



LEGAL NOTICE

**REQUEST FOR BID
SEALED BID 11-087**

For

Inmate Phone System

For

**ST. CHARLES COUNTY GOVERNMENT
ST. CHARLES, MISSOURI**

St. Charles County is seeking bids for **Inmate Phone System**. The county reserves the right to terminate the contract for any violation, by the successful bidder, of any term or condition of the contract by giving thirty (30) days written notice stating the reasons therefore and giving the party time to remedy any deficiencies.

BID INSTRUCTIONS

One original and one [1] signed copies of the bid must be received in a sealed envelope plainly marked “**11-087 Inmate Phone System**” with the date and time of the bid opening in the lower left corner of the envelope.

An authorized representative of the company/person submitting the bid must sign the bid, in blue ink.

Bids must be submitted to the St. Charles County Finance Department, 201 North Second Street Room 541 St. Charles MO 63301 prior to the bid opening.

Bid opening will be on 3/30/2011 at 10:00 AM , in **Room 523** of the St. Charles County Administration Building, 201 North Second Street, St. Charles, MO 63301.

St. Charles County reserves the right to accept and/or reject any and all bids.

Bid results may be obtained by emailing a request to the St. Charles County Purchasing Manager at purchasing@sccmo.org, **no phone calls please**. Include the name and number of the bid and date of the bid opening when requesting the results. The time it takes for final bid results to be made public depends on the complexity of the project and the cost of the project.

BID INQUIRIES

Any questions or clarifications concerning this Request for Bid must be submitted in writing via E-mail (preferred), mail or fax to:

Rick Hooker, Purchasing Manager
St. Charles County Government
Finance Department
201 North Second St
St. Charles, Missouri 63301
Fax: (636)949-7589
purchasing@sccmo.org

- The bid number and title shall be referenced on all correspondence.
- All questions must be received no later than **5:00 PM** on **03/25/2011**. Any question received after this deadline may not be answered.

Responses to questions/clarifications will be placed on the County’s website www.sccmo.org/businesses/. Check this website frequently for updates and any addendum that are issued.

Prohibited Communication

Contact with any representative, other than through the procedure outlined in the section titled “Bid Inquiries”, concerning this request is prohibited. Representative shall include, but not be limited to, all elected and appointed officials, and employees of St. Charles County and the Agencies within St. Charles County.

Any Offeror engaging in such prohibited communications may be disqualified at the sole discretion of St. Charles County.

TERMS AND CONDITIONS

- St. Charles County reserves the right to reject any and all bids or parts of a bid and waive technicalities, and to adjust quantities.
- All bids will be considered final. No additions, deletions, corrections, or adjustments will be accepted after the time of bid opening.
- All delivery costs or charges must be included in the F.O.B. destination bid price.
- City, County and State of Missouri Sales Tax and Federal Taxes are not applicable to sales made to St. Charles County and must be excluded.
- The contract shall be effective for the approximate twelve (12) month period from the date of the notice of award.
- The electronic version of this bid/RFP is available upon request. The document was entered into WORD for Microsoft Windows. The Purchasing Office does not guarantee the completeness and accuracy of any information provided on the electronic version. Therefore, respondents are cautioned that the hard copy of this bid/RFP on file in the Purchasing Office governs in the event of a discrepancy between the information contained in or on the electronic version and that which is on the hard copy.
- Vendors are required to clearly identify any deviations from the specifications in this document.
- An authorized officer of the company submitting the bid must sign all bids, in blue ink.
- Vendors must submit two [2] signed copies of their bid; one is to be an original and so marked.
- All prices and notations must be in blue ink or typewritten on the attached form. Mistakes must be crossed out, corrections typed adjacent and must be initialed in blue ink by the person signing the bid.
- St. Charles County will not award any bid to an individual or business having any outstanding amounts due from a prior Contract or business relationship with the County or who owes any amount(s) for delinquent taxes, fees or licenses.
- Sealed proposals received after the designated time of the receipt of the sealed proposals will be considered as “No Bid” and “Void” and will not be opened.
- The successful bidder is specifically denied the right of using in any form or medium the names of St. Charles County or any other public entity within the St. Charles County for public advertising unless express written permission is granted.
- All bidders must possess the necessary and appropriate business and/or professional licenses in their field.

