

**CONTRACT C2372
AMENDMENT #4**

Department's behalf. The Contractor shall provide the ITS within the parameters as defined in Section II., Scope of Service and as directed by the Department.

3. **Section II., Q., 2., Other Contract Requirements, paragraph 1, is hereby revised to read:**

2. Other Contract Requirements

Monitoring for Other Contract Requirements, identified in Section II., P., 2., shall be conducted no less than twice a year. Such monitoring may include, but is not limited to, both announced and unannounced site visits.

4. **Section III., A., Payment and Invoices, paragraphs 2 through 5, is hereby revised to read:**

The Department established a fixed "to connect" surcharge for service delivery of its ITS. The "to-connect" surcharge established by the Department shall be utilized by the Contractor for local, local extended area calls, and for all calls on the North American Dialing Plan, including interlata, intralata, and interstate calls. There shall be no additional rate per minute charges allowed for local coin and local extended area calls.

COLLECT CALL SURCHARGE (Land and Cellular Lines):

The Contractor shall provide inmate telephone COLLECT CALL service at the following surcharges and rates:

TYPE OF CALL	"TO CONNECT" SURCHARGE	RATE PER MINUTE
Local Extended Area	\$.50	\$0.00
Inter-lata	\$1.20	\$0.06
Intra-lata	\$1.20	\$0.06
Interstate	\$1.20	\$0.06

PREPAID CALL SURCHARGE (Land and Cellular Lines):

The Contractor shall provide inmate telephone PREPAID CALL SURCHARGE service at the following surcharges and rates:

TYPE OF CALL	"TO CONNECT" SURCHARGE	RATE PER FIVE MINUTE INCREMENT
Local Extended Area	\$.50	\$0.00
Inter-lata	\$1.02	\$0.30
Intra-lata	\$1.02	\$0.30
Interstate	\$1.02	\$0.30

COIN OPERATED TELEPHONES (Land and Cellular Lines):

The Contractor shall provide inmate telephone COIN OPERATED TELEPHONES service at the following surcharges and rates:

TYPE OF CALL	"TO CONNECT" SURCHARGE	RATE PER FIVE MINUTE INCREMENT
Local Coin	\$1.50	\$0.00
Local Extended Area	\$1.50	\$0.00
Inter-lata	\$1.20	\$0.30
Intra-lata	\$1.20	\$0.30
Interstate	\$1.20	\$0.30

TYPE OF CALL	"TO CONNECT" SURCHARGE	RATE PER FIVE MINUTE INCREMENT
1+Inter-lata	\$1.20	\$0.30
1+Intra-lata	\$1.20	\$0.30
1+Interstate	\$1.20	\$0.30

NOTE: Any fees, surcharges, or other types of costs associated with the Florida Relay Service are the responsibility of the family and friends accepting calls from inmates utilizing this service. The Contractor is only responsible for ensuring that inmates have the ability to connect to the Florida Relay Service, and is not responsible for ensuring the rates charged to the family and friends are the same as those rates provided in this section.

5. **Section IV.**, A., Department's Contract Manager, is hereby revised to read:

A. Department's Contract Manager

The Contract Manager for this Contract will be:

Lynn Hart, Chief
Office of Contract Management and Monitoring
Department of Corrections
501 South Calhoun Street
Tallahassee, FL 32399-2500
Phone: (850) 717-3961
Fax: (850) 922-8897
Email: Hart.Lynn@mail.dc.state.fl.us

The Contract Manager will perform the following functions:

1. Maintain a contract management file;
2. Serve as the liaison between the Department and the Contractor;
3. Verify receipt of deliverables from the Contractor;
4. Monitor the Contractor's progress;
5. Evaluate the Contractor's performance;
6. Direct the Contract Administrator to process all amendments, renewals and terminations of this Contract;
7. Evaluate Contractor performance upon completion of the overall Contract. This evaluation will be placed on file and will be considered if the Contract is subsequently used as a reference in future procurements.