



September 18, 2007

John Abbott
Division of Corrections
617 Leon Sullivan Way
Charleston, WV 25301

RE: Transmittal Letter, Request for Quotation COR61362

This is to serve as the transmittal letter for iSECUREtrac's response to RFQ COR61362.

iSECUREtrac offers GPS tracking (active and passive), RF "House Arrest," and drive-by units. Equipment and services provided by iSECUREtrac meet the specifications as described in RFQ COR61362. In addition and as required, we have provided more detailed information concerning systems and our Quality Control Program.

In evaluating the pricing of our house arrest system, please keep in mind that with iSECUREtrac you can switch from House Arrest mode to passive GPS mode without a change-out of the equipment. All it takes is logging into the web-based software and clicking a button. This will save your officers a considerable amount of paperwork and time if they plan on transitioning a client from passive GPS to house arrest or vice versa.

Included in your specifications is the requirement that the GPS system operate in both active or passive modes. iSECUREtrac has two different models of GPS units available. The 2150L operates as our passive GPS system; the 2250L operates as our active GPS system. If you require that the same unit operates as EITHER active or passive, please use the pricing for the 2250L. This single unit has the ability to act as either. However, it will save the agency considerable expense if it uses the 2150L for passive and the 2250L for active GPS.

In addition, although we would be pleased to lease the equipment, the most economical means of securing drive-by units would be to purchase them from us outright. If you are interested, we would be pleased to provide them for \$595.00 each otherwise the leasing fee (included in the attached bid sheet is \$3.25/day. By the way, with active GPS, there is no need for a drive-by unit. Your officers can login to iSECUREtrac's website and view the most up-to-date location of your client, any time, day or night.



John Abbott
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Page Two

Contact information related to this proposal and any resulting contract:

iSECUREtrac Corporation
Attn: Robert Bierman, VP Sales & Marketing
5078 S. 111th St.
Omaha, NE 68137

Phone: 402.537.0022
Toll-free: 866.537.0022
Fax: 402.537.9847
E-mail: salesrfp@isecuretrac.com

Please feel free to contact our office directly should you have any questions. I welcome the opportunity to clarify any EM-related issue and to provide equipment and service demonstrations for your consideration. Let me know how iSECUREtrac may serve you best.

Thank you for your time and consideration.

Sincerely,

Peter A. Michel
President and CEO
iSECUREtrac Corporation



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
COR61362

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JOHN ABBOTT
304-558-2544

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
iSECUREtrac Corporation
5078 S. 111th St.
Omaha, NE 68137
402.537.0022 phone
402.537.9847 fax

SHIP TO

DIVISION OF CORRECTIONS
617 LEON SULLIVAN WAY
CHARLESTON, WV
25301 304-558-8045

DATE PRINTED 08/07/2007	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **09/06/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	730-36	<p>REQUEST FOR QUOTATION</p> <p>THE PURCHASING DIVISION IS SOLICITING BIDS FOR THE WEST VIRGINIA DIVISION OF CORRECTIONS TO PROVIDE AN OPEN-END CONTRACT FOR ELECTRONIC MONITORING SERVICES.</p> <p>MANDATORY PRE-BID: 8/23/2007; 1:30 PM DIVISION OF CORRECTIONS 617 LEON SULLIVAN WAY CHARLESTON, WV 25301</p> <p>PLEASE CALL JOHN ABBOTT FOR DIRECTIONS TO THE DIVISION OF CORRECTIONS' OFFICES @ (304) 558-2544</p> <p>ATTACHMENTS: 1. SPECIFICATIONS 2. BID FORM 3. PURCHASING AFFIDAVIT</p> <p>ELECTRONIC MONITORING SERVICES</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p>		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Peter A. ...</i>	TELEPHONE 402.537.0022	DATE 9/18/2007
TITLE President & CEO	FEIN 87-0347787	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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<p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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402.537.0022 phone
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<p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Patsy A. Michal* TELEPHONE **402.537.0022** DATE **9/18/2007**