- Award will be made to the low responsive, responsible bidder, or to the offeror whose proposal is most advantageous to the County, price and other factors considered. When payments are to be made to the County, award will be made to the most advantageous offer.
- County reserves the right to accept any item or group of items offered, unless the bidder qualifies his bid by specific limitations. The bid can be on an "all or none" basis if wording in the bid so states and if all items solicited are included in the bid.
- When applicable, provide unit prices and extension prices. Where there is disagreement in the unit and extension prices, the unit price shall govern.

Employment of Unauthorized Aliens Prohibited (Missouri Revised Statutes Section 285.530)

As a condition for the award of any contract or grant in excess of five thousand dollars by St. Charles County to a business entity, the business entity shall, by sworn affidavit and provision of documentation**, affirm its enrollment and participation in a federal work authorization program (**E-Verify**) with respect to the employees working in connection with the contracted services. Every such business entity shall sign an affidavit affirming that it does not knowingly employ any person who is an unauthorized alien in connection with the contracted services. [RSMO 285.530 (2)]

An employer may enroll and participate in a federal work authorization program (**E-Verify**) and shall verify the employment eligibility of every employee in the employer's hire whose employment commences after the employer enrolls in a federal work authorization program. The employer shall retain a copy of the dated verification report received from the federal government. Any business entity that participates in such program shall have an affirmative defense that such business entity has not violated subsection 1 of this section. [RSMO 285.530 (4)]

Any entity contracting with St. Charles County shall only be required to provide the referenced affidavit on an annual basis. A copy of the affidavit is included in this bid request. Vendors may choose to send the required documentation using one of the following options:

- Send the notarized affidavit and E-Verify MOU signature page to: St. Charles County, Attn: Purchasing Manager, 201 N Second Street, Room 541, St. Charles, MO 63301 prior to responding to any solicitations; **OR**
- Send the notarized affidavit and E-Verify MOU signature page along with a bid solicitation response.

These documents will be kept on file. The notarized affidavit and E-Verify MOU signature page will remain current for **one year** from the date of the notarized affidavit.

**** PLEASE NOTE:**

Acceptable enrollment and participation documentation consists of a valid copy of the signature page of the E-Verify Memorandum of Understanding, completed and signed by the Contractor, and the Department of Homeland Security - Verification Division

The online address to enroll in the E-verify program is:

<https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES>

Open Records

Any and all information contained in or submitted with the bid becomes a public record subject to the Missouri Sunshine Law when the bids are opened. If the bidder believes that any information contained in or submitted with the bid is protected from disclosure by the Missouri Sunshine Law, the bidder must clearly identify what information the bidder believes is so protected and must also clearly identify the legal basis therefor.

Bid Specification

Solicitation: St. Charles County is soliciting bids from Respondents qualified, responsible and willing to provide the following Goods and/or Services in compliance with all solicitation specifications and requirements contained or referenced herein.

General Description: To provide St. Charles County with an Inmate Phone System as per specifications called for herein.

Unless otherwise specified, any manufacturers' names, trade names, brand names, information and/or catalog numbers listed in this specification are descriptive, **not restrictive**. The bidder may offer any product that meets or exceeds the applicable specifications. The bidder must demonstrate comparability, by including appropriate catalog materials, literature, specifications, test data, etc. **The County shall determine in its sole discretion whether a product is acceptable as an equivalent.**

