



## NOTICE OF AWARD

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102  
<http://www.oa.mo.gov/purch>

<b>SOLICITATION NUMBER</b> B2Z05070	<b>CONTRACT TITLE</b> Offender Telephone Service
<b>CONTRACT NUMBER</b> C205070001	<b>CONTRACT PERIOD</b> May 19, 2006 through May 18, 2011
<b>REQUISITION NUMBER</b> NR 300 2150000041	<b>VENDOR NUMBER</b> 9546154400 0
<b>CONTRACTOR NAME AND ADDRESS</b> Public Communications Services, Inc. 11859 Wilshire Blvd., Suite 600 Los Angeles, CA 90025	<b>STATE AGENCY'S NAME AND ADDRESS</b> Various Correctional Institutions Throughout The State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The proposal submitted by Public Communications Services, Inc. in response to RFP B2Z05070 is accepted in its entirety, including Best and Final Offer #001 and #002, and the letters of clarification dated October 21, 2005 and December 13, 2005. The contract period shall be May 19, 2006 through May 18, 2011.	
<b>BUYER</b> John Stobbart	<b>BUYER CONTACT INFORMATION</b> <b>E-Mail:</b> <a href="mailto:John.Stobbart@oa.mo.gov">John.Stobbart@oa.mo.gov</a> <b>Phone:</b> (573) 751-3796 <b>Fax:</b> (573) 526-9818
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 5-19-06
<b>DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT</b> James Miluski	



STATE OF MISSOURI  
 OFFICE OF ADMINISTRATION  
 DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
 REQUEST FOR BEST AND FINAL OFFER (BAFO)  
 FOR REQUEST FOR PROPOSAL (RFP)

BAFO REQUEST NO.: 002, REVISION #002  
 RFP NO.: B2Z05070  
 TITLE: OFFENDER TELEPHONE SERVICE  
 ISSUE DATE: 04-06-05

REQ NO.: NR 3002150000041  
 BUYER: JOHN STOBART  
 PHONE NO.: (573) 751-3796  
 E-MAIL: john.stobart@oa.mo.gov

RETURN BAFO RESPONSE NO LATER THAN 04-12-06 AT 5:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Sealed BAFOs should be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN BAFO RESPONSE TO: (U.S. Mail) DPMM or (Courier Service) DPMM  
 PO BOX 809 301 WEST HIGH STREET, RM 630  
 JEFFERSON CITY MO 65102-0809 JEFFERSON CITY MO 65101

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS CORRECTIONAL INSTITUTIONS  
 THROUGHOUT THE STATE OF MISSOURI

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with his/his proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.


SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME <b>Public Communications Services, Inc.</b>
MAILING ADDRESS <b>11859 Wilshire Blvd., Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. <b>Public Communications Services, Inc.</b>
IRS FORM 1099 MAILING ADDRESS <b>11859 Wilshire Blvd., Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

CONTACT PERSON <b>Tommie Joe</b>		EMAIL ADDRESS <b>tommie.joe@teampcs.com</b>	
PHONE NUMBER <b>310-231-1000, Ext. 3037</b>		FAX NUMBER <b>310-954-2118</b>	
TAXPAYER ID NUMBER (TIN) <b>95-4615444</b>	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN)	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) (NOTE: LLC IS NOT A VALID TAX FILING TYPE.) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other			
AUTHORIZED SIGNATURE 		DATE <b>April 7, 2005</b>	
PRINTED NAME <b>Tommie Joe</b>		TITLE <b>Chief Operating Officer</b>	

**OFFENDER TELEPHONE SERVICES  
INFORMATION TECHNOLOGY SERVICES DIVISION**

 RFP B2Z05070 is hereby amended by BAFO #002, Revision #002 as follows:

The following paragraphs have been revised:

- 3.1.8;
- 3.1.10;
- 3.1.19

The following paragraphs have been added:

- 1.2.4 a;
- 3.1.8 c;
- 3.1.8 d;
- 3.1.8 e;
- 3.1.8 f;
- 3.1.8 g





STATE OF MISSOURI  
 OFFICE OF ADMINISTRATION  
 DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
 REQUEST FOR BEST AND FINAL OFFER (BAFO)  
 FOR REQUEST FOR PROPOSAL (RFP)

BAFO REQUEST NO.: 002, REVISION #001  
 RFP NO.: B2Z05070  
 TITLE: OFFENDER TELEPHONE SERVICE  
 ISSUE DATE: 04-03-06

REQ NO.: NR 3002150000041  
 BUYER: JOHN STOBART  
 PHONE NO.: (573) 751-3796  
 E-MAIL: john.stobart@oa.mo.gov

RETURN BAFO RESPONSE NO LATER THAN 04-07-06 AT 5:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Sealed BAFOs should be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN BAFO RESPONSE TO: (U.S. Mail) DPMM or (Courier Service) DPMM  
 PO BOX 809 301 WEST HIGH STREET, RM 630  
 JEFFERSON CITY MO 65102-0809 JEFFERSON CITY MO 65101