TITLE **President & CEO** FEIN **87-0347787** ADDRESS CHANGES TO BE NOTED ABOVE

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 304-558-2544**

PROPERTY

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 Omaha, NE 68137
 402.537.0022 phone
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<p>CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Patsy A. Muehl</i>	TELEPHONE 402.537.0022	DATE 9/18/2007
TITLE President & CEO	FAX 87-0347787	ADDRESS CHANGES TO BE NOTED ABOVE

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RFQ COPY

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<p>PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p style="text-align: right;">iSECUREtrac Corporation</p> <p>BIDDER: -----</p> <p>DATE: <u>9/18/07</u> -----</p> <p>SIGNED: <u><i>Peter A. Mill</i></u> -----</p> <p>TITLE: <u>President and CEO</u> -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <u><i>Peter A. Mill</i></u>	TELEPHONE 402.537.0022	DATE 9/18/2007
TITLE President & CEO	FEIN 87-0347787	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: JOHN ABBOTT-----</p> <p>RFQ. NO.: COR61362-----</p> <p>BID OPENING DATE: 9/6/2007-----</p> <p>BID OPENING TIME: 1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Peter A. Michal</i>	TELEPHONE 402.537.0022	DATE 9/18/2007
TITLE President & CEO	FEBN 87-0347787	ADDRESS CHANGES TO BE NOTED ABOVE

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STATE OF WEST VIRGINIA

DIVISION OF CORRECTIONS
617 LEON SULLIVAN WAY
CHARLESTON, WV
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<p>TO CONTACT YOU REGARDING YOUR BID: ----- 402.537.0022 -----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): ----- Robert Bierman, Vice President of Sales and Marketing -----</p> <p>***** THIS IS THE END OF RFQ COR61362 ***** TOTAL: _____</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Robert Bierman</i>	TELEPHONE 402.537.0022	DATE 9/18/2007
TITLE President & CEO	FEIN 87-0347787	ADDRESS CHANGES TO BE NOTED ABOVE

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COR61362

Electronic Monitoring—Addendum 2

Part 4**Revised Cost Bid**

The Vendor must provide pricing for complete monitoring services. If the service or equipment requested is not offered by the Vendor, please mark N/A in the space available.

Item #	Description	Estimated Quantity	Unit Price Per Day	(x 365) days	Total Price Per Year
1	0-100 Continuous Signaling Field Monitoring Units	100	\$ 3.75	X 365	\$ 1,368.75
2	101-200 Continuous Signaling Field Monitoring Units	200	\$ 3.50	X 365	\$ 1,277.50
3	201-300 Continuous Signaling Field Monitoring Units	300	\$ 3.45	X 365	\$ 1,259.25
4	0-15 Drive-By-Units	15	\$ 3.25	X 365	\$ 1,186.25
5	0-35 GPS Passive Units	35	\$ 4.55	X 365	\$ 1,660.75
6	0-15 GPS Active Units	15	\$ 8.55	X 365	\$ 3,120.75
				GRAND TOTAL	\$ 9,873.25

In addition to cost bid, the Vendor should submit all specifications for equipment items 1 – 6 above by providing Brand, Manufacturer, Model, etc and brochures, or some other form of specification literature; and provide description of services to meet stated requirements as well as provide Vendor's Quality Control Program and policy on unused monitoring units.

Item Replacement Costs
RFQ Number COR61632
Vendor: iSECUREtrac

Monitoring Type	Item	Price
Continuous Signaling Field Monitoring	Receiver (2150)	\$795.00
	Base	\$299.95
	Transmitter Bracelet	\$129.95
Drive-By	Drive By MMD	\$595.00
Passive GPS	Personal Tracking Unit (2150)	\$795.00
	Base	\$299.95
	Transmitter Bracelet	\$129.95
Active GPS	Personal Tracking Unit (2250)	\$1,395.00
	Base	\$299.95
	Transmitter Bracelet	\$129.95

Wv-38a STATE OF WEST VIRGINIA PURCHASING CONTINUATION SHEET	Buyer:	Page	Req. or P. O. No.:
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Vendor: iSECUREtrac Corporation	Spending Unit:
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Requisition No.: RFQ COR61362

ADDENDUM ACKNOWLEDGEMENT

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum No.'s:

No. 1 Dated 8/27/2007

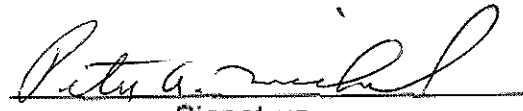
No. 2 Dated 9/11/2007

No. 3 _____

No. 4 _____

No. 5 _____

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.



