



Offer and Acceptance

SOLICITATION NO.: ADOC14-00003887/14-066-24

OFFEROR:

Arizona Department of Corrections

Procurement Services

1601 W. Jefferson MC 55302

Phoenix, Arizona 85007

OFFER

TO THE STATE OF ARIZONA:

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

CenturyLink

Company Name

5454 West 110th Street

Address

Overland Park, Kansas 66211

City

State

Zip

paul.n.cooper@centurylink.com

Contact Email Address

Signature of Person Authorized to Sign Offer

Paul Cooper

Printed Name

General Manager

Title

Phone: 913-345-6002

Fax: 913-397-3523

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-9 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization IS/ IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.

ACCEPTANCE OF OFFER

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by the State.

This Contract shall henceforth be referred to as Contract No. _____.

The effective date of the Contract is _____.

The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contract release document or written notice to proceed.

State of Arizona

Awarded this:

day of _____ 2014

Leon George, Chief Procurement Officer

Tab 2

CenturyLink certifies that all electronic and hard-copy submittals are identical.

2 – SCOPE OF WORK

SCOPE OF WORK

2.1 OVERVIEW

2.1.1 The Arizona Department of Corrections (Department) is soliciting a qualified Contractor to provide telecommunication services and equipment, to ensure that inmates in prison, pre-release and work release facilities are provided access to public telephones subject to limitations and restrictions necessary to safeguard the security and order of the facility, and to protect the public from unwanted inmate calls. This RFP will establish a single contract for the implementation and operation of a turnkey inmate telephone system with integrated recording and monitoring capabilities to meet current and future legislative requirements.

☀ CenturyLink has read, understands and will comply.

2.1.2 The Department intends to enter into a contract with a single Contractor who will provide complete logistical support, ongoing operation, and maintenance of the inmate telecommunications system/services 21 correctional facilities.

☀ CenturyLink has read, understands and will comply.

2.1.3 This RFP is expected to result in the award of a single contract with the Contractor who best meets the stated requirements and provides competitive prices for inmates, inmate families and friends. The proposed solution is for a turnkey system to include, among other things, installation, maintenance, telephones, communications, enclosures, panel and such other equipment or materials necessary to replace the current inmate telephone system/services. All existing telephones must be replaced with new/unused equipment by the awarded Contractor.

☀ CenturyLink has read, understands and will comply.

2.2 GENERAL BACKGROUND

2.2.1 The Department, an executive-branch agency of the Arizona State Government, employs approximately 10,000 individuals who are responsible for approximately 42,000 inmates in the state prison system. The Department operates 16 state prison facilities and supervises 6 privatized prison sites within the State of Arizona, which vary significantly in size and geographic location.

☀ CenturyLink has read, understands and will comply.

2.2.2 For the year of 2013 inmates completed approximately:

Product	Year	Destination Zone	Calls	Minutes
Collect	2013	InterLATA / Interstate	97,941	1,284,672
Collect	2013	InterLATA / Intrastate	282,946	3,834,793
Collect	2013	International	27	404
Collect	2013	IntraLATA / Interstate	61	852

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Collect	2013	IntraLATA / Intrastate	450,417	6,137,150
Collect	2013	Local	831,716	11,517,610
Debit	2013	InterLATA / Interstate	32,983	368,654
Debit	2013	InterLATA / Intrastate	82,699	972,957
Debit	2013	International	14,581	166,466
Debit	2013	IntraLATA / Interstate	15	162
Debit	2013	IntraLATA / Intrastate	158,737	1,948,032
Debit	2013	Local	415,886	5,767,033
		Totals:	2,368,009	31,998,785

 CenturyLink has read, understands and will comply.

2.3 COMMISSION

2.3.1 The Contractor selected and subsequently providing the services required by this RFP will pay a commission to the Department as set forth in Section 3 of this RFP.

 CenturyLink has read, understands and will comply.

2.4 TECHNICAL REQUIREMENTS

2.4.1 The Inmate Phone System (IPS) and Related Services proposed for the Department must meet or exceed the technical requirements outlined in this Section. The IPS proposed to meet these technical requirements must be provided for all facilities at no cost to the Department including system installation, training, operation and maintenance of the system and its components.

 CenturyLink has read, understands and will comply.

2.4.2 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the facility.

 CenturyLink has read, understands and will comply.

2.4.3 The IPS proposed for the Department must include the following components:

2.4.3.1 A Centralized System Database located outside of the Department facilities and maintained by the Contractor. The Contractor must state, in its response, the physical location (City/State) where the centralized system database is located.

 CenturyLink has read, understands and will comply.

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CenturyLink will provide a Centralized System Database (“IPS” or “System”) in our data center located in Atlanta, Georgia, with a secondary IPS located in our San Antonio, Texas data center. The secondary IPS will function as a back-up for Department data, and as a fully-operational back-up for the primary IPS, should it fail.

- 2.4.3.2 The proposed IPS must allow for all Department locations to be networked together, which allows for the sharing of inmate information, inmate PINs and call records between systems. This network between Department locations must allow for remote access of the IPS at one of the Department facility by an authorized user at another Department facility.

 CenturyLink has read, understands and will comply.

The centralized database will be a single system, which will contain all of the data for every Department facility, including PINs and call records. All Department facilities will be networked into this off-site IPS, and all data can be shared. This data can be accessed by any authorized user at any Department location, and by authorized users at non-Department locations.

- 2.4.3.3 The proposed IPS must allow for administrator password levels that restrict Department personnel to the IPS within their particular facility as well as allow certain Department personnel to access multiple systems, if required.

 CenturyLink has read, understands and will comply.

The CenturyLink IPS will be a centralized platform which will handle all Department sites with one system. Department personnel can be restricted to one site or multiple sites, or can be authorized to access all sites. In the example shown below, the individual has been given access to East Hutchinson, Hutchison, and Larned. Note the “All Sites” check box at the top of the “Sites” list to allow access to all sites with one entry.

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CenturyLink **INMATE PHONE SYSTEM** Powered By THE ENFORCER® Kansas DOC
User: 1141965 (V.12.13.47) Copyright 2013-14

Home Global Numbers Accounts Monitor Phones Call Info Reports Site Admin Tools Logout

Username: (you * forwarded)
 Active accounts only

Username: Email: _____
First Name: _____ Phone: _____
Last Name: _____ Organization: _____
Password: _____ Confirm: _____

Account Disabled

Roles: Sys Admin
 Site Admin
 Site User
 Invtl.
 Booking
 Monitor
 Comm.
 PPC
 DISABLED
 Comm Admin
 Acct
 Rec Admin
 Class
 Embargo Agent
 Phone Admin
 COPR Limited
 Cust Serv
 HiPinmate Share
 Inmate User

Sites: All Sites
 All Facilities, KS
 East Hutchinson, KS
 El Dorado, KS
 El Dorado South East, KS
 Ellsworth Correctional Facility East Unit, KS
 Ellsworth, KS
 Hutchinson, KS
 Lansing, KS
 Larned, KS
 Norton, KS
 Osawatomie, KS
 Stockton, KS
 Topeka, KS
 Torrance, KS
 Wichita, KS
 Winfield, KS

User Role Assignment Screen

- 2.4.3.4 The Contractor must propose one type of IPS for all Department locations. All system hardware, software, software level and support systems must be the same in each of the Department facilities.

 CenturyLink has read, understands and will comply.

All Department facilities will use a centralized IPS located in our Atlanta datacenter ensuring that every facility will have the same software level. Each facility will be connected to Atlanta using Integrated Access Devices (IADs) connected to T-1 or larger digital transmission links. All hardware (IADs, routers, switches, etc) will be of the same model and type in each facility.

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- 2.4.3.5 The IPS at each of the Department facilities must provide for all telecommunications capabilities for inmate services as well as administrative capabilities for the Department personnel.

 CenturyLink has read, understands and will comply.

With the centralized IPS, there will be no differences between Department facilities for any services or administrative functions.

- 2.4.3.6 The Contractor must provide a Centralized System Database that is located at a Contractor provided site and provide full database redundancy for the System at the Central Office facility.

 CenturyLink has read, understands and will comply.

CenturyLink's Centralized System Database ("IPS" or "System") will be physically located in our data center in Atlanta with a secondary IPS located in our San Antonio data center. All data will be backed up to the secondary IPS in San Antonio almost immediately, and the San Antonio IPS will be a fully operational back-up for the primary IPS, should it fail.

- 2.4.3.7 The Contractor must propose an IPS at no cost to the Department and include:
- 2.4.3.7.1 Full design, programming and installation;
 - 2.4.3.7.2 Programming of all inmate PINs and call lists;
 - 2.4.3.7.3 Post installation maintenance;
 - 2.4.3.7.4 All network services (local, IntraLATA, InterLATA);
 - 2.4.3.7.5 All network services for administration of the Inmate Phone System.

 CenturyLink has read, understands and will comply.

CenturyLink will provide a total package that will provide all features of Section 2.4.3.7 at no cost to the Department. Details on these features will be provided below in our response to specific requirements of this RFP.

- 2.4.3.8 The Contractor must propose an IPS for the Department that has the capability of processing inmate calls in a pre-paid debit mode; collect call mode or a combination of the two depending on the Department facility and unique needs of the Department.

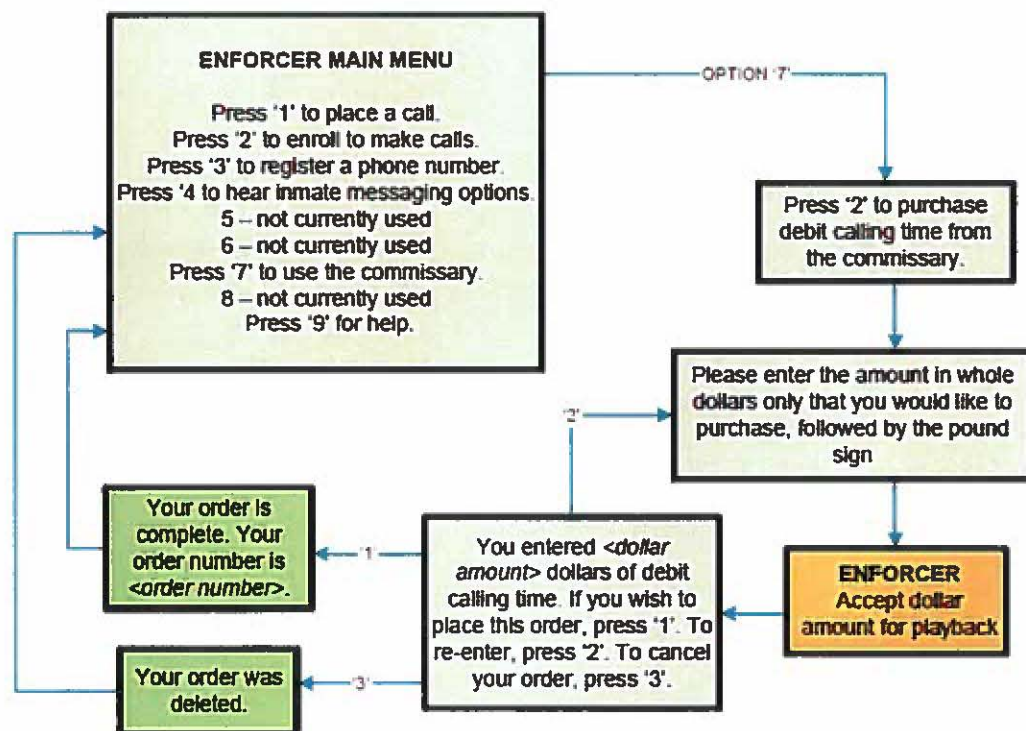
 CenturyLink has read, understands and will comply.

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2.4.3.8.1 The System must have the ability to integrate with third party vendors to provide the ability to automate the inmate commissary ordering of Debit time.

☀ CenturyLink has read, understands and will comply.

CenturyLink has a long-standing relationship with the Department's Commissary provider, Keefe Commissary Network. We have successfully integrated with their system to allow inmates to transfer funds from their commissary account to their phone debit account. The following flowchart illustrates the inmate call flow to transfer funds:



Inmate Commissary to Debit Call Flow

2.4.3.8.2 Must also have the ability to import all relevant inmate information to process telephone calls.

☀ CenturyLink has read, understands and will comply.

CenturyLink has interfaced with multiple JMS systems; we have never had a

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problem with integration. We understand that the Department is currently evaluating a replacement for your AIMS; we are confident that we can successfully integrate with AIMS or the new provider of the JMS. The integration will provide all required inmate information to our IPS.

- 2.4.3.9 The Contractor must propose an IPS that allows for all inmate telephones to be in use simultaneously. The Contractor must describe, in its response, how this will be accomplished with the 2.4.3.9 proposed IPS.

☀ CenturyLink has read, understands and will comply.

CenturyLink's standard operating procedure is to provision the hardware and network to allow all inmate phones to be in operation at the same time. CenturyLink does not use any form of line concentration to reduce costs,

Each phone is connected to one port of an Integrated Access Device (IAD), and each IAD will handle 24 inmate phones, and will be connected to a T-1 or equivalent transmission link to provide one outgoing channel for each phone. Each T-1 will support 48 concurrent calls.

- 2.4.3.10 The Contractor must propose an IPS that can be shut down quickly and selectively. The Department must be able to shutdown the system globally and restrict all PIN access within an entire facility and/or within a particular housing unit.

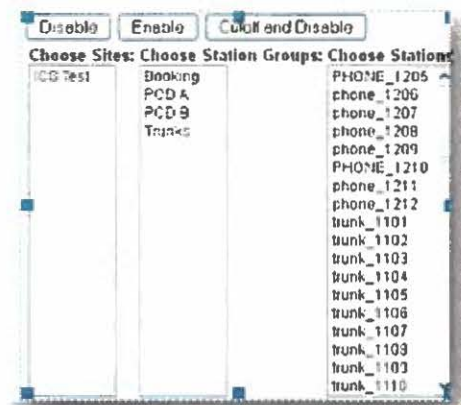
☀ CenturyLink has read, understands and will comply.

Using the "Phone Disable" function of the IPS, staff can easily and rapidly shut down a single phone, a single POD, or an entire facility. After selecting "Phone Disable" on the drop-down menu, a second "Phone Disable Menu" will be displayed.

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Phone Disable



Phone Disable Menu

On the Phone Disable Menu, select the individual phone, a group of phones, or the site you wish to disconnect. Then select one of the three buttons at the top of the menu to perform the following function:

- **Disable** – Allows in-progress calls to complete. No new calls will be allowed from the selected phone(s)
- **Enable** – Allows calls to be made from the selected phones
- **Cutoff and Disable** – Immediately cuts off all calls in progress and disables the selected phone(s).

2.4.3.11 The Contractor must propose an IPS solution that allows the Department to completely restrict inmate access to outside network services/facilities should the IPS control unit of the IPS fail for any purpose. The Contractor must describe, in its response, how this restriction is accomplished with the proposed IPS (e.g., toggle kill switches, or web-based capability etc.).

☀ CenturyLink has read, understands and will comply.

If there is a failure of the IPS control unit, all communication from the inmate phones to the control unit immediately ceases. Any call in progress is terminated, and the inmates will not receive any call prompts to allow them to initiate a call.

2.4.3.12 The proposed IPS must be restricted to outgoing calls only. The system must not process incoming calls at any time. The Contractor must agree, in its response, that no inmate telephone shall be capable of receiving an incoming call.

☀ CenturyLink has read, understands and will comply.

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The design of our IPS does not allow incoming calls at all.

- 2.4.3.13 The IPS must block all calls made to any of the following services whether the system is used in direct dial, debit-based or collect call mode. The Contractor must be responsible for ensuring that the system is programmed for such blocking.

- 2.4.3.13.1 900, 972, 976, 550, telephone numbers incurring excess charges;
- 2.4.3.13.2 Long distance carrier access codes (e.g., 101-XXXX);
- 2.4.3.13.3 Local toll free numbers (e.g., 950-XXXX);
- 2.4.3.13.4 Directory assistance numbers (e.g., 411, 555-1212, etc.);
- 2.4.3.13.5 Toll free numbers (e.g., 800, 888, 877, 866, 855, etc.).

 CenturyLink has read, understands and will comply.

CenturyLink will set up blocks for the above groups as part of the IPS installation process. Additionally, if the Department has a list of individual phone numbers that need to be blocked, we will implement blocks to those numbers.

- 2.4.3.14 The proposed IPS must not provide a second dial tone to an inmate telephone without the inmate hanging up the telephone receiver after the first call is completed and the PIN re-entered to place the second call.

 CenturyLink has read, understands and will comply.

Each inmate station port is monitored continuously for “flashing” (switch hook depression) to attempt to signal the network. Any such activity results in current call disconnection and will direct the inmate to initiate a new call with all call controls in place. Because the system resides between the phone instruments and the outgoing voice network, the manipulation of the switch hook will never provide the inmate with access to an unrestricted outside line.

- 2.4.3.15 The proposed IPS must allow for a maximum ring time prior to disconnecting the inmate call. This ring time parameter must be consistent among Department facilities.

 CenturyLink has read, understands and will comply.

- 2.4.3.16 The proposed IPS must provide notification to an inmate of the call status (e.g., ringing, busy, etc.). This notification may either be in the form of ringing, busy tones, SIT tones, or appropriate recorded messages. This requirement must be implemented for both prepay or collect call mode of operation.

 CenturyLink has read, understands and will comply.

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. The IPS

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allows the inmate to hear the call progress (including ringing, busy tones, etc.) until the called party answers and the IPS detects human answer supervision. At this point, the Department has two options:

- The inmate can be allowed to continue to hear the call progress (still muted and unable to be heard by the called party until acceptance is confirmed).
- The inmate can be placed on hold once the called party answers, preventing the inmate from hearing the called party until acceptance is confirmed.

The System will be configured to handle inmate monitoring of call status in whichever method the Department prefers, and it will apply to all calls, whether collect, prepaid collect, or inmate debit.

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the call is accepted by the called party, the inmate hears "Thank you for using CenturyLink. This call may be monitored or recorded. You may begin speaking now."

If the call cannot be completed, the inmate is notified of the reason. The following table provides some examples of the message the inmate may receive:

Call Failure Reason	Inmate Message
Facility Block	<i>"The number you have dialed is blocked and cannot be called from this facility"</i>
Telco Block	<i>"The number you have dialed is blocked by the telephone service provider"</i>
No Answer	<i>"Your party is not answering. Please try your call again later."</i>
Busy Signal	<i>"That line is currently busy. Please try your call again later."</i>
Invalid Telephone Number	<i>"A dialing error has occurred. Please check your number and try again."</i>
Refused Call	<i>"Your party has refused this call"</i>
Refused & Blocked	<i>"Your party has refused this call and blocked their number from future calls."</i>

2.4.3.17 The proposed IPS must not allow the inmate to speak to the called party until the call

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has been positively accepted. This requirement must be implemented for both prepay or collect call mode of operation.

☼ CenturyLink has read, understands and will comply.

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is positively accepted and connected.

2.4.3.18 The proposed IPS must not allow the inmate to hear the called party prior to the actual positive acceptance (via touch tone entry) of the call.

☼ CenturyLink has read, understands and will comply.

The inmate is completely blocked from hearing or speaking to the called party until the called party has positively accepted the call.

2.4.3.19 The proposed IPS must allow for the Department to program times when the system will be available or unavailable to inmate calling.

☼ CenturyLink has read, understands and will comply.

The Department will have complete control over the times that inmates have access to the phones for calling.

Using the "Phone Schedule" button from the "Site Admin" tab, staff will be able to control the times of use by phone, area (pod, medical, intake, etc) or the entire facility.

The following screen illustrates a weekly schedule for a group of phones. Note that in the "Edit" column, the option is provided to turn the phones off or on all day:

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CenturyLink **INMATE PHONE SYSTEM** Powered By THE ENFORCER® Demo User: mhaynes (V 4.1.1.0) Copyright 2005-2014

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	7 00-22 00	on all day	off all day	
Default	Tue	7 00-22 00	on all day	off all day	
Default	Wed	7 00-22 00	on all day	off all day	
Default	Thu	7 00-22 00	on all day	off all day	
Default	Fri	7 00-22 00	on all day	off all day	
Default	Sat	6 00-24 00	on all day	off all day	
Default	Sun	6 00-24 00	on all day	off all day	
Default	Hol	regular service	on all day	off all day	regular service

Save Changes Cancel Changes

Phone Schedule Screen

2.4.3.20 The proposed IPS must allow the Department personnel to temporarily restrict or disconnect service to an individual inmate telephone or station.

CenturyLink has read, understands and will comply.

The "Phone Shutdown button on the "Site Admin" tab will allow the Department to schedule the shutdown of a single telephone, all station groups or selected station groups for a defined time period. The following screen is used for this function:

CenturyLink **INMATE PHONE SYSTEM** Powered By THE ENFORCER® Demo User: mhaynes (V 4.1.1.0) Copyright 2005-2014

Scheduled Station Shutdown
(e.g. for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule
All Stations	05/02/2014 15 56 00	05/02/2014 16 15 00	Delete
Pinless Phones	05/02/2014 16 00 00	05/02/2014 18 00 00	Delete

Save Changes Cancel Changes

Phone Shutdown Screen

2.4.3.21 As one of the major problems associated with inmate calling, the initiation of 3- Way

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or Conference Calling is a constant issue with the Department. Currently setting the sensitivity level of the existing IPS causes "false disconnects. The proposed IPS must provide technology that deters an inmates attempt to initiate a 3-Way or Conference Call with a Third Party and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how this technology operates with regard to the proposed IPS and the options available to the Department.

2.4.3.21.1 It is desirable that the proposed IPS provides a function that prevents 3-Way or Conference Calling while minimizing the possibility of false disconnects. The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.

 CenturyLink has read, understands and will comply.

The IPS has recently undergone additional development to improve its 3-way detection capabilities. As a result CenturyLink offers a multi-pronged approach to combating this problem.

Approach #1: Call Sensing

The System automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation.

When a three-way call attempt is detected, the system can:

- Flag the call for investigation
- Flag the call for investigation, and play a warning message to the inmate and called party
- Flag the call for investigation, play a notification to the inmate and called party, and terminate the call

The system will be programmed to take whichever action the Department prefers from the list above. This action is also configurable by called number, for example, not taking action on attorney calls (which may be transferred from a receptionist).

CenturyLink highly recommends allowing the call to proceed, because valuable investigative data can be found by reviewing calls that were flagged as three-way attempts.

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When the System is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation. This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call. The resulting call record is then flagged with this detection and termination for future query and reporting purposes, as shown on the following screen:

The screenshot displays a web-based interface for searching call records. On the left, there are search criteria for 'Inmate' (Last Name, First Name, Last Name) and 'CSN' (Called Number). On the right, there are date range filters for 'Start Date/Time' (01/14/2014 00 00) and 'End Date/Time' (01/21/2014 23 59). A 'Search CTRs' button is located at the top right. Below these are various filter fields: 'Site' (All), 'CSN Min:' and 'Max:', 'Station Group:' (All), 'Station Name:' (List), 'Station ID:', 'Trunk ID:', 'Secs Min:' and 'Max:', 'DNR:' (All), 'End Type:' (All), 'Sup Type:' (All), 'Call Type:' (All), 'Tariff Type:' (All), 'Language:' (All), 'Validation:' (All), 'LDB Code:' (All), 'Card number:', 'Resp Digits:', 'Cost Min:' and 'Max:', 'Location:' (State), and 'Pty:' (All). At the bottom, there are three radio button options: 'Show 3-Way only' (checked), 'Show DTMF only', and 'Show Alerts only'.

Call Detail Screen – Report on Suspected 3-Way Calls

Detection of fraudulent use can be managed through sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call. The success of this DTMF or extended silence, detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up.

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy is much more effective. With such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded.

The sensitivity of detection settings is also configurable so that parameters can be set to optimize performance.

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Standard three-way activity reports from the IPS can facilitate investigations into suspected three-way call attempts. The three-Way Attempts report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 three-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.

Approaches #2 and 3 address the specific issue of inmates using the telephone system for 3-way intercommunication – an obvious and major security issue.

Approach #2: Inmate Inter-Communications Evaluation & Reporting (ICER).

Uncovering Intra-and Inter-Facility Inmate-to-Inmate Telephone Communications

CenturyLink is pleased to offer the Department *ICER™ - Inmate Inter-Communication Evaluation and Reporting system*. After developing its *Investigator Pro* voice identification and crime investigation system now in place in 170 correctional facilities throughout the country, JLG Technologies furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The result of this research and development effort is *ICER*.

The Threat

Inmates have been, and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, ITIC (*short for Inmate-to-inmate phone communications*) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the ITIC threat:

- Through a variety of methods, inmates are circumventing the inmate telephone system at a particular facility to communicate with another inmate whether the other inmate is in a neighboring POD or in a facility in a different state and using a different inmate phone system. Inmates exploit conference bridges, services such as Skype, Google Voice and other kinds of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates

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- Until recently, ITIC incidents were only found when accidentally stumbled upon by correctional staff and Incidents are now known to occur with much wider frequency than previously known. ICER has already identified more than 1,000 of these events.
- These ITIC communications have involved criminal activities including coordinating gang-related murders, drug trafficking, racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

Technology, Cooperation Between Inmate Telephone System Providers, and Participating Nation-Wide Corrections Administrations are Joining to Reduce the Threat

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the US and the world. In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through a consortium of inmate telephone system providers* and JLG Technologies. This combined effort will enable all participating corrections administrations throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other – whether the calls are connected between different inmate telephone systems, between PODs in the same facility, or between inmates in facilities from Florida to Maine to California. The more agencies that take part in the ICER network and share ICER data, the more ITIC calls that will get caught in the net and be reported.