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS CORRECTIONAL INSTITUTIONS  
 THROUGHOUT THE STATE OF MISSOURI

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with his/his proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME <b>Public Communications Services, Inc.</b>
MAILING ADDRESS <b>11859 Wilshire Blvd., Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. <b>Public Communications Services, Inc.</b>
IRS FORM 1099 MAILING ADDRESS <b>11859 Wilshire Blvd., Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

CONTACT PERSON <b>Tommie Joe</b>		EMAIL ADDRESS <b>tommie.joe@teampcs.com</b>	
PHONE NUMBER <b>310-231-1000, Ext. 3037</b>		FAX NUMBER <b>310-954-2118</b>	
TAXPAYER ID NUMBER (TIN) <b>95-4615444</b>	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN)	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) (NOTE: LLC IS NOT A VALID TAX FILING TYPE.) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other			
AUTHORIZED SIGNATURE 		DATE <b>April 5, 2005</b>	
PRINTED NAME <b>Tommie Joe</b>		TITLE <b>Chief Operating Officer</b>	

**OFFENDER TELEPHONE SERVICES  
INFORMATION TECHNOLOGY SERVICES DIVISION**

RFP B2Z05070 is hereby amended by BAFO #002, Revision #001 as follows:

The following paragraphs have been revised:

3.1.8

4.4.1

Exhibit C-1, 1. u.

The following paragraphs have been added:

1.2.7;

1.2.8;

1.2.9;

3.1.8 a., and subparagraphs 1), 2), and 3);

3.1.8 b;

3.1.9;

3.1.10;

3.1.11;

3.1.12;

3.1.13;

3.1.14;

3.1.15;

3.1.16;

3.1.17;

3.1.18;

3.1.19;

3.1.20;

3.1.21;

Exhibit C-1, 1. X

The following Exhibits have been revised:

Exhibit A;



STATE OF MISSOURI  
 OFFICE OF ADMINISTRATION  
 DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
 REQUEST FOR BEST AND FINAL OFFER (BAFO)  
 FOR REQUEST FOR PROPOSAL (RFP)

BAFO REQUEST NO.: 002  
 RFP NO.: B2Z05070  
 TITLE: OFFENDER TELEPHONE SERVICE  
 ISSUE DATE: 03-21-06

REQ NO.: NR 3002150000041  
 BUYER: JOHN STOBART  
 PHONE NO.: (573) 751-3796  
 E-MAIL: john.stobbart@oa.mo.gov

RETURN BAFO RESPONSE NO LATER THAN 03-28-06 AT 5:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Sealed BAFOs should be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN BAFO RESPONSE TO: (U.S. Mail) DPMM or (Courier Service) DPMM  
 PO BOX 809 301 WEST HIGH STREET, RM 630  
 JEFFERSON CITY MO 65102-0809 JEFFERSON CITY MO 65101

CONTRACT PERIOD: DATE OF AWARD THROUGH FIVE YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS CORRECTIONAL INSTITUTIONS  
 THROUGHOUT THE STATE OF MISSOURI

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with his/his proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME <b>Public Communications Services, Inc.</b>
MAILING ADDRESS <b>11859 Wilshire Blvd, Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. <b>Public Communications Services, Inc.</b>
IRS FORM 1099 MAILING ADDRESS <b>11859 Wilshire Blvd., Suite 600</b>
CITY, STATE, ZIP CODE <b>Los Angeles, CA 90025</b>

CONTACT PERSON <b>Tommie Joe</b>		EMAIL ADDRESS <b>tommie.joe@teampcs.com</b>	
PHONE NUMBER <b>310-231-1000, Ext. 3037</b>		FAX NUMBER <b>310-954-2118</b>	
TAXPAYER ID NUMBER (TIN) <b>95-4615444</b>	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) (NOTE: LLC IS NOT A VALID TAX FILING TYPE.) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Other			
AUTHORIZED SIGNATURE 		DATE <b>April 5, 2006</b>	
PRINTED NAME <b>Tommie Joe</b>		TITLE <b>Chief Operating Officer</b>	

**OFFENDER TELEPHONE SERVICES  
INFORMATION TECHNOLOGY SERVICES DIVISION**

RFP B2Z05070 is hereby amended by BAFO #002, Revision #001 as follows:

The following paragraphs have been revised:

4.2.1 a;  
4.4.1

The following paragraphs have been added:

**3.1.8;**  
4.2.1 b;  
Exhibit C-1, 1. t;  
Exhibit C-1, 1. u;  
Exhibit C-1, 1. v;  
Exhibit C-1, 1. w

The following Exhibits have been revised: Exhibit A



April 10, 2006

Attention: John Stobbart  
Division of Purchasing and Materials Management  
301 West High Street, Truman Building, Room 630  
Jefferson City, MO 65101

Dear Mr. Stobbart:

PCS is honored to have the opportunity to respond to BAFO Request No. 002 and all associated revisions for the State of Missouri for Offender Telephone Services pursuant to your Request for Proposal B2Z05070. PCS has proposed the best equipment, technology, service and support available in today's marketplace, while providing the lowest possible call rates.

