

MISSOURI ONE CALL SYSTEM  
CALL CENTER OPERATING SPECIFICATIONS

1. General

1.01 The MOCS one-call center (hereinafter referred to as the "Call Center") shall be established to serve the entire State of Missouri for the purpose of receiving and processing calls which pertain to the reporting of matters such as: the intent to perform excavation related activities as defined in Chapter 319 RSMo; incorrectly located underground facilities discovered during the course of excavation related activities; the lack of response by a MOCS member to a report of the intent to perform excavation related activities; or damage to, or dislocation or disturbance of, underground facilities occurring in connection with excavation related activities. Such calls to the Call Center shall be referred to as "Locate Request Notifications". Additionally, calls which pertain to the reporting of the odor of natural gas and calls pertaining to survey and design activity will be accepted by the Call Center and will also be referred to as Locate Request Notifications.

1.02 Messages transmitted from the Call Center to MOCS members pursuant to the receipt of Locate Request Notifications at the Call Center shall be referred to as "Locate Request Messages". The Call Center shall be operated in a manner that will provide for the transmission of Locate Request Messages to MOCS members to a computer link, an on-line printer, a facsimile machine (FAX) or by telephone.

1.03 The Call Center shall be operated on a fully automated basis, utilizing state of the art computer techniques, with data communication equipment being maintained in sufficient quantities to maintain the service levels prescribed in 4.03.1 following, and to minimize delays in receiving Locate Request Notifications and transmitting Locate Request Messages.

1.04 Hereinafter Locate Request Notifications will be referred to as "Notifications" and Locate Request Messages will be referred to as "Messages".

1.05 For the purposes of these specifications, the term "working day" means: every day, except Saturday, Sunday or a legally declared local, state or federal holiday. The term "working hour" refers to the hours between 8:00 a.m. and 5:00 p.m., Central Time Zone time, of a working day.

2. Responsibilities of Contractor

Contractor shall be responsible for:

2.01 Providing the facilities, (except for the site and building) computer programs,

mapping land base, computer services, communications equipment, all in-house services, management and personnel required to operate the Call Center, securing communications services from common carriers, and handling the processing and payment of invoices for costs related to the operation of the Call Center. The Call Center will also provide reporting as outlined in 5.01 following.

2.02 Executing billing to MOCS on a monthly basis for services provided under the Call Center Contract, in accordance with the Price Schedule in effect at the time services are rendered and pursuant to written instructions provided by MOCS regarding where invoices are to be sent.

2.03 Handling and bearing costs of necessary correspondence with MOCS personnel, members, committees, or board of directors relative to the operation of the Call Center.

2.04 Attending all meetings of the MOCS Users Committee to discuss and report on the operation of the Call Center.

2.05 Making all books and records pertaining to the Contract and the operation of the Call Center available for audit by MOCS or its designees. All information and other data in any way associated with the service rendered by Contractor under the terms of these specifications are and shall remain the proprietary property of MOCS and/or its members and shall not be used by the Contractor in any way not covered by these specifications without the prior written consent of MOCS.

2.06 Providing a continuing periodic program of training for MOCS and/or its members' personnel. Such training shall include information on the function and operation of the Call Center, the interaction of members' terminals with the Call Center, the mutual responsibilities of the members and the Call Center, the updating of MOCS' and the members' data bases and other topics as shall promote an orderly and cost-effective system. The training shall be conducted at locations convenient to the members.

2.07 Coordinating with MOCS and MOCS members in establishing, maintaining and updating their respective data bases. This shall include providing paper maps for designation of facility location by members, offering software alternatives for facility location, and providing internet options for dynamic mapping of facilities by members utilizing a secure password identification procedure. Contractor will also coordinate with members who can provide direct transfer of electronic mapping data in order to "build" the members' database. In addition the Contractor will ensure that requested and agreed upon additions of new and changes to the existing data bases are implemented in an expeditious manner and at no cost. Coordination will be in accordance with Subsection 5.02, paragraphs A & B of this Exhibit.