* ITS providers who have joined the ICER Consortium to date include Securus Technologies and CenturyLink. As of 3.25.14, PayTel Communications, ICSolutions, and GTL (Global Tel*Link) have submitted signed letters of intent to join.

How ICER Works

ICER uses advanced voice analysis technology to generate a “call signature” — a representation of the call that does not involve any of the original audio — for each completed inmate telephone call. Call signatures are then automatically encrypted and transmitted to the central data center at JLG Technologies headquarters in Framingham, MA for analysis. Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

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Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures. If an ITIC event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report. To protect certain elements of inmate data from being displayed to participating agencies, on-line consent by both parties must be gained before details of the full report are made available.

The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

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JLG Technologies
Voice Biometrics to Identify Every
Inmate on Every Call



ICER Event Report

Event Identified On: Mar 11, 2014
10:14 pm (EDT)

An Inmate Inter-Communications Event has been detected involving an inmate at your facility. The details of which follows below:

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996769	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 25	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

Above - Sample report showing data that investigators in two participating agencies will see once mutual viewing acceptance is granted. Until mutual viewing acceptance is granted, investigators will only be able to see inmate call data for their own facility (either the right or left sides of the report) plus limited data on the inmate from the other facility. Where inmates are

Request for Proposal (RFP) No. 14-00003887 ADC No. 14/066/24

Inmate Telephone System

Statewide

Century Link

Pages may appear to be missing, however have been deemed confidential and
have been redacted

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calling each other within their own facility (not shown), all data for both inmates will be displayed automatically.

While we view ICER as a significant contribution to detecting inmate inter-facility communication, participation of your administration and facility is voluntary and will be provided at no cost to your facility. The cost of this technology is born by the consortium of inmate telephone providers and JLG Technologies. We would be pleased to discuss ICER further with the Department during contract discussions. We have included a copy of the user's license that would grant permission to the Department to participate in the nationwide ICER operations in Tab 7, divider 1 of this proposal. The only prerequisite is completion of the attached JLG Technologies standard license form contained herein.

Where the ICER Network is Currently Operating

ICER is currently operational in these states: California, Florida, Kansas, Maryland, and New Hampshire. Upon completion of the license agreement, the Department's state and facility will automatically be added to the network.

ICER™ – is a registered trademark of JLG Technologies

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2.4.3.22 As one of the major problems associated with inmate calling, the use of call forwarding at the destination telephone number is a constant issue with the Department. The proposed IPS must provide technology that deters the use of call forwarding by the party being called by the inmate and provide the ability to immediately terminate the call. The Contractor must describe, in its response, how this technology operates with regard to the proposed IPS and the options available to the Department.

2.4.3.22.1 It is desirable that the proposed IPS provides a function that prevents call forwarding while minimizing the possibility of false disconnects. The Contractor must explain, in its response, how this will be accomplished with the proposed IPS.

 CenturyLink has read, understands and will comply.

The CenturyLink Team continues to improve its ability to detect and terminate calls forwarded to another telephone number. This is an important security feature, and we take a multi-pronged approach to solving the problem.

To our knowledge this approach is unique to CenturyLink, and for this reason – along with its obvious sensitivity from a security point of view – it is redacted as proprietary Trade Secret information.

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2.4.3.23 The Contractor must describe, in its response, how the proposed IPS operates when the inmate call is to a cellular telephone. This description must include how calls are placed to cellular telephones, how billing of the call is processed.

 CenturyLink has read, understands and will comply.

As the Department is aware, cell phones are not billable through traditional collect billing arrangements with carriers. At the same time, they can represent 65% or more of an agency's total calling.

As a result, CenturyLink offers an industry-leading prepaid collect billing solution for cellular telephones and other telephone services not billable through traditional collect (e.g. CLECs). This solution offers on-the-spot set-up with **live assistance** for called parties that may ordinarily be blocked from receiving inmate calls due to carrier restrictions, billing or credit issues, use of cell phones, etc.

Whenever an attempted call would otherwise be blocked (e.g. no billing arrangement with a cell phone carrier), the IPS allows the inmate a one-time complimentary call to each dialed number to enable immediate access to individuals that can help facilitate their release. At the end of the call, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment.

Our success in setting up prepaid accounts after the first call attempt increases the number of completed calls and as a result, **significantly decreases complaints and increases connected calls + commission revenue to the Department.**

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Advantages of our prepaid collect process:

- Real time account set-up
- Increased call volume and commission revenue
- Payment option for “unbillable calls”
- Eliminate complaints from cell phone customers
- Reduced inmate complaints
- Allows called party to budget inmate phone expenses
- Allows calls to numbers that cannot accept traditional collect calls (e.g., work phones, cell phones, unbillable parties, VoIP phones)

Payment Options

Friends and family members are given several convenient and easy ways to pay for inmate calls. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using a Toll Free Customer Service Line or Website.

- Toll Free Telephone (888-506-8407) (24 Hours a Day) – live representative or automated payment system (“IVR”)
- User-Friendly Web Site:
<https://icsonline.icsolutions.com/icsonline/BrowserDetect.aspx>

Maintaining Prepaid Collect Accounts

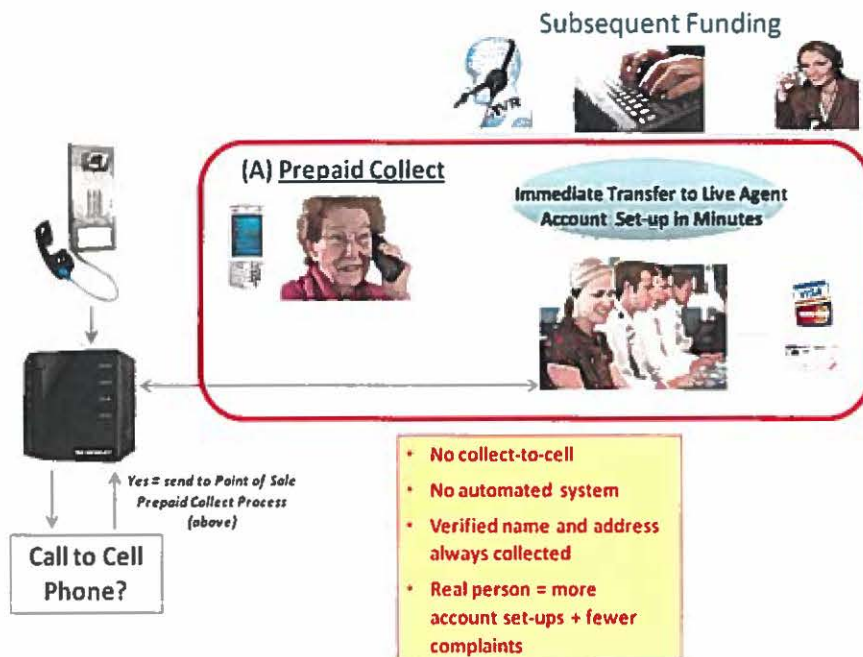
Once established, prepaid collect accounts are simple to keep current in order to continue receiving calls. Customers are always able to ‘top up’ their account by calling the toll-free number or by visiting the web site. Or if their balance becomes too low, they are automatically routed to our payment center once they accept an inmate call. Finally, CenturyLink has no minimum funding amount, so customers can fund as little as they would like.

USER-FRIENDLY TOOLS AND POLICIES

- ✓ No minimum funding amount
- ✓ Replenish account balance by phone or web, 24/7
- ✓ Customers with low balances always given payment options *in real time* as inmate phone calls are set up

Bottom line: if a customer wants to receive a phone call, they are provided with payment options in real-time, and not forced to over-fund their account due to funding minimums.

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❖ INDUSTRY LEADING DATABASE INFORMATION ❖

Regardless of the carrier for a particular phone number, CenturyLink's prepaid collect account verification process requires verified billing name and address (BNA) information for the called party. BNA information is available within the IPS by simply clicking on a phone number displayed on any screen.

In addition, for cell phone or other numbers that may materialize in investigations outside of the ITS, CenturyLink subscribes to the Local Exchange Routing Guide (LERG) Switch Information Database. For any number requiring additional reverse lookup information, the Department may contact the CenturyLink Program Manager for additional research through this database, which provides the operating carrier and contact information for any number. With this information, investigative staff are able to contact the carrier and request or subpoena additional information about the number.

2.4.3.24 The proposed IPS must have the ability to allow for a called party to activate a code (via the touch tone pad of their telephone) that automatically notifies the Department that the number should be deleted from the calling inmates Authorized Telephone Number List.

☀ CenturyLink has read, understands and will comply.

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When a called party answers the phone, he or she hears automated voice prompts that offer several options, including the options to “block all future calls from this facility” or to “block future calls from this inmate” by dialing the designated single-digit code on their telephone dial pad.

If the called party activates the code to block future calls from this inmate, their telephone number is automatically deleted from the inmate’s Authorized Telephone Number List, with no Department staff intervention necessary. If the Department would like to be notified of these events, the IPS can be configured so that the database entry event (blocking future calls from the inmate) triggers an alert that automatically notifies designated Department staff.

- 2.4.3.25 Each call placed (prepay or collect) through the IPS must be electronically identified by the system as being a call originating from the Department facility in 100% of the cases with or without the accompanying inmate PIN.

☀ CenturyLink has read, understands and will comply.

The IPS will play the following message whenever a called party answers the phone:

“Hello, this is a [collect/pre-paid] call from [inmate name], an inmate at the Arizona Department of Corrections [facility name].”

- 2.4.3.26 If a call is not accepted by the called party, or if no one answers the call, the IPS must inform the inmate of the situation rather than simply disconnecting the call.

☀ CenturyLink has read, understands and will comply.

If the call cannot be completed, the inmate is notified of the reason. The following table provides some examples of the message the inmate may receive:

Call Failure Reason	Inmate Message
Facility Block	<i>"The number you have dialed is blocked and cannot be called from this facility"</i>
Telco Block	<i>"The number you have dialed is blocked by the telephone service provider"</i>
No Answer	<i>"Your party is not answering. Please try your call again later."</i>
Busy Signal	<i>"That line is currently busy. Please try your call again"</i>

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	<i>later."</i>
Invalid Telephone Number	<i>"A dialing error has occurred. Please check your number and try again."</i>
Refused Call	<i>"Your party has refused this call"</i>
Refused & Blocked	<i>"Your party has refused this call and blocked their number from future calls."</i>

2.4.3.27 The IPS must have the capability to accept the called parties response via DTMF (Touch Tone Pad) input from the telephone. Calls shall not be billed until positive acceptance by the called party is indicated by the input of a specific Touch Tone digit.

 CenturyLink has read, understands and will comply.

The IPS always requires positive acceptance by the called party. After the call has been accepted, both the inmate and the called party hear the following:

- "This call will be recorded and subject to monitoring at any time"
- "Thank you for using CenturyLink"
- "You may begin speaking now"

Billing does not begin until after the "You may begin speaking now" phrase is played.

2.4.3.28 The IPS must have the capability of passive acceptance for rotary telephone users and particular called numbers such as an automate attendant at an attorney's office, etc. Passive acceptance is defined as the system interpreting the non entry of digits after the playing of the initial collect call message twice as acceptance of the call by the called party.

 CenturyLink has read, understands and will comply.

CenturyLink can configure the system for passive acceptance so that the call will be connected when there is non-entry of any digits after call prompts are played twice. The parameter from the time of notice until the call is connected is completely configurable.

However, the IPS system also supports both DTMF and **pulse-based** call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for either the appropriate DTMF or the **correct count of rotary-dial pulses**. Therefore, our system supports call acceptance via rotary phone.

Passive acceptance can also be turned on or off for specific phone numbers in our Global Number Edit screen by checking the Passive Acceptance box,

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shown below.

Number Speed Dial Name:
1-615-496-5000
Description:
All Sites Add Site
Call Type: All
Category: undefined
 Passive Acceptance
 Greeting Off
 Block
 PAN Override
 Do Not Record
 Privileged
 Email Alert(s):
 Page Alert(s):
 Monitor Alert(s):
 Payment Alert(s):
 General Alert
 Hide Recording Hide CDRs
Max Duration (minutes): Ignore DTMF Digits Time frame (secs)
Default is 60 Ignore Silence Seconds
Notes:
Delete Cancel Changes Save Changes

Passive Acceptance for Specific Phone Numbers

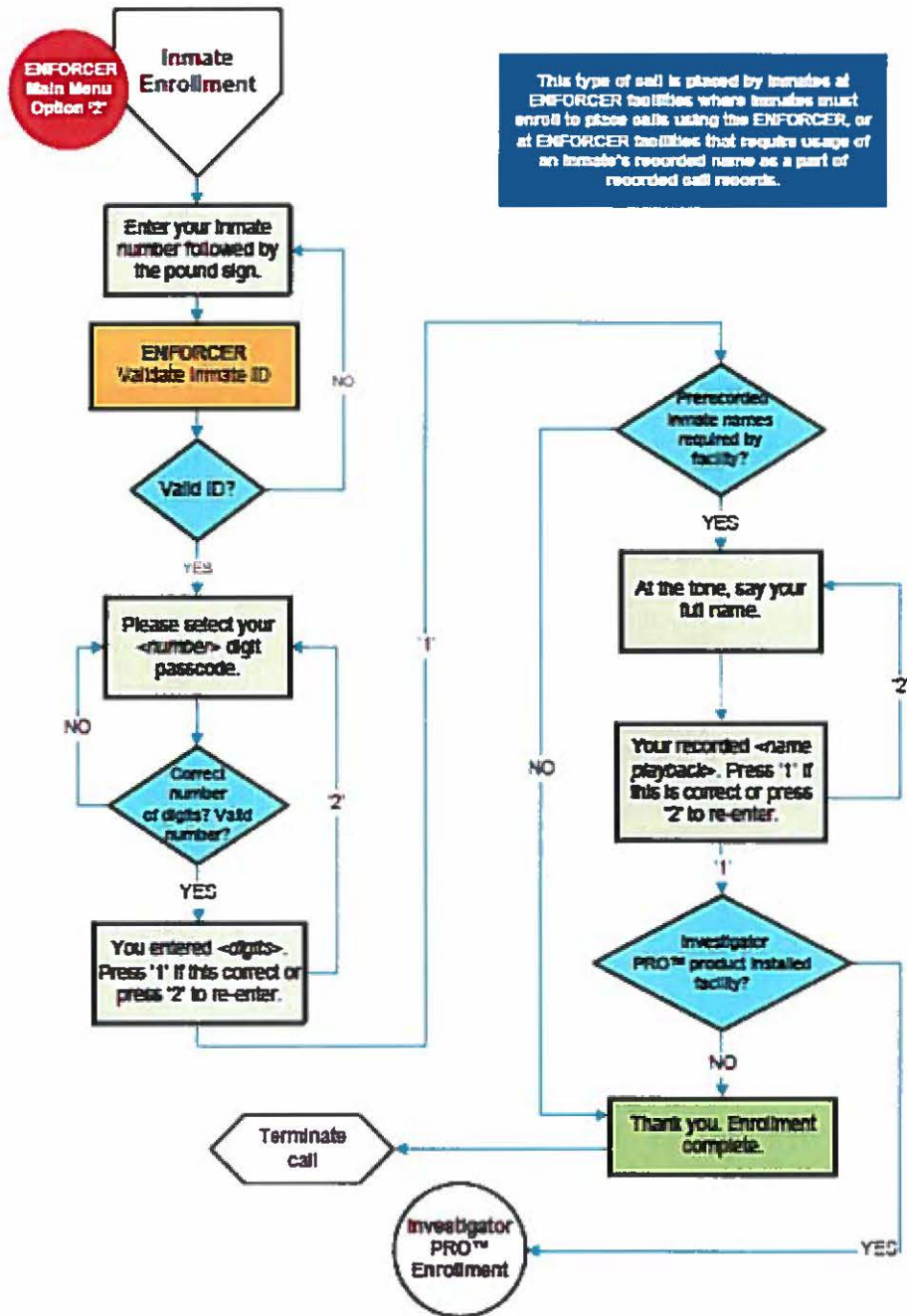
2.4.3.29 The IPS, whether in pre-pay or collect call mode, must be capable of announcing to the called party the name of the calling inmate. Contractors must provide a mechanism to record an inmate's name a single time to be used each time this announcement is required. The activation or deactivation of this feature must be controlled by the Department institution.

CenturyLink has read, understands and will comply.

The following flow chart illustrates the process the inmate would follow to record their name for use in a call announcement. This feature can be turned off or on at the discretion of the Department.

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Inmate Enrollment



2.4.3.30 The IPS must be capable of announcing to the called party how to accept calls.

☀ CenturyLink has read, understands and will comply.

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The System plays a call greeting to the called party:

- Hello, you have a [collect/pre-paid] call from [inmate name], an inmate at the Arizona Department of Corrections [facility name].
- To hear the charges for this call, press '2'
- **To accept this call, press '5'**
- To refuse this call, hang up now
- To block this call and all future calls from this facility, press '9'

After the call has been accepted, both the inmate and the called party hear the following:

- This call will be recorded and subject to monitoring at any time
- Thank you for using CenturyLink
- You may begin speaking now

2.4.3.31 The proposed IPS must be capable of announcing to the called party the collect call rate, prior to acceptance, when a collect call is placed. The Contractor must describe how this is accomplished by the called party.

☼ CenturyLink has read, understands and will comply.

If the called party selects Option 2 (To hear charges for this call, press '2'), the called party will be provided a rate quote:

"The cost of this call will be X dollars and X cents plus an operator surcharge of X dollars and X cents excluding taxes and other applicable fees."

(Note: Operator surcharges may not apply, in this case, the called party would hear '...operator surcharge of zero dollars and zero cents...')

2.4.3.32 The system must provide a manner for all calls (pre-pay or collect) to be branded with the standard Department message as well as the statement that All Calls are recorded.

☼ CenturyLink has read, understands and will comply.

The following is the System's standard message; this can be customized to the Department's requirements:

- Hello, you have a [collect/pre-paid] call from [inmate name], **an inmate at the Arizona Department of Corrections [facility name].**
- To hear the charges for this call, press '2'
- To accept this call, press '5'
- To refuse this call, hang up now
- To block this call and all future calls from this facility, press '9'

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After the call has been accepted, both the inmate and the called party hear the following:

- **This call will be recorded and subject to monitoring at any time**
- Thank you for using CenturyLink
- You may begin speaking now

2.4.3.33 The Contractor must propose and implement an IPS that provides telephone reception quality meeting all industry standards for service quality as defined by the Federal Communications Commission (FCC). The Contractor must accept the Department's decision regarding such determination.

☼ CenturyLink has read, understands and will comply.

CenturyLink engineers our network to ensure "toll quality" on all calls, and performs regular test calls on all systems for quality control purposes.

Our IPS architecture uses standard digital signaling protocol G.729 for standard voice connections. In addition, as a part of a Tier 1 network provider we over-provision the bandwidth dedicated to the Department. When measured by a standard of "Mean Opinion Score (MOS)", these combine ensure a minimum score of 4.0 or better (0 = pure noise, 5 = pure sound). Regardless of this measure, we will work with Department personnel to ensure call quality is to your satisfaction.

2.4.3.34 The Contractor must provide and install adequate surge protection for the proposed IPS and its components. The use of traditional power strips for surge protection is not acceptable for this requirement.

☼ CenturyLink has read, understands and will comply.

Our surge and lightning protection system for on-site equipment uses the SurgeGate™ system a state of the art Telecom surge protection system manufactured by ITW Linx. The system is comprised of various modules to protect the incoming network from the LEC; modules to protect the Station ports (inmate phone connections) and the power system. When installed, this system will tie together all the ground systems at each site for a common bond on the ground side of all equipment in the phone room.

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of one (1) hour.

☀ CenturyLink has read, understands and will comply.

UPS systems will be installed at each location configured and capable of supporting the IPS equipment for a minimum of one (1) hour.

2.4.3.37 The Contractor must provide, install and maintain (according to manufacturers specifications) all IPS UPS equipment at each of the Department facilities. The Contractor must replace all UPS equipment upon expiration of the manufacturers life cycle of the installed product.

☀ CenturyLink has read, understands and will comply.

Each UPS system will be monitored and preventative maintenance checks will be performed in accordance with manufacturers specifications. Load tests will be performed on each UPS during scheduled routine maintenance and run times verified of the battery plant.

UPS equipment will be replaced at the end of their life cycle.

2.4.3.38 In the unlikely case of the loss of commercial power and the failure of the UPS, the IPS must automatically restrict or shut off all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the Department.

☀ CenturyLink has read, understands and will comply.

When the unlikely event of loss of commercial power and the exhaustion of the UPS battery plant, the IPS will become inoperable until power is restored, thus no inmate calls can be made until power is restored to the system.

2.4.3.39 The Contractor must describe, in its response, what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.

☀ CenturyLink has read, understands and will comply.

The IPS call control system is located in our Atlanta data center with our secondary system located in our San Antonio data center. All call recordings as well as database information is backed up between the two systems so in the unlikely event that one system is unreachable, the other system will available almost immediately to continue to process inmate calls. The Atlanta is housed in a CenturyLink Technology Solution data center, which is one of the most sophisticated multi-tenant centers in the Southeast. This is a Tier III facility with

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redundant networks, power, generators, and HVAC systems as well as 24/7 staffed security with restricted access. The San Antonio system also has redundant carrier networks as well as backup diesel generator.

Almost all elements of the call control systems in Atlanta and San Antonio have redundant components. For example, our servers have dual power supplies and RAID disk technology using additional secondary disk drives to provide a second copy of all call records and recordings. This is discussed in more detail in the following Section 2.4.3.40.

- 2.4.3.40 It is desirable that the Contractor provide an IPS in which the Central Processor Unit (CPU) and other critical components are redundant. The Contractor must describe, in its response, those critical components that are redundant with the proposed IPS.

 CenturyLink has read, understands and will comply.

The centralized IPS platform is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with multiple layers of internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair.

Additionally, the Atlanta call processing platform is replicated at the fail-over data center in San Antonio. Each individual IPS call processor utilizes enterprise grade components which provide the highest level of performance and reliability. The quality standard for the IPS calling platform is 99.999% system availability.

CenturyLink employs multiple levels of redundancy to ensure 99.999% uptime for the IPS calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

1. **Network Redundancy:** For each supported facility, CenturyLink obtains service from two different Tier 1 network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
2. **Call Processing Redundancy:** While the primary call processor is housed in our Atlanta Data Center, we also install a fully functional, always-on backup call processor in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would quickly be transitioned to our secondary system in San Antonio.

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3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (Atlanta and San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, the second data center would be able to take over all IPS tasks rapidly. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.

Through our system monitoring tools, CenturyLink continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

- 2.4.3.41 The Contractor must provide standard hardware and software enhancements/upgrades to the proposed IPS at no cost to the Department during the term of this contract. The installed IPS at each of the Department facility must always be at the latest general release of the systems available hardware and software including operating systems for the system administration and system reporting function. Beta and field tested hardware and software must not be provided unless specifically approved by the Department. Prior to any hardware and/or software upgrades or enhancements, the Contractor must discuss the software benefits with the Department and proceed only after the Department approval.

 CenturyLink has read, understands and will comply.

Whenever an upgrade and/or enhancement to the System finishes testing and is ready for wide release, the Department will be notified of the new release updates and provided documentation of the features and functions of the new software.

CenturyLink releases updates to the System on a quarterly basis to ensure the system is always state-of-the-art. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the System are predominantly driven by market demand and specific client requests.

- 2.4.3.42 Telephone network services provided by the Contractor shall not be capable of being detected by the called party for calling number identification (Caller ID).

 CenturyLink has read, understands and will comply.

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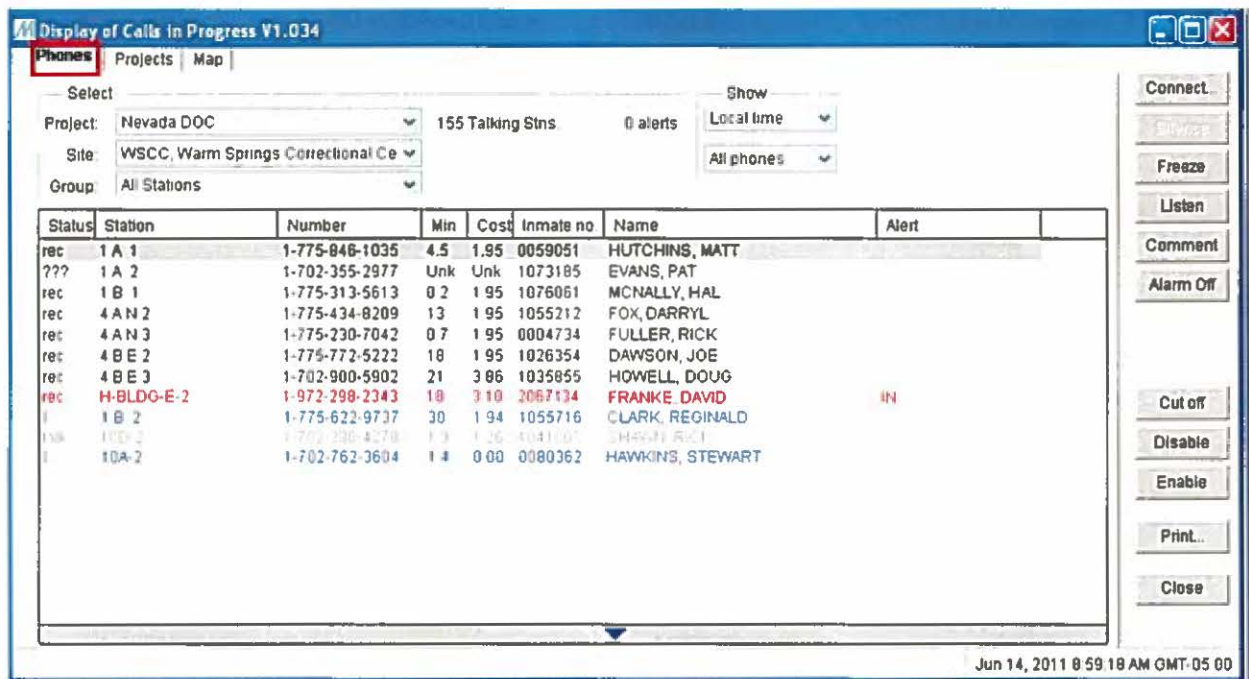
The information that will be displayed on a caller ID will be determined by the Department. This could be "Unknown Number" or the toll-free number for CenturyLink's customer call center, among other options.