We are confident that our proposal provides the best value proposition to meet and exceed the State of Missouri's goals and objectives. We look forward to responding to any questions resulting from your review of the enclosed best and final offer. For additional information, please feel free to contact me at 310-954-3015 or by email at [joe.pekarovic@teampcs.com](mailto:joe.pekarovic@teampcs.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Pekarovic", written over a horizontal line.

Joe Pekarovic  
Vice President of Sales



1. CLARIFICATIONS:

1.1 Please confirm the validity of the proposal for an additional 60 days from the BAFO receipt due date.

PCS confirms its proposal to the State of Missouri is valid for an additional 60 days from the BAFO receipt due date.

2. OFFEROR RESPONSE TO CHANGED REQUIREMENTS: The offeror is requested to respond to the following revised and added paragraphs and/or Exhibits:

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*1.2.4.a The current contract is limited to the Offender Payphone Services only. The network connectivity associated with the Department of Correction's private network for data transmission has been acquired separate from this contract.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*1.2.7 The following Department of Corrections facilities currently use the Southwestern Bell frame relay cloud:*

*Eastern Reception & Diagnostic Correctional Center – 2727 Highway K – Bonne Terre, MO  
Boonville Correctional Center & Boonville Treatment – 1216 East Morgan Street – Boonville  
Crossroads Correctional Center – 1115 E Pence – Cameron  
Southeast Correctional Center – 300 Pedro Simmons Drive – Charleston  
Chillicothe Correctional Center – 1500 3<sup>rd</sup> Street – Chillicothe  
Western Missouri Correctional Center – 609 E Pence – Cameron  
Farmington Correctional Center – 1012 W Columbia Street – Farmington  
Ozark Correctional Center – 1192 Honor Camp Lane – Fordland  
Fulton Reception & Diagnostic Center – 1393 Route O – Fulton  
South Central Correctional Center – 255 W Highway 32 – Licking  
Potosi Correctional Center – 11593 State Road O – Potosi  
Missouri Eastern Correctional Center – 18701 Old Highway 66 – Pacific  
Moberly Correctional Center – 5201 S Morley – Moberly  
Northeast Correctional Center – 13608 Pike 46 Airport Road – Bowling Green  
Western Reception, Diagnostic & Cor. Center – 3401 Faraon Street – St. Joseph  
Women's Reception and Diagnostic Center – 1101 E Hwy 54 – Vandalia*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*1.2.8 The following Department of Corrections facilities currently use the Sprint frame relay cloud:*

*Maryville Treatment Center – 30227 US Hwy 136 – Maryville, MO*

*Tipton Correctional Center – 619 N Osage Avenue – Tipton, MO*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*1.2.9 The following Department of Corrections facilities currently use the point to point circuits to the State Data Center – 301 W High – Jefferson City:*

*Jefferson City Correctional Center – 8200 Fence Line Road – Jefferson City, MO*

*Algoa Correctional Center – 8501 Fence Line Road – Jefferson City, MO*

PCS has read and understands.

**PARAGRAPH REVISED BY BAFO #002, REVISION #002**

*3.1.8 The contractor shall furnish, install, monitor, maintain and incur the expense for the of installation of and the ongoing monthly expense, through the life of the contract for data circuits, separate from the bandwidth provided for the offender phone recording and monitoring system, at each of the institutions (see the list below). The contractor will be allowed to use the existing DOC equipment to terminate the services. If additional equipment is necessary, the contractor shall be responsible for all one time cost associated with the solution. Such equipment shall become the property of the State of Missouri upon delivery. This bandwidth must be the guaranteed access and throughput availability speed of a T1 circuit. This service must connect to the Missouri Department of Corrections equipment located in the State Data Center, 301 West High Street, Jefferson City, MO 65109. DOC's current network includes terminations of a DS3 into the SBC Frame Relay service, and a T1 into the Sprint Frame Relay service into two premise based Cisco 7206s at the State Data Center.*

LOCATION
Eastern Reception & Diagnostic Correctional Center 2727 Highway K Bonne Terre, Mo.
Boonville Correctional Center & Boonville Treatment Center 1216 East Morgan Street Boonville, Mo.
Crossroads Correctional Center 1115 E. Pence Cameron, Mo.
Southeast Correctional Center 300 Pedro Simmons Drive Charleston, Mo.
Chillicothe Correctional Center 1500 Third Street Chillicothe, Mo.
Western Missouri Correctional Center 609 E. Pence Cameron, Mo.