2.08 Responding to all requests by MOCS for the development of specialized software. Requests shall be reviewed and a proposal prepared stating pertinent information regarding the software development effort and associated costs.

2.09 Having a written disaster recovery plan approved by the MOCS Board of Directors which provides for timely operation of alternate Call Center facilities in the event that existing Call Center facilities become unavailable for use. The disaster recovery plan shall include: provisions for the establishment of a disaster recovery team; procedures for establishing contact between members of the disaster recovery team and with MOCS representatives; provisions for the continued receipt of Notifications and transmission of Messages in times of either partial or complete unavailability of existing Call Center facilities; procedures for emergency shut-down, repair and replacement of equipment and for provision of back-up equipment, including electrical service, computer equipment, communications equipment and recording equipment; and procedures which provide for implementation of the provisions regarding the maintenance of backup programs and data bases. Emergency preparedness procedures will, at a minimum, provide for redundancy or alternatives for all critical links in the service, alternate call handling and computer capabilities off site with the ability to process locate requests on at least a county wide basis. If temporary emergency procedures are necessary involving county wide lookups such measures will continue for a maximum period of 48 hours from the time they were implemented unless otherwise agreed to by MOCS. Additionally, the total percentage of down time shall not exceed one per cent (1%) annually.

2.10 Executing billing to MOCS members on behalf of MOCS, based upon written instructions pertaining to such billing provided by MOCS.

2.11 Ensuring that the personnel involved in receiving and processing Notifications, and the personnel directly supervising such personnel, are trained and knowledgeable in the processes used for such work.

2.12 Ensuring that the personnel involved in receiving and processing Notifications carry out their responsibilities in a courteous, efficient and professional manner.

2.13 Re-transmitting existing Messages to a particular MOCS member, upon request of the member, for a variety of reasons including the situation where the member indicates the original message transmission was not received.

2.14 Adhering to the Performance Standard set forth in 4.03(1) following.

2.15 MOCS will be responsible for performing any marketing functions MOCS requires to promote its services and achieve its mission of underground facilities damage prevention. MOCS may request the Contractor to assist with certain marketing activities. In such cases the Contractor will provide MOCS with a written proposal stating the services that will be performed and the cost of such services.

Any marketing undertaken by the Contractor to promote and further their own cause shall be to their own account.

Since MOCS strives to achieve a very high level of service quality and therefore considers good public relations to be an essential ingredient in its efforts, MOCS will forward any complaints it believes have merit to the Contractor for resolution and correction. Persistent and continuing complaints by users of the Call Center, or MOCS members, pertaining to the Contractor regarding any aspects of operation of the Call Center, shall be cause for termination of the Contract.

2.16 Contractor will allow MOCS or its designated representative(s) to monitor, inspect, and review all aspects of the service provided by the Contractor as MOCS deems necessary.

3. Responsibilities of MOCS and/or MOCS Members

MOCS or MOCS members shall be responsible for the following items, as indicated in each item.

3.01 MOCS members shall: install, maintain and operate the necessary Message receiving devices and/or telephones at all Message receipt locations; notify the Call Center of all activity concerning additions, relocations and disconnections of Message receiving devices; and be responsible for all costs associated with Message receiving devices, their associated connecting networks and all telephone, voice and data communications necessary to transmit or receive data and information to/from the Call Center.

3.02 MOCS members shall: provide the Call Center with a telephone number for a primary and a backup Message receiving device (computer, printer, FAX or telephone) for each Message receipt location; provide the Call Center with a telephone number for each Message receipt location for the receipt of voice Message transmissions in the event of failure of the automated Message transmission system; provide the Call Center with a telephone number for each Message receipt location for the receipt of backup voice Message transmissions provided pursuant to subsection 4.07; and provide the Call Center with a name and telephone number of the member's designated liaison representative.

3.03 Based upon the established method, MOCS members shall provide the Call Center with data base information for each Message receipt location regarding the location of the underground facilities to be covered by the one-call system.