2.4.3.43 The proposed IPS must allow for the monitoring of inmate calls while in process (real time) by the Department personnel. This monitoring must be allowed by **specific inmate telephone, specific inmate PIN or by called telephone number**. Any and all equipment and software required to perform this function must be provided with the proposed system.

 CenturyLink has read, understands and will comply.

CenturyLink's centralized platform will allow any staff member, regardless of location, to review and monitor inmate call data at any Department facility.

Clicking on the "Monitor Phones" tab will open the following screen, which is the portal to call monitoring:



Status	Station	Number	Min	Cost	Inmate no	Name	Alert
rec	1 A 1	1-775-846-1035	4.5	1.95	0059051	HUTCHINS, MATT	
???	1 A 2	1-702-355-2977	Unk	Unk	1073185	EVANS, PAT	
rec	1 B 1	1-775-313-5613	0 2	1 95	1076061	MCNALLY, HAL	
rec	4 A N 2	1-775-434-8209	13	1 95	1055212	FOX, DARRYL	
rec	4 A N 3	1-775-230-7042	0 7	1 95	0004734	FULLER, RICK	
rec	4 B E 2	1-775-772-5222	18	1 95	1026354	DAWSON, JOE	
rec	4 B E 3	1-702-900-5902	21	3 86	1035855	HOWELL, DOUG	
rec	H-BLDG-E-2	1-972-298-2343	18	3 10	2067134	FRANK, DAVID	IN
I	1 B 2	1-775-622-9737	30	1 94	1055716	CLARK, REGINALD	
UNK	10A-2	1-702-390-4278	1 3	1 26	1041107	HAWKINS, STEWART	
I	10A-2	1-702-762-3604	1 4	0 00	0080362	HAWKINS, STEWART	

Display of Calls in Progress Screen

The Monitor Phones function group lets you perform several actions on live (in-progress) calls, recent calls, and the phone stations from which the calls are made. These include:

- Customizing or limiting the calls/stations you are viewing
- Monitoring a call in progress

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- Performing security-related tasks, such as cutting off a call in progress or disabling a phone station
- Taking a "snapshot" of the displayed information
- Accessing more detailed information about a selected call
- Adding comments for a call

Each line is color-coded and displays information about the call. The color codes indicate:

- Black – Call in progress
- Gray – Call in progress, but not being recorded (attorney call, for instance)
- Blue – Phone station is currently inactive (most recent call displayed)
- Light Blue – Phone station is currently inactive, and most recent call was not recorded
- Red – Alert triggered (call in progress or most recent call triggered alert)

Staff can filter the type of call being displayed to narrow the range of calls displayed:

- All Phones – Every phone in the facility, in use or not in use
- Call only - Displays calls in progress
- Alerts only – Call in progress, or most recent call made that has triggered an alert
- All Active – All phones off-hook (calls in progress, or a phone handset off the hook, but no call placed)
- Visitation – Calls in progress or most recent calls made on visitation phones

Double-clicking on any call in the list will display additional call details:

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Display of Calls in Progress V1.034

Phones Projects Map

Select

Project: New Hampshire DOC 21 Talking Stns 0 alerts Show Local time

Site: Berlin All Active

Group: All Stations

Status	Station	Number	Min	Cost	Inmate no	Name	Alert
dial	B-TIER-1	Dralling			64271	MAGGI, JAMES	
greet	B-TIER-5	1-603-285-8058	1.3	0.00	71681	CRUZ, ROBERTO	
rec	C-TIER-4	1-603-957-8189	18	2.85	87832	CHARLES, PAUL	
rec	D-TIER-3	1-603-548-2111	7.5	1.20	60342	GUNN, JON	
rec	D-TIER-5	1-603-224-6912	29	4.20	65077	PATRICK, VINCENT	
dial	H-TIER-5	Dralling			74250	BARNA, RAYMOND	

Call details

Destination: PORTSMOUTH NH Answer type: SPCH

Start: Jun 16, 2011 8 31 29 AM GMT-05:00 Answer delay: 01 26

Duration: 18 24 Phone number: 16039578189

Time available: 41 35 Tariff Band: IntraLata Intrastate

Cost: 2.85 Site: Berlin

Balance: 23.30 csn: 25986544

Station: 6307/C-TIER-4 Call Type: Debit


Diald digits: 6039578189 Trunk: 6120

Jun 16, 2011 8 49 53 AM GMT-05:00

Display of Calls in Progress Screen

Along the right side of the screens are several buttons that allow staff to perform various monitoring functions, including listening, disconnecting the call, or adding comments to the Call Detail Record for a particular call:

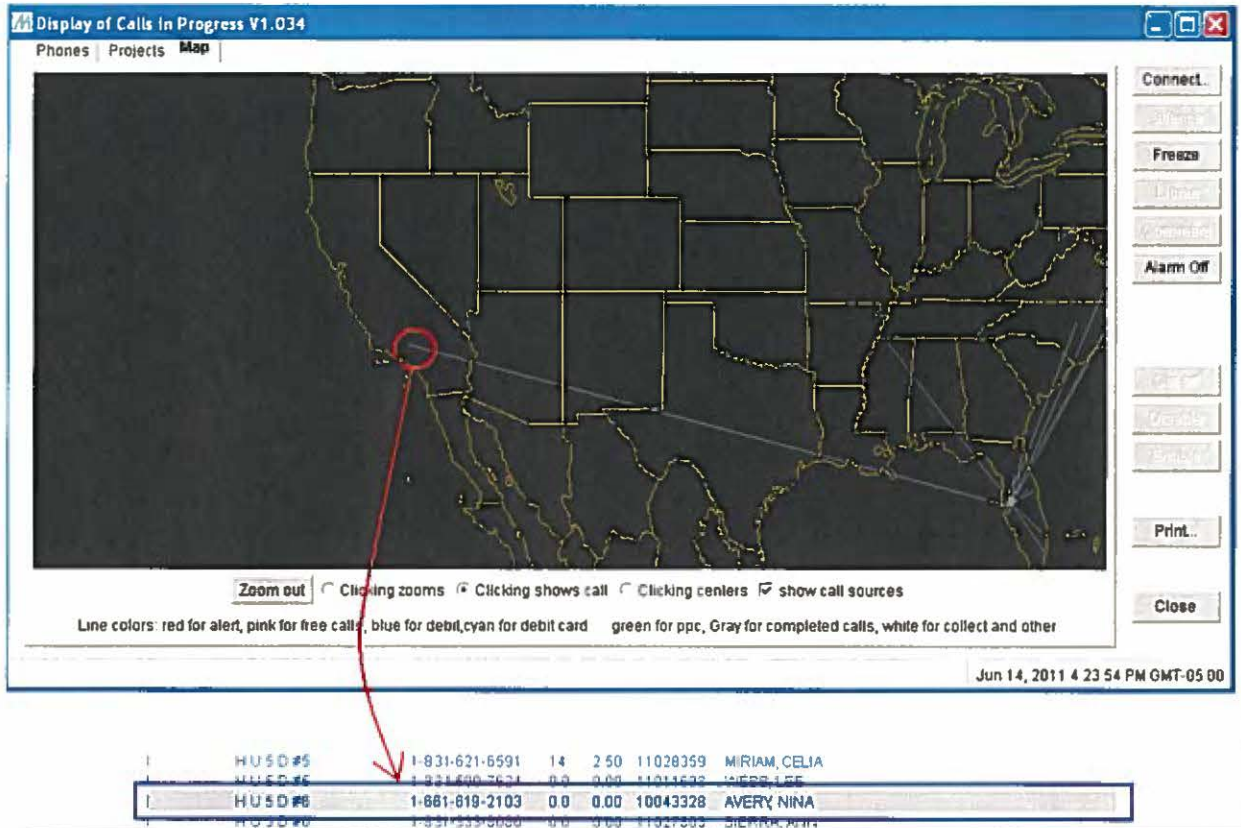
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Action Button	Function
Connect..	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities
Start	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities
Freeze	Click this button to freeze the list of displayed calls (displays point-in-time list and "freezes" the dynamic display of call activity).
Listen	Click this button to monitor the call. After you click this button, your default Call Player opens on top of the Monitor Phones window. The inmate and called party are not notified and are not aware that you are monitoring the call.
Comment	Click this button to add a comment (note) to the Call Detail Record for the call.
Alarm Off	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities
Cut off	If fraudulent activity or threatening behavior is detected on the call, click this button to cut off (disconnect) the call.
Disable	Click this button to temporarily disable the phone station. If a call is currently in progress when you click Disable, the inmate will be allowed to complete the call before the station is disabled. If you want to cut off the call before disabling the station, click Cut off before you click Disable. After you click Disable, the station will remain in a 'disabled' state until you select the station, and then click Enable.
Enable	Click this button to re-enable the phone station.
Print..	Click this button to print the current list view from your browser. To prevent the display from changing, you should click the Freeze button prior to printing the screen. If you want to display a detailed record for a call, click the call information line, and then click the  icon to show the Call Details window.
Close	Click this button to close the Monitor Phones window.

Monitor Phones – Call/Station Action Button Descriptions

Clicking on the "Map" tab will allow staff to view a geographical map of the continental United States that shows a line between every call in progress, and the last call made from every active station. Other map detail is also available, for example, by clicking on the end point of one of the lines, the call detail is presented, as shown below:

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Map Display of Calls in Progress

The IPS provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The IPS alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:

- **Monitoring Alerts** - The IPS can call an investigator on their telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a the IPS monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.
- **Email/SMS Alerts** – The IPS can send email or SMS message to an administrative workstation or any public email address when an alert is triggered.
- **Paging Alerts** - The IPS can issue numeric messages to paging services to alert an investigator.

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Furthermore, investigators can set the IPS to automatically transfer calls to them for monitoring wherever they may be by using CenturyLink's "Find Me, Follow Me" service. "Find Me, Follow Me" allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.

Best-in-Class Solution:
Find Me, Follow Me

This feature, currently in use at NDOC, enables a single alert to try more than one number to contact an investigator

- 2.4.3.44 Monitoring of inmate calls must be provide in true real time. The Department personnel must be capable of monitoring an inmate's call while the call is in progress with no delay in transmission of the audio. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

☀ CenturyLink has read, understands and will comply.

The call monitoring process was described previously in Section 2.4.3.43. When personnel select a call to be monitored, they are immediately connected to the selected call. During monitoring, there is no delay to the audio.

- 2.4.3.45 The collect call automated announcement function of the IPS must be capable of processing calls on a selective bi-lingual basis: English and Spanish. The inmate must be able to select the preferred language using no more than a two digit code.

☀ CenturyLink has read, understands and will comply.

During call set-up, the inmate is allowed to select their preferred language using a one digit code for English ("1") or Spanish ("2"). Other languages can be added if desired, other languages used in other facilities include French, Russian, and Hmong.

- 2.4.3.46 The proposed Inmate Telephone System must allow for Department to program times when the system will be available or unavailable to inmate calling. The Contractor must describe, in its response, how this is accomplished.

☀ CenturyLink has read, understands and will comply.

This functionality was described earlier in Section 2.4.3.19, and is repeated here for the convenience of the reviewer.

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The Department will have complete control over the times that inmates have access to the phones for calling. Using the "Phone Schedule" button from the "Site Admin" tab, staff will be able to control the times of use by phone, area (pod, medical, intake, etc) or the entire facility. The following screen illustrates a weekly schedule for a group of phones. Note that in the "Edit" column, the option is provided to turn the phones off or on all day:

INMATE PHONE SYSTEM
Powered By THE ENFORCER®

Demo User mhaynes (V 4.1.1.0)
Copyright 2009-2014

Inmate Global Numbers Accounts Monitor Phones Call Info Reports The Investigator Site Admin ICS Admin Tools Logout

Weekly Phone Schedule

Groupname	Day	Schedule	Edit	
Default	Mon	7:00-22:00	on all day	off all day
Default	Tue	7:00-22:00	on all day	off all day
Default	Wed	7:00-22:00	on all day	off all day
Default	Thu	7:00-22:00	on all day	off all day
Default	Fri	7:00-22:00	on all day	off all day
Default	Sat	6:00-24:00	on all day	off all day
Default	Sun	6:00-24:00	on all day	off all day
Default	Hol	regular service	on all day	off all day

Save Changes Cancel Changes

Phone Schedule Screen

2.4 Personal Identification Numbers (PINs)

2.4.4.1 It is the intention of the Department to implement the proposed IPS in a collect and prepaid call mode with the use of inmate Personal Identification Numbers (PINs). Whether in collect call mode or pre-paid mode, the proposed IPS must adhere to the following requirements for PIN operation.

 CenturyLink has read, understands and will comply.

2.4.4.2 The IPS must restrict use through authorized Personal Identification Numbers (PINs) assigned to each inmate. The length of these PINs must be determined by the Department and remain consistent throughout Department facilities.

 CenturyLink has read, understands and will comply.

The CenturyLink IPS is a centralized platform that supports all Department facilities ensuring that all PINs will be consistent.

2.4.4.3 The proposed IPS must allow for the cross-referencing of inmate PINs to the

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Department inmate commitment number allowing for the Department personnel to search by commitment number for call records and call recordings. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

☀ CenturyLink has read, understands and will comply.

The Department commitment number is part of the inmate profile, and will be located in the "ID" field as show on the Inmate Profile Screen below. All records can be searched by the commitment number.

The screenshot displays the CenturyLink Inmate Phone System interface. At the top, the CenturyLink logo is on the left, followed by the text "INMATE PHONE SYSTEM" and "Powered By THE ENFORCER". On the right, it says "Kansas DOC User mhaynes (V 1.2.15.4) Copyright: 2005-2014". Below this is a navigation menu with buttons for "Inmate", "Global Numbers", "Accounts", "Monitor Phones", "Call Info", "Reports", "Site Admin", "Tools", and "Logout". The main area features a search bar for "Inmate Id." with the value "0104465" and a "Find/New" button. Below the search bar is a form for inmate details. The "Status" is set to "Allow" and "Location" is "0C0161". The "Site" is "Winfield, KS" with a "Transfer" button. The "PIN" is "0104465" and "ID" is "0104465". There are checkboxes for "High Profile", "TDD", and "Passcode". The "Recorded Name" is "SMITH" and "First Name" is "KELVIN". The "Class" is "Normal". The "Rate Group" is "Default" and "Tracking Group" is "No". The "Restrict" field is "0" and "Calls Every" is "0". The "Alerts" section includes checkboxes for "Email Address(es)", "Pager Number(s)", "Monitor Number(s)", "Payment Email(s)", and "General". The "Max PANs Allowed" is "Default, 20" and "Free Calls Allowed" is "0". The "Remaining" field is "0" and "Disabled" is checked. The "Last Reset" is "none".

Inmate Profile Screen

2.4.4.4 The Contractor must be responsible for the administration of all inmates PIN through its Administrators.

☀ CenturyLink has read, understands and will comply.

2.4.4.5 The IPS must allow each PIN to have a class of service assigned. For example, each PIN must have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

2.4.4.5.1 **Placing of Calls:** Inmates can be either approved or not approved to make phone calls by PIN;

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☼ CenturyLink has read, understands and will comply.

2.4.4.5.2 Use of Specific Telephones: Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the Departments option;

☼ CenturyLink has read, understands and will comply.

The System can assign each inmate to a single phone or a group of phones. Using Station Group Names, which assign one or phones to logically named groups, staff can quickly enforce physical phone restrictions. In the following example, Inmate Clark can only make calls from Apache B and D, however, any inmate without a Group restriction can also use Apache B and D.

Allowed Station Groups for Inmate

Inmate ID 072320 RODNEY CLARK

Save Changes

[Back to Inmate Editor](#)

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
APACHE A	<input type="checkbox"/> Allow
APACHE B	<input checked="" type="checkbox"/> Allow
APACHE C	<input type="checkbox"/> Allow
APACHE D	<input checked="" type="checkbox"/> Allow
NAVAJO A	<input type="checkbox"/> Allow
NAVAJO B	<input type="checkbox"/> Allow
NAVAJO C	<input type="checkbox"/> Allow
COCOPA A	<input type="checkbox"/> Allow
COCOPA B	<input type="checkbox"/> Allow

Inmate Profile Screen – Allowed Groups Tab

2.4.4.5.3 Duration of Call: Maximum call duration can be set globally (all PINs), by site, by facility area, by individual inmate's PIN, by type of call (Local, IntraLATA, InterLATA) at the Departments option;

☼ CenturyLink has read, understands and will comply.

The IPS is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. In addition, the

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system rate files include call duration override settings for situations that require duration changes for **local calls** or specific destination numbers.

The IPS also provides the ability to customize call durations for specific inmate IDs. System administrators can configure call duration in the Inmate table so that particular inmates are restricted to a different call duration than the master call duration setting.

The IPS can easily be extended to limit call duration by any variable that is already captured in the database, including tariff type (intraLATA, interLATA, etc.).

2.4.4.5.4 Time of Day Calling: An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PIN restrictions) at the Department's option.

☼ CenturyLink has read, understands and will comply.

The IPS Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones that you choose. The System can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc. Hours can be set as follows:

- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

The **Phone Schedule** option is accessed through the **Site Admin** tab on the System control bar. From the **Phone Schedule** menu, System Administrators may add or modify a **Schedule Group**, as shown below:

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default 	Mon-Sun,Hol	0:00-24:00	Edit..
Trunks	Mon-Sun	no service	Edit..
Trunks	Hol	regular service	Edit..

Add Schedule to Group

Weekly Phone Schedule - Add or Edit Groups

Any authorized user may select the **Edit** button next to any of the respective

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group names they wish to alter. By selecting **Edit**, the Weekly Phone Schedule for that specific phone group is displayed.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Trunks	Mon	no service	on all day	off all day	
Trunks	Tue	no service	on all day	off all day	
Trunks	Wed	no service	on all day	off all day	
Trunks	Thu	no service	on all day	off all day	
Trunks	Fri	no service	on all day	off all day	
Trunks	Sat	no service	on all day	off all day	
Trunks	Sun	no service	on all day	off all day	
Trunks	Hol	regular service	on all day	off all day	regular service

Weekly Phone Schedule screen

This screen enables users to select what day and time this specific phone group will have service. Users may select **on all day** or **off all day** to toggle operation on a daily basis, or set specific on/off times for a specific day, as shown in the screen below.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default ?	Mon-Sun,Hol	00:00-24:00	Edit...
Trunks	Mon	8:00-18:00	Edit...
Trunks	Tue-Sun	no service	Edit...
Trunks	Hol	regular service	Edit...

Add Schedule to Group

Weekly Phone Schedule – On/Off Times for a Specific Day

The System database can easily be extended to enable setting allowed call schedules by individual inmate PIN, or by any other variable already captured in the database. This will work like a PAN list that is based on allowed calling schedule, rather than phone numbers.

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2.4.4.5.5 **Specific PIN:** Restrict an inmate under disciplinary action from placing all calls assign to his particular PIN with the exception of privileged numbers (e.g., attorney, approved clergy and social work professionals).

☀ CenturyLink has read, understands and will comply.

The System supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate **may only call legal counsel until the suspension period ends**. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the *Inmate Suspension* section highlighted by a red box, as shown in the following screen:

The screenshot displays the Inmate Profile screen. At the top, there is a search bar for 'Inmate Id.' and a 'Find/New' button. Below this are fields for 'Status' (set to 'Allow') and 'Location'. The main profile area includes fields for 'Last Name', 'First Name', and 'Middle Name'. A section titled 'ALERTS' contains several checkboxes: 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)'. There are also checkboxes for 'General' and 'CVV Failures Only'. Below these are fields for 'Max PANs Allowed' (Default: 20), 'PANs enabled', 'Disabled', and 'Last Reset' (set to 'none'). A 'Voice Id' dropdown is set to 'Enabled' and the 'Status' is 'Enrolled'. There are 'Reject', 'Cancel Changes', and 'Save Changes' buttons. A 'Last Calls' summary shows: Attempt: 11/26/2012 17:29:16, Success: 11/26/2012 17:29:16, Reject: 11/17/2012 15:50:49, Fail: 11/26/2012 11:46:49. There are links for 'Notes', 'Suspensions', 'Station Groups', and 'PATs'. Below this is the 'Inmate Notes' section with an 'Add Note' button. At the bottom, the 'Inmate Suspension' section is highlighted with a red box. It shows 'No current suspension. Previous suspensions: 0' and a 'Suspensions' button.

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the

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following screen which will enable them to complete suspending call privileges.

Suspensions
Inmate ID: 3278378 ICS TEST

Start	End	Duration
Date: Asep	End: []	[]
<input type="radio"/> Duration:		
<input type="radio"/> Full (no calls)		
<input checked="" type="radio"/> Standard (Allow calls to Global Numbers with 'privileged' checked)		
Note/comment: []		

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	Disable	test

Suspension of Calling Privileges

There are two categories of Suspensions:

- 'Full' means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers.
- 'Standard' is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

2.4.4.5.6 Restriction: Set call duration, set number of calls per day, set only certain numbers per PIN, etc.

☀ CenturyLink has read, understands and will comply.

Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates' calling privileges can be customized in the following ways:

- Restricting calling from individual phones or groups of phones

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- Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)
- Restricting calling to a specific set of phone numbers (i.e., PAN lists)
- Restricting the number of free calls an inmate can make
- And more!

More specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict__ Calls Every__ (Day/Week/Month)," and "Free Calls Allowed" fields shown in the following screen:

The screenshot displays the 'Inmate Account Profile' form. Key fields include: Status (Active), Location, Last Name, First Name, Middle Name, PIN (333333), High Profile (checkbox), Passcode, Recorded Name, Class (Normal), Billing ID, Rate Group (Default), Tracking Group (No), Restrict (D), Calls Every (0), Day (Day), VV Status (undefined), Max PANs Allowed (Default 20), PANs enabled (checkbox), Free Calls Allowed, Remaining, Disabled, Last Reset, Commissary (Blocked), Voice Id (Enabled), Status (undefined), Dollars per day (default: \$10.00), and Threshold (default: 0.03). There are also buttons for 'Cancel Changes' and 'Save Changes'.

Inmate Account Profile

The System also provides the ability to customize call durations for specific inmate IDs. System administrators can configure call duration in the Inmate table so that particular inmates are restricted to a different call duration than the master call duration setting.

PANs

The System may be configured to require a list of Personal Allowed Numbers or PANs. This is a list of defined telephone numbers that each inmate is permitted to call. Each time the Department activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

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The screenshot shows a web form for an inmate profile. At the top, there are fields for Status (Active), Location, Last Name (CLARK), First Name (LARRY), and Middle Name. Below this is a section titled 'ALERTS' with checkboxes for Email Address(es), Pager Number(s), Monitor Number(s), and General. Further down, there are fields for Max PANs Allowed (Default: 20), PANs enabled (checkbox), Free Calls Allowed (0), Remaining (0), Disabled, and Last Reset (none). At the bottom, there are buttons for 'Cancel Changes' and 'Save Changes', and a link to skip down to 'Notes', 'Suspensions', 'Station Groups', and 'PANs'.

Inmate Profile – PANs Allowed

An inmate's PAN list can be accessed by clicking on the PAN quick link at the bottom of an Inmate Profile screen. As shown on the following page, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate's calling history for PAN numbers. Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates).

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Personal Allowed/Blocked Numbers (PANs)

Inmate ID: 870414 GREGORY SMITH

(3 digit speed dials must start with a 1 for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Details
1	1-312-301-9014		GATORS DEBRA	FRIEND	CHICAGO IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
2	1-440-787-0357		SMITH TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	Details
3	1-773-261-1704		SMITH OC	UNCLE	CHICAGO IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
4	1-773-265-1315		HALL TIMKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	Details
5	1-773-276-5025		HARMON LAURETTE	SPOUSE	CHICAGO IL	Allow	All	04/20/2010 13:53:37	enf	3	Details

PAN History

Inmate ID: 870414 GREGORY SMITH

phone	date allowed	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	enf	UPDATE		GATORS DEBRA	FRIEND	738 87TH CHICAGO IL	Allow
1-773-265-1315	03/31/2010 05:58:20	enf	UPDATE		HALL TIMKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	enf	INSERT		STUCKEY ANGEL	COUSIN	CHICAGO IL	Allow
1-773-426-6443	05/18/2008 00:00:00	enf	INSERT		STONE BENJAMIN	FRIEND	CHICAGO IL	Allow
1-312-301-9014	05/18/2008 00:00:00	enf	INSERT		GATORS DEBRA	FRIEND	CHICAGO IL	Allow

PAN Administration

In addition, the IPS offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records.
- Display all PAN records having administration blocks.
- Display all PAN records having telephone company blocks.
- Print reports for the above queries.