Farmington Correctional Center 1012 W. Columbia Street Farmington, Mo.
Ozark Correctional Center 1192 Honor Camp Lane Fordland, Mo.
Fulton Reception & Diagnostic Center 1393 Route O Fulton, Mo.
Algoa Correctional Center 8501 Fence Line Road Jefferson City, Mo.
Jefferson City Correctional Center 8200 Fence Line Road Jefferson City, MO 65101
South Central Correctional Center 255 West Highway 32 Licking, Mo.
Maryville Treatment Center 30227 US Hwy 136 Maryville, Mo.
Potosi Correctional Center and Mineral Area Treatment Center 11593 State Road O Mineral Point, Mo.
Missouri Eastern Correctional Center 18701 Old Highway 66 Pacific, Mo.
Moberly Correctional Center 5201 S. Morely Moberly, Mo.
Northeast Correctional Center 13608 Pike 46 Airport Road Bowling Green, Mo.
Western Reception, Diagnostic & Correctional Center 3401 Faraon Street St. Joseph, Mo.
Tipton Correctional Center 619 N. Osage Avenue Tipton, Mo.
Women's Reception and Diagnostic Center 1101 E. Hwy 54 Vandalia, MO 63382

PCS agrees and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.8.a. The Department of Corrections currently has the following equipment in the State Data Center:*

- 1) Cisco 7206 Router:  
Three T1s:  
One to the Jefferson City Probation and Parole Office, 2705 W. Main;  
One to DOC Central Office, 2729 Plaza; and  
One for CMS that connect to the contractor's pharmacy in Oklahoma.  
One DS3 connected to the Southwestern Bell frame relay cloud.*
- 2) Cisco 7206 Router:  
One T1 connected to the Sprint frame relay cloud.  
Four T1s:*

*One to Probation and Parole Central Office, 1511 Christy Drive;  
One to Missouri Vocational Enterprises, 1663 Industrial Drive;  
One to Algoa Correctional Center, 8501 Fence Line Road ;  
One to Central Missouri Correctional Center, Hwy 179; and  
One 9mb ATM connection to the Metropolitan Area Network (MAN).*

- 3) *IBM 2210 Router:  
Two T1s: One to Jefferson City Correctional Center, 8200 Fence Line Road;  
One to Information Services, 2728 Plaza Drive.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.8.b) The correctional facilities have either Cisco 3640 routers with built in CSU/DSUs, or Paradyne 9124 External CSU/CSUs and IBM 2210 routers.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*3.1.8.c. The DOC 7206 routers in the State Data Center in Jefferson City have the capacity to install a DS3 card into the router. The Central Processing Unit (CPU) shall be the responsibility of DOC.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*3.1.8.d. The contractor shall be responsible for the acquisition and delivery of the DS3 card. Such card will become the property of the State of Missouri upon delivery. The on-going maintenance shall be the responsibility of the DOC.*

PCS has read and understands and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*3.1.8.e. The DOC Cisco 3640s and IBM 2210 located at the institutions have the capacity and DOC will supply the T1 WIC cards for the installation as well as on-going maintenance.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*3.1.8.f. The Department of Corrections currently has Cisco 3640s at the following institutions:*

- 1) Jefferson City Correctional Center – Jefferson City*
- 2) Eastern Regional & Diagnostic Treatment Center – Bonne Terre*
- 3) Southeast Correctional Center-Charleston*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #002**

*3.1.8.g. The Department of Corrections currently has IBM 2210 routers at all other institutions other than the ones outlined in f. above.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.9 The contractor may provide such data circuits to the institutions within the same circuits for the Offender Telephone Service. However, traffic must be kept separate.*

PCS has read and understands.

PCS will provide two distinct and independent networks. One network will support the Offender Telephone System. The other will be for the exclusive use of the State of Missouri as described in this RFP.

**PARAGRAPH REVISED BY BAFO #002, REVISION #002**

*3.1.10 The contractor shall provide such data circuits for state data application (no voice or video) usage between the Department of Corrections' facilities and its central office in Jefferson City, MO. Such circuits shall not be required to support multi-protocol label switching (MPLS), but may be provisioned over Frame Relay.*

PCS has read and understands and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.11 The contractor shall agree and understand that the State of Missouri currently uses frame relay services from Southwestern Bell and Sprint that terminate on a single pipe from each company. The contractor must terminate T1 services in an aggregated manner in Jefferson City, but shall not be required to terminate such services on the existing service.*

PCS agrees and understands.

PCS proposes to install new circuits to support T1 services in an aggregated manner over a DS3 interface terminating in Jefferson City. This approach will eliminate downtime and simplify implementation on the part of State personnel.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.12 The contractor shall not acquire any circuits under any existing State of Missouri contract(s).*

PCS agrees and will comply.

PCS will not acquire any circuits under an existing State of Missouri contract.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.13 The contractor shall understand and agree that the State of Missouri shall not acquire circuits on the contractor's behalf with subsequent charge back of such costs to the contractor.*

PCS understands and agrees.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.14 The contractor shall provide a minimum DS3 bandwidth from the contractor's network cloud to the termination in the State Data Center.*

PCS agrees and will comply.

PCS will provide a minimum DS3 bandwidth from our network cloud to the termination in the State Data Center.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.15 The contractor shall not be required to install equipment at the termination point at the State Data Center at 301 West High Street or at the terminations at any Department of corrections Facility. The contractor may terminate in the existing state-owned 7206s and like devices at each of the sites.*

PCS agrees and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.16 The contractor shall not be required to provide installation and maintenance of routers, firewalls, and maintain all routing tables for the State data network at each facility. The contractor may utilize state equipment that is in place.*

PCS agrees and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.17 The contractor may provide a demark consisting of a smart jack with an RJ-45 connection equal to the speed of a T-1 to meet the dedicated network requirement for each facility. The smart jack must be the equivalent of a network interface unit to allow the contractor to test to the NIU.*

PCS agrees and will comply.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.18. The contractor shall agree and understand that the State of Missouri will continue to assume the expense of the existing DS3 and T-1 in service today, or whatever the state keeps in place.*

PCS agrees and understands.