3.04 MOCS members shall request changes to their data base and site file information used by the Call Center as often as is necessary to keep the information up-to-date. Requests for changes to MOCS members' data base or site file information, whether made by a member or by MOCS on behalf of a member, shall be made in writing.

3.05 MOCS members shall ensure the accuracy of all data and information provided to the Call Center which is used in the development, maintenance and updating of the

members' data bases and site files used by the Call Center. This shall include the members reviewing and verifying in writing the data base and site file information provided by the Contractor on an annual basis pursuant to subsection 5.02, paragraph (B) of this Exhibit. To the extent feasible, the review and verification of the data base and site file information shall be completed by the members no later than March 31 of each year.

3.06 MOCS members shall process and respond to all Messages transmitted from the Call Center to Message receipt locations, including the verification of the receipt of Messages from the Call Center through review of any Message transmission audits provided by the Call Center.

3.07 MOCS members shall respond to inquiries, conduct investigations and process claims relative to damage to their facilities as may be necessary.

3.08 Provide and use an automated terminal for the receipt of locate requests at all contact locations. Very low volume members may elect to receive Messages by direct voice contact.

3.09 MOCS shall provide the data and information needed for the development, maintenance and updating of the Call Center's Missouri data bases if any, and shall, to the best of its ability, verify the accuracy of such data and information. Any changes or modifications of the Missouri data bases used by the Call Center, including the addition of new data and information, will be requested in writing by MOCS, and will not be implemented until written agreement is reached between MOCS and Contractor. RSMo Chapter 319.028 provides that a member may withdraw from membership in MOCS by providing written notice, if it is determined that with respect to the member, MOCS' inaccuracy rate specific to that member has reached fifteen percent (15%) for any twelve month period. For purposes of this Specification, a notice of excavation issued to the member by MOCS shall be deemed accurate if the excavation site as described in the notification is not more than one-half (1/2) mile from any part of an area identified as the general location of underground facilities in the member's data base at the notification center. Serial numbers of notifications considered inaccurate must be submitted to MOCS as soon as practical after receipt, but no less frequently than once a month. Prior to submitting a written notice of withdrawal, a member contemplating withdrawal from membership shall provide MOCS with adequate documentation confirming that inaccurate notifications are exceeding fifteen percent (15%) in any twelve month period.

3.10 MOCS shall take appropriate actions, to the extent feasible to ensure that its members are operating in a manner consistent with these System Operating Specifications. More specifically, MOCS will act in response to information supplied by Contractor to ensure that its members' operations do not adversely affect Contractor's compliance with performance standards contained herein. For example, MOCS will take actions to ensure that its members provide Message receiving devices (computer, printer, FAX or telephone) which will allow Contractor to transmit Messages to MOCS members

within the time frames indicated in subsection 4.06.

4. Operation of the Call Center

4.01 The personnel of the Call Center shall consist of a Call Center manager, supervisor and sufficient operators as required to meet the Notification demands and service level standards of the Call Center as indicated in subsection 4.03(1).

4.02 Call Center services shall be provided 24 hours per day, seven days per week, including holidays.

4.03 The telephone number 800-344-7483 (800-DIG-RITE) has been established by MOCS to receive all Notifications. The number will be contracted for in the name of Missouri One Call System, Inc., with billings to be directed in care of the Contractor. A sufficient number of consecutive lines utilizing this number shall be available at the Call Center to handle the estimated level of Notifications and comply with the service level standards following. Sufficient separate telephone lines shall be maintained to conduct the administrative business of the Call Center. Contractor has no right in or to MOCS' "DIG-RITE" telephone number. In the event the Call Center Service Contract between MOCS and Contractor is terminated, Contractor shall assert no claim in or to this telephone number.

4.03(1) The Call Center shall maintain the capability to assure the minimum service level standards are met during any two (2) consecutive months.