Allowed Number List – Self-Learning Mode

In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the first telephone numbers to which calls are completed are added to the inmate's PAN list, until the maximum number of PAN entries is made. To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.

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- 2.4.4.6 The IPSs PIN feature must ensure that the automated operator function uses the inmates pre-recorded name (recorded in both the inmates voice and language, or in the voice of an administrator) to announce to the called party from whom the call is originating. Identification of the specific inmate and thus the announcement of the inmates name must be performed by the PIN assignment. This feature will be implemented at the discretion of the Department.

 CenturyLink has read, understands and will comply.

- 2.4.4.7 Provide the method of your second layer of security authentication for inmate calls

 CenturyLink has read, understands and will comply.

The first layer will be the use of PINs. Our second layer would be phone restriction, where an inmate would only be allowed to use phones in a specific area, for example, only in the cell block to which they are assigned. We could also implement pre-call voice biometrics where the inmate's voice is matched to a pre-recorded voice print, and if the two do not match, the call is not allowed to process. This would entail a slight reduction in the commissions paid to the Department; we would be happy to provide additional details should the Department be interested in this option.

- 2.4.4.8 The IPS must use an announcement format similar to the following:

2.4.4.8.1 "You have a call from 'inmate name', an inmate at 'facility name'. Call forwarding or 3-way calling are not allowed. The cost of this call is \$X.XX for the first minute, and \$.XX for each additional minute. To consent to these charges and accept this call, please press 0.

- 2.4.4.9 The IPSs PIN feature must allow the recording of inmate calls to be discontinued when certain pre-determined telephone numbers (privileged telephone numbers) are called.

 CenturyLink has read, understands and will comply.

- 2.4.4.10 The proposed IPS must provide for telephone lists to be assigned to each particular inmates account information. These telephone lists must be restricted and controlled by the inmates PIN.

 CenturyLink has read, understands and will comply.

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2.4.4.11 The Contractor must state the maximum number of telephone numbers assignable to each inmates account.

☼ CenturyLink has read, understands and will comply.

The default number of assigned telephone numbers that can be assigned to an inmate's account is 20, however, this parameter is easily changed to any number the Department wishes, from zero to any practicable number. The number allowed for an individual inmate can also be set to override the default. For example, if the default for all inmates is 10, one inmate may be set to 2 as a punitive measure, while another inmate may be set to 15 as a reward for good behavior.

2.4.4.12 The proposed IPS must allow the Department to restrict an inmate under disciplinary action from placing all calls assigned to his particular PIN with the exception of privileged numbers.

☼ CenturyLink has read, understands and will comply.

This was discussed previously in Section 2.4.4.5.5, and is repeated here for the convenience of the reviewer.

The System supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate **may only call legal counsel until the suspension period ends**. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the ***Inmate Suspension*** section highlighted by a red box, as shown in the following screen:

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Inmate ID: (type name for suggestion)

Status: Location:

Allow:

Last Name First Name Middle Name

ALERTS

Email Address(es):

 Pager Number(s):

 Monitor Number(s):

 Payment Email(s):

 General CVV Failures Only

 Max PANs Allowed: Default 20 PANs enabled

 Free Calls: Allowed Remaining: Disabled Last Reset:

 Voice Id: Enabled Status: Enrolled

Last Calls: Attempt: 11/26/2012 17:29:16 Success: 11/26/2012 17:29:16 Reject: 11/17/2012 15:50:49 Fail: 11/26/2012 11:46:49

[Click here to skip down to: Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)
 Other helpful links. (no cards) [Show Debt Acct](#) [Show Call Records](#) [Show](#)

Inmate Notes

Inmate Suspension

No current suspension. Previous suspensions: 0

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspensions
Inmate ID 3278378 ICS TEST

Start End or Duration

Date: Asap End:

 Duration:

Full (no calls)

 Standard (Allow calls to Global Numbers with 'privileged' checked)

Note/comment:

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	Disable	test

Suspension of Calling Privileges

There are two categories of Suspensions:

- 'Full' means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers.

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- **'Standard'** is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

- 2.4.4.13 It is desirable that the proposed JPS provide for an automatic suspension and reactivation (after a set period of time) of the inmate PIN.

 CenturyLink has read, understands and will comply.

This feature is illustrated on the previous screen in Section 2.4.4.12. In this example, the suspension starts on 05/26/14 at 22:10 and ends on 06/02/14 at 22:10. At the end of the suspension, the inmate will have all privileges restored automatically, there will be no action needed by staff.

- 2.4.4.14 The proposed IPS must provide the Department personnel with the capability to enter, modify, and delete numbers from an inmates Approved Number Lists.

 CenturyLink has read, understands and will comply.

Department personnel will have complete control over all aspects of the Approved Number List. The following screen is used to manipulate an inmate's List:

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PANs (Personal Allowed/Blocked Numbers)
 Inmate ID 102092 PAUL BRIAN SMITH

(3 digit speed dials must start with a 1 for PAIS)

Non Blocked PANs 0
Blocked PANs 2

PAN Num	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Block	In use	Call Type	Approved	Delete
	Address 1		Address 2	City	State	Zip		All Phone			
1	1.815.308.						Keyed	1	All	10/12/2013	
2	1.847.838						Keyed	1	All	10/25/2012	
3							Not Blocked		All		
4							Not Blocked		All		

Personal Allowed Numbers Screen


2.4.4.15 The proposed IPS must provide the capability to flag an individual telephone number in the inmates Approved Number List as do not record. The default setting for each telephone number will be to record until flagged by the Department personnel to the contrary.

CenturyLink has read, understands and will comply.

This can easily be accomplished as shown on the following screen. Note that when the "Privileged" box is checked, a warning is displayed that forces the staff member to add a note, as a second check to ensure that the "Privileged" box is not selected in error.

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Global Number Edit

Number  Speed Dial
1-201-213-3838

Name: refused to grs stated he was an attorney
Description: Blocked by ICSBlocks mt-agent379

Call Type: All
Category: undefined
Block: Facility

Passive Acceptance
 Greeting Off
 PAN Override
 Do Not Record
 Privileged
 Free Video


Max Duration (minutes):
Default is 20

Notes:

Email Alert(s)
 Page Alert(s)
 Monitor Alert(s)
 Payment Alert(s)
 General Alert
Dial pattern
 Hide Recording
 Ignore DTMF
 Ignore Silence

Last Updated: 2014-01-28 09:40 By: enf

Message from webpage

 **IMPORTANT NOTE:** This is a global setting and only to be used for verified attorneys or other privileged numbers in accordance with Department policy

A note is required

Global Edit Screen

- 2.4.4.16 The proposed JPS must be capable of assigning an inmates account to an individual telephone or group of telephones so that the inmates account may only place calls from those designated telephones. These telephones must still be capable of being used by inmate accounts not specifically assigned to them.

 CenturyLink has read, understands and will comply.

This was discussed previously in Section 2.4.4.5.2, and is repeated here for the convenience of the reviewer.

The System can assign each inmate to a single phone or a group of phones. Using Station Group Names, which assign one or phones to logically named groups, staff can quickly enforce physical phone restrictions. In the following example, Inmate Clark can only make calls from Apache B and D, however, any inmate without a Group restriction can also use Apache B and D.

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Allowed Station Groups for Inmate

Inmate ID 072320 RODNEY CLARK

Save Changes

[Back to Inmate Editor](#)

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
APACHE A	<input type="checkbox"/> Allow
APACHE B	<input checked="" type="checkbox"/> Allow
APACHE C	<input type="checkbox"/> Allow
APACHE D	<input checked="" type="checkbox"/> Allow
NAVAJO A	<input type="checkbox"/> Allow
NAVAJO B	<input type="checkbox"/> Allow
NAVAJO C	<input type="checkbox"/> Allow
COCOPA A	<input type="checkbox"/> Allow
COCOPA B	<input type="checkbox"/> Allow

Inmate Profile Screen – Allowed Groups Tab

- 2.4.4.17 The proposed IPS must allow for the deletion or disabling of the PIN of a released inmate while retaining all call records and call recordings associated with that PIN. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

 CenturyLink has read, understands and will comply.

CenturyLink will never delete call data or call recordings to ensure that vital investigative information is never lost. The inmate's ID is simply set to inactive, but the call recordings and data are still available to be queried in the IPS by any of the data elements contained in the calls associated with that PIN or inmate ID.

- 2.4.4.18 The proposed IPS must allow for the inmate PIN to be associated or linked to the inmates Department number. The Contractor must describe, in its response, how this will be accomplished with the proposed system for both active inmates and inactive (released) inmates.

 CenturyLink has read, understands and will comply.

The inmate profile module on the IPS calling platform will be configured to

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support a unique inmate ID\PIN coupled with a unique Department number.

The IPS retains all assigned PINs regardless of whether the inmate is active or inactive. No data is ever deleted or purged from the IPS. If an inmate is released, the status will be set to inactive in the system, retaining the PIN and the inmate's call data while disallowing the ability to place calls using that particular PIN.

The Inmate Profile reflects the status of the inmate, whether released, transferred, active, etc. based on the status in the booking system. In the following example, the Status is "Released", but the Inmate ID and PIN are still visible.

The screenshot displays the 'Inmate Profile' screen. At the top, there is a navigation bar with tabs: Inmate, Global Numbers, Monitor Phones, Call Info, Reports, Tools, and Logout. Below this is a search bar with the text 'Inmate ID, type name for suggestion' and a 'Find' button. The main content area is divided into several sections. On the left, there is a 'Status' dropdown menu set to 'Released' and a 'Location' field. Below this, there are fields for 'PIN: 000160205392', 'ID: 00016020', and 'Passcode: 5392'. There is an 'Edit Pin / Passcode' button. Further down, there are fields for 'Recorded Name: [Play] [Erase]', 'Class: [Name]', and 'Restrict: 0' and 'Calls Every 0'. At the bottom left, there is a 'VV Status:' field. On the right side, there is a table with columns for 'Last Name', 'First Name', and 'Middle Name', containing the values 'smith', 'aaron', and 'ray'. Below the table is an 'ALERTS' section with several checkboxes: 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', 'Payment Email(s)', 'General', and 'CVV Failures Only'. There are also fields for 'Max PANs Allowed' (Default: 20), 'PANS enabled', 'Free Calls Allowed' (0), 'Remaining' (0), 'Disabled', and 'Last Reset: none'. At the bottom right, there are fields for 'Voice Id: Enabled', 'Status: Not Trained', and 'Threshold: default: 0.042'. At the very bottom, there are 'Cancel Changes' and 'Save Changes' buttons.

Inmate Profile screen

2.4.5 General System Management Requirements

2.4.5.1 The Contractor must propose an IPS that can be administered by a Contractors Centralized Administrator or the Department personnel.

 CenturyLink has read, understands and will comply.

All functions of the IPS can be managed by Department or Contractor personnel on-site. However, personnel can also perform all functions at remote workstations, as long as they have Internet connectivity.

2.4.5.2 The Contractor must propose an IPS that allows for changes to be administered in real time while the system is in use. The proposed system must not require the

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system to be taken off line to make additions, changes or retrieve reports.

☀ CenturyLink has read, understands and will comply.

Any change to the CenturyLink IPS will be implemented immediately without any delay. None of the processes or reporting is done in "batch" mode, which requires that the system be unavailable for other functions.

2.4.5.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows) for both system administration and system reporting functions.

☀ CenturyLink has read, understands and will comply.

The CenturyLink IPS is built on a Graphical User Interface (GUI); all features are accessible through a menu-driven interface. Throughout our response, we have used screens that illustrate the GUI nature of the System; we will include a brief overview in this section of the interface.

Once a staff member accesses the System, they are greeted with a simple GUI screen with 11 logically grouped tabs; when the cursor moves over each tab, the subtabs are displayed, as shown below:



Scrolling over the first submenu allows the user to access another submenu with additional selections. Typically the submenus are limited to no more than two per tab for ease of use by staff.

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The screenshot shows the CenturyLink INMATE PHONE SYSTEM interface. The top navigation bar includes the CenturyLink logo, the system name "INMATE PHONE SYSTEM", and the user information "User: mhaynes (v 4.1.5-n) Copyright 2005-2014". Below the navigation bar is a menu with the following items: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The "Reports" menu is expanded, showing sub-items: Global Number, Global Number History, Recording Access, Accounting, Call Information, Inmate Information, and System Administration. The "Inmate Information" sub-menu is further expanded to show: Atty Regist by Status, Atty Regist Rejected, Freq Used PANs Summ, Freq Used PANs Detail, Inmate Alerts, Inmate Info Summary, Global Number Alerts, Inmate PAN Lists, Inmate PIN Fraud, Inmate PIN Summary, Inmate Suspensions, and High Volume Callers. The "High Volume Callers" option is highlighted.

In the above example, the user has selected the "Reports" tab, then the "Inmate Information" subtab, and then the "High Volume Callers" report on the second subtab, which generates a screen where the desired parameters can be entered to generate the report, as shown below:

The screenshot shows the "High-Volume Callers" report configuration screen in the CenturyLink INMATE PHONE SYSTEM. The top navigation bar is the same as in the previous screenshot. The main content area is titled "High-Volume Callers" and contains the following configuration options:

- Choose Site:** McHenry County Correctional Facility, IL
- Date:** Fri May 16th, 2014 10:35am
- Start Time:** 05/16/2014 00:00:00
- End Time:** 05/16/2014 23:59:59
- Choose Threshold Basis:** Calls
- Threshold:** (empty field)

 Below these options are "Export" and "Run" buttons. At the bottom of the screen, there is a prompt: "Enter any parameters and click RUN".

- 2.4.5.4 The IPS proposed for the Department must allow for investigation personnel to access the inmate call records at any Department facility from the Department Headquarters in Phoenix, Arizona, and/or remotely from their place of residence. The Contractor must describe, in its response, how this will be accomplished with the proposed IPS. This description must include what is required with regard to hardware, software and network services as well as the security procedures involved with this remote access.

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 CenturyLink has read, understands and will comply.

The centralized CenturyLink IPS is can be accessed from any Internet-enabled computer. Since one system will handle every Department facility, there will not be a need to sign in to different systems to access data. Access is simple; if an individual has access to the Internet, they can use their office sign-on and password from any state office building, Department headquarters, residence or a hotel room. Nothing else is required.

Security is through Hypertext Transfer Protocol Secure (HTTPS) which is a communications protocol for secure communication over a computer network, with especially wide deployment on the Internet. It is the result of layering the Hypertext Transfer Protocol (HTTP) on top of the SSL/TLS (Secure Sockets Layer/Transport Layer Security) protocol, thus adding the security capabilities of SSL/TLS to standard HTTP communications.

The security of HTTPS is that of the underlying TLS, which uses long term public and secret keys to exchange a short term session key to encrypt the data flow between client and server.

2.4.6 Restrictions, Fraud Control Options and System Security

2.4.6.1 In order to limit possible telephone fraud, it is mandatory that a fraud prevention feature be available which will be able to randomly interject pre-recorded announcements throughout the duration of the conversation to the called party indicating the source of the call. The Contractor must describe in its proposal in detail how this is accomplished

 CenturyLink has read, understands and will comply.

Pre-recorded announcements can be interjected during the conversation. Typically, these are announcements that the conversation is subject to monitoring and recording, and does not mention the origin of the call. However these announcements are completely customizable, and we can easily tailor these announcements to the Department's requirements.

2.4.6.2 The Contractor must describe, in its response, all detection and prevention capabilities related to fraudulent, illicit or unauthorized activity available on the proposed IPS.

 CenturyLink has read, understands and will comply.

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The IPS provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.
- **Random Voice Overlays:** The IPS can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays limit abuse of the general population and indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **Real-time Call Validation:** CenturyLink's call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls and managerial restrictions such as blocked-number lists.

Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.

- **Continuous System Monitoring:** As an additional fraud prevention tool, CenturyLink proactively monitors system data looking for fluctuations in traffic and failed attempts that could indicate fraud.
- **No Chain Dialing or Hookswitch flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hookswitch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

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- **No Three-way Calls:** The IPS automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - A) flag the call for investigation;
 - B) flag the call for investigation, and play a warning message to the inmate and called party; *or*
 - C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

The IPS monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity, and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

- 2.4.6.3 The Contractor must identify, in its response, specific activities the proposed system capabilities shall detect and/or prevent. The Contractor must also identify, in its response, possible methods inmates may use to circumvent these capabilities.

 CenturyLink has read, understands and will comply.

The IPS provides an exhaustive list of features that detect and prevent fraudulent, illicit, or unauthorized activity.

- **Pre-Recorded Inmate Name:** The system offers the option to pre-record the inmate name used in the announcement of the call. This measure prevents inmates from “passing messages” and ensures that the called party is provided with the inmate’s name during the call greeting.
- **Random Voice Overlays:** Inmates often attempt to harass the public or commit fraud over the phone. To prevent this, The IPS can play randomly interjected voice prompts identifying that the call is from a correctional facility. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: “This call is from a correctional facility, and is subject to monitoring and recording.” Voice overlays limit abuse of the general population and indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **No Chain Dialing or Hookswitch flashing:** Inmates may attempt to obtain a second dial tone during one call. Any attempts to manipulate the inmate phone or hookswitch in order to bypass system controls will

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result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

- **No Three-way Calls:** The IPS automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - A) flag the call for investigation;
 - B) flag the call for investigation, and play a warning message to the inmate and called party; *or*
 - C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

Remote Call Forwarding

The first line of defense occurs at call validation – this is the typical approach taken by providers who provide call forwarding detection. CenturyLink has identified specific operating carriers (OCs) known to primarily provide, or are primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc. When combined with our unique billing name and address verification (BNA) process for prepaid collect customers, this information provides rules-based methods for blocking call forwarding services. *Note: blocking of any telephone numbers must occur in partnership with the DOC as law enforcement; although some providers do block without explicit consent of / direction from law enforcement this policy risks adverse action by the Federal Communications Commission.*

The second line occurs through querying network information. The Public Switched Telephone Network (PSTN) utilizes the Signaling System Number # 7 (SS7) protocol for interoffice signaling. The primary function of SS7 is to provide call control, remote network management, and maintenance capabilities for the inter-office telephone network. SS7 performs these functions by exchanging control messages between SS7 telephone exchanges (signaling points or SPs) and SS7 signaling transfer points (STPs). In this scenario, the terminating exchange would pass a message to the originating exchange that the terminating number was forwarded to another destination.

A similar message exists in a SIP-enabled telephony network. SIP (Session Initiated Protocol) provides a signaling and call setup protocol for IP-based communications that can support a superset of the call processing functions and features present in the PSTN. SIP by itself does not define these features; rather, its focus is call-setup and signaling. The features that permit familiar telephone-like operations: dialing a number, causing a phone to ring, hearing ring-back tones or a busy signal - are performed by proxy servers and user agents.

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Implementation and terminology are different in the SIP world but to the end-user, the behavior is similar.

In a SIP-enabled telephony network, Message Type 181 indicates that the call is being forwarded. This message is available to be returned to the point of call origination. Additionally, most SIP carriers provide the re-direct information (call forwarded number) in the upstream data packet. CenturyLink is actively working with its carriers to ensure that these 181 messages are passed to the call processing platform.

Once these messages are received by the IPS, it can interpret and trigger appropriate events in the platform. Based on defined and implemented business rules the IPS can be configured to take the below action when Message Type 181 is returned from the SIP network.

- Allow the call to continue and make a notation on the call record;
- Allow the call to continue, make a notation on the call record and send an alert to a designated Department staff member;
- Notify the inmate and disconnect the call, making a notation on the call record;
- Disconnect the call and make a notation on the call record.

Inmate Inter-Communications

At no cost to the DOC, CenturyLink can also provide JLG's new ICER (Inmate Inter-Communications Evaluation and Reporting) technology. Using voice biometric technology and a shared database of inmate voice prints made available through the ICER Consortium, ICER is the only system on the market that detects and reports **telephone calls made between inmates at one or more correctional facilities**. ICER has been successfully used in pilot programs at multiple county and state facilities, and with the first-ever full deployment of ICER currently underway at the New Hampshire DOC.

The IPS monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity, and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

The IPS monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity, and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

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- 2.4.6.4 The Contractor must propose an IPS that is capable of detecting extra dialed digits from either the called party or the inmates telephone. The Contractor must describe, in its response, the options available to the Department upon detection of the extra dialed digits. (i.e., call termination, system alarm, logging of call to the database, etc.)

☀ CenturyLink has read, understands and will comply.

Upon detection of extra dialed digits, a voice prompt can be played. This prompt can serve as a warning only – meaning, the call is flagged for investigation and both parties on the phone are warned that potential fraudulent activity has been detected, at which time an alert can also be sent to designated personnel. Or the prompt can precede automatic disconnection of the call (these calls are flagged for investigation, as well).

The IPS will be configured to take whichever action the Department prefers. CenturyLink recommends allowing the call to proceed, because value investigative data can be gained in reviewing these potentially fraudulent calls. Following is the list of sample pre-recorded announcements, depending upon which action the Department prefers:

- *“Three way call detected. This will be reported.”* The call is allowed to proceed and marked in the call detail record. In this scenario, an alert an also be triggered so that an investigator has the opportunity to monitor the call in progress.
- *“A three way call attempt has been detected. This call is now being terminated.”* The call is then terminated.

- 2.4.6.5 The Contractor must propose an IPS that is capable of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. The Contractor must describe, in its response, the options available to the Department upon detection of the unusual or suspicious number sequences.

☀ CenturyLink has read, understands and will comply.

The IPS detects and prevents fraudulent dialing attempts and patterns in several ways.

- The IPS is configured to only accept a specific number of digits based on the options selected during the call prompt process. If an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled.

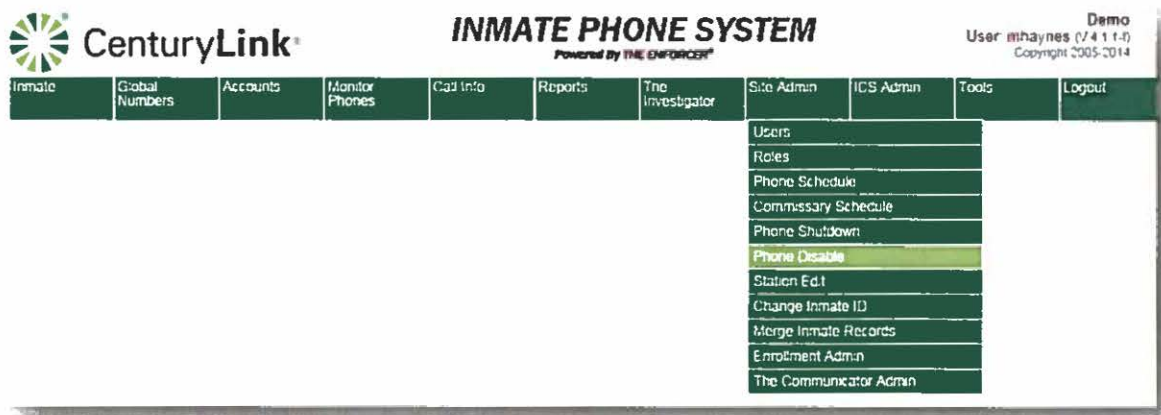
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- If there are repetitive attempts to dial a PIN that are denied, The IPS will temporarily disable PIN in suspicion of PIN fraud.
- Repetitive calling to the same number by multiple inmates could trigger three-way call detection thresholds.

2.4.6.6 The proposed IPS must allow the Department to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire Department facility by the Department personnel with the appropriate authorization level.

 CenturyLink has read, understands and will comply.

Using the "Phone Disable" function of the System, staff can easily and rapidly shut down a single phone, a single POD, or an entire facility. After selecting "Phone Disable" on the drop-down menu, a second "Phone Disable Menu" will be displayed. It is important to note that all administrative changes made in the System occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.



CenturyLink® **INMATE PHONE SYSTEM** Powered by THE ENFORCER® **Demo**
User: mihaynes (74114) Copyright 2005-2014

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	The Investigator	Site Admin	ICS Admin	Tools	Logout	
							Users				
							Roles				
							Phone Schedule				
							Commissary Schedule				
							Phone Shutdown				
							Phone Disable				
							Station Edit				
							Change Inmate ID				
							Merge Inmate Records				
							Enrollment Admin				
							The Communicator Admin				

Main Menu – Select Phone Disable

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The screenshot shows the CenturyLink INMATE PHONE SYSTEM interface. At the top, there is a navigation menu with buttons for: Home, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Supervisor, Site Admin, CS Admin, Fees, and Logout. The main heading is "Emergency/Temporary Phone Disable". Below this, there is a text instruction: "Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to unselect. Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive)".

At the top of the main content area, there are three buttons: "Disable", "Enable", and "Cutoff and Disable". Below these are three columns for selection:

- Choose Sites:** A list box containing "McHenry County Correctional Facility, IL".
- Choose Station Groups:** A list box containing "Prison Phones".
- Choose Stations:** A list box containing a vertical list of station identifiers: 21 LH, 21 RH, 22 LH, 22 RH, 23 LH, 23 RH, 24 LH, 24 RH, 25 LH, 25 RH, 26 LH, 26 RH, 31 LH, 31 RH, 32 LH, 32 RH, 33 LH, 33 RH, 34 LH.

Phone Disable Menu

On the Phone Disable Menu, select the individual phone, a group of phones, or the site you wish to disconnect. Then select one of the three buttons at the top of the menu to perform the following function:

- **Disable** – Allows in-progress calls to complete. No new calls will be allowed from the selected phone(s)
- **Enable** – Allows calls to be made from the selected phones
- **Cutoff and Disable** – Immediately cuts off all calls in progress and disables the selected phone(s).

