

# STATE OF NEBRASKA SERVICE CONTRACT AMENDMENT

State Purchasing Bureau  
301 Centennial Mall South, 1st Floor  
Lincoln, Nebraska 68508

OR

P.O. Box 94847  
Lincoln, Nebraska 68509-4847  
Telephone: (402) 471-2401  
Fax: (402) 471-2089

**CONTRACT NUMBER**  
**35216 04**

PAGE 1 OF 1	ORDER DATE 05/04/09
BUSINESS UNIT 65060112	BUYER TODD DLOUHY
VENDOR NUMBER: 1400197	
VENDOR ADDRESS: PUBLIC COMMUNICATIONS SERVICES, INC 11859 WILSHIRE BLVD STE 600 LOS ANGELES CA 90025-6621	

THE CONTRACT PERIOD IS AUGUST 15, 2008 THROUGH NOVEMBER 26, 2013.

THIS SERVICE CONTRACT HAS BEEN AMENDED PER THE FOLLOWING INFORMATION:

THIS CONTRACT IS NOT AN EXCLUSIVE CONTRACT TO FURNISH THE SERVICES SHOWN BELOW, AND DOES NOT PRECLUDE THE PURCHASE OF SIMILAR SERVICES FROM OTHER SOURCES.

THE STATE RESERVES THE RIGHT TO EXTEND THE PERIOD OF THIS CONTRACT BEYOND THE TERMINATION DATE WHEN MUTUALLY AGREEABLE TO THE VENDOR/CONTRACTOR AND THE STATE OF NEBRASKA.

Original/Bid Document 2505 Z1

Contract to provide Inmate Calling Services to the State of Nebraska, Department of Corrections, for the period effective August 15, 2008 through November 26, 2013 with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties.



The contract shall incorporate the following previously submitted documents:

1. Contract Award;
2. Any contract Amendments, in order of significance;
3. Any Request for Proposal Addenda and/or Amendments to include Questions and Answers;
4. The original RFP document;
5. The signed Request for Proposal form;
6. The Contractor's Proposal;

CONTACT: Tommie E. Joe, President & Chief Operation Officer  
PHONE: 800-350-1000 ext. 3037 (Office)  
PHONE: 310-922-3037 (Cellular)  
FAX: 310-954-2118  
EMAIL: tommie.joe@teampcs.com

AMENDMENT (1) - Revised Section IV.E.5 item 4 and Revised Section IV.E.10 item 15. (05/04/09 jc)

Line	Description	Qty	Unit of Measure	Unit Price	Extended Price
1	Inmate Calling Services	1	EA	1.0000	1.00
Total Order					1.00

  
BUYER  
  
MATERIEL ADMINISTRATOR

**FIRST AMENDMENT TO  
CONTRACT NO. 35216 O4 TO PROVIDE  
INMATE CALLING SERVICES TO  
THE STATE OF NEBRASKA, DEPARTMENT OF CORRECTIONS**

This First Amendment to Contract No. 35216 O4 to Provide Inmate Calling Services to the State of Nebraska, Department of Corrections ("First Amendment") is entered into as of May 1, 2009, by and between Public Communications Services, Inc. ("Contractor"), and the State of Nebraska, by and through the State Purchasing Bureau ("Client").

**Recitals:**

- A. Client issued Inmate Calling Services Request for Proposal No. 2505Z1 on or about May 30, 2008 (the "RFP");
- B. On or about July 8, 2008, Contractor submitted a proposal in response to the RFP ("Contractor's Proposal");
- C. Contractor was the awardee of the RFP;
- D. Contractor and Client entered into that certain Contract No. 35216 O4 to Provide Inmate Calling Services to the State of Nebraska, Department of Corrections effective August 15, 2008 (the "Agreement");
- E. The Agreement incorporates, among other things, Contractor's Proposal;
- F. Contractor and Client now desire to amend the Agreement.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency which are hereby acknowledged, Contractor and Client hereby agree that the Agreement is amended as follows:

- 1. Contractor's original response to Section IV.E.5. item 4 of the RFP is hereby deleted in its entirety and replaced with the following:

**5. SECTION IV: PROJECT DESCRIPTION & SCOPE OF WORK**

**IV. PROJECT DESCRIPTION AND SCOPE OF WORK**

**E. TECHNICAL REQUIREMENTS**

**5. Recording Requirements**

Each site must be capable of storing six (6) months of call recordings on the system hard drive for immediate access. Once call recordings become six (6) months old, the system must automatically download them to a permanent storage media. Permanent storage media must hold six (6)

months of call recordings, and be stored at NDCS. Call records stored on permanent media must be easily accessible and searchable.

**PCS Response:** PCS has read, agrees and will comply.

The PCS Solution will store all call detail records and call recordings on the system hard drive for a minimum of six (6) months prior to archiving on a permanent storage media. The Call Records will include both attempted and completed calls. Completed calls generate a recording and those recordings will also be archived. NDCS will be able to access these records from any workstation with authorized access.