Minimum Requirements			
The following are the specifications to provide local and long distance telephone service, including a recording and monitoring system and equipment for the inmates. Special consideration will be accorded to vendors able to satisfy these requirements. Please answer all questions as stated. The vendor will provide and maintain (45) phones, (13) visitation phones (11) hands free phones, (1) TTY as part of their proposed system.			
General Requirements		YES	NO
1.	The system is a centralized Web-Browser-based application, which is available securely from anywhere at any time.		
2.	Security is controlled so officers only have access to functions they need.		
3.	The proposed system allows outgoing calls only.		
4.	The proposed system limits inmate call duration as needed throughout the entire facility, by inmate Account/PIN or by telephones. For example to 15 minuets		
5.	The inmate and called party are notified of call duration limit in advance of the system terminating the call.		
6.	The system supports TTY phones		
7.	The proposed system includes voice prompts in English and Spanish. Please identify other languages supported		
8.	The system requires active acceptance by the called party.		
9.	The vendor has a program that will proactively attempt to set-up an account for called parties who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe how this works.		
10.	The vendor notifies a called party when they have reached a minimum balance of its site or personal credit limit. Describe how this works.		
11.	The proposed system will integrate with Keefe Commissary.		
12.	The proposed system will integrate with the County's in-house Jail Management System (JMS) accounting system		
Interactive Voice Response (IVR)		YES	NO
1.	The vendor has a hosted Interactive Voice Response (IVR) platform accessible by both the public and inmate.		
2.	The IVR provides inmates and outside callers the ability to access inmate specific and general facility information over the phone.		
3.	Inmates can access the system by dialing a speed dial on any inmate phone, while outside callers access the system by dialing the main facility telephone number.		

Interactive Voice Response (IVR) continued		YES	NO
4.	Information available to inmates would include, but not limited to the following: A) English and Spanish interface B) 24 hours a day availability C) Charges D) Court dates E) Visitation eligibility F) Bond amount		
	Information available to outside callers must include, but not limited to the following: G) English and Spanish interface H) Touchtone and speech recognition interface I) 24 hours a day availability J) Facility address and directions K) Visitation policies L) Inmate charges M) Inmate court dates N) Inmate visitation eligibility O) Trust account funding P) Prepaid phone account creation and funding		
Personal Identification Number (PIN)		YES	NO
1.	The proposed system utilizes Personal Identification Numbers (PIN) for the inmate. Describe your system's use of PINs, including Open PIN, Restricted PIN and closed PIN.		
2.	The proposed system prevents assigning duplicate PINs and not allowing a PIN to be used by two inmates at the same time.		
3.	PIN digits must be at least 6 and not greater than 12 in length.		
Fraud Management		YES	NO
1.	The proposed system is able to detect, notify and prevent three-way or conference calls. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.		
2.	The proposed system prevents the inmate or called party from dialing extra digits after the call is accepted. Please describe process.		
3.	The proposed system prevents the inmate from obtaining a second dial tone or 'chain-dialing'		
4.	The proposed system is able to remotely monitor Inmate calls.		
5.	The proposed system is able to silently transfer calls in progress to investigators.		
6.	The proposed system identifies the name of the facility and the inmate placing the call to the called party.		
7.	The proposed system shall be able to play prompts randomly throughout the call.		
8.	The proposed system guards against 'Hook-switch dialing' and other fraudulent activities. Please describe.		
9.	The inmate has no communication with the called party until the call has been accepted.		
10.	The system detects the difference between an accepted call, and an answering machine, busy signal, or other telephone activity. Please describe.		
11.	The proposed system allows call blocking of specific numbers.		
12.	The proposed system also provides the ability to approve and disapprove specific phone numbers that each inmate can call.		
13.	The proposed system permits the called party to lock all future calls from the facility.		
14.	The proposed system has the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.		

Investigative Tools		YES	NO
1.	The proposed system is equipped with a remote conferencing feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call from any designated remote location, while the call is in progress. The call will need to be automatically conference to a predetermined investigators telephone number in listen mode only once the call is accepted by the called party and in progress.		
2.	The proposed system is equipped with an email notification feature for those numbers that are under surveillance by the investigative unit.		
3.	The proposed system allows for all calls remotely conference to investigators to be accepted by the investigator with a unique PIN.		
4.	The proposed system provides other additional investigative tools, features or creative solutions. Please describe.		
5.	The proposed system has the option to allow the remote authorized personnel to receive the call to monitor at the same time the call is dialed out so the authorized personnel can hear the called party acceptance options.		
6.	The administrators are able to continue to monitor other calls, while the remote live call-forwarding feature is in use.		
7.	The proposed system is configurable to alert authorized personnel before the call is connected to the investigator.		
8.	The proposed system prompts for an id number before the call is connected to authorized personnel		
9.	The authorized personnel receiving the remotely connected call are able to disconnect the call from the phone device in which they received the remotely monitored call.		
10.	Authorized personnel receiving the remotely connected call are able to break into the inmate conversation if desired and talk to both parties from the phone device in which they received the remotely monitored call and have the ability to go back on mute.		
11.	The proposed system allows authorized staff to enter in an e-mail address in which to receive a system generated e-mail indicating the automated call monitoring to the remote location which includes, at minimum the inmate phone being used to place the call, the phone number being called, and the inmate placing the call.		
12.	The proposed system provides the ability for investigators to attach case-notes to a call and view it from a report such as a call detail report.		
13.	The system allows investigators to share notes about a call or keep them private if they choose and use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record.		
14.	The system has the ability to do a full text search against the notes attached to the call.		
15.	The proposed system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.		
16.	The call detail record must have the capability to download a call directly from the call detail report.		
17.	The system allows authorized staff to copy multiple calls to a folder or queue for download at a later time.		
18.	The proposed system supports unlimited recording folders or queue per user.		
19.	The system allows recordings to be downloaded in the recording's native format as well as WAV and MP3 formats.		
20.	The system allows recording files to be saved in a proprietary code.		
21.	The recording folder or queue allows recordings to be downloaded in a compressed .zip file.		