Signature

iSECUREtrac Corporation

Company

9/18/2007

Date



Answers to Issues Requiring Response

Transmitter:

Vendor shall describe the procedure for replacing batteries. Vendors bidding sealed transmitters are to describe procedures for field replacement of batteries.

iSECUREtrac believes that the most secure, tamper resistant systems include a sealed transmitter in which the batteries are replaced by a trained technician rather than in the field.

iSECUREtrac guarantees the battery life of its transmitters for one year of continuous use. The battery life on the shelf is two years.

The transmitter sends a signal to the personal tracking unit approximately twice per minute. Included in the transmission is battery status. A low battery status is detected 3-5 days prior to impacting the operation of the transmitter. If a low battery status is detected, the indication will be flagged and reported when the PTU communicates with tracNET24, iSECUREtrac's proprietary, web-based offender management software.

iSECUREtrac agrees to provide an adequate supply of replacement transmitter bracelets. When a transmitter emits a low battery signal, the transmitter is simply replaced with a "shelf" transmitter. The original transmitter is then returned to iSECUREtrac.

The Vendor must explain its policy fully on the cost to the WV DOC of any unused monitoring units, add on components or other equipment provided.

Recognizing that agencies must respond quickly in admitting new clients to community supervision, iSECUREtrac provides up to 10% equipment inventory at NO charge to the agency. This includes transmitters, base charging units and personal tracking units.

Each vendor will describe their method for resetting a tamper status.

The transmitter, upon detecting a tamper, sends a strap tamper signal to the monitoring unit. This tamper signal, which is unique to the strap tamper, is repeatedly emitted until the transmitter is manually reset by an agency staff member or authorized designee.

In addition, iSECUREtrac's transmitter does not allow automatic resets. If a transmitter is tampered with, the transmitter must be reset by using a reset device. This is done to eliminate security risks associated with automatic tamper resetting.



Quality Control Program

iSECUREtrac (“iSt”) has a fully developed and implemented a Total Quality Management Program. This was implemented after intensive training sessions with the entire management team. We manage the quality process and use well accepted tools and techniques of problem solving methods. We continue to totally commit ourselves to learning, teaching and using quality methods in managing the corporation. At iSt, quality is defined as: “Exceeding the expectations of our customers in everything we do.”

The Quality Improvement Process is an extraordinary opportunity for our company to apply its innovative spirit even more effectively to the growing needs of our customers. The Quality Improvement Process is a way to manage, fully utilizing one of our greatest assets – its people.

The Quality Improvement Process is a way of ensuring exceptional customer satisfaction through the involvement of all employees in producing and delivering quality products and services. Quality is not a “program of the year,” or a “flavor of the month.” It is our way of working, our way of doing business, our way of life.

Quality is:

- A corporate culture based upon customer focus and people empowerment
- A disciplined, rigorous, fact-based process for defining, prioritizing and solving business problems
- A common language
- A continuous process of evaluation and improvement
- A way to exceed customer expectations and enhance value for all stakeholders (customers, shareholders, employees and suppliers)
- A process that reinforces effective teamwork

What Are the Key Strategies for Implementing Quality?

Leadership: visible and consistent senior management involvement in the implementation of quality

Communications: clear, consistent and timely communication patterns across the organization

Education and Training: Quality awareness, orientation, education and skills training

Measurement Systems: goals, measures, standards, benchmarks, and methods of evaluating progress over time

Standard Methods, Processes and Tools: problem solving, quality improvement planning, benchmarking, quality tools and techniques

Resources and Organization: quality councils, technical resources and facilitators

Rewards and Recognition: monetary and non-monetary methods for reinforcing behavior in support of Quality

Supplier Quality Improvement Process: improving the quality of goods and services of our suppliers; building strategic relationships with suppliers



The Quality Goal

The Quality Goal describes the most critical outcome from the entire Quality Improvement Process. **Exceptional Customer Satisfaction is** the primary goal of our Quality efforts. All customers, both internal and external, must receive products and services that redefine their expectations.