2.4.6.7 The Contractor must describe, in its response, all standard and optional security services employed to protect the proposed IPS in terms of unauthorized access through the installed network of services, unauthorized access through the IPS Local Area Network (LAN), unauthorized access to the IPS programming, and unauthorized access through the Wide Area Network (WAN).

 CenturyLink has read, understands and will comply.

The Department's facility will be connected by an always-on, fully-managed, secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365.

At each Department facility, the network devices are deployed in a private local area network (LAN) with all devices operating behind a Netscreen Juniper GT5 firewall. Access to the WAN network can be accomplished **only** by IP addresses registered on the firewall. Any domain/IP address that is not registered will be denied access and the Juniper firewall automatically logs all

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denied connection requests. These logs are accessible to CenturyLink's network monitoring staff. Should the Department wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 365 to request copies of these logs.

The centralized IPS system is protected by a dedicated enterprise class firewall. The MPLS network over which all calls will be processed and all investigative data sessions will travel will be a private, dedicated, managed and firewalled network. All access to The IPS database and application is password-protected and occurs only through an SSL (Secure Sockets Layer) exchange.

If connected to the facility, they must pass the perimeter firewall, which is set up according to Department and State restrictions. If accessing the system remotely, users must log in to The IPS via the VPN. CenturyLink can restrict access by IP address by allowing only certain IP addresses to install the VPN client. If the VPN client is not installed on the system with a particular IP address, the user cannot log in to the system.

All the applications proposed, including IPS call processing, control and reporting functions, will all function as cloud-based apps with the software running on application servers in the redundant Data Centers in Atlanta and San Antonio. These centralized systems are firewall protected whereby all use, access and operation is monitored by CenturyLink's NetOps team 24/7/365.

IPS data served out to application users will be encrypted per SSL standards. The MPLS network over which data travels is itself also encrypted. Data will be stored in Atlanta and San Antonio. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized CenturyLink or Department Administrator. Access to any inmate information, billing records, payment information or client information is granted for CenturyLink employees only on a need-to-know basis and requires signed authorization from CenturyLink management before our Systems Administrators grant any such access.

Access to all data on The IPS database is read-only for all users and the system has built-in applications to test the integrity of data so that records and recording will be admissible in court. The IPS uses AU Comp to create an MD5 checksum of the audio file for every recording. The MD5 checksum is stored in the database's log file for that recording and will be duplicated with the recording at the CenturyLink Atlanta and San Antonio data centers. Each recording and checksum is time-stamped and date-stamped.

Remote Access Security

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When the browser based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.



Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords, and account privileges in the IPS system. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

The IPS system is configured to be accessible remotely over WAN and VPN to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, VPN connection to the system.

- 2.4.6.8 The Contractor must describe, in its response, how the Department will be able to monitor the installed IPS and the WAN network of services for possible security breaches.

☀ CenturyLink has read, understands and will comply.

All the applications proposed, including ENFORCER call processing, control and reporting functions, will all function as cloud-based apps with the software running on application servers in the redundant Data Centers in Missouri and San Antonio. These systems will be firewall protected and use, access and operation will be monitored by CenturyLink's NetOps team 24 x 7 x 365.

At each Department facility, the proposed solution operates off a local area network (LAN) with all devices operating behind a Juniper Gt5 firewall. Access to the WAN network can be accomplished **only** by IP addresses registered on the firewall. Any domain/IP address that is not registered will be denied access to the system and the Juniper firewall automatically logs all denied connection requests. These logs are accessible to CenturyLink's network monitoring staff. Should the Department wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

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2.4.7 General Operational Requirements

2.4.7.1 The Contractor must describe, in its response, the network of services required to support the proposed IPS. (i.e., ISDN, 56Kbps Circuit, T1 , etc.).

☀ CenturyLink has read, understands and will comply.

Network at each of the facilities will consist of Dedicated Internet Access (DIA) T-1(s). We configure our system with one (1) DIA T-1 per 48 phones. At some of the larger facilities, CenturyLink may install Ethernet ports where fiber exists.

2.4.7.2 The Contractor must describe, in its response, how it will address instances of inadequate outside network plant facilities at the Department facility to ensure that the proposed IPS is implemented according to the installation schedule agreed to by the Department

☀ CenturyLink has read, understands and will comply.

CenturyLink is also the local exchange carrier at all of the Department's facilities with the exception of two. We can internally escalate with our sister divisions on increasing network plant facilities in the event of insufficient facilities serving a facility. For the two facilities where CenturyLink does not have a local presence, we have a good working relationship with those carriers and will be able to place a high priority with those carriers to ensure the proper level of services are available prior to transitioning services from the incumbent to CenturyLink.

2.4.7.3 The Contractor must describe, in its response, how remote access to the IPS for maintenance and programming by the Contractor will be provided. The Contractor must describe, in its response, all security measures, policies and procedures in place for this remote access.

☀ CenturyLink has read, understands and will comply.

The IPS Call Control platform will be housed in two Data Centers where technicians have local as well as remote access to the system. This remote access for Network Administrators is gained via secure VPN connections to the system over the internet. Local access is gained by connecting computers to the console ports on the equipment.

At Department facilities, the system will consist of Adtran routers and switches as well as networked APC UPS systems. Remote access is gained by network

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administrators connecting via secure VPN connections to the equipment. Only authorized system administrators will have access to the system and must have user credentials to access the equipment as well as have access to the secure VPN networks that connect to the equipment.

- 2.4.7.4 The Contractor must provide, in its response, all electrical and environmental requirements of the IPS for each of the Department facility. Such information must be provided for all components of the IPS including the central processor/equipment, call recording equipment, & etc.

☀ CenturyLink has read, understands and will comply.

The IPS equipment onsite at each Department facility will require a dedicated 20 Amp Electrical circuit and room temperature that ranges between 32 and 90 degrees Fahrenheit with relative humidity range of 0 -95%

- 2.4.7.5 The IPS proposed by the Contractor must be capable of automatically recovering from a power outage (auto-reboot) to full working order capable of processing inmate telephone calls with all programmed restrictions in place. This auto reboot must include all system hardware components, all software including the Department specific programming and restrictions and all network services (analog lines, T1 circuits, etc.). The Contractor must describe, in its response, any interaction required by the Department personnel for this system auto reboot to occur.

☀ CenturyLink has read, understands and will comply.

The CenturyLink IPS is installed at an offsite Data Center in the State of Florida, where commercial power is backed up by UPS generator power. If commercial power is lost at the Data Center, generator power will continue to run the IPS indefinitely, providing the generator is refueled. If refueling is not possible and backup power is lost, service will instantly and seamlessly fail over to the secondary Data Center in San Antonio, TX. The ITS will continue to function normally, and calling will not be impacted at the facilities, except in the extremely unlikely event that both commercial power and backup power are interrupted at both the Florida and the San Antonio Data Center. In this case, the IPS would perform a data save and graceful shutdown of all call processing until commercial power is restored. Timers are set at the UPS generators and data center computers to ensure that power stability has returned before restoring full telephone service, at least 10 minutes after commercial power restoration. No Department personnel intervention is required for any aspect of

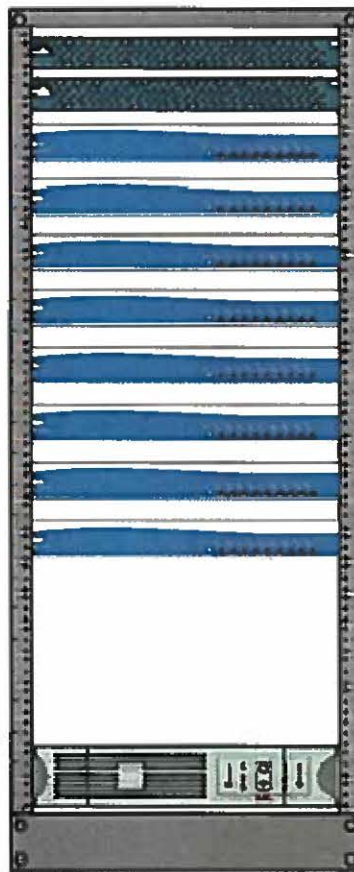
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system shut down or reboot.

- 2.4.7.6 The Contractor must provide, in its response, a written description of the space requirements associated with all components of the proposed IPS. The Contractor must clearly define how much physical space is required by each hardware component and provide a recommended equipment layout configuration.

☀ CenturyLink has read, understands and will comply.

The CenturyLink IPS is compact and capable of supporting up to 200 inmate phones in a single standard equipment rack. The rack requires less than five square feet of floor space and minimal wall space. Approximate dimensions are 20" wide by 32" deep and 49" tall. The following is a pictorial diagram of the equipment layout:



49"H X 19"W X 24"D

The following table lists the physical sizes of the equipment that will be located on-site at the Department facilities:

Component	Model	Size
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Integrated Access Device	Adtran 924E or similar	1.72" H X 17.2" w X 10.2" D
Uninterruptable Power Supply	APC or similar	3.5" H X 19.01" W X 24" D
Switch	Cisco SG200-08 or similar	1.00" H X 5.00" W X 5.00" D

3

- 3.4.7.1 The Contractor must provide, in its response, the capacities/limits for the proposed IPS. At a minimum, the Contractor must provide the capacity for the following:

- 2.4.7.7.1 Individual Inmate Accounts
- 3.4.7.1.2 Call Records
- 3.4.7.1.3 Simultaneous Administrative Users
- 3.4.7.1.4 Workstations/PCs
- 3.4.7.1.5 Simultaneous Live Call Monitors
- 3.4.7.1.6 Inmate Telephones
- 3.4.7.1.7 Simultaneous Telephone Calls

 CenturyLink has read, understands and will comply.

Given its modular architecture, the IPS allows for unlimited expansion, and can easily accommodate growth to the inmate population or facilities. There are no practical limits for any of the parameters in Section 2.4.7.7.

Database and server storage can be easily added at our Data Centers to accommodate additional inmate accounts, call records, and long-term storage of call recordings, for the entire contract term and any renewal periods. CenturyLink will ensure that the Department will have immediate online access to all system and investigative data, including call recordings, for as long as CenturyLink provides IPS services.

CenturyLink can add additional phones at any time by simply expanding the Integrated Access Devices (IADs) installed at the sites (or installing new IADs for a brand new facility). Additional network capacity requires approximately 30 days notice for the LEC to deliver additional bandwidth but does not require any system downtime.

The IPS can be accessed by an unlimited number of workstations/PCs, which can be located on site at Department facilities or offsite at remote locations. Live calls can be monitored by an unlimited number of investigators simultaneously, with no impact on system performance or the ongoing recording of all non-privileged calls.

With regards to simultaneous telephone calls, there will be a sufficient number of station and trunk ports available to provide acceptable off-hook availability to all inmate telephones. All inmate telephones will have sufficient bandwidth on

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our on-site Adtran devices to place a call using VoIP.

CenturyLink will provide at least a P.01 Grade of Service for all types of calls, which means that less than 1 call in 100 would be denied even during the busiest hour. This is generally regarded as a very high standard for both government and corporate telecommunications systems. CenturyLink can adjust this service level to meet specific requirements of the Department.

3.4.8 System Call Recording

3.4.8.1 The Department currently records inmate calls and monitors (in real time) select calls when necessary. This recording and monitoring is conducted on all calls with the exception of privileged calls (e.g., attorneys, etc.). The Contractor must address the following specifications regarding the recording of inmate calls.

 CenturyLink has read, understands and will comply.

3.4.8.2 The IPS proposed by the Contractor must be capable of recording all inmate calls simultaneously and at any time that a call is placed. The Contractor must describe, in its response, the call recording system being proposed in conjunction with the IPS.

 CenturyLink has read, understands and will comply.

The IPS system offers fully integrated digital recording capability with the option to simultaneously record every single call or record every call while excluding calls to specific numbers that are designated as "Do Not Record" in the Global Number table. The call recording process is internal to the IPS platform and call recordings are digitally stored and will be available to the facility for immediate access throughout the contract duration.

Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. To maintain absolute integrity of recordings for admission in court, the IPS allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed .

The IPS uses AU Comp to create an MD5 checksum of the audio file for every recording. The MD5 checksum is stored in the database's log file for that recording and will be duplicated with the recording to CenturyLink's Atlanta database center and the backup data center in San Antonio. Each recording and checksum is time-stamped and date-stamped as it is written to each individual NAS and is protected thereafter. No user has the ability to modify source files.

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- 3.4.8.3 The call recording system proposed by the Contractor must be capable of allowing call recording to be deactivated for specific telephone numbers assigned to an inmates PIN. This capability would be utilized for inmate calls to attorneys, etc.

☼ CenturyLink has read, understands and will comply.

This requirement was discussed in Section 2.4.4.1.15. It is repeated here for the convenience of the reviewer. To set a number in the inmates Approved Number List as do not record, staff will use the Global Number Table to flag a number to prohibit recording. The default value is to record all calls, numbers must be manually set to "Do Not Record"

Number Speed Dial Name
1-203-630-9090 NELSON, MARK
Description
Loaded from data provided by JMS
All Sites Add Site
Call Type All
Category undefined
 Passive Acceptance
 Greeting Off
 Block
 PAN Override
 Do Not Record
 Privileged
 Email Alert(s):
 Page Alert(s):
 Monitor Alert(s):
 Payment Alert(s):
 General Alert
 Hide Recording Hide CDRs
Max Duration (minutes): Default is 60 Ignore DTMF Digits Time frame (secs):
 Ignore Silence Seconds
Notes
Delete Cancel Changes Save Changes
Last Updated: 2009-06-04 23 25 By: enf

Global Number Table

- 3.4.8.4 The call recording system proposed with the IPS must be a fully digital system allowing for digital storage of call recordings.

☼ CenturyLink has read, understands and will comply.

All call recordings are recorded in digital format; we do not use any analog recording.

- 3.4.8.5 The call recording system proposed by the Contractor must be capable of storing all calls for the duration of the contract.

☼ CenturyLink has read, understands and will comply.

Our standard for every customer is to store all calls for the life of the contract,

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and all data is stored on-line, we never archive any call recordings or data. What this means for the Department is that there is never any delay for a request for data while that information is restored from an archive. The Department will have immediate access to everything throughout the life of the contract.

CenturyLink also commits to the Department, that if awarded the contract, and if we are ever replaced by another contractor, we will work diligently to transfer all required data and call recordings to the new contractor.

- 3.4.8.6 The Contractor must provide backup storage of all recordings of inmate calls from each of the Department facility off site at the Contractors data storage facility for the life of this contract. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

☀ CenturyLink has read, understands and will comply.

All recordings and call data will be stored at our primary data center in Atlanta. Additionally, all data will be almost instantly backed up to our secondary data center in San Antonio. The San Antonio data center will be a fail-over site, so if for any reason the Atlanta site fails, we can quickly move to the San Antonio site, with very minimal interruption of inmate calling.

- 2.4.8.6 The Contractor must provide the Department with all recorded calls from the duration of the contract when the contract has terminated/expired. Describe in your response, how this will be accomplished.

☀ CenturyLink has read, understands and will comply.

We recognize the critical security implications involved with having continued access to call recordings.

All call detail records and recordings will be made available to the Department - in searchable and playable format - upon contract termination.

The first option is to provide the call recordings to the new contractor. Recordings on the CenturyLink System are stored and transferrable to a new vendor in standard 'playable' (non-proprietary) format. Associated call detail records are also easily transferred.

As a second option, CenturyLink could make the recordings available on a standalone "leave behind" system that could be housed at a Department facility or at the new vendor's data center. This system would include database

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access and navigation software to ensure that past data could be quickly and easily accessed.

A final option would be to allow the Department continued access to the recordings housed in our secure data center, using the same graphical user interface and login credentials as they had used during the course of the contract.

Regardless of the option chosen, CenturyLink would provide access to legacy recordings at no cost to the Department.

- 2.4.8.7 The Contractor must allow access to off site inmate call recordings by the Department personnel providing the ability for the Department personnel to download and transfer such recordings to the Department designated location. The Contractor must describe, in its response, how this is accomplished with the proposed solution for the Department and what security measures are in place to ensure that the Department personnel access only those call recordings for which they are authorized.

☀ CenturyLink has read, understands and will comply.

The CenturyLink IPS is a centralized platform, which easily allows, personnel with a login and the appropriate level of access to all reports, data and call recordings, **whether on-site or from a remote location**. Access to all data is password-protected and requires specifically assigned privileges from an authorized Department Administrator.

Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. Administrators can restrict the recordings to which personnel may listen.

All recordings are stored off-site at a CenturyLink Data Center, and as described above, access is restricted by the Department's System Administrator. Department staff can access these recordings for downloading as described below in Section 2.4.8.10. Regardless of the option chosen, CenturyLink would provide access to legacy recordings at no cost to the Department.

- 2.4.8.8 The Contractor must allow a sufficient amount of concurrent licenses to accommodate all Department staff member requests for access.

☀ CenturyLink has read, understands and will comply.

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There are no “seat” licenses. The Department can add as many users as needed without any need to request new licenses from CenturyLink.

- 2.4.8.8 The call recording system proposed by the Contractor must allow access to inmate call recordings from any PC with Internet Access. The Contractor must describe, in its response, how this is accomplished with the proposed system.

 CenturyLink has read, understands and will comply.

This requirement was discussed earlier in Section 2.4.5.4, our response is repeated here for the convenience of the reviewer.

The centralized CenturyLink IPS is can be accessed from any Internet-enabled computer. Since one system will handle every Department facility, there will not be a need to sign in to different systems to access data. Access is simple; if an individual has access to the Internet, they can use their office sign-on and password from any state office building, Department headquarters, residence or a hotel room. Nothing else is required.

Security is through Hypertext Transfer Protocol Secure (HTTPS) which is a communications protocol for secure communication over a computer network, with especially wide deployment on the Internet. It is the result of simply layering the Hypertext Transfer Protocol (HTTP) on top of the SSL/TLS (Secure Sockets Layer/Transport Layer Security) protocol, thus adding the security capabilities of SSL/TLS to standard HTTP communications.

The security of HTTPS is that of the underlying TLS, which uses long term public and secret keys to exchange a short term session key to encrypt the data flow between client and server.

- 2.4.8.9 The call recording system proposed by the Contractor must allow access to inmate call recordings at each Department facility by investigative personnel. The Contractor must describe, in its response, how this is accomplished with the proposed system.

 CenturyLink has read, understands and will comply.

With the centralized IPS that CenturyLink will provide, all records are stored in a central location, not at individual facilities. Personnel with the proper authority can access recordings and any other IPS data at any Department

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facility, regardless of their location, whether on-site or remote.

2.4.8.10 At many times, the recorded telephone conversations of inmates are used as evidence in criminal or Department violation investigations. The system proposed to the Department must include the capability of transferring recorded calls and call segments to the Department designated location, and/or a Compact Disk (CD- R/CD- RW) to be played on any industry standard CD device. The interface for accessing such recordings must be have a Graphical User Interface (GUI) such as Microsoft Windows® and allow for click and drag capability for the transferring of recorded calls or call segments to CD.

☀ CenturyLink has read, understands and will comply.

Copying recordings is a very simple process using the CenturyLink's IPS graphical interface.

After a staff member has performed a call detail query, the recording can be saved to a location on the work station, or burned to a CD or DVD by clicking the Burn/Save button, as shown below:

The screenshot displays a web-based interface for querying call records. At the top, there are search filters for Inmate, CSN, Start Date/Time, Last Name, Called Number, End Date/Time, and Site. A 'Burn/Save' button is highlighted with a red box. Below the filters, there are buttons for 'Play selected call', 'Export call records to file', 'Change Columns', 'Printable', 'Share CDR', 'Save Search Criteria', and 'Add To Listen Queue'. A table of call records is shown below, with columns for Select, Play, Notes, Off Hook Time, End Type, Inmate ID, Inmate Seq, Phone number, and Bill Start Time. The table contains 6 rows of data, with the first two rows having a 'Normal' end type and the last two rows having a 'Call Disconnected' end type.

Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seq	Phone number	Bill Start Time
<input checked="" type="checkbox"/>			06/14/2013 13:40:28	Normal	01736880	435640		06/14/2013 13:40:28
<input checked="" type="checkbox"/>			06/14/2013 13:37:21	Normal	01736880	435640		06/14/2013 13:37:21
<input checked="" type="checkbox"/>			06/14/2013 12:48:05	Preanswer Hangup		0		06/14/2013 12:48:05
<input checked="" type="checkbox"/>			06/14/2013 12:39:53	Preanswer Hangup	4278375	1934	1-210-477-7327	06/14/2013 12:40:09
<input checked="" type="checkbox"/>			06/14/2013 12:39:48	Preanswer Hangup		0		06/14/2013 12:39:48
<input checked="" type="checkbox"/>			06/14/2013 12:39:28	Call Disconnected	4278375	1934	1-217-477-7327	06/14/2013 12:39:41

Call Detail Query Screen

After clicking Burn/Save, the CenturyLink IPS opens the Firecracker application window. The Firecracker application streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker lets you perform the following tasks through a multi-pane GUI user interface:

- Burn recordings to DVDs, which provide much larger storage capacity
- Download files in either mp3 or speex (.spx) format, and then move

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- selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save mp3 or speex files to your local computer

The screenshot shows the Firecracker software interface. On the left, a list of downloaded files is displayed with columns for file name, date, time, and size. On the right, there are several control panels: 'Media-In-Drive Information' showing the current drive (D:\DVD RW AD: F24051) and disc type (DVD RW); 'Select File Type' with radio buttons for mp3 and speex; a progress bar; and 'Select, Add, Rename or Burn Disc' showing a list of discs with columns for Name, % Full, and a status icon. At the bottom, there are buttons for 'Add', 'Rename', and 'Burn'. A message box at the bottom left says 'The disc is not empty. Please insert an empty disc.'

Media-In-Drive Information

Select File Type

Select, Add, Rename or Burn Disc

User Notification Messages

Downloaded Files

- Monitor File Download Progress
- Move/Copy Files to Multiple Discs
- Retry or Skip Failed Downloads

"Firecracker" Call Recording Copy Screen

2.4.8.11 The call recording system proposed by the Contractor must allow the Department personnel to locate call recordings in the following manners:

- 2.4.8.11.1 Search by inmate PIN;
- 2.4.8.11.2 Search by certain time period (date/time);
- 2.4.8.11.3 Search by certain telephone instruments
- 2.4.8.11.4 The system must allow for the search criteria either individually or in combinations.
- 2.4.8.11.5 Search by called number;
- 2.4.8.11.6 Search by call type, ie collect, debit;
- 2.4.8.11.7 Search by call termination type;
- 2.4.8.11.8 Search by calls incomplete or complete

 CenturyLink has read, understands and will comply.

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The CenturyLink System can perform searches using multiple fields as the key. Using the simple GUI interface, The following screen illustrates the display staff would use to search; six fields (Inmate, Last Name, Inmate ID, Called Number, Start and End time) are basic search criteria. "Wildcard" searches are also possible, for example "4333*" in the Called Number field would return all phone numbers that contain 4333 anywhere in the 10-digit number stream.

The screenshot shows the CenturyLink INMATE PHONE SYSTEM search interface. At the top, there is a navigation bar with tabs: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main search area includes fields for Inmate (Lastname, First & ID), CSN, Start Date/Time (05/01/2014 00 00), End Date/Time (05/08/2014 23 59), and Called Number. A 'Load Search Criteria' button is present, along with a 'Select Criteria' dropdown menu. A 'More Search Criteria...' button is also visible. The interface is powered by THE ENFORCER® and is in Demo mode with user mhaynes (v 4.1.14) and copyright 2009-2014. The CDRs per page is set to 100.

Call Detail Query Screen

By selecting "More Search Criteria", additional fields are available. There are approximately 150 fields that can be used for searching using the "More Search Criteria" function. The following screen shows the 30 fields available when selecting the drop-down box in the "Call Type" category:

The screenshot shows the CenturyLink INMATE PHONE SYSTEM search interface with the 'Call Type' dropdown menu open. The dropdown menu lists 30 fields for searching, including: All, Not Set, Debit, Debit card, Collect, Prepaid collect, Free, Admin Setup, Officer, Incoming, Admin Zero Bal, Admin Low Bal, Exceeds Credit Limit, Special Free, Enrollment, Commissary, Visitation, Cust Svc Admin Zero Bal, Cust Svc Admin Low Bal, Cust Svc Exceeds Credit Limit, Cust Svc Admin Setup, Rec Onlr, Cust Svc Other, Monitor Alert, Direct, Direct Admin, Direct No Bill, Direct Admin ZeroBal, Balance Check, TDD Operator, and All. The interface is powered by THE ENFORCER® and is in Demo mode with user mhaynes (v 4.1.14) and copyright 2009-2014. The CDRs per page is set to 100.

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The screen below shows the result of a query and some of the functions available on the screen:

The screenshot shows a call log table with columns: Select, Date, Time, Off Hook Time, End Type, Inmate ID, Phone number, Bill Start Time, Call Type, Tariff Type, Talk Sec, Billing Time, Cost, Station Name, and Language. The table contains 15 rows of call records. Several call IDs (e.g., 23456) and phone numbers (e.g., 1-210-477-7300) are highlighted with red boxes. Callouts with arrows point to various UI elements: 'Add Call Note' points to a plus icon; 'Sort by Column' points to a dropdown menu; 'Column Re-Sort Order' points to a column header; 'Play Call Recording' points to a play button; 'View Inmate Profile' points to a person icon; 'Select Calls for Save, Copy, or Share' points to a selection checkbox; 'View List of Users Who Have Listened to Call' points to a magnifying glass icon; and 'Look Up Called Party Name/Address' points to a search icon.

