

EXHIBIT "A"
(SCOPE OF WORK)

The contract documents shall consist of this contract, the request for proposal 813, the contractors response dated January 27, 2006 and all documents referenced or incorporated therein, all of which are incorporated by reference as though set forth in full herein whether or not attached hereto and shall form an integral part of this contract. If there is any conflict between the provisions of this contract and the other contract documents, this contract shall control.

Contractor Responsibility

- a. Single point of contact for County personnel. All requests for service or repair, including called party inquiries, will be made to Contractor and not its subcontractor unless specifically agreed upon by the parties.
- b. Contractor will provide a complete escalation contact list and repair call handling documentation to County.
- c. To replace the current inmate telephone system with the Focus 100 inmate call control system.
- d. Jointly determine with County the appropriate number of Inmate Telephones and enclosures to be installed at each location.
- e. Install, service and repair Inmate Telephones provided by FSH, at FSH's expense, except as otherwise agreed upon herein.
- f. Comply with the Americans with Disabilities Act (ADA) as it relates to the FSH -provided equipment.
- g. Work with and maintain agreement with the VINE Company system to provide the same level of current services.
- h. Provide the rates for inmate calls shown in the table below:

Call Type	Rates
Local	\$2.29 (unlimited, flat rate)
IntraLATA (Day) 8:00 a.m. to 5:00 p.m.	\$2.80 first minute \$0.16 each additional minute
IntraLATA (evening, weekend, Holiday) 5:00 p.m. to 8:00 p.m.	\$2.80 first minute \$0.10 each additional minute
InterLATA / IntraState	\$3.95 Operator Setup \$0.40 Payphone Provider Charge \$0.59 each additional minute
InterLATA / InterState	\$3.95 Operator Setup \$0.60 Payphone Provider Charge \$0.89 each additional minute

- i. Monthly meetings between Contractor and County for the first three (3) months after installation to review issues, performance, service, training, etc. Meetings every quarter thereafter.
- j. Thirty (30) days written notice for any software / hardware upgrades to include description of the change with a backup plan if the upgrade impacts inmate telephone service and an escalation