Holding time (average)	-	30 seconds during peak
	-	30 seconds for month
Completed Calls	-	99% during peak
	-	99% for month
Abandoned Calls	-	3.5% during peak
	-	4.5% for month
Speed of Answer	-	18 seconds during peak
	-	30 seconds for month
Database Lookups	-	88% of non-project locates defined within an 800 foot buffered site

4.03(2) Contractor shall provide remote Message entry capabilities for members and excavators including internet accessibility utilizing a dynamic interactive mapping system, along with appropriate instruction material and training to use the system. This system shall permit direct electronic entry of locate requests with ticket quality comparable to an operator-assisted entry. It shall validate the input information and allow the user to make corrections.

4.03(3) Contractor shall be capable of receiving notifications from a facsimile, and shall process the notification following MOCS' Fax-A-Locate Policy and Procedures. Contractor shall also be capable of receiving notifications via electronic mail following

the same policy and procedures. See Attachment C of Request for Proposal.

4.03(4) All notifications shall indicate the date and time (24-hour clock) the notification entered the computer and the date and time the Message was delivered to MOCS' Member's equipment or to those MOCS members who have selected voice notification. The system shall record each of these transactions.

4.03(5) Contractor shall provide MOCS members the ability to identify their desired area of notification to within approximately 100 feet

4.04 All Notifications received at the Call Center shall be processed as set forth below:

(A) Contractor shall secure from the caller the information required by Attachment 1 hereto and such other information as MOCS and Contractor agree is reasonably required.

(B) Contractor shall establish the location(s) of the matters being reported by the caller through manual definition by the CSR of the proposed excavation site buffer to within approximately 800 feet. Broader identification by the CSR will require Call Center management approval. The exception to this being those locate requests involving projects. The system utilized by Contractor shall be capable of accepting street addresses, highway mile markers, railroad markers, MTR information, near intersection information, latitude and longitude coordinates, and Missouri State Plane coordinates to facilitate and expedite the mapping process by the CSR.

(C) Contractor shall determine which MOCS members have underground facilities located within the proposed excavation site based on the information furnished to Contractor. The system will be capable of identifying members that are using either a lat/long system or MTR system as their facility data base.

(D) Contractor shall notify the caller of the names of all MOCS members identified by Contractor as having underground facilities located within the affected area, and shall further notify the caller whether any of such MOCS members have notified Contractor of a legally declared holiday on the day the call is received from the caller or on the next two subsequent working days. Each caller shall be informed that the one-call system notifies only members of the Missouri One Call System and that all other underground facility owners or operators must be contacted directly.

(E) Except as provided for in paragraphs (G), (H) and (I) of subsection 4.05, each Notification shall receive a unique identifying number which shall be given to the caller and contained on all Messages sent to MOCS members. The caller shall be told that this number is proof of his/her call to the Call Center. Each unique identifying number shall include the date and serial number of the Notification.

(F) If Contractor determines that no MOCS members have underground facilities within the affected area, the caller shall be so advised. In such a case, the operator must check with available maps to ensure that the caller is providing valid information regarding the work location.

(G) If a caller specifically requests the Call Center to notify a MOCS member that does not show up in the data base lookup for a particular Notification, the Call Center will add the requested member to the Message list via identification per the member's call directing codes (CDC) using a county wide CDC list and shall note on the Message that the member was added on.

(H) If a caller specifically requests, Contractor shall send the caller a list of all MOCS members.

(I) Pursuant to the provisions of subsections 4.05, 4.06, and 4.07, the Call Center shall transmit a Message via the computer network, FAX network or by a telephone call to the appropriate MOCS members identified by Contractor as having underground facilities located within the affected area. The Message will contain the information designated by MOCS to be secured from the caller by Contractor, as shown on Attachment 1 hereto, and will be transmitted to the appropriate MOCS members within the time frames indicated in subsection 4.06.

(J) If an automated Message has not been verified as having been received by a MOCS member by the end of a working day, Contractor shall notify such member that its Messages have not been verified as being received.

4.05 Notifications received at the Call Center and Messages to be transmitted to MOCS members shall be classified and prioritized as set forth below. Under normal operating conditions, Messages shall be transmitted within the time frames indicated.

(A) Notifications reporting damage to underground facilities shall be classified as "Dig-up" Notifications. Messages to be transmitted as a result of Dig-up Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Dig-up" Messages.