Call Acceptance		YES	NO
1.	The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.		
2.	The called party must actively accept the call.		
3.	The inmate cannot communicate nor hear the called party until the call has been accepted.		
4.	Billing does not begin until the call is accepted.		
System Security		YES	NO
1.	The proposed system must be programmed for auto shut-off at times designated by the County.		
2.	The County personnel must be able to manually shut down the system in case of emergency.		
3.	The proposed system shall be password protected to permit only appropriate personnel access to the system.		
4.	The proposed system must have the capability to enable and disable any phone at the facility from any secured internet enable computer.		
5.	The proposed system must be a centralized non-remise system that will keep all records secure and not require that need to maintain at the facility. Describe your system and how your system will meet this requirement.		
6.	The proposed system must allow officers to check-in from any telephone. Each officer should be provided a unique PIN, as well as a personalized mailbox to record an observation during duty rounds.		
Reports		YES	NO
1.	The proposed system supplies the capability for the facility to view and track call activity, commission information, and facility service requests from any location at any time via a web accessible site.		
2.	The proposed system supplies call detail reports to the County which is fully integrated into the platform. These reports shall contain a variety of call information and be customizable to suit the County's needs, the report will include the number of disconnect calls.		
3.	The proposed system has standard reports that should include but not limited to: A) Frequently dialed numbers B) 3-Way call attempts C) Call volume by telephone.		
4.	The proposed system supplies monthly revenue reports		
5.	The Vendor shall attach samples of reports		
6.	The proposed system has the ability to open and or view the status of service tickets.		
7.	The proposed system allows authorized users to view call detail reports, check and track commission data.		
8.	The proposed system will supply a detail billing report.		
Service and Maintenance		YES	NO
1.	Vendor provides 24-hour, toll-free service number.		
2.	Vendor responds to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.		
Service and Maintenance Continued			
1.	Describe the maintenance and quality assurance programs for the telephones to be installed.		
2.	Detail equipment installation charges		
3.	Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.		
4.	Provide a contact person who will be responsible for ongoing account management and support.		
5.	The proposed system shall have the capability for remote diagnostic to minimize visits by vendor. Describe your system diagnostic process and tools.		

