

**EXHIBIT A
COST (PRICING PAGES)**

The vendor shall provide firm, fixed pricing for the offender telephone system pursuant to all mandatory requirements herein, including furnishing, installing, providing any necessary hardware and software, monitoring, maintaining at each of the institutions referenced in Attachment #1. All costs associated with providing the required services, including all travel and expenses to be incurred by contractor staff, must be included. Prices shall not include commissions to be paid to the State of Missouri. All per minute prices must be a whole number (i.e. fractions of cents, \$0.075, must not be proposed). All prices must be within rules established by the Federal Communication Commission.

EXHIBIT A, SECTION A.1 REVISED PER ADDENDUM 04 (removed language)

A.1 Pre-paid and Debit Calls: The vendor must state the firm, fixed rate per minute for pre-paid, and debit calls. The rates proposed for pre-paid and debit calls shall be exclusive of any and all local, state, and federal taxes/fees. Local, state, and federal taxes/fees may be passed on with no mark-up to the customer in addition to the per minute prices. Pre-paid and debit calls per minute rate shall include all set up fees for all offender calls. The firm fixed price per minute offered shall be the same for the entire phone call (i.e. cannot charge a higher rate for the first minute and lower rate for subsequent minutes.) The vendor shall not charge called parties and/or offenders discretionary fees in addition to the per minute rate for pre-paid, and debit calls, and local, state, and federal fees/taxes.

Line Item	Description	Unit of Measure	Firm Fixed Price
001	Pre-paid Call / Debit Call	Minute	\$0.05

EXHIBIT A, SECTION A.2 REVISED PER ADDENDUM 04 (removed language)

A.2 Collect Calls: The vendor must state the firm, fixed rate per minute for collect calls. The rates proposed for collect calls shall be exclusive of any and all local, state, and federal taxes/fees. Local, state, and federal taxes/fees may be passed on with no mark-up to the customer in addition to the per minute prices. Collect calls per minute rate shall include all set up fees for all offender calls. The firm fixed price per minute offered shall be the same for the entire phone call (i.e. cannot charge a higher rate for the first minute and lower rate for subsequent minutes.) The vendor shall not charge called parties and/or offenders discretionary fees in addition to the per minute rate for collect calls, and local, state, and federal fees/taxes.

Line Item	Description	Unit of Measure	Firm Fixed Price
002	Collect Call	Minute	\$0.05

A.3 Automated Payment Fee: If the vendor charges a fee for a customer to make an automatic payment to an account, they must state the firm fixed price. If the vendor does not charge a fee for a customer to make an automatic payment to an account, they must indicate "N/A" or "\$0.00" for line item 003. Automated payment fee means credit card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web or kiosk.

Line Item	Description	Unit of Measure	Firm Fixed Price
003	Automated Payment Fee Per Transaction	Each	\$0.00

A.4 Live Agent Fee: If the vendor charges a fee for a customer to make a payment to an account through a live agent, they must state the firm fixed price. If the vendor does not charge a fee for a customer to make a payment to an account through a live agent, they must indicate "N/A" or "\$0.00" for line item 004. Live agent fee means a fee associated with the optional use of a live operator in order to complete a transaction.

Line Item	Description	Unit of Measure	Firm Fixed Price
004	Live Agent Fee Per Transaction	Each	\$0.00

EXHIBIT A, SECTION A.5 REVISED PER ADDENDUM 04 (removed language)

A.5 International Calls: The vendor must state the firm, fixed rate per minute for international calls. The rates proposed for international calls shall be exclusive of any and all local, state, and federal taxes/fees. Local, state, and federal taxes/fees may be passed on with no mark-up to the customer in addition to the offender's per minute prices. The

firm fixed price per minute offered shall be the same for the entire phone call (i.e. cannot charge a higher rate for the first minute and lower rate for subsequent minutes.) The vendor shall not charge called parties and/or offenders discretionary fees in addition to the per minute rate for international calls, and local, state, and federal fees/taxes.

Line Item	Description	Unit of Measure	Firm Fixed Price
005	International Call	Minute	\$0.50

- A.6 Coin Payphone Calls: The vendor must state the firm, fixed rates per minute for calls made on a coin payphone. The rates proposed for calls made on a coin payphone shall be inclusive of any and all local, state, and federal taxes/fees. The vendor may charge additional fees for international call connection and the use of operator- serviced calls. The per minute rate shall be the same regardless of type of payment (e.g. coins, credit cards, and bank debit cards).

Line Item	Description	Unit of Measure	Firm Fixed Price
006	Call Made on Coin Payphone	Minute	\$0.25