(B) Notifications reporting excavation related activities due to an emergency as defined in Chapter 319 RSMo shall be classified as "Emergency" Notifications. Messages to be transmitted as a result of Emergency Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Emergency" Messages.

(C) Notifications reporting the intent to perform excavation related activities with less than sixteen (16) working hours advance notice, and which are not emergencies or dig-ups, shall be classified as "Non Compliance" Notifications.



Messages to be transmitted as a result of Non Compliance Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Non Compliance" Messages.

(D) Notifications reporting the lack of a response by MOCS members to a previous Notification and Message will be classified as "No Response" Notifications. Messages to be transmitted as a result of No Response Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "No Response" Messages and shall use the previously assigned identification number provided the original Message was transmitted within the previous ten (10) working days.

(E) Notifications reporting the intent to perform excavation related activities with at least sixteen (16) working hours advance notice shall be classified as "Routine" Notifications. Messages to be transmitted as a result of Routine Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Routine" Messages.

(F) Notifications reporting the incorrect location of underground facilities by MOCS members in response to a previous Notification and Message will be classified as "Bad Locate" Notifications. Messages to be transmitted as a result of Bad Locate Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "Bad Locate" Messages and shall use the previously assigned identification number provided the original Message was transmitted within the previous ten (10) working days.

(G) Notifications which result in changes to the information provided for a previous Notification shall be classified as "Overwrite" Notifications. Messages to be transmitted as a result of Overwrite Notifications shall be classified based upon the matters being reported and/or the advance notice time provided, shall be identified and transmitted to the appropriate MOCS members accordingly, and shall include a reference to the identification number assigned to the previous Message transmitted. However, Notifications which result in changes to the data base lookup information or address information will be handled by canceling the original Message and transmitting a new Message with a newly assigned serial number.

(H) Notifications reporting that the work related to a previously made Notification will not be done shall be classified as "Cancellation" Notifications. Messages to be transmitted as a result of Cancellation Notifications shall be transmitted to the appropriate MOCS members, shall be identified as "Cancellation" Messages and shall use the previously assigned identification number.

(I) Notifications requesting that a special Message be transmitted to all MOCS

members with Message receipt devices in a particular data base lookup area shall be classified as "Broadcast" Notifications. Messages to be transmitted as a result of Broadcast Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Broadcast" Messages.

(J) Notifications requesting remarking of previously furnished markings that have become unusable due to weather, construction or other causes shall be classified as "Renewal" Notifications. Messages to be transmitted as a result of Renewal Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Renewal" Messages.

(K) Notifications which result in no MOCS members being identified as having facilities in the affected area shall be classified as "No Facilities" Notifications. Messages to be transmitted as a result of No Facilities Notifications shall be transmitted to the MOCS business office at Contractor's convenience on a daily basis and shall be identified as "No Facilities" Messages.

(L) Notifications reporting the intent to perform survey or design related activities shall be classified as "Design" Notifications. Messages to be transmitted as a result of Design Notifications shall be transmitted to the appropriate MOCS members and shall be identified as "Design" Messages.

4.06 All Messages shall be transmitted in the order of their priority, and within the time frames indicated:

Dig-Up	-	within 5 minutes of receipt;
Emergency	-	within 5 minutes of receipt;
Non Compliance	-	within 30 minutes of receipt;
No Response	-	within 30 minutes of receipt;
Routine	-	within 1 hour of receipt;
Bad Locate	-	within 1 hour of receipt;
Overwrite	-	determined by lead time;
Cancellation	-	within 1 hour of receipt;
Broadcast	-	within 1 hour of receipt;
No Facilities	-	within the same day received;
Design	-	within 1 hour of receipt;
Renewal	-	within 1 hour of receipt

If a higher priority message is received, it shall take messages in queue for a specific member and deliver them in one transmission. This shall not be time sensitive, and time of the day messages in queue shall be delivered along with messages of higher priority. Queue shall be adjustable, set by the time of day and the proximity of the end of the business day and by the number in the queue.