In everything we do, we:

- Ensure that the customer's needs are primary
- See our customers as our reason for existence
- Evaluate our effectiveness from the customer's viewpoint

The Quality Essentials

The Quality Essentials ARE the building blocks for the achievement of The Quality Goal.

A. Teamwork: This essential provides the necessary education and practice to effectively use the Quality Improvement Process; Teamwork provides an environment in which people work together in groups to:

- Improve the quality of products and services for customers
- Develop new skills
- Promote communication, cooperation and collaboration
- Enhance the quality of work life
- Solve problems in a participative, structured way
- Improve work processes

B. Strategic Integration: This essential provides the connection between customer needs, company strategies and annual planning processes. Strategic Integration concentrates efforts on a few priority issues to:

- Link individual and departmental efforts to external customer requirements
- Improve communication of company and departmental direction
- Attain broad participation in the development and achievement of goals
- Increase overall company performance

C. Continuous Quality Improvement: This essentially applies the philosophy of Plan-Do-Check-Act (PDCA) to all of our daily activities. Continuous Quality Improvement aims to institutionalize the Quality Principles in everything we do for both external and internal customers. It is meant to:

- Sustain gains achieved through teamwork and strategic integration
- Achieve consistency in daily operation
- Clarify individual contribution toward achieving customer satisfaction
- Incrementally and continuously improve the daily work of each employee

The Quality Principles

In order to achieve the Quality Essentials, we must understand, accept, and work according to the following principles.



- **Respect for People** – means that each individual’s trust, loyalty and capabilities must be fully recognized, developed and utilized. More specifically, we listen to and support one another; we interact in a straight-forward and fair manner; we trust others to put forth their best effort; we make and keep commitments; we take time to develop skills; we involve others in decisions that affect them; and we focus on people’s strengths.
- **Customer Focus** – means satisfying the needs and expectations of our customers, and having an attitude that puts the needs of the customer first (e.g., a telephone call from someone who uses one of my products or services – my customer – is not an interruption of my work, it is my work).
- **Management by Fact** (often referred to as “speaking with facts”) – means that all of us manage the work we do by collecting objective data and making decisions based on this information.
- **Structured Problem Solving** – means applying a disciplined approach to problem solving using both creative and rational approaches. Structured Problem Solving uses sound methodology to display progress in a consistent fashion. It provides the team, and others, with a clear picture of the logical process for improvement.

What are the Benefits of Total Quality Management?

For the Customer:

- Ensures quality products and services
- Increases company responsiveness to customer needs
- Provides on-time, accurate delivery of products and services
- Develops consistency in performance reliability
- Enhances consistent follow-through
- Guarantees the best value for the investment of any electronic monitoring program

For Employees:

- Increases job satisfaction
- Encourages decision making
- Improves teamwork
- Provides for personal development
- Develops leadership skills
- Assures greater likelihood of employment security
- Links individual efforts with company goals
- Offers personal recognition
- Provides for influence in the direction of the business
- Reduces job stress
- Encourages teamwork

For the Company:

- Significantly enhances customer satisfaction
- Utilizes everyone’s skills and knowledge
- Encourages more effective decision making
- Improves communication
- Reduces errors
- Increases motivation
- Focuses resources on basic corporate goals
- Increases acceptance of new ideas
- Improves overall productivity/on-time performance
- Reduces the necessity of re-work

USER-FRIENDLY SOFTWARE



MONITORING COMPLIANCE. MODIFYING BEHAVIOR.