PCS proposes to install a new DS3 and T-1 data circuits. Keeping the existing DS3 and T-1 data circuits in service, will provide the State of Missouri with network redundancy and help to ensure a smooth transition to the PCS network. The new PCS provided State Data Network will be in place and operational at system turn-up.

**PARAGRAPH REVISED BY BAFO #002, REVISION #002**

*3.1.19 Currently, the facilities outlined in 3.1.1 have a frame relay connection that terminates on premise to the Southwestern Bell and Sprint clouds depending on the service areas or dedicated point to point T1. Sprint and Southwestern Bell then use their clouds/facilities to terminate into the Jefferson City Sprint central office. At that point, there is DS3 from Southwestern Bell and a T-1 from Sprint clouds that terminate at the State Data Center.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.20 The contractor shall provide bandwidth access and available speed equal to a T-1 to each of the institutions outlined in 3.1.8.*

PCS agrees and will comply.

PCS will provide bandwidth access and available speed equal to a T-1 to each of the institutions outlined in 3.1.8.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*3.1.21 The contractor's T-1 data circuits shall have the ability to transmit to the State Data Center. Such circuits shall not be required to be a part of a fully meshed network with connectivity to all locations within the cloud.*

PCS agrees and will comply.

**PARAGRAPH REVISED BY BAFO #002**

*4.2.1.a The cost evaluation for Basic will be based on 70% of the estimated numbers of calls and minutes stated in paragraph 1.2.1.*

PCS has read and understands.

**PARAGRAPH ADDED BY BAFO #002**

*4.2.1.b The cost evaluation for Basic with Option One will be based on the following percentages of the estimated numbers of calls and minutes stated in paragraph 1.2.1:*

*Option One-Debit calls- 15%*

*Option One-Prepaid calls- 15%*

*NOTE: The above are estimates only. The State of Missouri will not guarantee any quantity of calls or minutes.*

PCS has read and understands.

**PARAGRAPH REVISED BY BAFO #002, REVISION #001**

**4.4.1 Cost:** *The offeror must respond to Exhibit A with firm, fixed pricing for all applicable costs necessary to satisfy the requirements of the RFP. The price for basic calls stated shall be the contractor's charge per minute and set-up charge for collect calls, and shall be exclusive of any and all local, state and federal taxes/fees (I.E, LOCAL, STATE AND FEDERAL TAXES/FEES MAY BE PASSED ON TO THE CUSTOMER IN ADDITION TO THE OFFEROR'S PER MINUTE PRICES AND SET-UP CHARGE). Basic with option one debit calls shall be inclusive of any and all local, state, and federal taxes and/or fees (I.E, LOCAL, STATE, AND FEDERAL TAXES/FEES SHALL NOT BE ADDED TO THE FIRM, FIXED POSTALIZED PRICE PER MINUTE PAID FOR BY THE OFFENDER). Basic with option one pre-paid calls shall be exclusive of any and all local, state, and federal taxes and/or fees (I.E, LOCAL, STATE AND FEDERAL TAXES/FEES MAY BE PASSED ON TO THE CUSTOMER IN ADDITION TO THE OFFEROR'S FIRM, FIXED POSTALIZED PRICE PER MINUTE).* All other applicable costs and expenses necessary to satisfy the requirements of the RFP, including furnishing, installing, providing any necessary hardware, monitoring, maintaining and incurring the expense for the of installation of, and the ongoing monthly expense, through the life of the contract, for data circuits, separate from the bandwidth provided for the offender phone recording and monitoring system, at each of the institutions referenced in paragraph 3.1.8 must be included in the stated price. All prices quoted shall be firm, fixed for duration of the contract. The offeror shall provide the lowest firm fixed prices available to the called parties. Commissions from the call charges shall not be applicable nor shall any commission-like payments be made by the contractor to the State of Missouri or any other entity or party. In lieu of commission-like revenue received by the State of Missouri, the offeror should propose contract costs that take commissions otherwise paid and offset the contract costs to the called party. Unless stated herein, the state shall assume that absolutely no other costs, charges, or fees will be assessed to the state, the offender or the called party whatsoever, and that no other costs exist to satisfy the RFP's requirements. Therefore, the successful offeror shall be responsible for any additional costs.

PCS has read and understands and will comply.



**EXHIBIT A  
COST (PRICING SECTION)**

**EXHIBIT REVISED BY BAFO #002, REVISION #001**

**A.1 REQUIRED PRICING:** The offeror must state below the firm, fixed price for performing OTS services in accordance with the provisions and requirements stated herein, including furnishing, installing, providing any necessary hardware, monitoring, maintaining and incurring the expense for the of installation of and the ongoing monthly expense, through the life of the contract, for data circuits, separate from the bandwidth provided for the offender phone recording and monitoring system, at each of the institutions referenced in paragraph 3.1.8. All costs associated with providing the required services, including all travel and expenses to be incurred by contractor staff, must be included. The offeror must propose all items (001 through 010). Prices shall not include commissions to be paid to the State of Missouri (see RFP paragraph 4.4.1).