Query Results Screen

2.4.8.12 The Contractor must retain ownership of the proposed recording equipment for the duration of this contract. All responsibility for maintenance and upgrades must be provided by the Contractor at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.8.13 The Contractor must ensure that the call recording system proposed with the IPS is maintained at the latest hardware and software level to ensure that the Department personnel are utilizing the latest tools available for call recording and call monitoring of inmate calls.

☀ CenturyLink has read, understands and will comply.

2.4.8.14 It is desirable that the call recording system provide a search capability that allows the Department personnel to search recordings for certain key words or phrases. The Contractor must provide, in its response, a description of this capability.

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- ☼ CenturyLink has read, understands and will comply.

Call Transcription vs. Phonetic Keyword Search

If the Department is evaluating different “word search” technologies, please know that in our experience, voice-to-text transcription technologies are not well-suited to the corrections environment and are ultimately more time-consuming than they are effective.

The primary reason that voice-to-text technologies do not work well in corrections is that the effectiveness of these technologies relies upon first “training” the software to recognize a particular voice and create a vocabulary for that speaker.

They are built to be accurate and efficient at translating *one particular voice* to text. In the corrections environment, the software would be tasked with translating the speech of thousands of inmates.

And then, to further complicate the process, each phone call involves two unique voices, which may have different accents and vocabularies and, worse, are very likely to interrupt or talk over one another, as is normal in casual conversations. Excessive background noise in a correctional setting can further exacerbate the problem making for, in our experience, extremely low accuracy rates.

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

There will be a slight impact to commissions for Word Detective, should the Department choose to select this feature.

SUPERIOR PHONETIC SEARCH TECHNOLOGY

Word Detective uses Nexidia’s patented phonetic indexing and search technology based on the roughly 40 “utterances” that make up all human speech, NOT transcription-based cataloging and re-cataloging.

In addition, the Enforcer IPS’ multi-channel recording technology – which isolates the called party vs. the inmate side of the conversation – ensures that the software is not confused by inmates and called parties talking at the same time.

- ✓ **Greater accuracy.** Phonetic search = no need for software to make “subjective” guesses as to what the person actually said.
- ✓ **Greater flexibility.** Not dictionary based = no need to train the system for dialects or accents.
- ✓ **Greater speed.** I all calls at once, independent of the user-defined static library = no need to re-process recordings once new keywords are entered.

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Keyword Search Expanded Capabilities – Multiple Related Words in One Search

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, a generic “Association Table” has been built that contains common search terms and their associated words or phrases. This was developed using information, including slang terms known to be used in correctional facilities, that is readily available in the public domain.

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word or any associated terms. For example, a search for the word “attorney” would find conversations that contain the word “attorney” or the word “lawyer.”

- **Phoneme based search:** Rather than try to search for whole word matches, the system scans calls and reduces them to phonemes- the 45 sounds that actually make up spoken language. This enables identification of words or phrases that may be mispronounced or spoken with an accent.
- **Nested Queries:** Many searches (i.e. calls where the word “dope” is used) will return more calls than an investigator has time to listen to. Nested queries allow you to run a search, then search again within the results (i.e. first search for “dope” then search within results for “soon,” or “get.”)
- **Structured Queries:** The meaning of many words or phrases depends on context. The system allows you to run structured queries using and/or statements to quickly identify only those calls where a word is used in a particular way. For instance you could search for “Don’t + tell,” or “Beat-down + saw or heard.”

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to the Department’s inmate population. Custom terms can be entered into a common database table or each user can create their own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, a search for “drugs and sell” would return results in which both words appear in the same sentence. The features of Word Detective are very intuitive; staff will quickly become proficient in its use.

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After the user enters desired criteria and clicks the Search button, Word Detective returns search results in the format shown below. In this example, the words "my brother" were specified as well as a limit on the number of displayed results (4):

The screenshot shows a search interface with the following fields and values:

- Inmate ID:** CS11
- BTN:** 8156878334
- Search Phrase:** my brother
- Start Date/Time:** 10/26/2012 06:00
- End Date/Time:** 11/05/2012 00:00
- Language:** North American English
- Limit:** 4

Below the search fields, it states "Found 6 results. Displaying 1-4." Below this is a table of results:

Score	Play	Mark	Notes	Inmate ID	CSN	BTN	Off Hook/Time
97		8:59		116133	9018329	+8156878334	10/31/2012 11:51:09
86		5:24		116133	9018329	+8156878334	10/31/2012 11:51:09
86		12:04		116133	9018329	+8156878334	10/31/2012 11:51:09
76		8:55		116133	9018329	+8156878334	10/31/2012 11:51:09

Word Detective Screen

The IPS assigns a numerical score to each call recording that is detected to contain the specified text string. This score is displayed in the Score column to indicate the probability percentage that an exact match of the text string was found. Search results are displayed in Score order, from highest to lowest.

- 2.4.8.15 It is desirable that the call recording system provide a manner in which call recordings are encrypted to ensure that no digital modification of the recording has been made or to note if such modifications have been made. The Contractor must describe, in its response, how this encryption function operates and the features provided by such.

CenturyLink has read, understands and will comply.

Access to all data in the Enforcer database is read-only for all users and the system has built-in applications to test the integrity of data so that records and recording will be admissible in court. The CenturyLink IPS uses AU Comp to create an MD5 checksum of the audio file for every recording. The MD5 checksum is stored in the database's log file for that recording and will be duplicated with the recording to the primary and backup data centers.

Each recording and checksum is time-stamped and date-stamped as it is written to storage and is protected thereafter. No user has the ability to modify source files. The checksum can be used to determine if the recording has been tampered with.

The IPS also logs all user activity. System Administrators can run reports on

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this information to gain insight into what actions are being taken by staff. The User Update Report is another way that the Department can track, and monitor what its users do.

The User Update Reports display each and every username that made changes on the left, exhibits when they last logged-in, shows which 'table' they accessed last, what phone or inmate information was altered, the name of the inmate, and the inmate number (if applicable).

In the report sample below, for example, you can see that the user "jkline" logged in at 1:38 p.m. on April 17 and listed to the recording of a call placed by inmate Rodney Lehman.

04/17/2012 19:11 - Page 1

User Update Report
Site: Summit County, OH
Start Time = 04/17/2012 00:00 End Time = 04/17/2012 23:59

username	Last login	table	Phone or Inmate	Name	Inmate or Number
aminchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483
Subtotal	Number of Items 1				
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734
Subtotal	Number of Items 1				
jnorman	2012-04-17 13:33	Inmate	000000848	CHESTER CALLEBS	
		Inmate	000000990	ERIC HOWELL	
		Inmate	000002565	GARY NORMAN	
		Inmate	000007498	Michael Brown	
		Inmate	000006017	EDMAURICE IVORY	
		Inmate	000009510	MICHAEL HIGGINS	

User Update Report

2.4.9 Live Monitoring

2.4.9.1 The proposed IPS must allow the Department personnel to monitoring inmate calls while the call is in process (real time). This live monitoring must be allowed by specific inmate telephone within the Department facility. The Contractor must provide all necessary equipment and software required to perform live monitoring with the proposed system.

 CenturyLink has read, understands and will comply.

Call monitoring is fully integrated with System and is accessible through the Monitor Phones tab, which then displays the "Display of Calls in Progress" screen. The authorized user selects a station or trunk to monitor with a click of

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the mouse, and then clicks the "Connect" button. This function is **silent and undetectable by either the inmate or called party.**

Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording.** Users cannot monitor calls flagged as "do not record".

Authorized Department personnel can monitor any live call in progress with a high level of audio quality **from any location, whether remote or on-site.**

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset. The "Display of Calls in Progress" screen is shown below:

Status	Station	Number	Min	Cost	Inmate no	Name	Alert
rec	1A-1	1-775-846-1035	4.5	1.95	0059051	HUTCHINS, MATT	
???	1A-2	1-702-355-2977	Unk	Unk	1073185	EVANS, PAT	
rec	1B-1	1-775-313-5613	0.2	1.95	1076061	MCNALLY, HAL	
rec	4AN-2	1-775-434-8209	13	1.95	1055212	FOX, DARRYL	
rec	4AN-3	1-775-230-7042	0.7	1.95	0004734	FULLER, RICK	
rec	4BE-2	1-775-772-5222	18	1.95	1026354	DAWSON, JOE	
rec	4BE-3	1-702-900-5902	21	3.86	1035855	HOWELL, DOUG	
rec	H-BLDC-E-2	1-972-298-2343	18	3.10	2067134	FRANKE, DAVID	IN
I	1B-2	1-775-622-9737	30	1.94	1055716	CLARK, REGINALD	
talk	10D-2	1-702-390-4278	1.9	1.35	1041007	SHAWN, RICK	
I	10A-2	1-702-762-3604	1.4	0.00	0080362	HAWKINS, STEWART	

Display of Calls in Progress Screen

The Monitor Phones function group lets you perform several actions on live (in-progress) calls, recent calls, and the phone stations from which the calls are made. These include:

- Customizing or limiting the calls/stations you are viewing
- Monitoring a call in progress
- Performing security-related tasks, such as cutting off a call in progress or disabling a phone station

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- Taking a “snapshot” of the displayed information
- Accessing more detailed information about a selected call
- Adding comments for a call

Each line is color-coded and displays information about the call. The color codes indicate:

- Black – Call in progress
- Gray – Call in progress, but not being recorded (attorney call, for instance)
- Blue – Phone station is currently inactive (most recent call displayed)
- Light Blue – Phone station is currently inactive, and most recent call was not recorded
- Red – Alert triggered (call in progress or most recent call triggered alert)

Staff can filter the type of call being displayed to narrow the range of calls displayed:

- All Phones – Every phone in the facility, in use or not in use
- Call only - Displays calls in progress
- Alerts only – Call in progress, or most recent call made that has triggered an alert
- All Active – All phones off-hook (calls in progress, or a phone handset off the hook, but no call placed)
- Visitation – Calls in progress or most recent calls made on visitation phones

Double-clicking on any call in the list will display additional call details, as shown below:

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Display of Calls in Progress V1.034

Project: New Hampshire DOC | 21 Talking Stns | 0 alerts | Show: Local time | All Active

Status	Station	Number	Min	Cost	Inmate no	Name	Alert
dial	B-TIER-1	Dialing			64271	MAGGI, JAMES	
rec	B-TIER-6	1-603-295-8050	1 7	0 00	71681	CRUZ, ROBERTO	
rec	C-TIER-4	1-603-957-8189	18	2 85	67832	CHARLES, PAUL	
rec	D-TIER-3	1-603-548-2111	7 5	1 20	60342	QUINN, JON	
rec	D-TIER-5	1-603-224-6912	29	4 20	65077	PATRICK, VINCENT	
dial	H-TIER-5	Dialing			74250	BARNA, RAYMOND	

Call details


Destnation: PORTSMOUTH NH | Answer type: SPCH
Start: Jun 18, 2011 8 31 29 AM GMT-05 00 | Answer delay: 01 26
Duration: 18 24 | Phone number: 16039578189
Time available: 41 35 | Tariff Band: IntraLata IntraState
Cost: 2 85 | Site: Berlin
Balance: 23 30 | can: 25886544
Station: 6307/C-TIER-4 | Call Type: Debit
Dialed digits: 6039578189 | Trunk: 6120

Jun 18, 2011 8 49 53 AM GMT-05 00

Display of Calls in Progress Screen

Along the right side of the screens are several buttons that allow staff to perform various monitoring functions, including listening, disconnecting the call, or adding comments to the Call Detail Record for a particular call:

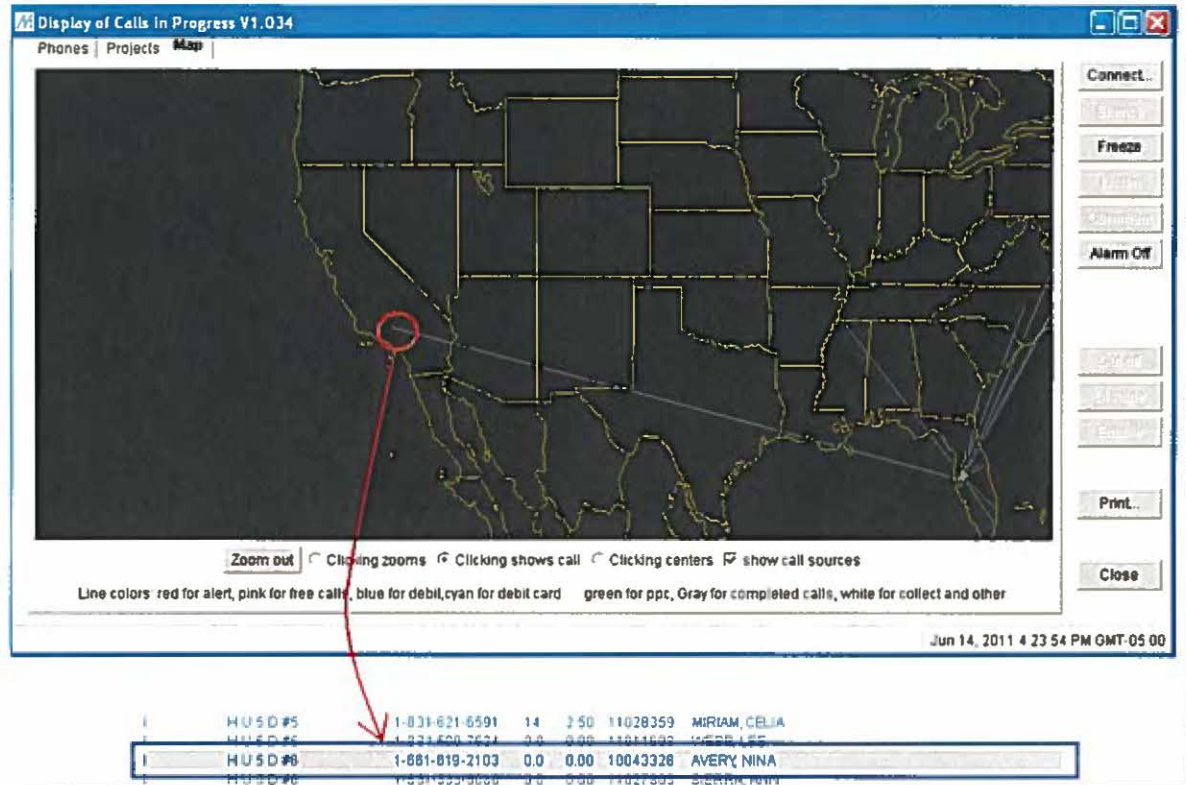
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Action Button	Function
Connect..	Function is for ICS Technical Support only, not currently used by ENFORCER client facilities.
Enable	Function is for ICS Technical Support only, not currently used by ENFORCER client facilities.
Freeze	Click this button to freeze the list of displayed calls (displays point-in-time list and "freezes" the dynamic display of call activity).
Listen	Click this button to monitor the call. After you click this button, your default Call Player opens on top of the Monitor Phones window. The inmate and called party are <i>not</i> notified and are <i>not</i> aware that you are monitoring the call.
Comment	Click this button to add a comment (note) to the Call Detail Record for the call.
Alarm Off	Function is for ICS Technical Support only, not currently used by ENFORCER client facilities.
Cut off	If fraudulent activity or threatening behavior is detected on the call, click this button to cut off (disconnect) the call.
Disable	Click this button to temporarily disable the phone station. If a call is currently in progress when you click Disable, the inmate will be allowed to complete the call before the station is disabled. If you want to cut off the call <i>before</i> disabling the station, click Cut off <i>before</i> you click Disable. After you click Disable, the station will remain in a 'disabled' state until you select the station, and then click Enable.
Enable	Click this button to re-enable the phone station.
Print..	Click this button to print the current list view from your browser. To prevent the display from changing, you should click the Freeze button prior to printing the screen. If you want to display a detailed record for a call, click the call information line, and then click the  icon to show the Call Details window.
Close	Click this button to close the Monitor Phones window.

Monitor Phones – Call/Station Action Button Descriptions

Clicking on the "Map" tab will allow staff to view a geographical map of the continental United States that shows a line between every call in progress, and the last call made from every active station. Other map detail is also available, for example, by clicking on the end point of one of the lines, the call detail is presented, as shown below:

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Map Display of Calls in Progress

- 2.4.9.2 The live monitoring function of the proposed IPS must allow for real time monitoring of inmate calls in progress within each of the Department facility with no delay in the monitoring. The Contractor must describe, in its response, how this will be accomplished with the proposed system.

☀ CenturyLink has read, understands and will comply.

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real-time. All audio is buffered so even if a call is five minutes in when a user begins monitoring the call, the user may scroll back to any point in the call and listen to the audio using the Call Player scroll bar, as shown below:

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Call Player Scroll Bar

2.4.9.3 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering the specific inmate PIN. The Contractor must describe, in its response, how this is accomplished with the proposed system.

☼ CenturyLink has read, understands and will comply.

The CenturyLink IPS does not allow selection of an inmate call for monitoring by entering a PIN number. Our reasoning for not having this feature follows:

Based on the Department information in Attachment #5, showing an inmate population and phone count of approximately 44,000 and 1,190 respectively, if all of the phones were in use at one time, only about 2.7% of the inmates would be making a call. Our experience is that the usage during a peak hour is considerably less, around 10%. That would mean something less than 0.3% of Department inmates would be making a call. The chance that staff would actually find a call in progress to monitor by entering an inmate PIN is extremely remote.

We feel there are two better ways to meet this requirement:

- Set an alert to be notified when the inmate makes a call. This is described in detail in Section 2.4.9.5 below.
- Use the Display of Calls in Progress Screen (shown below) and sort by the "Inmate no." field to see if the inmate in question is currently in a conversation.

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Status	Station	Number	Min	Cost	Inmate no	Name	Alert
rec	1 A 1	1-775-846-1035	4.5	1.95	0059051	HUTCHINS, MATT	
???	1 A 2	1-702-355-2977	Unk	Unk	1073185	EVANS, PAT	
rec	1 B 1	1-775-313-5613	0.2	1.95	1076061	MCNALLY, HAL	
rec	4 A N 2	1-775-434-8209	13	1.95	1055212	FOX, DARRYL	
rec	4 A N 3	1-775-230-7042	0.7	1.95	0004734	FULLER, RICK	
rec	4 B E 2	1-775-772-5222	18	1.95	1026354	DAWSON, JOE	
rec	4 B E 3	1-702-900-5902	21	3.86	1035855	HOWELL, DOUG	
rec	H-BLDO-E-2	1-972-298-2343	18	3.10	2067134	FRANKE, DAVID	#1
I	1 B 2	1-775-622-9737	30	1.94	1055716	CLARK, REGINALD	
I	10A-2	1-702-762-3604	1.4	0.00	0080362	HAWKINS, STEWART	

Display of Calls in Progress Screen

2.4.9.4 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress by entering a specific telephone number. The Contractor must describe, in its response, how this is accomplished with the proposed system..

☀ CenturyLink has read, understands and will comply.

As discussed in Section 2.4.9.3, immediately preceding this Section, our IPS does not allow staff to select a call to monitor by entering a telephone number. The rationale is the same; staff will have an extremely remote chance of connecting with a live call by typing in a telephone number. As in 2.4.9.3, the alert feature or the Display of Calls in Progress screen can be used as a surrogate for this requirement.

2.4.9.5 The proposed IPS must allow for alerts or alarms that will notify the Department personnel when a specific inmate is placing a telephone call thus allowing the Department personnel to monitor that call while it is in progress. The Contractor must describe, in its response, how this function will operate with the proposed system

☀ CenturyLink has read, understands and will comply.

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Alerts can easily be entered into the Inmate Profile screen, as shown below.

CenturyLink **INMATE PHONE SYSTEM** Kansas DOC
User: mhaynes (V 3.2.15.4)
Copyright: 2009-2014

Powered By THE ENFORCER[®]

Inmate | Global Numbers | Accounts | Monitor Phones | Call Info | Reports | Site Admin | Tools | Logout

Inmate Id: (type name for suggestions)
0067151

Status: Allow Location: 0B0250 Last Name: SMITH First Name: MICHAEL Middle Name:
Site: Winfield, KS

PIN: 0067151 High Profile: TDD:
ID: 0067151 Passcode:

Recorded Name:
Class: Normal
Rate Group: Default Tracking Group: No
Restrict: 0 Calls Every 0

ALERTS

Email Address(es):

Pager Number(s):

Monitor Number(s):

Payment Email(s):

General

Max PANs Allowed: Default: 20
Free Calls: Allowed: 0 Remaining: 0 Disabled Last Reset: none

Inmate Profile Screen

There are five types of alerts that can be set:

Alert Type	Purpose
Email Address(es)	When checked, the Enforcer sends an email message to one or more defined addresses when a call is made using the inmate PIN. An email alert is recommended as a backup contact method when a Monitor alert (phone number) is set up for the inmate. You may enter up to 120 characters in this field. Use a comma to separate multiple email addresses.
Pager Number(s)	When checked, the Enforcer places a "notification" call to defined pager numbers or sends a text message to defined cell phones when a call is made using the inmate PIN. All pagers will be called. Use a comma to separate multiple numbers.
Monitor Number(s)	When checked, the Enforcer places a "notification" call to defined numbers when a call is made to the called party. This notification enables a detective or investigator to acknowledge, and then monitor the call in progress. Only the first number that acknowledges will be able to listen to the call. Use a comma to separate multiple numbers.
Payment Email(s)	When checked, the Enforcer sends an email message to one or more defined addresses whenever a payment is made on the inmate's Debit

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	account. You may enter up to 120 characters in this field. Use a comma to separate multiple email addresses.
Genera	When checked, this setting turns on the alert flag in Call Detail Records (CDRs) and in the Call Monitoring function (red Alert icon).

- 2.4.9.6 It is desirable that the IPS provide the alerts listed above via e-mail address, wireless pager and/or cellular telephone. The Contractor must list, in its response, the devices to which the IPS can send alerts.

 CenturyLink has read, understands and will comply.

As described above in 2.4.9.5, the System provides alerts to email addresses, pagers, and both landline and cellular telephones.

- 2.4.9.7 It is desirable that the IPS provide the alerts to the devices in a multiple target mode. For example, the alert is sent to a cellular telephone. If unanswered, the call would then send via e-mail or to a pager number.

 CenturyLink has read, understands and will comply.

Investigators can set the System to automatically transfer calls to them for monitoring wherever they may be by using CenturyLink's "Find Me, Follow Me" service. "Find Me, Follow Me" allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.

Best-in-Class Solution:
Find Me, Follow Me

This feature, currently in use at NDOC, enables a single alert to try more than one number to contact an investigator

- 2.4.9.8 The proposed IPS must allow for the Department personnel to monitor inmate calls in progress for a site remote from the Department facility from which the call is placed. The Contractor must state, in its response, how this will be accomplished with the proposed system.

 CenturyLink has read, understands and will comply.

The CenturyLink System is centralized; there will be no facility-specific systems which means that all Department facility calls and data will handled by one system, regardless of the facility's location. Personnel at on site can monitor any call in progress at any other facility. The remote staff member will need to have access to a computer with Internet access.

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2.4.9.9 It is desirable that the IPS call monitoring capability allow for remote monitoring of the inmate calls in progress from within the facility (e.g., officers in towers, etc.). The Contractor must state, in its response, what is required to provide this remote call monitoring within the particular the Department facility.

☀ CenturyLink has read, understands and will comply.

Any member of the Department's staff who has the proper authorization can monitor inmate calls. The only requirement is that those individuals have access to a computer with Internet access. This also holds true for anyone not at a Department facility.

2.4.10 General Telephone Equipment Requirements

2.4.10.1 The Inmate Telephone Station Equipment required for the Department must consist of four (4) types of telephones as listed:

2.4.10.1.1 Type 1: Wall Mounted Telephones (Indoor)

2.4.10.1.1.1 The first type must be permanently mounted wall telephones meeting the following specifications:

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.2 All Inmate Telephone Equipment must be of new manufacture and be provided (and installed) with the proposed IPS at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.3 The Contractor must provide all required materials, hardware, software and telephone cabling (where re-use is unavailable or new locations are required) to install the proposed inmate telephones.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.4 The Contractor is responsible for reimbursing the Department for any construction costs incurred to facilitate the installation of the inmate telephones.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.5 All inmate telephones must be powered by the IPS

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system and require no additional power source at the instrument.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.6 The inmate telephone instrument must be compact in design. The Contractor must include photographs of the proposed inmate telephones in its response.

☀ CenturyLink has read, understands and will comply.

CenturyLink will install the Wintel ITC7090SS Coinless Inmate Phone with volume control, which is the overwhelming choice for inmate facilities throughout the industry. This hardened inmate phone meets and exceeds the listed requirements for the Type 1 and Type 3 listed above.

The inmate telephones have been constructed to be tamperproof and are constructed of 14-gauge stainless steel and designed for indoor or outdoor inmate use. Features and benefits of the Wintel ITC7090SS are listed below:

- Magnetic hook switch
- Built-in volume user controlled volume "LOUD" button on all inmate telephones.
- Meets all ADA requirements for user controlled amplification.
- Rugged vandal resistant housing especially designed for inmate use.
- Sealed handset suitable for heavy use and abuse areas.
- Security screws to minimize tampering.
- Confidencer technology filters out background noise at the user's location.
- Armored handset cord equipped with a steel lanyard (1000 lb. pull strength) and secured with vandal resistant retainers.
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)



2.4.10.1.1.7 The inmate telephone instruments must not include coin entry slots or coin return slots regardless of whether these functions are disabled.