Installation and Cut-Over			
1.	The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system. This installation is to be completed within sixty (60) days after contract award and full execution.		
2.	Bidder shall submit a complete and detailed schedule required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.		
3.	If the schedule cannot be met within the 60 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation as required in the bid. Extended installation time may be considered when in the best interest of the County.		
4.	Any delay in the implementation of the contractors' schedule that is caused by the County will increase the contractor's time allowance to complete installation but the contractor must submit a complete and detailed schedule of the additional time required.		
5.	The risk of loss and or damage will be assumed by the contractor during shipment, unloading and installation.		
Call Monitoring and Recording		YES	NO
1.	The proposed system maintains all call recordings centrally on storage area network (SAN) storage technology and not use tape drives for storage of call recordings.		
2.	All call recordings are stored online and available through the online user interface for 90 days minimum.		
3.	Authorized personnel are able to search call recordings by dialed number, date, time, inmate account, or site name.		
4.	Authorized personnel are able to simultaneously live monitor conversations while the system is recording the conversations.		
5.	Authorized personnel are able to monitor, disconnect or barge into a live call.		
6.	The proposed system has the ability to have a selectable scan feature of all live calls in progress.		
7.	The scanning feature of live monitoring must have the ability to enter a time frequency in which the system will play active calls for configurable amount of time (for example 30 seconds) each and rotate through active calls for the set amount of time for each call.		
8.	The proposed system provides call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.		
9.	The proposed system has the ability to provide voice recognition and voice printing.		
Training		YES	NO
1.	The Vendor provides initial installation training in system administration, operations, and reporting.		
2.	Upgrade and refresher training is included for the length of the contract at no cost.		
3.	Describe training program; include description of course and any applicable documents.		
Payment Options		YES	NO
1.	The proposed system allows automated operator collect calling.		
2.	All prepaid calls are subject to the same restrictions and features as standard inmate collect calls.		
3.	The called party is provided an option to request cost of the call prior to accepting the charges.		
4.	The proposed system allows inmate families and friends to set-up an account directly with the vendor.		
5.	The proposed system has an advance payment system.		
6.	This system allows customers to prepay for calls from the facility.		
7.	The proposed system provides the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.		

Payment Options continued		YES	NO
8.	The proposed system allows calls to cell phones and has the ability to establish accounts for such customers.		
Equipment		YES	NO
1.	The proposed inmate telephone system is a turnkey telephone system and service.		
2.	The proposed system includes non-coin, inmate telephones composed of durable equipment suitable for jail environments.		
3.	The proposed system is able to utilize the current PCs that are available at the County without the need for additional PCs.		
4.	The proposed system has the ability to monitor live or listen to previously recorded calls from multiple facilities.		
5.	All vendor equipment shall comply with FCC regulations.		
6.	The proposed equipment and system shall be scalable to meet the County's growing needs.		
7.	The vendor equipment shall include backup power in the event of temporary loss or commercial power.		
8.	Indicate your firm's ability to provide authorized users detailed reporting tools in include but not limited to the following information: <ul style="list-style-type: none"> • Phone Location Originating call • Time of call • Telephone number called • Most frequently called numbers • Length of call • Identify numbers called from a specific telephone • Identify telephone numbers called by a specific inmate • Alarm number status • Alarm a telephone number and allow automatic recording of the call • Multiple calls from different inmate phones to the same number 		
9.	Indicate your systems ability to allow authorized user access to system User Utilities form any Windows 7 based PC that has access to the internet.		
Fees, Rates & Commission		YES	NO
1.	The proposed system will have the capability to inform the called party of the call cost prior to acceptance.		
2.	The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged.		
3.	The vendor is responsible for the collection of charges for fraudulent or otherwise uncollectable calls.		
4.	The vendor is responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.		
5.	The vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.		
6.	<i>Billing charges begins at the time of the call completion what the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. Shall not be billed.</i>		
Commission Structure – Please provide information on the commission structure. Include the following within your response:			
1.	What is the percentage of commission you will pay the County? Failure to state proposed commission percentage will result in rejection of proposal.		
2.	Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.		
3.	The commission rate is based on Gross Billed Revenue. Vendor shall include a detailed analysis as to how they determine and define gross revenue.		
4.	Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Vendor's employees.		

Commission Structure – Please provide information on the commission structure. Include the following within your response: continued

5.	Explain in detail the method used to calculate revenue to the County (e.g., gross revenue, adjusted gross revenue, net revenue).
6.	State applicable deductions from Gross Revenue before calculating the County's revenue (i.e., uncollectible calls, total calls, access lines charges, clearing house charges, RBOC, LIDB, ect.).
7.	What is your method of reporting the calculation of the County's commission payment: a) Provide samples of proposed reports. b) Is there a charge for customized reports? If yes, provide amounts.
8.	Describe detail billing report. Provide samples of reports
9.	Describe collection procedures. a) What types of reports are available to St Charles County to audit commission payments? Provide samples of reports. b) St Charles County requires detailed reports of placed, accepted, local and long distance calls. Provide samples of reports.
10.	Describe the procedure for handling uncollectible revenue. State whether this expense reduces County commission and, if so, specify in that manner.
11.	Describe the procedure for billing: a) Describe your billing process and who handles billing. b) Will there be any handling fees charged to the County? Are there any deductions from revenues?
12.	Provide vendor proposed calling rates for local, intraLATA, interLATA, and interstate calls.