PCS has read and understands.

**The TeamPCS Full Disclosure Rate Plan**

**PARAGRAPH REVISED BY BAFO #002, REVISION #001**

- a. **Basic OTS: Collect Calls:** shall be defined as where the outside party is requested to pay for the calls where the cost would be billed through a monthly invoice to the called party. Such prices shall be exclusive of taxes. The offeror must propose all items (001 through 008). The offeror must state the firm, fixed rates per minute and shall include all set up fees for all offender calls for the following service, exclusive of any and all local, state, and federal fees/taxes (*I.E., LOCAL, STATE AND FEDERAL TAXES/FEEES MAY BE PASSED ON TO THE CUSTOMER IN ADDITION TO THE OFFEROR'S PER MINUTE PRICES AND SET-UP CHARGE*).

ITEM NO.	Description	Unit of Measure	Firm Fixed Price
001	Local Call	Minute	\$0.10
002	Set-up Charge for Local Call	Call	\$1.00
003	Intralata Call	Minute	\$0.10
004	Set-up Charge for Intralata Call	Call	\$1.00
005	Interlata Call	Minute	\$0.10
006	Set-up Charge for Interlata Call	Call	\$1.00
007	Interstate Call	Minute	\$0.10
008	Set-up Charge for Interstate Call	Call	\$1.00

**PARAGRAPH REVISED BY BAFO #002, REVISION #001**

- b. Basic OTS with option 1 features and functions for debit calls where the offender will deposit money within the state run commissary. Price must be inclusive of taxes. The offeror must propose item 009. The offeror must state a firm, fixed all inclusive postalized price per minute, which must include any and all regulatory fees/surcharges, set up fees,

and any and all taxes, etc (*I.E, LOCAL, STATE, AND FEDERAL TAXES/FEES SHALL NOT BE ADDED TO THE FIRM, FIXED POSTALIZED PRICE PER MINUTE PAID FOR BY THE OFFENDER*).

<i>ITEM NO.</i>	<i>Description</i>	<i>Unit of Measure</i>	<i>Firm Fixed Postalized Price</i>
<i>009</i>	<i>Postalized Debit Call</i>	<i>Per Minute</i>	<i>\$0.10</i>

**PARAGRAPH REVISED BY BAFO #002, REVISION #001**

- c. Basic OTS with option 1 features and functions for pre-paid calls, where the called party deposits money within the offeror's operated account. Price must be exclusive of taxes. The offeror must propose item 010. The offeror must state a firm, fixed all inclusive postalized price per minute, which shall be exclusive of any and all regulatory fees/surcharges, set up fees, and any and all taxes, etc: (*I.E, LOCAL, STATE AND FEDERAL TAXES/FEES MAY BE PASSED ON TO THE CUSTOMER IN ADDITION TO THE OFFEROR'S FIRM, FIXED POSTALIZED PRICE PER MINUTE*).

<i>ITEM NO.</i>	<i>Description</i>	<i>Unit of Measure</i>	<i>Firm Fixed Postalized Price</i>
<i>010</i>	<i>Postalized Pre-paid Call</i>	<i>Per Minute</i>	<i>\$0.10</i>

- d. **International Calls:** The offeror must propose rates for International calls. The offeror shall attach their proposed international callings rates. Prices for International calls will be subjectively evaluated within the area of Proposed Method of Performance.

**PCS INTERNATIONAL CALLING RATES**

<i>ITEM NO.</i>	<i>Description</i>	<i>Unit of Measure</i>	<i>Firm Fixed Price</i>
201	International Call	Minute	\$ 0.75
202	Set-up Charge for International Call	Call	\$ 0.50

**PARAGRAPH ADDED BY BAFO #002**

*C.1.1.t. The offeror should describe the data circuits that shall be provided, separate from the bandwidth provided for the offender phone recording and monitoring system at each of the institutions (see paragraph 3.1.8).*

- PCS will provide T1 data circuits utilizing frame relay encapsulation separate and distinct from the bandwidth provided for the offender phone recording and monitoring system at each of the institutions listed in paragraph 3.1.8.

**PARAGRAPH REVISED BY BAFO #002, REVISION #001**

*C.1.1.u. The offeror should describe how the data circuits that are outside of the offender phone system will utilize the Southwestern Bell and Sprint Frame Relay services or offeror provided solution, including how the service will be connected back to the State Data Center in Jefferson City.*

- All facilities listed in paragraph 1.2.7 will use the Southwestern Bell frame relay cloud. The facilities listed in paragraph 1.2.8 will use the Sprint frame relay cloud. The State Data Center will connect to the Southwestern Bell frame relay cloud via DS3 and to the Sprint Frame Relay service via T-1. The facilities listed in paragraph 1.2.9 will use point to point circuits to the State Data Center in Jefferson City.