☀ CenturyLink has read, understands and will comply.

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2.4.10.1.1.8 The inmate telephone instruments must not contain card reader capabilities or slots used to identify inmate telephone accounts for purpose of debiting inmate telephone accounts.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.9 The Contractor must provide a unique number, physically imprinted on each Inmate Telephone so that the number can be seen by the Department personnel for the purposes of reporting troubles and troubleshooting problems. As new inmate telephones are added or telephones are replaced they must be identified in the same manner and all appropriate paper work must be updated to reflect the addition.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.10 The inmate telephones must be capable of reducing or eliminating background noise to the inmate using the telephone. The Contractor must describe, in its response, how this will be accomplished with the proposed inmate telephone instruments (e.g., confidencers, phone enclosures, etc.).

☀ CenturyLink has read, understands and will comply.

The Wintel 7090 SS inmate telephone uses confidencers to minimize background noise.

2.4.10.1.1.11 All inmate telephones must provide volume controls which allow inmates to amplify the called parties voice.

☀ CenturyLink has read, understands and will comply.

2.4.10.1.1.12 The Contractor must provide dialing instructions as well as a warning that states This Call is Being Recorded to the inmate in English and Spanish on each inmate telephone in a manner which reduces the possibility of being destroyed. Simple labels or other accessible

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surface instructions will not be acceptable to meet this requirement.

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.1.13 The Contractor must maintain the above required telephone dialing instructions and warning statements for legibility and accuracy during the course of this contract.

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.1.14 The inmate telephone instrument must not be capable of being used to program any feature of the proposed JPS.

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.1.15 All of the proposed inmate telephones must be compliant with all applicable requirements of the American with Disabilities Act (ADA).

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.2 Type 2: Max Custody Unit/Facility

2.4.10.1.2.1 The second type of inmate telephone instrument must be portable or movable inmate telephones that are used mainly in special management units and must be manufactured to withstand abuse (physical, liquid, etc.) as well as be compact enough to fit through standard food slots. Industry standard 2500 telephone sets will not be acceptable at meeting this requirement. The Contractor must state how it will allow the Department to secure the touch tone pad after the special management units inmates initial call now has been placed.

- ☼ CenturyLink has read, understands and will comply

Centurylink will provide a corrections grade cordless phone solution that is shatter/impact resistant, submersible, and otherwise suitable for the correctional environment. Cordless mobile phones will be provided to Department facilities, maintained and replaced by Centurylink throughout the term of the Agreement.

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The Wireless Solution Centurylink has chosen is the DECT 6.0 Cordless Phone with a submersible waterproof handset. This unit has been successfully deployed in other Centurylink markets with a great deal of success. With its waterproof casing and floating cordless handset, this submersible cordless phone provides the mobility required by the Department. With DECT 6.0 digital technology, this cordless phone avoids interference from wireless networks and appliances, giving crystal clear sound. This technology also offers better security against eavesdropping and an improved range over other phone systems.



Each handset has an eight hour talk time and seven days of standby power. Before being placed into service every cordless mobile phone will have memory / redial functionality removed or disabled by CenturyLink so that Inmates are not able to see or access another Inmate's calling information.

- 2.4.10.1.2.2 The Contractor must describe, in its response, how these movable or portable telephones will be moved from one cell to another by the Department personnel to allow for inmate calling.

☼ CenturyLink has read, understands and will comply

The DECT 6.0 cordless handset measures approximately 2" wide by 6" tall by 1.25" deep, which allows the handset to be easily moved between cells and passed through the food slots.

- 2.4.10.1.2.3 The Contractor must provide a special management unit telephone that includes all call restrictions of the IPS with regard to inmate PINs, call duration, etc.

☼ CenturyLink has read, understands and will comply

All call restrictions on a "normal" inmate phone will also be available to the portable inmate phones.

- 2.4.10.1.2.4 The Contractor must provide the most current

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technology when supplying cordless telephones. The cordless phone must also be the most currently durable phone available on the market. Subject to approval by ADC

- ☼ CenturyLink has read, understands and will comply

2.4.10.1.3 Type 3: Outdoor Telephones

2.4.10.1.3.1 The third type of Inmate Telephone Station Equipment must be all weather inmate telephone sets to be used in some outdoor conditions as various Department facilities.

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.3.2 The outdoor inmate telephone instruments must meet all requirements of the Type 1: Wall Mounted Telephones (Indoors) described in this section. The Contractor must state this compliance in its response.

- ☼ CenturyLink has read, understands and will comply.

CenturyLink will use the same Wintel ITC7090SS Coinless Inmate Phone for the outdoor inmate telephone instruments as for the Type 1 Wall Mounted Telephones. This unit is designed to also be used in an outdoors environment.

2.4.10.1.3.3 The outdoor inmate telephone instrument must be weather-proof to ensure durability in outdoor conditions.

- ☼ CenturyLink has read, understands and will comply.

2.4.10.1.4 Type 4: TDD/TTY Devices

2.4.10.1.4.1 The Department currently has inmates who are deaf or hearing impaired and must place out going telephone calls via a TDD/TTY. The Contractor must describe, in its response, how such calls will be conducted in conjunction with the proposed IPS.

- ☼ CenturyLink has read, understands and will comply.

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CenturyLink will install the Ultratec Superprint 4425 TDD device, which is the overwhelming choice for inmate facilities throughout the industry. Features and benefits of the Ultratec Superprint 4425 TDD device are listed below:

- Built-in 24-character printer
- Three selectable print sizes
- 32 K memory
- Memos you can name for easy recall and sending
- Keyboard and memory dialing
- Call progress (display shows whether line is ringing or busy in direct connect)
- Tone-and-pulse dial
- Auto-answer (direct connect)
- Remote message retrieval
- Auto ID
- Time and date
- TTY voice announcer
- User-programmable relay voice announcer
- 20-character vacuum fluorescent display
- Rechargeable batteries
- Optional ASCII code
- Optional large visual display port (includes ASCII)



❖ DISTINGUISHING FEATURE ❖

Call control for hearing-impaired inmates will be provided through the CenturyLink Enforcer System. The System provides the ability to place outgoing telephone calls utilizing an Ultratec Superprint 4425 TDD device integrated with the IPS, which means all call control features are maintained—including live monitoring of the text.

The technology that will be provided will eliminate the need for a staff member from having to initiate the call process. Also, it means that inmates will not gravitate to TDDs in order to try to defeat the Enforcer security features. The inmate calling process is initiated when the inmate types the information into the TDD device that will dial out through the IPS to the Telecommunication Relay Center.

Call progress tells the inmate if the phone their calling is ringing or busy via an LCD display. Convenient arrow keys make it easy to review

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information saved in memory. The TTD Announcer lets hearing people know the inmate is on the line.

The User-programmable Relay Voice Announcer tells hearing callers to use a TDD or use relay, and gives the phone number for the inmate's relay service. Auto ID notifies called parties that the inmate caller is using a TTD.

2.4.10.1.4.2 The Contractor must describe, in its response, how outgoing inmate calls via the TDD/TTY are conducted in the following circumstances while maintaining all call controls:

2.4.10.1.4.2.1 standard telephone number on the inmates call list.

2.4.10.1.4.2.2 Toll free number for the deaf relay service;

2.4.10.1.4.2.3 711 deaf relay service call;

☼ CenturyLink has read, understands and will comply.

All call controls are maintained regardless of how the call is placed, either on a normal inmate telephone, a portable telephone, or on a TDD telephone.

2.4.10.1.4.3 The Contractor must describe, in its response, how outgoing call control for TDD/TTY users is maintained with the proposed JPS.

☼ CenturyLink has read, understands and will comply.

The call is handled exactly like a call placed over a regular inmate telephone. All restrictions, including allowed numbers, privileged numbers, and inmate restrictions apply to the TDD call without any exceptions.

2.4.10.1.4.4 The Contractor must provide adequate TDD/TTY or suitable devices to each of the Department facility, maintain such devices as well as provide additional

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devices, at no cost, when requested by a specific Department facility.

- ☀ CenturyLink has read, understands and will comply.

2.4.10.1.4.5 The Contractor must provide TDD/TTY or suitable devices which contain a digital display (e.g., LCD, LED, etc.) and a printing device.

- ☀ CenturyLink has read, understands and will comply.

2.4.10.1.4.6 The Contractor must provide TDD/TTY or suitable devices that allow the inmate conversation to be printed in real-time allowing the Department to have a hard copy of the inmate conversation with the exception of privileged calls to attorneys, etc.

- ☀ CenturyLink has read, understands and will comply.

2.4.10.1.4.7 The Contractor must describe, in its response, how inmate call will be invoiced (and to whom) when the inmate uses the TDD/TTY device to place a call.

- ☀ CenturyLink has read, understands and will comply.

Calls are invoiced exactly as a standard prepaid, collect, or inmate debit call. The exception would be a call placed to a relay service; typically these are placed to an "800" number and are free, but the IPS vendor does not have any control over charges applied by some relay services.

2.4.11 Data Back-Up

2.4.11.1 The Contractor must perform all system and database back-ups and archiving. All archival hardware, supplies, network and recovery procedures which ensure that no data shall be lost must be provided by the Contractor at no cost to the Department.

- ☀ CenturyLink has read, understands and will comply.

Our response to this requirement is combined with the response to 2.4.11.2 immediately below.

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2.4.11.2 The Contractor must be capable of recovering all system data for all locations, to the point of full system operation, using a system backup.

☀ CenturyLink has read, understands and will comply.

CenturyLink operates two separate data centers to ensure that if the primary center is lost due to a catastrophic event, no data are lost and full system operation can be transferred to the secondary site. All system components – servers, storage arrays, routers, network connectivity, power, HVAC, etc. – are engineered with backups within each data center.

All infrastructure needed to ensure complete data (both call detail records AND recordings) as well as system operation backup will be supplied by CenturyLink at no cost to the Department.

Telco-grade Network Design

As “The Phone Company” throughout most of Arizona and a Tier 1 network and data center provider nationwide, CenturyLink, Inc.’s assets allow us to engineer for maximum resiliency and redundancy, and provides end-to-end network management that no other provider can match, from network design, installation, diagnostic, and break-fix capabilities.

CenturyLink recognizes that loss of recordings or other data potentially poses a threat to public safety – even one lost recording is not acceptable. As the only network provider in the inmate communications business, CenturyLink, Inc.’s corporate assets allow us to cost-effectively ensure this does not happen.

Critical benefits to the Department:

- **Highly scalable and redundant connectivity to Department sites**
 - ✓ Storage of call records and recordings in redundant storage hardware within each site, as well as storage at two separate locations, with network sized to handle additional transactions such as inmate inquiries by phone (commissary ordering, account balance inquiries, etc.)
 - ✓ Redundant call processing capacity networked for failover in the case of a catastrophic event
- **Control**
 - ✓ Ability to expedite provisioning of extra capacity if necessary
 - ✓ Faster resolution of issues if they occur

The following diagram provides a visual representation of the network and data

Request for Proposal (RFP) No. 14-00003887 ADC No. 14/066/24

Inmate Telephone System

Statewide

Century Link

Pages may appear to be missing, however have been deemed confidential and
have been redacted

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center infrastructure that CenturyLink will provide for the Department:

2.4.11.3 The Contractor must describe, in its response, the back-up schedule for:

2.4.11.3.1 The local system programming databases for each of the Department facility;

2.4.11.3.2 The central Contractor maintained programming database for all Department facilities;

2.4.11.3.3 All inmate call records for each of the Department facility;

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2.4.11.3.4 All inmate call records for all Department facilities maintained at the Contractors site;

2.4.11.3.5 All inmate call recordings for each of the Department facility;

2.4.11.3.6 All inmate call recordings for all Department facilities maintained at the Contractors site.

 CenturyLink has read, understands and will comply.

No data will be saved at any Department facility, all call recordings, call detail records, inmate data, and other IPS data will be stored at the primary data center in Atlanta. Data at the primary center will be almost instantly replicated at the secondary System located in our San Antonio data center. The primary and secondary systems feature RAID disk technology for redundancy to minimize the risk of a single disk drive failure. This ensures that there is always a full backup of all Department data at all times, and that this back up is geographically separated. A graphic representation of our dual data center approach is shown above in Section 2.4.11.2.

2.4.11.4 The Contractor must state, in its response, if these system back-ups are performed in real-time (e.g., as the transaction/call completes) or as a pre-scheduled time during the day.

 CenturyLink has read, understands and will comply.

All system back-ups are replicated and backed up in real-time. Call data and call recordings are written in real-time to the primary System and storage servers at our primary data center in Atlanta. Call detail records, inmate data, and call recordings are then replicated to the secondary System in San Antonio for immediate availability or failover in the event of a disaster at the primary data center.

2.4.11.5 The Contractor must describe, in its response, how the local IPS databases at all Department facilities will be kept current with the IPS backups at the Contractor site in case of required re-programming or system recovery at the Department facility.

 CenturyLink has read, understands and will comply.

Because we are proposing a centralized architecture, all data is hosted off-site at our Data Center in Atlanta. There is no local database at the facility to keep current. All data is maintained and

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backed up off-site in real-time, as described above in Sections 2.4.11.2 and 2.4.11.3.

- 2.4.11.6 The Contractor must agree, in its response, that the Department retains ownership of all archived information, call detail, inmate records, etc. The Contractor must agree, in its response, that the Department has the right to obtain all archived information, call detail, inmate records, etc. associated with the IPS regardless of the location of such information within the Contractors organization or site.

 CenturyLink has read, understands and will comply.

CenturyLink agrees that the Department retains ownership of all archived information, call detail, inmate records, call recordings, etc. and has the right to obtain all archived information, call detail, inmate records, call recordings, etc. associated with the ICS regardless of the location of that information within CenturyLink.

Additionally, all data is stored online for the life of the contract. Storing your call data online for the life of the contract ensures that the Department will always have quick access to all call recordings and data. There will never be a wait for data while waiting for an archive to be loaded.

- 2.4.11.7 The Contractor must describe, in its response, how it will provide system security for all data stored locally and at its central storage location. Such security description must include system security as well as how access to such sensitive information will be performed within the Contractors organization.

 CenturyLink has read, understands and will comply.

2.4.12 IPS Management/Administration Requirements

- 2.4.12.1 The Contractor must propose an IPS that can be administered on-site by the Contractors personnel and the Department personnel.

 CenturyLink has read, understands and will comply.

Anyone with a password and log-in ID granted by Department administrators can access the system, whether from a remote location or on-site, from any computer with Internet access. All functions, including granting access to staff, will be administered on-site; there is not a requirement for CenturyLink to remotely administer any function.

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2.4.12.2 The Contractor must propose an IPS that allows for changes to be administered in "real time while the system is in use. The proposed system must not require the system to be taken off line to make additions, changes or retrieve reports.

☀ CenturyLink has read, understands and will comply.

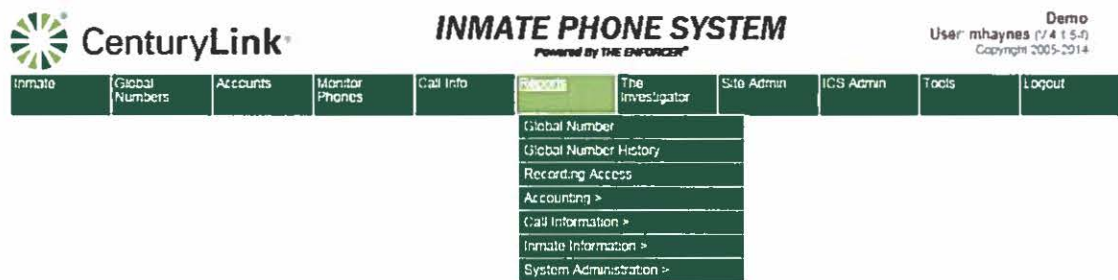
All functions of the IPS can be performed without taking the system off line, and all changes made in the IPS are effective immediately; there is no lag in new data being available to the Department.

2.4.12.3 The Contractor must propose an IPS that provides a Graphical User Interface (e.g., Microsoft Windows) for both system administration and system reporting functions. The Contractor must provide samples of its user interface screens with its response.

☀ CenturyLink has read, understands and will comply.

The CenturyLink IPS is built on a Graphical User Interface (GUI); all features are accessible through a menu-driven interface. Throughout our response, we have used screens that illustrate the GUI nature of the System; we will include a brief overview in this section of the interface.

Once a staff member accesses the System, they are greeted with a simple GUI screen with 11 logically grouped tabs; when the cursor moves over each tab, the subtabs are displayed, as shown below:



Scrolling over the first submenu allows the user to access another submenu with additional selections. Typically the submenus are limited to no more than two per tab for ease of use by staff.

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The screenshot shows the CenturyLink INMATE PHONE SYSTEM interface. The top navigation bar includes the CenturyLink logo, the system name "INMATE PHONE SYSTEM", and the user information "User: mhaynes (v 4.1.5-0) Copyright 2005-2014". Below the navigation bar, the "Reports" tab is selected, and the "Inmate Information" sub-tab is active. The "High Volume Callers" report is selected from the sub-menu.

In the above example, the user has selected the “Reports” tab, then the “Inmate Information” sub-tab, and then the “High Volume Callers” report on the second sub-tab, which generates a screen where the desired parameters can be entered to generate the report, as shown below:

The screenshot shows the "High-Volume Callers" report configuration screen. The interface includes the CenturyLink logo, the system name "INMATE PHONE SYSTEM", and the user information "User: mhaynes (v 4.1.5-0) Copyright 2005-2014". The "Reports" tab is selected, and the "High Volume Callers" report is active. The configuration screen includes the following fields and controls:

- Date:** Fri May 16th, 2014 10:35am
- Choose Site:** McHenry County Correctional Facility, IL
- Start Time:** 05/16/2014 00:00:00
- End Time:** 05/16/2014 23:59:59
- Choose Threshold Basis:** Calls
- Threshold:** (empty field)
- Buttons:** Export, Run
- Instruction:** Enter any parameters and click RUN

2.4.12.4 The Contractor must describe, in its response, what system administration functions are available with the proposed IPS (i.e., new account entry, account/record modification, account deletion, etc.).

☀ CenturyLink has read, understands and will comply.

Anyone with a password and log-in ID granted by Department administrators can access

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the system, whether from a remote location or on-site, from any Internet-enabled computer.

This access allows users to perform any of the features and functions of the IPS that are available on-site, including debit entries, monitor live calls, listen to recorded calls, access recordings, search system data and generate reports as though they were on-site. All system functions can be performed by any approved user who presents the proper user ID and password during Administrator login.

- Report Generation
- PIN Administration
- Allowed Number List Administration
- Blocked Number Administration
- Call Record Queries
- Call Monitoring
- Call Alert Administration
- Privileged Number Administration
- Call Recording Control
- Call Recording Search and Playback
- Call Recording Export to CD or DVD
- Phone Shut Down
- Call Terminate
- Inmate Calling Privilege Management

2.4.13 PIN Transfer Between Department Sites

2.4.13.1 The Department makes transfers of inmates between facilities on a daily basis (Monday through Friday). In addition, unscheduled inmate transfers can occur at any time or on any day. Although the Department understands that there will sometimes be unusual circumstances to prevent such, it is important that the PIN assigned to the transferred inmate be active at the new facility within 12 hours after the physical transfer via an automated process. This process shall be compatible with an Inmate Management System. The Department will provide the Contractor with a list of inmates to be transferred on a daily basis to assist in facilitate this PIN transfer.

 CenturyLink has read, understands and will comply.

The proposed configuration is a centralized architecture, meaning that there is only one database serving all facilities that make up the Department. Since there is only one database and it is located at our centralized data center, inmates can transfer to any facility at any time with **no delay in using their inmate phone account**. With IMS integration, as soon as the inmate's information is updated in the IMS and shared with CenturyLink, it is reflected in the inmate phone system.

Inmate accounts and PINs can be established and updated automatically through a direct interface with the facility's Inmate Management System or through manual entry. If the interface option is preferred, the information entered during the commitment process, transfer, or status change is **shared with the phone system automatically**, and no additional entry is required.

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The IPS features an open architecture that allows it to easily integrate with other Inmate Management systems. The IPS can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the facility across multiple systems.

2.4.13.2 The Contractor must describe, in its response, how it will perform unscheduled PIN transfers to ensure that the transferred inmate has access to their attorney through the IPS.

☼ CenturyLink has read, understands and will comply.

PIN transfer can be easily automated if The IPS is integrated with the IMS. PINs will become active as soon as the inmate is committed and will follow the inmate each time they are transferred. The system can be configured to create PINs at time of commitment and set inactive at time of discharge. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. If The IPS is integrated with the IMS, the Inmate ID function reflects the status of the inmate, whether released, transferred, active, etc. based on the status in the IMS in real-time.

The screenshot displays the 'Inmate Profile' screen. At the top, there are navigation tabs: 'Inmate', 'Global Members', 'Monitor Phones', 'Call Logs', 'Reports', 'Tools', and 'Logout'. Below the tabs is a search bar with the text 'Inmate ID: type name for search' and a 'Find' button. The main content area is divided into several sections. On the left, there are fields for 'Status' (Released), 'Location', 'PIN' (000160205392), 'ID' (00016020), 'Passcode' (5392), 'Recorded Name', 'Class' (Normal), 'Restrict' (0), 'Calls Every' (0), and 'VV Status'. On the right, there are fields for 'Last Name' (smith), 'First Name' (aaron), and 'Middle Name' (ray). Below these are several checkboxes and options: 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', 'Payment Email(s)', 'General', 'CVV Failures Only', 'Max PANs Allowed' (Default 20), 'PANs enabled' (Disabled), 'Free Calls Allowed' (0), 'Remaining' (0), 'Voice Id' (Enabled), 'Status' (Not Trained), and 'Threshold' (default: 0.042). At the bottom right, there are 'Cancel Changes' and 'Save Changes' buttons.

Inmate Status in the Inmate Profile screen

Inmates can transfer to any facility at any time with **no delay in using their inmate phone account**. With IMS integration, as soon as the inmate's information is updated in the IMS, it is reflected in the inmate phone system.

2.4.14 Semi-Annual Review

2.4.14.1 The Contractor must conduct a semi-annual review of the inmate PIN database to ensure that all Department staff, volunteers, consultants, etc. telephone numbers are not part of the system allowable number lists. The Department will provide a list of appropriate telephone numbers.

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☀ CenturyLink has read, understands and will comply.

2.4.15 System Reporting Function

2.4.15.1 The proposed IPS must provide a system reporting package accessible by the Department personnel. This reporting package must allow for the querying of inmate call records and include a graphical user interface (GUI) for ease of use.

☀ CenturyLink has read, understands and will comply.

The IPS system provides centralized reporting capabilities, allowing facility users to **generate reports immediately and in real time**. The IPS's browser-based application allows searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored on system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**. Extensive call detail reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in Tab 7, Divider 4.

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The screenshot displays the CenturyLink INMATE PHONE SYSTEM interface. At the top, the CenturyLink logo is on the left, and the system name "INMATE PHONE SYSTEM" is in the center, with "Powered By THE ENFORCER" below it. On the right, it says "Demo User: mhaynes (V 4.1.5.0) Copyright 2015 2014". A navigation menu includes: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main search area has a "Load Search Criteria" button and a "Select Criteria" dropdown. Below this, there are input fields for "Inmate Last Name", "CSN", "Called Number", "Start Date/Time" (05/11/2014 00:00), and "End Date/Time" (05/18/2014 23:59). A "More Search Criteria..." button is present, along with a "No Criteria Selected" message. Action buttons include "Search CDRs", "Clear Search", and "Load". The "CDRs per page" is set to 100.

Call Detail Records – Select criteria for custom query

The IPS has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. From the initial screen, call recordings can be retrieved based on:

- Inmate PIN/ID
- Inmate Name
- Date Range
- Called Number
- Facility

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

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INMATE PHONE SYSTEM
Powered by THE ENFORCER®

Demo
User: mhaynes IV 4/15/14
Copyright 2014

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	The Investigator	Site Admin	ICS Admin	Tools	Logout
--------	----------------	----------	----------------	-----------	---------	------------------	------------	-----------	-------	--------

Inmate	CSN	Start Date/Time	Load Search Criteria	- Select Criteria -	Load
Lastname: <input type="text"/>		05/11 2014 00:00	<input type="button" value="Search CDRs"/>		<input type="button" value="Close"/> <input type="button" value="Clear"/>
Last Name	Called Number	End Date/Time			
		05/18 2014 23:59			

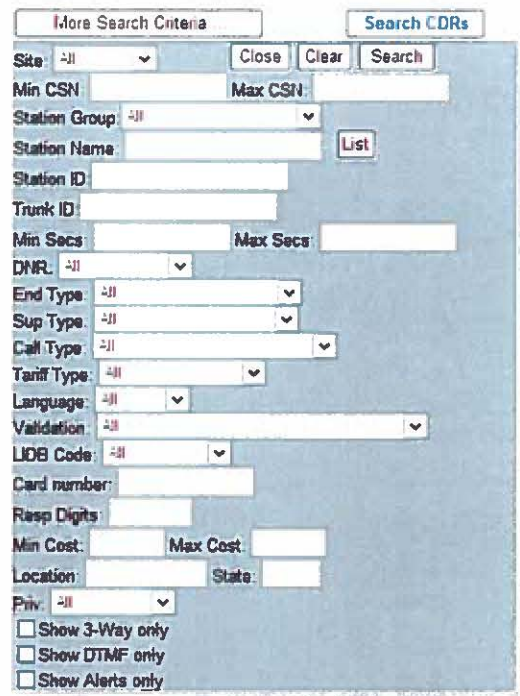
Site:	All	<input type="button" value="Close"/> <input type="button" value="Clear"/>
Search:	<input type="text"/>	
CSN Min:	<input type="text"/>	Max: <input type="text"/>
Station Group:	All	
Station Name:	<input type="text"/>	<input type="button" value="List"/>
Station ID:	<input type="text"/>	
Trunk ID:	<input type="text"/>	
Sers Min:	<input type="text"/>	Max: <input type="text"/>
DNF:	All	
End Type:	All	
Sup Type:	All	
Call Type:	All	
Tariff Type:	All	
Language:	All	
Validation:	All	
LDS Code:	All	
Card number:	<input type="text"/>	
Resp Digits:	<input type="text"/>	
Cost Min:	<input type="text"/>	Max: <input type="text"/>
Location:	<input type="text"/>	State: <input type="text"/>
Prty:	All	
<input type="checkbox"/> Show 3-Way only <input type="checkbox"/> Show DTMF only <input type="checkbox"/> Show Alerts only		

Call Detail Records – Select More Search Criteria

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By clicking **More Search Criteria** the user is provided with an extended list of call recording search options as shown at right.