iSECUREtrac ***Web-based Reporting***

Secure Access 24/7 from Any Internet-ready Device

iSECUREtrac receives encrypted data from iST's electronic monitoring systems and provides agents the information needed for effective and efficient compliance management. Built for easy access and usability, iSECUREtrac reporting software is securely accessed from any Internet-ready device, anywhere in the world. In addition, to current client location, movement and status, historical data can be leveraged to assist law enforcement in solving criminal investigations. Key features and benefits include:

- A single web-based platform supporting active and passive GPS as well as house arrest
- No software downloads; automatic and free upgrades
- Mapping and aerial overlays provided by Microsoft® MapPoint®
- Customizable schedules, alert notifications and zones including zone layering
- Crime scene inquiry to identify and/or eliminate clients as criminal suspects
- Secure and redundant facilities with free archiving and report access services

Electronic Monitoring Systems

iSECUREtrac offers a broad array of electronic monitoring systems which can be used singularly or in combination to meet agency supervision objectives. From real-time to delayed notification of violations, all iSECUREtrac electronic systems are designed specifically for the corrections market and provide the officer/agent a rich stream of information to help shape more socially responsible client behavior.

Supplemental Services

As a supplement to agency resources, iSECUREtrac provides a complete array of supplemental services including monitoring center intervention with direct offender contact to reduce agent work load and ensure program objectives are met.



ist
iSECUREtrac



iSECUREtrac Active GPS



Real-time and Automatic Alerts

A major feature of the iSt Active GPS system is its on-board processing capability. The personal tracking unit (PTU) receives GPS signals, computes a location, and compares that location to inclusion and exclusion zones stored in the unit. If the client is found to be in violation, the PTU automatically sends a notification. The PTU processes all this information and executes these tasks without assistance or the time consuming necessity of calling into a monitoring center. Two important benefits result:

1. iSECUREtrac offers real-time notification of client violations providing agents and officers additional time to assess the situation and execute the appropriate response.
2. In the absence of cell coverage, the PTU is still able to compute its location, determine if the client is in compliance and execute any required client feedback notifications.

User-friendly Software

Built for easy access and usability, iSECUREtrac reporting software is securely accessed 24/7 from any Internet-ready device, anywhere in the world. In addition to current client location, movement and status, historical data can be leveraged to assist law enforcement in solving criminal investigations.