**PARAGRAPH ADDED BY BAFO #002**

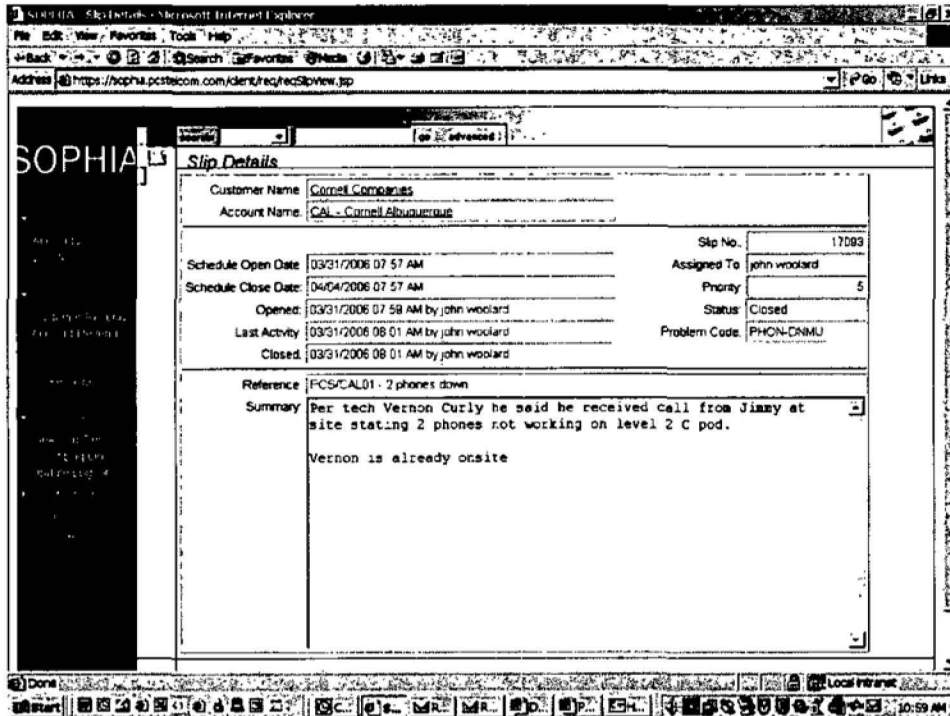
*C.1.1.v. The offeror should describe in detail how trouble reports and escalation of the data circuits issues for services outside of the offender phone system will be handled by the offeror and the state of Missouri.*

- The PCS Technical Services Department will interact directly with all carriers to open trouble tickets, track developments, monitor progress, and expedite resolution until a trouble is cleared. Department operations function on a 24 x 7 x 365 basis.

PCS utilizes remote diagnostic software to constantly monitor the network to identify any potential issues in Frame and WAN connectivity at our client sites. In the event the facility experiences a problem, the problem should be reported to our Technical Service department by calling 1-800-6-Inmate. PCS Technical Services operates with an internal escalation procedure to ensure timely and accurate responses.

Whenever network problems occur, the Technical Services Representative will enter a trouble slip into the Keystone trouble slip tracking software. Keystone allows all Technical Service employees to check the status of any problem at any time.

Authorized State personnel will be able to log-on to our proprietary phone management system, SOPHIA, to review both open and closed tickets. As shown in the following example, ticket details include: location, description of the problem, time of outage, priority level, and notes.



SOPHIA Screen Showing Trouble Ticket

PCS will work with the State of Missouri to customize escalation procedures to meet the State's specific requirements. In addition to the above procedures and toll-free number, PCS provides a complete list of back up telephone numbers. These numbers will include the direct lines to:

1. 24-hour live answer repair and service number
2. Corporate Offices and Technical Services Group extensions
3. Technical Services Group
4. Billing/End User Customer Service Department 800 number

For complaints or problems not handled within the required response times, the following are the next levels of management, which may be contacted for further resolution:

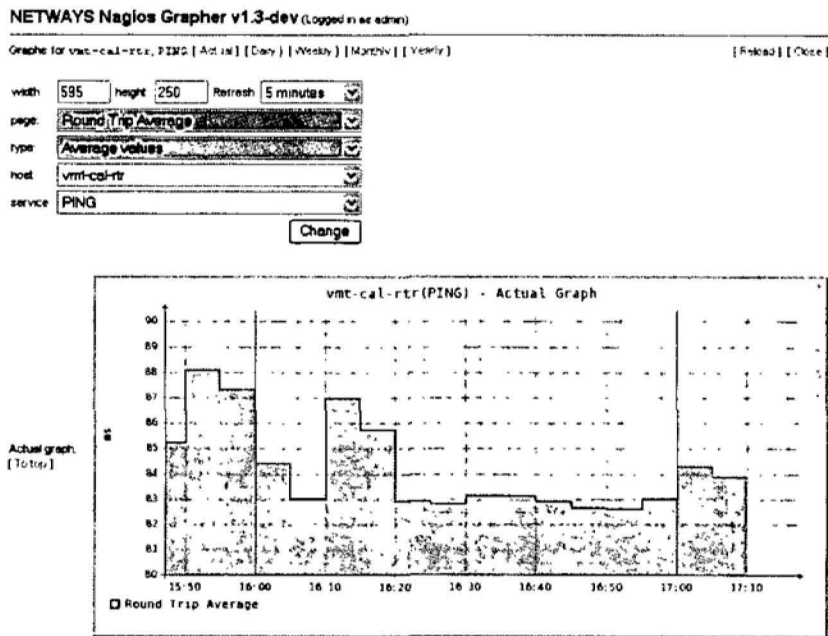
1. One hour past the required timeline:  
**Inmate Customer Service Manager**  
 a. Direct Line: **Helen Douglas** (800) 350-1000, x 3008  
 b. Cell Phone: (818) 523-5245
2. Two hours past the required timeline:  
**Vice President of Inmate Operations**  
 a. Direct Line: **Doyle Schaefers** (800) 350-1000, x 3027  
 b. Cell Phone: (813) 672-4541
3. Three hours past the required timeline:  
**Vice President of Inmate Sales**  
 a. Direct Line: **Joseph Pekarovic** (800) 350-1000, x 3015  
 b. Cell Phone: (310) 600-9448