Exception Sheet

If the item(s) and/or services proposed in the response to this bid is in any way different from that contained in this proposal or bid, the bidder is responsible to clearly identify all such differences in the space provided below. Otherwise, it will be assumed that the bidder's offer is in total compliance with all aspects of the proposal or bid.

Below are the exceptions or differences to the stated specifications (attach additional sheets as needed):

Date: _____

Signature: _____

Title: _____

Company: _____

BID FORM

SB 11-087

Inmate Phone System

BID OPENING DATE: 3/30/2011 at 10:00 AM

(Bidder name)

Submits the following bid for this project:

Describe any one time costs not included as part of Rate and Commission Proposal:	Cost
	\$
Additional Required Customization Connections with the County's Jail Management System (JMS):	Cost
	\$
Additional Required Customization Connections with Keefe Commissary:	Cost
	\$
Training Cost:	Cost
	\$

ATTACHMENT A

<u>Facility Specifications:</u>	<u>Facility address</u>
Average Daily Population :	361
Number of Beds:	610
Call Time Limit:	15
Inmate Telephones Required:	45
Inmate Visitation Telephones Required:	13
Inmate Telephones with hands free Required:	11
TDD Units Required:	1

Average Monthly Statistics for Facility (Based on 12 Months of Data)

CALL TYPE	COLLECT	
	# Calls	# Minutes
Local	1,594	14,959
Intralata	4,174	39,080
Interlata	153	1,697
Interstate	103	6,484
International	0	0

ATTACHMENT B RATES AND COMMISSIONS

Please provide a commission offer for the current rates listed below. Vendor may propose an additional commission offer and alternative calling rates as Option #2. St. Charles County is open to alternative calling rates, but wishes to maintain the current calling rate structure currently in place. **Vendor must detail all additional charges and fees that will be assessed for all collect, debit and pre-paid inmate telephone calls as well as the set up fees, depositing fees and refund fees associated with pre-paid collect accounts.** Vendor may attach additional tables if Vendor chooses to provide optional or additional commission and calling rate options past those allowed below. Failure to complete Attachment B may cause Vendor's proposal to be rejected.

SAMPLE RATES 1

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Local	1.00	.20	1.00	.20	1.00	.20
Intralata	1.00	.20	1.00	.20	1.00	.20
Interlata	1.00	.20	1.00	.20	1.00	.20
Interstate	1.00	.20	1.00	.20	1.00	.20
International						
Fees (including transaction, set-up, and/or refund fees)						
Commission Rate:		%		%		%

SAMPLE RATES 2

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Local	2.00	.40	2.00	.40	2.00	.40
Intralata	2.00	.40	2.00	.40	2.00	.40
Interlata	2.00	.40	2.00	.40	2.00	.40
Interstate	2.00	.40	2.00	.40	2.00	.40
International						
Fees (including transaction, set-up, and/or refund fees)						
Commission Rate:	%		%		%	

OPTION #2 PROPOSED COMMISSION & RATES

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT	
	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Local						
Intralata						
Interlata						
Interstate						
International						
Fees (including transaction, set-up, and/or refund fees)						
Commission Rate:		%		%		%

_____ **Authorized signature**

Date _____

THIS FORM MUST BE COMPLETED AND ENCLOSED WITH THE BID

Audit Clause for Contracts

Examination of Records

The Contractor's records must include, but not be limited to, accounting records (hard copy, as well as computer readable data), written policies and procedures, subcontractor files, indirect cost records, overhead allocation records, correspondence, instructions, drawings, receipts, vouchers, memoranda, and any other data relating to this contract shall be open to inspection and subject to audit and/or reproduction by the County Auditor, or a duly authorized representative from the County, at the County's expense. The contractor must preserve all such records for a period of three years, unless permission to destroy them is granted by the County, or for such longer period as may be required by law, after the final payment. Since the Contractor is not subject to the Missouri Sunshine Law (Chapter 610, RSMo), information regarding the Contractor's operations, obtained during audits, will be kept confidential.

The Contractor will require all subcontractors under this contract to comply with the provisions of this article by including the requirements listed above in written contracts with the subcontractors.