(A) Dig-Up, Emergency, Non Compliance, Routine, Overwrite, Renewal,

Design, and Cancellation Messages shall be transmitted to all MOCS Members identified by the data base lookup or added to the data base lookup at the request of the caller.

(B) No Response and Bad Locate Messages shall be transmitted only to the MOCS members directly involved in the situation causing the Message to be transmitted. Involvement shall be determined based upon information obtained from the caller.

4.07 Backup voice Messages will also be provided by the Call Center, as requested by individual MOCS members, for certain Emergency, Dig-up, and Non Compliance Messages and will be made at the earliest practical time subsequent to receipt of the Notifications resulting in the Messages.

4.08 Certain Notifications received by the Call Center will require additional information to be conveyed to the caller. They should be handled as follows:

(A) All Non Compliance Notifications shall be accepted with the understanding that a commitment for response cannot be made on behalf of MOCS members. The caller shall be: informed of the two working days advance notice requirement; told that MOCS members may not be able to respond to the Notification prior to the indicated start time; and told that beginning excavation activities prior to response by the affected MOCS members may result in liability for damaged facilities.

(B) If the caller states the call is of an emergency nature, operators will refrain from any reference to the two day advance notice requirement, and read the following statement and question.

"The law in the state of Missouri defines an emergency as a situation resulting from a sudden unexpected occurrence and presenting a clear and imminent danger demanding immediate action to prevent or mitigate loss or damage to life, health, property or essential public services. Does your work meet that criteria?" If the caller decides the work does not meet the criteria, operator will then advise of the two working days requirement and handle the call based on the start date and time. If, however, the caller insists it is an emergency, operator will read the following statement: "An emergency Message will be sent to our member utilities in the area".

4.09 For Notifications received after 5:00 p.m. (Central Time Zone time), or on Saturdays, Sundays or legally declared holidays, the Call Center shall give the caller the following message: "The two working days' notice required by MOCS members to mark their facilities will not commence until 8:00 a.m. of their next normal work day".

The Call Center shall not accept incoming location requests for which the excavator will

not begin work within ten (10) working days from the date of notification.

4.10 The system used to transmit Messages must have the capability to allow MOCS members with automated terminals to receive Messages and to acknowledge the receipt of Messages.

4.11 On all working days, the first transmission from the Call Center shall be an audit message. This will serve the dual purpose of alerting the receiving stations that the Center is operational and checking the operational status of the Message receipt devices. The audit message shall contain a listing of the Messages transmitted to each Message receipt location since the previous audit by Type, including the unique identifying number for each Message and the sequence number for each Message by CDC.

4.12 Computer or network failure will necessitate telephoning Messages to the MOCS members involved. When normal automated service is restored, Messages shall be transmitted to the appropriate Message receipt devices for record purposes. These Messages will serve as confirmation of the previous telephonic Messages.

4.13 All actions taken by the Call Center with regard to the receipt and processing of Notifications and the transmission of Messages must be properly documented. Contractor shall provide at least the following documentation

(A) A current media recorder shall record all incoming and outgoing calls, pertaining to Notifications and/or Messages, to/from the Call Center, with the recorder system identifying the date and time of each recording made. Recordings made pursuant to these provisions shall be retained for a period of at least sixty (60) months. All voice recordings shall be indexed to the locate request notification serial number for quick lookup.

(B) Information received from the caller during the course of a Notification shall be logged by the operator handling the call and a record of such information shall be made and retained for a period of at least sixty (60) months.

(C) The system used to transmit Messages shall identify the date and time of each Message transmission and shall be able to verify the receipt of Messages at Message receipt locations. Records of Message transmissions and Message receipt verifications shall be made and retained for a period of at least sixty (60) months.

(D) Any electronic record keeping system utilized by Contractor shall be able to produce printed copies of the records stored in the system.

(E) Copies or transcripts of recordings and printed copies of other records pertaining to specific Notifications and Messages shall be available to MOCS, involved MOCS members and/or the involved caller for a reasonable fee. Non-members may be required to produce a subpoena along with payment for services

requested.