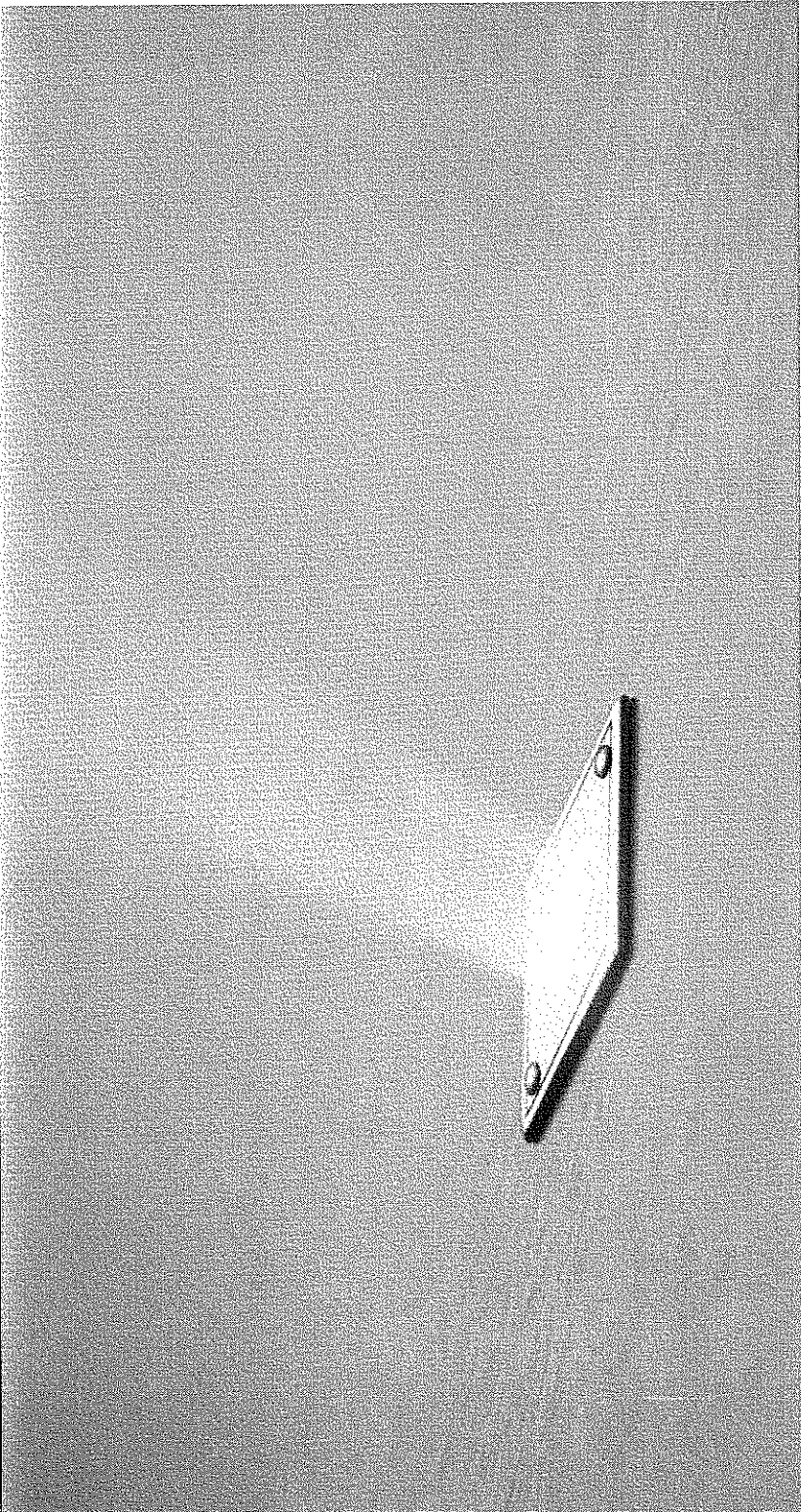
Supplemental Services

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iSt
iSECUREtrac



iSECUREtrac **House Arrest or Curfew Management**



Unsurpassed Flexibility

The iSt House Arrest system verifies a client's presence in a building (half-way house, residence, work release facility, etc.) according to a customized schedule. Over the course of supervision, client surveillance needs may change. iSECUREtrac affords agencies the flexibility to shift from house arrest to passive GPS to active GPS, and back again, with the same unit and with the flip of a switch. By varying the intensity of electronic surveillance, for example, agencies can apply both incentives and disincentives in response to client behavior.

iSECUREtrac also provides landline and cellular communication options for its house arrest system because not every household or client has access to a landline phone.

User-friendly Software

Built for easy access and usability, iSECUREtrac reporting software is securely accessed 24/7 from any Internet-ready device, anywhere in the world. In addition to current client location, movement and status, historical data can be leveraged to assist law enforcement in solving criminal investigations.