Vendor Information

Company Name: _____

Business Address: _____

Business Hours: _____

Phone: _____ Fax: _____

Email address: _____

Contact Person: _____

Authorized Signature: _____

(Indicates acceptance of all bid terms and conditions)

Date: _____

American Made:

In accordance with the Domestic Product Procurement Act (hereinafter referred to as the Buy American Act) RSMo 34.350-34.359, the bidder is advised that any goods purchased or leased by any public agency where the purchase, lease or contract involves the expenditure of twenty-five thousand dollars (\$25,000) or more, shall be manufactured or produced in the United States. Section 34.350.2(1) of that Act specifies that the term "public agency" includes all political subdivisions of the State of Missouri, which definition includes counties.

The requirements of the Buy American Act shall not apply if other exceptions to the Buy American mandate in RSMo 34.353 are met.

If the bidder claims there is only one line of the good manufactured or produced in the United States, RSMo 34.353 (2), or that one of the exceptions of RSMo 34.353 (3) applies, the Department Head or Elected Official bears the burden of certification as required prior to the award of a contract.

In accordance with the Buy American Act, the bidder must provide proof of compliance with RSMo 34.353. Therefore the bidder should complete and return Exhibit A, certification regarding proof of compliance, with the bid. This document must be satisfactorily completed prior to an award of a contract.

EXHIBIT A

**ST. CHARLES COUNTY
DOMESTIC PRODUCTS PROCUREMENT ACT (BUY AMERICAN)**

The Missouri Domestic Products Procurement Act (34.350-34.359 RSMo) requires that for all bids with a value of \$25,000 or more, the goods or commodities purchased by any public agency (which definition includes all political subdivisions of the State, including counties) or used or supplied in the construction, alteration, repair, or maintenance of any public works must be **manufactured or produced** in the United States. As defined in 34.350 RSMo, United States means the United States of America, the District of Columbia, and all territories and possessions subject to the jurisdiction of the United States. The law also requires that the bidder must provide proof of compliance. **Note: In general, if an import tariff is applied to an item, it does not qualify for the Buy American preference. In addition, Most Favored Nation status does not allow application of the preference.**

Section A – All Products Are Manufactured or Produced In U.S.

If all products bid qualify as domestic products under Missouri law, complete only Section A.

I hereby certify that all products qualify as domestic, that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.
SIGNATURE
COMPANY NAME

If Section A is completed, do not complete Section B.

Section B – Only One Product Line or No Products Are Manufactured or Produced In U.S.

If only one product line or no products are manufactured or produced in the U.S. complete only section B.

I hereby certify that there is only one product line or no product manufactured or produced in the U.S., that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.
SIGNATURE
COMPANY NAME

Section C – Products May Qualify Because of Qualifying Treaty

If some or all products bid qualify for domestic status because of a trade treaty, etc., then the bidder must identify each product, country and qualifying treaty, etc. below. **The bidder must list ALL products which are or may qualify as domestic below.** If more space is needed, please copy this form and submit as an attachment.

BID ITEM NUMBER(S)	COUNTRY WHERE MANUFACTURED OR PRODUCED	QUALIFYING TREATY, LAW, AGREEMENT, OR REGULATION

SECTION C

I hereby certify that the specific items listed above are domestic, that the information provided is true and correct, and complies with all provisions of Sections 34.350-34.359 RSMo. I understand that any misrepresentation herein constitutes the commission of a class A misdemeanor pursuant to Section 34.355 of the Revised Statutes of Missouri.

SIGNATURE
COMPANY NAME

AFFIDAVIT OF WORK AUTHORIZATION

The bidder/contractor who meets the section 285.525, RSMo definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now _____ (Name of Business Entity Authorized Representative) as _____ (Position/Title) first being duly sworn on my oath, affirm _____ (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the County for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that _____ (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided to the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)

Authorized Representative's Signature

Printed Name

Title

Date

E-Mail Address

Subscribed and sworn to before me this _____ of _____. I am
(DAY) (MONTH, YEAR)

commissioned as a notary public within the County of _____, State of
(NAME OF COUNTY)

_____, and my commission expires on _____.

(NAME OF STATE)

(DATE)

Signature of Notary

Date