Both call detail records and call recordings can be copied onto compact disc (CD), DVD, or other electronic medium, and these may be replayed on any computer with the appropriate audio capabilities. PCS will provide the storage device, which will be located in the area designated by the State. The storage device will produce transfer recordings with virtually no loss in quality and will be capable of placing an audio time and date stamp within the recording. The storage device will have a monitor amplifier and speaker so that the investigator may confirm accurate transfers of the recorded information.

2. Contractor's original response to Section IV.E.10 item 15 of the RFP is hereby deleted in its entirety and replaced with the following:

**5. SECTION IV: PROJECT DESCRIPTION & SCOPE OF WORK**

**IV. PROJECT DESCRIPTION AND SCOPE OF WORK**

**E. TECHNICAL REQUIREMENTS**

**10. System/Server Requirements**

All data for each NDCS facility to include call detail records, call recordings, and platform operating system must be backed up daily. Backups whether on tape or hard drive media must be maintained in such a manner that they can be used to restore 100% operation to a site regardless of outage cause within 24 hours. Outages that are a result of corrupt or missing data must not last more than 24 hours. Processes for system backup, redundancy, and recovery must be outlined in the bidder's RFP.

**PCS Response:** PCS has read, agrees and will comply.

The PCS Solution is configured with built-in redundancy of the RAID to ensure no loss of data or functionality. Should the centralized system experience a catastrophic failure for any reason, the inmate telephone system will automatically route to a backup server with no loss of functionality or delay in call processing.

The functional database for the system is maintained in three locations: an on-site Data Center at the telephony server; a Primary Secure Data Center located in Los Angeles, California; and a Secondary Data Center, located in Dallas, Texas. The off-site Data Centers are automatically

replicated on an on-going basis for all call detail records, so that each center holds a complete and up-to-date database of the call data from the facility. The Data Centers in Los Angeles and Dallas include the controlling computer for the ITS.

Standby boot drives and operating system drives will be kept readily available in the event of a catastrophic failure of the platform operating system. These backup drives will be kept within the state and will enable replacement and restoration of operation within 24 hours of an outage being reported.

The system uses the central database for all calling applications. When an inmate lifts the receiver to make a telephone call, the on-site call processor immediately requests information from the Data Center (the controlling computer), which instructs the call processor at every stage of the call. Should the on-site call processor be unable to query the Primary Data Center (for example, in case of a natural disaster that disrupts the connection), the query will be automatically routed to the Secondary Data Center where it will be responded to by the Secondary controlling computer.

Please refer to **Figure 5.19**, the diagram of the proposed system, below.

Call recordings that reside on the internal system RAID are backed up onto a WASABI SAN unit. Three SANs are installed to manage all the call recordings from all the NEDOC sites. The three SANs are located at NSP (4TB Unit), OCC (2TB Unit) and TCC (2TB Unit). Should an internal RAID of a system suffer catastrophic failure, the IP address of where the phone system points to retrieve recordings will be changed to point to the appropriate SAN device. This will enable prompt normal operation for NEDOC and provide PCS the opportunity to repair and recover the information on the internal RAID of the phone system. Because the data will be continuously replicated from the RAID to the SAN, there will be minimal data that cannot be retrieved from the SAN during the repair and recovery of the RAID.

In addition to the above, spare RAID drives are available to the technicians for immediate standby should a RAID drive fail.

3. "Figure 5.19, Diagram of the Inmate Telephone System" of Contractor's Proposal is hereby deleted in its entirety and replaced with the Figure 5.19 attached hereto as Attachment A and incorporated herein by this reference.

Except as set forth herein, all other terms and conditions of the Agreement shall remain unmodified and in full force and effect.

[Signatures appear on following page]

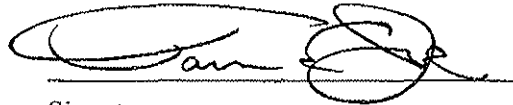
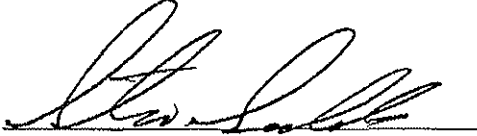
IN WITNESS WHEREOF, this First Amendment has been executed as of the date first set forth above.

CLIENT:

PCS:

STATE OF NEBRASKA

PUBLIC COMMUNICATIONS  
SERVICES, INC.



Signature

Signature

Steve Sulek

Tommie E. Joe

Printed Name

Printed Name

Administrator Materiel Division

President & COO

Title

Title

**ATTACHMENT A**

FIGURE 5.19

**ICM (Inmate Calling Manager) High Level Description**

The ICM on premise equipment includes the telephony box(s) with stations and trunks, internal recording drives with RAID 5 and a Wasabi SAN with RAID 6 for redundancy for recordings. When an inmate goes off hook the ICM requests information from the primary data location. IP data packets instruct the premise based box what to do (prompt for number, name, etc...). All data (call records, numbers, vh info, local info, etc..) is stored in primary data location and replicated to backup location. LIDB information is handled via an XML interface thru the data network (internet).

When a user wants to run the web based ICM application from anywhere, they simply log on with logon credentials. To access live monitoring or recordings a VPN connection is required to the facility. When the facility is networked locally, no VPN is required.