4.14 Contractor will be responsible for the maintenance of backup programs and data bases.

(A) All of the data bases and programs essential for the operation of the Call Center shall be backed up and stored on-site and at an off-site location acceptable to MOCS and updated systematically and/or when significant changes are made to the programs and data bases. This information shall be stored in a protected, easily retrievable fashion. All costs for such backup and storage shall be borne by Contractor.

(B) On or about April 15 of each year, Contractor shall make available to MOCS an electronic copy of each MOCS' member's current data base and site file information, by CDC, according to Contractor's records as of March 31 of the year in question. Contractor shall indicate whether the information being provided to MOCS has been verified by MOCS' members pursuant to the provisions of subsection 3.05 of Exhibit A or whether the information being provided to MOCS is the information that was provided to MOCS' members for verification pursuant to the provisions of paragraph (B) of subsection 5.02 of Exhibit A. Copies of documents related to the verification of MOCS' members' data bases or site files, or resulting in changes to such data bases or site files, which are received by Contractor subsequent to March 31 of the year in question shall be provided to MOCS by Contractor within thirty (30) days of the date Contractor receives such documents.

## 5. Reports

5.01 All system reports shall be developed to be printed, as well as archived electronically. Each report shall be centered vertically and horizontally. All fonts shall be proportional. The maximum number of lines on a portrait document shall not exceed 66 lines in length. Landscape oriented reports shall not exceed 48 lines. File names and create date shall be shown as a footer to each report at bottom left of document.

The system shall provide all reports within 2 business days of the end of each calendar month. They shall be printable on a standard laser printer and be able to be duplexed. It shall use a Windows type print capability to format and print all reports. All reports shall be in an ODBC compliant format. DB2 or DBF file format will be acceptable on an interim basis. Reports are to be selectable on a "menu" to permit selective printing.

All title lines shall indicate MOCS - Name of report, month, date, and year, along with page if appropriate.

5.02 Contractor shall submit the following to the designated liaison representative of each MOCS member, and/or to a designated alternate contact person, within the time

frames indicated.

(A) Written confirmation of changes to a member's data bases or site files, within five (5) working days of the date the change is made.

(B) A map of the database and a copy of the site file information for each of the member's CDC locations, prior to December 31. As an alternative to receiving paper maps and site file information for annual verification, a member can choose to verify their database and site file information via the internet program. Contractor will make provision for a secure password authorized method for this option.

(C) A map and/or copy of the site file within 5 days of receipt of a written request from a member. Such request to be paid for by the member.

(D) A copy of the report identified in 5.03(E), within ten (10) working days after the end of each month.

(E) A copy of any of the other reports identified in 5.03, upon written request to OCC, within ten (10) working days after the end of each month.

5.03 Contractor shall submit one copy of each of the following reports to each of Contractor's MOCS designated personnel, within ten (10) working days after the end of each month unless otherwise advised.

(A) Monthly summary of the number of Notifications received by the Call Center by Day and Hour of Day.

(B) Monthly summary of the number of Notifications taken by each of the Call Center's operators by Day, including the average speed (in seconds) of the time needed to take the Notifications, the total number of Notifications taken and the number of emergency Notifications taken.

(C) Monthly summary of the number of Notifications received at the Call Center by Day and Type, including the total Messages sent out by Day and the monthly ratio of total Messages to total Notifications.

(D) Monthly and Year-to-Date summary of the number of Notifications received at the Call Center by County, including the total for the State.

(E) Monthly and Year-to-Date summary of the number of Messages transmitted to MOCS members by CDC, including a total for each member and the total for the State.

(F) Monthly summary of dig-up Messages transmitted to MOCS members by

Excavator and Type of Utility involved.

(G) Monthly summary of the number of Notifications to the Call Center by Excavator, including the total number of Notifications, the number of Notifications by specific type, and the name, address and telephone number of the contractors making the calls to the Call Center. This report shall also include a summary of Notifications to the Call Center made by individuals broken down by total and type. A grand total of the Notifications for each of the categories listed above shall be included in this report as well.