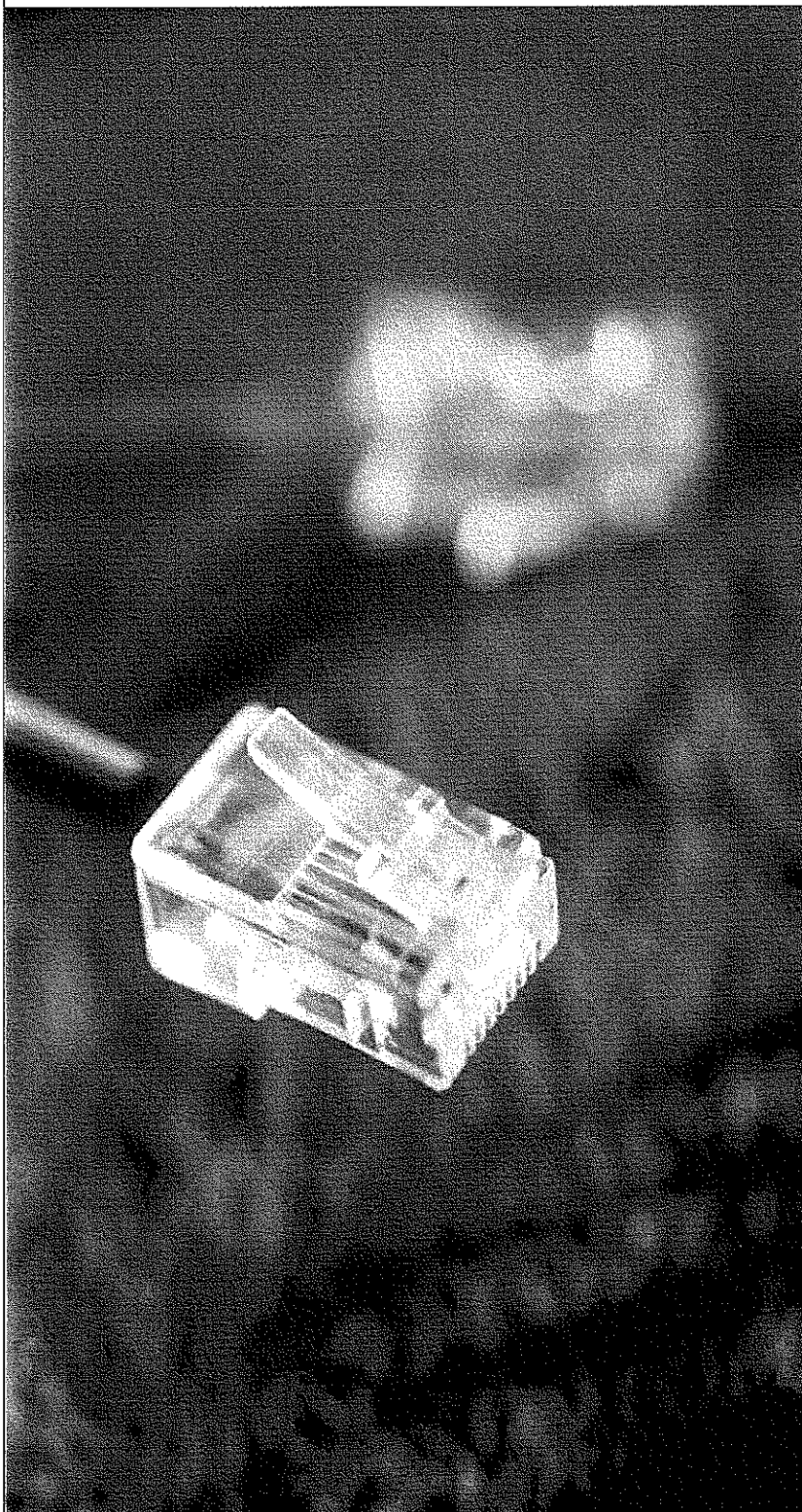
Supplemental Services

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iSECUREtrac **Passive GPS**



Landline or Cellular Coverage

With iSt Passive GPS, you have a choice of either landline or cellular coverage because:

1. In many households, cellular phones have replaced landline phones as the preferred communication option
2. Some areas including rural residences, urban trailer parks and/or new residential neighborhoods still under construction may not be wired for traditional phone coverage
3. Your client may not have the established credit to secure a landline phone
4. Restrictions placed on landline service (e.g., no call waiting, call forwarding or message service) may be an undue burden on other members of the household

Through wire or wireless, iSECUREtrac's rich stream of location, movement and compliance information helps you monitor and shape more socially responsible and compliant behavior.

User-friendly Software

Built for easy access and usability, iSECUREtrac reporting software is securely accessed 24/7 from any Internet-ready device, anywhere in the world. In addition to current client location, movement and status, historical data can be leveraged to assist law enforcement in solving criminal investigations.

Supplemental Services

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STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

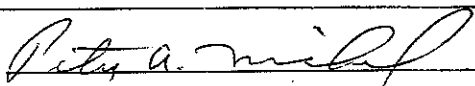
EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY: The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: iSECUREtrac Corporation

Authorized Signature:  Date: 9/18/2007