



Carter County Sheriff's Office

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Dexter Lunceford
Sheriff

Thomas Smith
Executive Officer

James Parrish
Chief Deputy

Carter County Sheriff's Office RFP: CCSOICS2018 Addendum 4

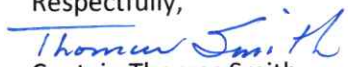
To all concerned:

I received a notice from one of the vendors concerning the statistics offered on the ICS questionnaire and the validity to the number compared to those submitted to GTL. I got with the representatives from Securus concerning this discrepancy and a correction has been issued.

Please see the attached document for that correction.

Thank you for your interest in with the Carter County Sheriff's Office and this project.

Respectfully,


Captain Thomas Smith
Executive Officer
Carter County Sheriff's Office

January 9, 2019

Captain Tom Smith
Carter County Sheriff Office
801 E. Elk Avenue,
Elizabethton, TN 37643

Re: Corrected Call Volume Report

Dear Captain Smith,

I am writing to provide clarification to the two call volume reports I sent to you on December 14, 2018.

Thank you for pointing out the discrepancy of the call patterns. I have included a corrected report and will provide a brief explanation of the error.

I returned to you on December 14 completed tables from two requesting companies: GTL and ICS. I had the information available to complete the table requested by GTL as it just requested the number of calls and minutes in different categories over a period of 6 or 12 months. I had to request that someone in my finance group complete the table requested by ICS as it asked for information regarding call revenue and I don't have access to that reporting.

The numbers I ran in the table GTL submitted are correct and I've verified those numbers since you called me earlier this week. As I stated in the reply to the questions submitted by GTL, the data in their table represents a twelve month total between December 13, 2017 and December 12, 2018.

I was able to get the spreadsheet our finance department used to calculate the averages for the table ICS submitted. In reviewing the raw information, I recognized my colleague made two mistakes entering the numbers.

In the number of Prepaid Calling Card minutes per month, my colleague incorrectly entered a monthly average 10995 Local PPCC minutes instead of 10095. In the number of Interstate Prepaid Calling Card calls per month, my colleague incorrectly entered a monthly average of 229 calls instead of 299. I have corrected both numbers and highlighted them in an updated table on the next page.

It is important to also know this report reflects a start date of December 1, 2017 and an end date of November 30, 2018. That will provide a small but reasonable difference in the numbers compared to the GTL requested table if they are extrapolated over a 12 month time frame.

Corrected Table

Call Category	# of Calls Per Month	# of Minutes Per Month	Total Revenue Per Month
LOCAL – Collect	164	478	559
INTRALATA – Collect			
INTERLATA – Collect	5	11	20
INTERSTATE – Collect	7	51	13
LOCAL – Debit Prepaid Cards	750	10095	2211
INTRALATA – Debit Prepaid Cards			
INTERLATA – Debit Prepaid Cards	22	170	142
INTERSTATE – Debit Prepaid Cards	299	2218	466
International - Debit Prepaid Cards			
LOCAL – PrePaid Collect	1830	21523	8362
INTRALATA – PrePaid Collect			
INTERLATA – PrePaid Collect	101	988	879
INTERSTATE – PrePaid Collect	919	9456	1986

Please accept my apologies for the error and the confusion it caused.

Sincerely,

Jeremy Rohr
 Account Manager
 Securus Technologies