(H) Monthly summary of the number of primary and backup voice Message transmissions by MOCS member, including the number of calls attempted and the number of calls completed for each member and for the State.

(I) Monthly summary of the average time between the completion of the receipt of Notifications and the transmission of Messages by Type, including the number of Notifications received, the number of Messages transmitted, and the percent of Messages transmitted within the required time frames.

(J) Quarterly summary of incoming notifications by county, by town, including a total of each county and the state.

(K) Monthly summary of the Call Center's performance results regarding the service level standards specified in section 4.03(1)

5.04 If requested, Contractor shall submit one copy of each of the reports identified in paragraphs (C), (D), (E) and (G) of subsection 5.03 to the members of the MOCS Operating Sub-Committee, within ten (10) working days after the end of each month.

5.05 Reports to MOCS and/or its members shall be available on Contractor's website for downloading. The reports will be available through a secure log-in procedure and not available to the general public. Also, data comprising the reports will be filed and accessible to MOCS and MOCS members to "customize" reports via the internet through a secure log-in procedure.

5.06 The format of the reports listed in subsection 5.03 will be agreed to between MOCS and Contractor and will be confirmed in writing by MOCS. Changes to the format of these reports will also be subject to agreement between MOCS and Contractor and will be confirmed in writing by MOCS.

## 6. Drug Testing Requirements

To the extent the work covered by the Call Center Service Contract between MOCS and Contractor is or is ever subject to the drug testing requirements imposed by the federal

Department of Transportation ("DOT") in 49 C.F.R. Part 199 and Part 40 and other rules ("the drug testing regulations"), Contractor agrees that it shall comply with said drug testing regulations. Contractor further agrees that in any subcontract it enters into in connection with the Call Center Service Contract, Contractor shall require said subcontractor to comply with the DOT drug testing regulations to the extent they apply. Contractor agrees to include MOCS personnel in any random drug testing program it establishes for its personnel. MOCS, or any MOCS member subject to the drug testing regulations, has the right to take any action reasonably necessary to confirm that Contractor and its subcontractors are in compliance with the drug testing regulations.

All employees will, before hiring, be screened for drugs and alcohol and have completed background checks including (but not limited to) criminal activity.

7. Drug and Alcohol Free Workplace

The Contractor shall maintain a drug and alcohol free workplace.



ATTACHMENT 1 TO EXHIBIT A

INFORMATION TO BE OBTAINED FROM CALLERS

1. Name, address, telephone number and facsimile number of any caller
2. Name, address, and telephone number of excavator  
(Company name if applicable)
3. Start date and start time of excavation activity
4. Location of excavation activity
  - a. Township, Range, Section, 1/4 Section
  - b. County
  - c. Town/City and whether or not within city limits
  - d. Specific street address and/or lot number
  - e. Nearest intersecting street/road/highway
  - f. Latitude/longitude or Missouri state plane coordinate*
5. *Type of excavation activity, including whether tunneling or horizontal boring is involved*
6. *Depth of excavation activity*
7. *Whether the use of explosives is anticipated*
8. *Type of equipment to be used*
9. *Areas involved in excavation activity*
  - a. *Street*
  - b. *Sidewalk*
  - c. *Private Property i. Front ii. Rear iii. Side*
10. *For whom the work is being done*
11. *Person to contact (caller or someone else)*
12. *Whether someone is available between 8:00 a.m. and 5:00 p.m. on working days at the telephone number given*

13. Is excavator's telephone equipped with a recording device

14. A description of the location or locations of the excavation at the site described by direction and approximate distance in relation to prominent feature of the site such as existing buildings or roadways. For excavations occurring outside the limits of an incorporated city, the following additional information shall be provided: the location of the excavation or relation to the nearest numbered, lettered or named state or county road which is posted on a road sign, including the approximate distance from the nearest intersection or prominent landmark; and if the excavation is not on or near a posted, numbered, lettered or named state or county road, directions as to how to reach the site of the excavation from the nearest such road.

15. Additional remarks the caller wishes to add