- 4. Four hours past the required timeline:  
**Chief Operating Officer**  
a. Direct Line: **Tommie Joe**  
(800) 350-1000, x 3037  
b. Cell Phone: (310) 922-3037
  
- 5. Five hours past the required timeline:  
**Chief Executive Officer**  
a. Direct Line: **Paul Jennings**  
(800) 350-1000, x 3101  
b. Cell Phone: (310) 600-3540

**PARAGRAPH ADDED BY BAFO #002**

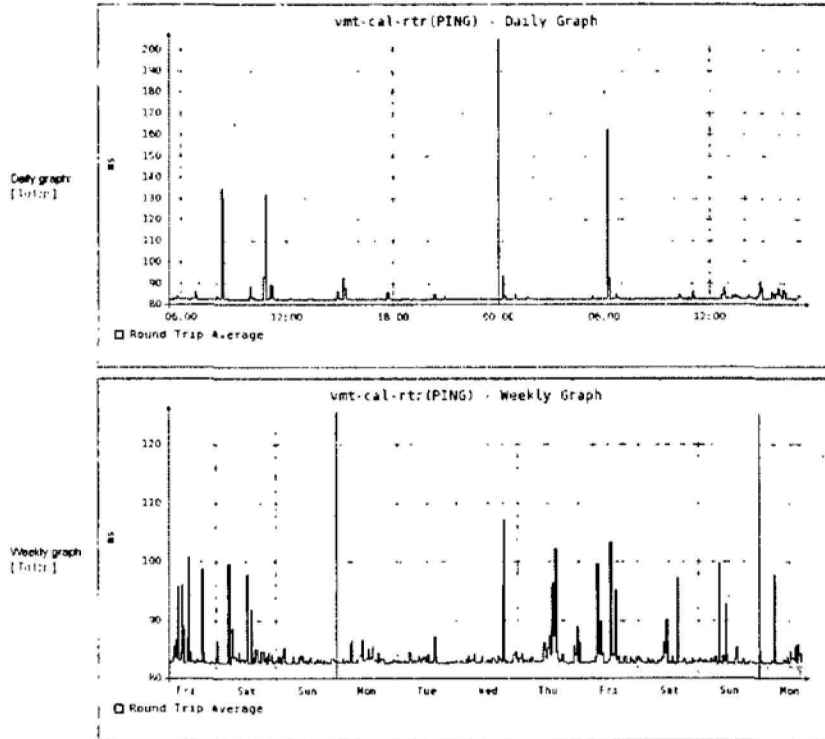
*C.1.1.w The offeror should describe any statistical or traffic reports available for the data circuits that are outside of the offender phone system.*

- PCS will provide network management reports that record the performance of data circuits by the minute, day, week, month, and year. PCS uses Nagios, a specialized network management software application that is entirely independent of the offender phone system.



**PCS Network Management Reports**

These reports identify any potential issues in frame and WAN connectivity. They graphically illustrate network latency, the delay between when a request for data is made and the actual beginning of the data transfer. Spikes show the frequency and seriousness of significant delays and help to determine whether additional bandwidth may be required to maintain the required level of performance.



Performance is Measured by the minute, day, week, month, and year.

**PARAGRAPH ADDED BY BAFO #002, REVISION #001**

*C.1.1.x. If the offeror proposes to provide additional bandwidth within circuits provided for other required services, the offeror should clearly describe the manner in which such traffic shall be kept separate. The offeror should include a diagram showing the network and equipment that the offeror proposes to provide.*

- PCS does not propose providing additional bandwidth within circuits provided for other required services. PCS proposes providing the State with new circuits parallel to the existing circuits and separate and distinct from the circuits utilized by the Offender Telephone System. Please see the following page for a diagram of the network PCS proposes to provide inclusive of using all of the State's described equipment where appropriate with additional provision of a DS3 card as agreed to in paragraph 3.1.8d.



# Public Communications Services, Inc.

## State of Missouri DOC Facilities

### State Data Application Network Diagram

