day | Per Minute - Evening |
| Local Calls | NA | \$ 0.35 | \$ 0.35 |
| IntraLATA | NA | \$ 0.40 | \$ 0.40 |
| InterLATA | NA | \$ 0.40 | \$ 0.40 |
| Interstate | NA | \$ 0.50 | \$ 0.50 |
| International (All Countries) | NA | \$ 1.00 | \$ 1.00 |

DEBIT CARD/CARDLESS DEBIT RATES FOR ALL RATE OPTIONS



JEFFERSON COUNTY
 DEPARTMENT OF ADMINISTRATIVE SERVICES
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 Department of the Sheriff
 636-797-5588

Contact

VICKIE PRATT
 Department of Administrative Services
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Mail (3) Three

Complete Copies With Vendor And Proposal Information As Shown In Sample:

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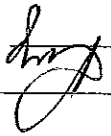
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Vendor Information:

Global Tel* Link
 Company Name
 1201 Sunset Hills Rd Suite 100
 Address
 Reston VA 20190
 City/State/Zip Code
 Senior Vice President of Administration
 Title
 703-955-3889
 Telephone #
 9-7-11
 Date
 631071001
 Fax ID #
 703-435-0980
 E-mail
 tridgeWAY@gti.net
 Fax #

Jay



At GTL, we fully understand the importance of commissions to counties in these very difficult economic times. But offering high commission percentages is simply not enough. You MUST be able to grow revenue. Through our proposed robust debit

Commitment to Commissions

Negotiable Options - Inmate Information IVR

- ICM Platform
- 38 stations
- One year on line storage
- 1-Workstation
- 1 - Laptop
- 1 -VPN license
- 1 -TTY Unit
- 18 - Visitation Phones with Recording and Maintenance
- Debit Release Cards
- Billing Name and Address Queries
- 1 - Kiosk – for both phone and trust deposits

GTL's commission proposal includes:

- > 60.5% (Sixty and One - Half Percent) Commission of Total Gross Revenue **PLUS**
- > Monthly Bonus \$2.50 per ADP
- > Free Cards, one time allocation of \$10,000-(not commissioned)
- > Yields an Effective Commission of 65.4%

Based on a One (1) year contract with Two (2) year extensions, Global Tel*Link offers to pay the County:

COMMISSION OFFER – Effective Commission Rate of 65.4%

Global Tel*Link (GTL) pays commissions based on the gross revenue charged for inmate calls from all phones covered by the Agreement. For each allowed call type (local, IntraLATA, InterLATA, interstate, or international; collect or prepaid) gross revenue is defined as the product of total billable minutes times the agreed upon rate for all completed calls – meaning those accepted by the called party.
Gross revenue on which monthly commission will be paid does not include: (i) taxes and tax-related surcharges; (ii) credits; (iii) account transaction fees; and (iv) any amount GTL collects for, or pays to, third parties, including but not limited to payments in support of statutory or regulatory programs mandated by governmental or quasi-governmental authorities, such as the Federal Universal Service Fee, and any costs incurred by GTL in connection with such programs.

COMMISSION BASIS

GTL Response: GTL understands and complies.



| On-site Cash Transaction Process Fees | | |
|---------------------------------------|-----------|---------|
| Low End | Upper End | Fee |
| \$0.00 | \$200.00 | \$3.50 |
| Internet Transaction Process Fees | | |
| On-Site or Over The Internet | | |
| Credit Card Only | | |
| Low End | Upper End | Fee |
| \$0.00 | \$19.99 | \$3.50 |
| \$20.00 | \$50.00 | \$4.75 |
| \$50.01 | \$100.00 | \$5.50 |
| \$100.01 | \$200.00 | \$8.50 |
| \$200.01 | \$300.00 | \$11.50 |

Kiosk Fees

GTL provides the ability for the called party to make an instant decision on taking and paying for the inmate's call. Claims that a company can improve on our process are untrue. Be wary of companies that claim they don't charge fees, but end up charging "taxes" and regulatory assessments at an astronomical rate on the deposit. GTL fees are fully disclosed below.

GTL encourages the county not to be fooled by large outrageous commission numbers or claims that a small company may make about increasing revenue. As the market leader and long time industry provider, GTL, has seen an increase in revenue when converting from Securus systems to GTL. In fact, we have seen revenue increases of 22% and 20% since converting Marion county, IN and Allegheny County, PA to GTL. GTL provides the success of our lobby phone kiosk, we are confident of revenue growth in Jefferson County. Nobody in the industry has more payment channels or ways to make calls than GTL. Regardless of the offer chosen, we have a proven from our track record commissions are **always** paid on-time.



Following is a description of additional fees that are only applicable as indicated in the table. These fees are cost recovery in nature and are not considered revenue by GTL therefore no commission is paid on these fees.

Additional Fees when Applicable

Each Call: Per-minute charges based on approved rate for the call type. Transaction fee if applicable (see table below).

FAMILY OR FRIEND ADVANCE PAY ACCOUNT

Each Call: Per-minute charges based on approved rate for the call type.

INMATE GTL CALLING CARD

Each Call: Per-minute charges based on approved rate for the call type.

INMATE DEBIT ACCOUNT

Each Call: Per-minute charges based on approved rate for the call type. Single Bill Fee: \$2.89 Pass-through charge for adding inmate collect calls to the customer's monthly LEC or paper bill. (see table below)

COLLECT BILLING

CALL CHARGES AND FEES

GTL will charge the calling rates approved by the County. Federal, state and local taxes apply to all telecommunications services. Taxes on collect calls are assessed by the local exchange carrier or billing agent that bills the call recipient for the collect call. Taxes on prepaid calls such as, Advance Pay, PIN Debit or Prepaid Cards, are assessed and collected by GTL and remitted to the taxing authority. Taxes on debit calls are assessed and collected by GTL and remitted to the taxing authority. Tax calculations are based upon the mandated tax rate in effect at the time of call and vary by call origination and destination. Tax collections are rendered to the appropriate taxing entity and are never retained in whole or in part by GTL. All other charges and fees associated with inmate calls are disclosed below.

| Call Rates | Rate per Minute |
|-------------------------------|-----------------|
| Collect | \$0.75 |
| Prepaid Collect (Advance Pay) | \$0.65 |
| Debit | \$0.50 |

GTL INMATE TELEPHONE RATES