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.



The screenshot shows a web form titled "More Search Criteria" with a "Search CDRs" button. The form contains various search filters:

- Site: dropdown menu
- Min CSN: text input
- Max CSN: text input
- Station Group: dropdown menu
- Station Name: text input with a "List" button
- Station ID: text input
- Trunk ID: text input
- Min Secs: text input
- Max Secs: text input
- DNR: dropdown menu
- End Type: dropdown menu
- Sup Type: dropdown menu
- Call Type: dropdown menu
- Tariff Type: dropdown menu
- Language: dropdown menu
- Validation: dropdown menu
- LUDB Code: dropdown menu
- Card number: text input
- Resp Digits: text input
- Min Cost: text input
- Max Cost: text input
- Location: text input
- State: text input
- Priv: dropdown menu
- Three checkboxes: Show 3-Way only, Show DTMF only, Show Alerts only

Ad-hoc Reporting-Additional Search Criteria

2.4.15.2 The proposed IPS must allow for the generation of reports by the Department facility, a combination of the Department facilities or all Department facilities.

☀ CenturyLink has read, understands and will comply.

Reports may be generated for one facility, a combination of facilities or all facilities.

2.4.15.3 The proposed IPS must allow for the generation of reports by the Department personnel based on their user access level.

☀ CenturyLink has read, understands and will comply.

The IPS has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions to retrieve call recordings and generate custom reports – whether they log in remotely or from an onsite workstation.

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2.4.15.4 The proposed IPS must provide for standard or custom reports that provide for the following, at a minimum:

- 2.4.15.4.1 Monthly revenue by prison location and phone
- 2.4.15.4.2 Chronological List of Calls
- 2.4.15.4.3 Daily Call Volume Summary
- 2.4.15.4.4 Daily Call Volume Detail
- 2.4.15.4.5 Weekly Call Volume Summary
- 2.4.15.4.6 Weekly Call Volume Detail
- 2.4.15.4.7 Inmate Account Summary
- 2.4.15.4.8 Inmate Account Detail
- 2.4.15.4.9 Frequently Dialed Numbers
- 2.4.15.4.10 Specific Telephone Number Dialed Usage
- 2.4.15.4.11 Suspended Inmate Account
- 2.4.15.4.12 Alert Notification
- 2.4.15.4.13 Telephone Numbers Called by More Than One Inmate
- 2.4.15.4.14 Telephone Numbers Assigned to More Than One Inmate Account
- 2.4.15.4.15 Quantity of Calls per Inmate Account
- 2.4.15.4.16 Quantity of Minutes per Inmate Account
- 2.4.15.4.17 Blocked Telephone Number List
- 2.4.15.4.18 Local Exchange Volume (by Exchange)
- 2.4.15.4.19 Area Code Volume (by Area Code)
- 2.4.15.4.20 Ability to create customizable reports



CenturyLink has read, understands and will comply.

The IPS system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The IPS, **CenturyLink is happy to assist by creating any new, customized reports that are desired.**

Authorized facility users may create all reports listed above by logging into our web-based GUI and selecting the desired parameters for each report.

The following is a list of the standard reports available on the IPS. Samples of the most commonly used reports are provided in Tab 7, Divider 4.

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Report Name	Description
Admin Setup Only	Provides a listing by inmate name of all “admin setup only” (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
Attorney Registration Status	Provides counts for attorney phone numbers in The IPS global number list. For attorneys that have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
Attorney Registration Rejects	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney’s office.
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate’s account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates

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Report Name	Description
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Inmate Status	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.

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Report Name	Description
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
PIN Fraud	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
Prepaid Balance Summary	Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
Recording Access	Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.
Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.
Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
Station Group Privileges	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.

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Report Name	Description
Inmate Suspensions	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

2.4.15.5 The proposed IPS must allow for selected reports to be generated automatically based on The Department criteria (e.g., time of day, volume of calls, particular inmate, etc.).

 CenturyLink has read, understands and will comply.

CenturyLink proposes to provide the facility with Reverse Lookup capability. This provides the facility with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. CenturyLink will provide the subscription for the entire contract term and any extension terms at no charge to the facility.

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The screenshot shows a software interface titled "Inmate Editor" with various menu options like "AMI Editor", "Data", "Reports", "Ports", "Call Status", "Split Area Code", "Call Records", "Unarchive Status", and "Operator Status". A search filter is set for "Start Date/Time" from 2005-02-01 to 2005-02-14. A table lists call records with columns: Bill Start Time, Comp Status, Inmate ID, Duration, Call Type, and Dest ANI. A call record for Inmate ID 00011118 is highlighted. A call detail view for this call shows: Level: JUNE DOE, First: 3124550451, Address: ABC, State: ANYWHERE US, Zipcode: 7054321, Analysis: GALS. A tooltip explains that clicking a Dest ANI provides Name, Phone Number, and address for every resident ever owning service to that number. A dropdown menu for "Dest ANI" lists various codes like B2-2R, A6-1, D-1R, etc.

Bill Start Time	Comp Status	Inmate ID	Duration	Call Type	Dest ANI
2005-02-01 08:20:54	COMPLETED	00006206	154	NANP	2154275409
2005-02-01 08:28:58	NO ANSWER	00010838	0	NANP	3126592541
2005-02-01 08:29:12	NO ANSWER	00011118	0	NANP	8087821720
2005-02-01 08:30:27	INCOMPLETE	00011297	0	NANP	7083311609
2005-02-01 08:30:30	REFUSED	00011297	0	NANP	7083311609
2005-02-01 08:30:35	INCOMPLETE	00011118	0	NANP	8087847095
2005-02-01 08:32:03	NO ANSWER	00011118	0	NANP	8087821720
2005-02-01 08:33:53	COMPLETED	00009863	900	NANP	3174850441
2005-02-01 08:35:59	COMPLETED	00005819	77	NANP	9203581071
2005-02-01 08:37:00	REFUSED	00010046	0	NANP	2826322200

2.4.15.6 The proposed IPS must allow for automatic generation of reports by individual the Department facility or on a system wide basis.

CenturyLink has read, understands and will comply.

The proposed IPS allows for reports to be generated automatically by individual, facility, or system-wide. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The IPS, CenturyLink is happy to assist by creating any new, customized reports that are desired.

2.4.15.7 The proposed IPS reporting function must allow for the exporting reporting data to Microsoft SQL Server® at a minimum.

CenturyLink has read, understands and will comply.

From any Call Detail Report, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in CSV, PDF, and Excel file formats, which can be exported into Microsoft SQL Server®. In addition, call recordings may be exported to MP3, WAV, or Speex formats. CDRs and call recordings can be emailed,

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saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

2.4.15.8 It is desirable that the IPS provide the Department personnel that ability to simply click on the called number and be provided with the name and address of the called party. The Contractor must describe, in its response, how this function is provided and how it operates with the proposed system.

☀ CenturyLink has read, understands and will comply.

CenturyLink proposes to provide the facility with Reverse Lookup capability. This provides the facility with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. CenturyLink will provide the subscription for the entire contract term and any extension terms at no charge to the facility.

The screenshot displays an administrative interface with a menu bar (Inmate Editor, AMI Editor, Debit, Reports, Parts, Call Status, Split Area Code, Call Records, Unarchive Status, Operator Status) and search filters for Inmate ID, Start Date/Time, Destination AMI, and End Date/Time. A table lists call records with columns for Bill Start Time, Camp Status, Inmate ID, Duration, Call Type, and Dest AMI. A call record with Dest AMI 708331809 is highlighted. A callout box explains: "When a user clicks on any 'Dest AMI', phone number called by an inmate, they will receive Name, Phone Number and address for every resident ever owning service to that number." Below this, a window titled "Example when user clicks on called number" shows a table with columns: Last, First, Middle, Telephone, Address, City, State, Zipcode, and Analysis. The table contains two entries for "JANE DOE" with phone numbers 3124550451 and 7084321, both associated with "CASS" and "Residence History" analysis.

2.4.16 Training Requirements

2.4.16.1 It is instrumental to the success of the installation of the IPS that the Department personnel be trained in various aspects of the system operation. Therefore, the Contractor must provide a complete training schedule based on the following requirements.

☀ CenturyLink has read, understands and will comply.

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Our goal is to familiarize the Department personnel with daily system functions, blocks, reports, and investigative tools as well as emergency system shut down of the Inmate Telephone System. We understand that different user groups will sometimes have different training needs. As such, classes will be customized to fit the participants and their Department assigned user roles. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

All personnel who have been identified as a trainee by the Department will receive the required system documentation and/or training manual. This document can be provided in hard or soft copy. In addition, each trainee will receive notification of their user names and temporary passwords with a URL link to access the system. The Department staff training would be a three phase process as outlined below:

Phase 1 – Pre Cut Webinar

Each identified user will receive a printable copy of The ENFORCER® user guide via email in PDF format.

Online training (“Webinar”) will be provided at no cost in several sessions to all Department participants beginning one month prior to the cutover of the new IPS. There is no maximum number of attendees for Webinar training and CenturyLink will schedule as many sessions as needed based on the role of the users and their level of access.

Each participant must have access to a personal computer, workstation, or laptop with access to the Internet. The online class (“Webinar”) will serve as a presentation of the IPS and preparation for the cutover process. The goal of Phase 1 Training is an introduction and high level overview of the IPS; these sessions typically last one hour. Participants will be able to ask questions and provide feedback during the training sessions.

Phase 2 – Formal Training at Cut Over

Formal no cost training will be provided immediately after cutover to address in detail managing inmates, global numbers, monitoring, and the retrieval of call recordings. These training sessions can be conducted onsite or at a central training location at the discretion of the Department. This will allow multiple users an opportunity to see the system details with live data. The training will be conducted utilizing a laptop and projector and the training location must have internet access. Scheduled sessions will be based on the number of users, their level of access and the needs of the Department staff. The goal of Phase 2 training is to fully prepare The Department personnel to operate the IPS. These sessions typically last approximately one hour depending on the user level and run concurrent with the implementation plan to coincide with cut over dates.

Phase 3 – Post Cut Follow Up Training

Follow up training will be provided no more than 30 days after all platform cutovers have been completed and users have had a chance to start using the IPS. This training can

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be conducted onsite or via webinar at no cost to the Department. The training method and the locations will be scheduled by the Department. The goal of Phase 3 Training is to answer any new questions the users may have after working in the system. Phase 3 sessions typically last one hour depending on the needs of the users their level of access and the questions they may have.

The standard training curriculum is detailed below. This is a typical training agenda which can be customized for The Department.

- A. Day-to-Day System Administration**
 - Logging In
 - User Access Control Settings
 - Call Process Flow
 - Call Record Search
 - Blocked Number Administration
 - Inmate Editor Function
 - Create a new account
 - ANI Advanced Privileges and Controls
 - Entering PANs
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Debit Account Administration
 - Interface functionality (if applicable)

- B. Investigative Functions**
 - Monitoring
 - Call Disrupt Function
 - Recording
 - Recording Exempt Numbers
 - Setting Alerts (email, pager and phone)
 - Recording Search, Retrieval & Reporting
 - Recording Export to CD
 - Report Generation

- C. Automated Calling Process**
 - Initiating a Call
 - Collect Call Process
 - Debit Call Process
 - PrePaid Collect

- D. Service & Maintenance**
 - Receiving Trouble Reports
 - Information Gathering & Preliminary Trouble-shooting
 - Trouble Reporting Instructions
 - Email updates on trouble tickets

- E. Reference Tools - Manuals**
 - Quick Reference Guide
 - User Guide

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Report Synopsis
Inmate Information Pamphlet in English & Spanish
Support Center

F. Contact Information
Escalation List
Repair / Trouble Reports

CenturyLink will provide a customized training curriculum for The Department. Training classes will be scheduled to fit The Department's preferences and the schedules of the personnel involved in the training.

Our systems have evolved with the input and recommendations by corrections industry experts, investigators, security personnel and officers, who use the systems on a daily basis, and provide the best feedback and concepts for further improvements to the system.

Upon the release of any upgrades and/or enhancements to the IPS, the Department will be notified and provided documentation of the features and functionalities contained in that release, and if the Department deems refresher training is warranted, that training will be provided at no cost.

Inmate Population Training

Inmate training is a simple but critical component of implementation. The CenturyLink Team's inmate training checklist includes the following:

- Placement of posters in day rooms and common areas (English and Spanish)
- New calling procedures
- Account information for friends and family members (need to close out previous accounts)
- Debit funding processes (no change)
- Placement of leaflets at or near the visitation area (English and Spanish)
- Production of pamphlets for intake packet (if desired)

Family & Friends Training

Training for family and friends is equally as important. This is one area where the CenturyLink Team's customer service program is most valuable. Upon an inmate's first call to a number following cutover, prepaid account holders are *automatically* routed to a live representative to initiate an account – not left to call us separately on their own. Further, representatives are specially scripted to explain policies during account setup, including providing information on how to close out accounts and receive refunds from the previous provider. Of course, website updates, leaflets at visitation, and other communications further educate family members.

Kristine Dean, Program Manager, is the project lead for training. Kristine has been with

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Centurylink for nearly 15 years and is a proficient expert on the Enforcer System. Her role will be to coordinate the training for the Department Staff who have been identified as users of the system. She will schedule the classes with certified trainers, provide training material, travel on site to provide one on one support when needed and facilitate webinars. She has been designated as the single point of contact for all things related to training. Kristine's past training experience includes ALDOC, Putnam County, FL, Pasco County, FL, East Baton Rouge Parish, LA, Lenoir County, NC, Hillsborough County, FL, Hernando County, FL.

2.4.16.2 The Contractor must provide all end-user training to the Department at no cost.

☀ CenturyLink has read, understands and will comply.

2.4.16.3 The Contractor must provide all end-user training on site at the various Department facilities.

☀ CenturyLink has read, understands and will comply.

2.4.16.4 The Contractor must provide training for various levels of Department personnel including full-time system administrators, part-time system administrators, special investigators and data entry specialists, etc.

☀ CenturyLink has read, understands and will comply.

2.4.16.5 The Contractor must provide full training for all assigned system users on how to create, delete and modify inmate programming and profiles.

☀ CenturyLink has read, understands and will comply.

2.4.16.6 The Contractor must provide full training for all assigned system users on how to generate appropriate system reports.

☀ CenturyLink has read, understands and will comply.

2.4.16.7 The Contractor must provide full training for all assigned

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system users on how to maintain inmate alert levels and respond accordingly when these levels are exceeded.

☀ CenturyLink has read, understands and will comply.

2.4.16.8 The Contractor must provide full training on all components of the Inmate Calling System.

☀ CenturyLink has read, understands and will comply.

2.4.16.9 The Contractor must provide full training on the provided call recording function including the live monitoring of inmate calls, playback of archived calls and the transfer of calls to other media for playback at off-site locations.

☀ CenturyLink has read, understands and will comply.

2.4.16.10 The Contractor must provide full training for all assigned Department system users on how to change inmate restriction levels (by telephone, suspend PIN, etc.).

☀ CenturyLink has read, understands and will comply.

2.4.16.11 The Contractor must provide full training for all assigned system users on how to initiate system restrictions including the shutting down of individual inmate telephones, groups of inmate telephones or the entire facilities systems.

☀ CenturyLink has read, understands and will comply.

2.4.16.12 The Contractor must provide ongoing system training for existing Department personnel when required by the Department at no cost.

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☼ CenturyLink has read, understands and will comply.

2.4.16.13 The Contractor must provide additional training for new Department personnel when required by the Department at no cost.

☼ CenturyLink has read, understands and will comply.

2.4.16.14 The Contractor must describe, in its response, any advanced system training that may be available to the Department personnel whether provided on-site at the Department facility or off-site at the Contractors training facilities.

☼ CenturyLink has read, understands and will comply.

In addition to the training described above, additional in-depth training on any feature of the IPS will be made available to Department staff. This will be done either on-site or by Webinars.

2.4.16.15 The Contractor must in its proposal include the name, title and qualifications of the Contractor staff member who will have the overall responsibility for training.

☼ CenturyLink has read, understands and will comply.

Kristine Dean, Program Manager, is the project lead for training. Kristine has been with Centurylink for nearly 15 years and is an expert on the CenturyLink IPS. Her role will be to coordinate the training for the Department Staff who have been identified as users of the system. She will schedule the classes with certified trainers, provide training material, travel on site to provide one on one support when needed and facilitate webinars. She has been designated as the single point of contact for all things related to training.

Kristine's past training experience includes the Alabama Department of Corrections, Putnam County, FL, Pasco County, FL, East Baton Rouge Parish, LA, Lenoir County, NC, Hillsborough County, FL, and Hernando County, FL.

2.4.16.16 The proposed JPS must provide for integrated help function for system operation, administration, reporting

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and management functions.

- ☼ CenturyLink has read, understands and will comply.

Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of the IPS system. This online documentation, as well as Release Notes, are updated and published to all facilities every time the IPS system is updated or enhanced. The documentation details how to use all features available in The IPS, including system operation, administration, administration, reporting and management functions.

2.4.16.17 The Contractor must provide a live Help Desk support function to the Department at no cost to the Department during the term of this contract. This Help Desk function must be capable of providing support via telephone to the Department IPS personnel for the functions of the IPS. This Help Desk function must be available Monday through Friday, 8:00 am to 6:00 pm Arizona Time.

- ☼ CenturyLink has read, understands and will comply.

The CenturyLink's Technical Services Center (TSC) operates 24hours a day, 365 days a year in support of our customer sites. When **calling our toll free number (866-228-4031)** you will be connected with a live Level 1 TSC technician within 20 seconds. TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

2.4.16.18 The live Help Desk support function provided by the Contractor must be located within the continental United States

- ☼ CenturyLink has read, understands and will comply.

2.4.17 Service & Maintenance

2.4.17.1 Vendor must provide live Customer Service Representative (CSR) & Intergrated Voice Response (IVR) support to the Agency 24 hours a day, year round, for Issues.

- ☼ CenturyLink has read, understands and will comply.

CenturyLink's live customer service is available 24 hours

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a days, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the Department to contact us anytime at the number or website below to compare CenturyLink's service to our competitors.



Called-party & community support at 888-506-8407 or online at www.icsolutions.com

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Web Site www.icsolutions.com

2.4.17.2 Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

☼ CenturyLink has read, understands and will comply.

As described above, CenturyLink will provide live, domestic CSR and IVR support 24/7/365 to allow users to set up accounts, make payments, access account information, resolve issues, and more.

2.4.17.3 All friends and family service, field support and technical support maintenance operations shall be located within the United States. Off-shore support will not be acceptable. Please provide a complete description of how you will meet this requirement and if the services are provided via a subcontractor or are provided by full-time employees of your company.

☼ CenturyLink has read, understands and will comply.

All CenturyLink personnel, including all customer service and technical support centers, are located within the United States. CenturyLink does not outsource any of our services to international call centers or other offshore personnel.

CenturyLink's primary Customer Service call center is located at:
1127 Alderson Avenue
Billings, MT 59102

Overflow customer service is handled by additional call centers in Michigan and

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Wisconsin. This redundancy in call center operations ensures that we can answer every call within about 90 seconds. All call centers offer multi-lingual support.

Our Technical Support call center is located in San Antonio, Texas and is managed by our subcontractor and equipment provider, ICSolutions.


Customer service representatives are fully trained on CenturyLink's products, services, and billing policies, and they will be thoroughly trained on the details of the Department's contract. CenturyLink's customer care call center representatives are provided by Novo1. The Service Level Agreements in place with Novo1 include:

Service Level: 80% of calls answered within 90 seconds or less

Abandon Rate: 5% or less

Average Talk Time: 4 minutes or less

- 2.4.17.4 Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.

 CenturyLink has read, understands and will comply. CenturyLink will enhance and expand its website functionality in support of the Arizona DOC deployment, to include all features required in this section.

The customer service portal already allows customers to set up accounts online, make payments, access account information, calculate call rates, and access email support via the company website. The next iteration of the website, enhanced in support of the Arizona DOC deployment, will also include CSR Live Chat.

- 2.4.17.5 Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized web based portal.

 CenturyLink has read, understands and will comply.

- 2.4.17.6 Proposer's website must dynamically display available products to constituents based on previous calling history.

 CenturyLink has read, understands and will comply.

- 2.4.17.7 Proposer's website and constituent portal must be accessible enhanced to support mobile devices such as cell

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phones and tablets.

☀ CenturyLink has read, understands and will comply.

2.4.17.8 Proposer's website must allow constituents to configure text and email low balance notifications.

☀ CenturyLink has read, understands and will comply. The customer website will be expanded in support of the Arizona DOC deployment to add text and email low balance notifications. This will be an optional service that customers can register for on the website by entering a cell phone number or email address where they would like to receive text or email notifications. Customers can also save credit card information in the secure website to allow for instant account funding via text message.

When an account balance falls below a pre-defined threshold of remaining funds, the customer will be automatically notified by text or email message of the amount remaining in their account. The notification gives the customer the opportunity to immediately add funds to the account via text message, using saved credit card information.

2.4.17.9 Proposer's website must allow constituents to configure text and email low balance notifications.

☀ CenturyLink has read, understands and will comply.

2.4.17.10 Proposer's website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.

☀ CenturyLink has read, understands and will comply.

The customer website will be expanded in support of the Arizona DOC deployment to offer text payment subscription services, whereby customers can fund accounts and pay invoices via text message using saved credit card information.

2.4.17.11 Proposer's website must allow constituents to subscribe to automatic payment services, specifically the ability to

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automatically fund accounts or pay invoices.

- ☼ CenturyLink has read, understands and will comply.

The customer website will be expanded in support of the Arizona DOC deployment to offer automatic payment subscription services. This service will allow customers to save credit card information to the secure website, along with authorization to add a preset amount of funds to an account each time the account balance falls below a pre-defined threshold.

2.4.17.12 Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert F&F of bills due, bills past due, low account balances, account blocks, etc).

- ☼ CenturyLink has read, understands and will comply.

2.4.17.13 Proposer must allow constituents without access to web based services to easily call, such as a "zero-out" method, into service centers and talk to a live CSR. Describe your procedure.

- ☼ CenturyLink has read, understands and will comply.

The CenturyLink operations team will respond promptly to all inmate telephone service calls, friends and family issues, billing inquiries and any other issues relating to the inmate phone system. All calls are answered by live agents.

Technical issues can be reported to a live operator through our toll free customer service line at (888) 922-2934. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site.

Customer service inquiries for Local Exchange Carrier (LEC) billed collect accounts can contact our call center at (888) 664-7839. Live operators are available Monday through Friday, 8 AM through 9 PM Eastern Time.

Prepaid collect customers may access live operators for assistance with their prepaid accounts 24 hours a day, 365 days a year by dialing toll free: (888) 506-8407 or by going to our website, www.icsolutions.com.

2.4.17.14 Describe the maintenance and quality assurance programs for telephones to be installed. The vendor shall only have personnel employed by the inmate telephone provider and no

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subcontractors shall be utilized, unless authorized by the Department.

☀ CenturyLink has read, understands and will comply.

CenturyLink's Project Team has over 250 years of combined telecommunications experience in complex implementations and account management. We have demonstrated the ability to understand our customer's issues and creatively adapted our approach to meet their needs.

Levels of Support and Escalation

Program Manager

CenturyLink will provide a Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for the Department throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

- 1) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review.
- 2) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.
- 3) A weekly conference call is held by the Program Manager with IPS platform vendor personnel to discuss any tickets opened in the previous week that have not yet been closed.
- 4) The ongoing Preventative Maintenance (PM) program, which ensures service standards are maintained. The Field Service Technicians inspect IPS equipment and inmates phones at each facility on a regular scheduled basis (weekly, monthly, or quarterly, depending on the service element). The PM plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.
- 5) Periodic service reviews (typically conducted at customer's location quarterly) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.

Operations Team

A total of five (5) Field Service Technicians and three (3) On Site Service Administrators will be hired to provide onsite maintenance and repair of the new inmate calling

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platform. CenturyLink is willing to hire existing Securus Field Technicians and On Site Administrators to minimize the impact to Department staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Arizona that currently service the Arizona Net contract and are familiar with Department policies and procedures.

Customer Service Policies and Procedures

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to the Department on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site. Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program Manager who will discuss the situation with the Department as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed.

CenturyLink recognizes that an effective service program addresses all three key stakeholders: the Department staff, the inmates and the inmates' friends and family members.

- Customer Service.
 - Our service team has many years of experience in the industry, is dedicated to gaining a deep understanding of each customer's unique issues, and is committed to delivering the most effective solutions possible. Our Program Managers provide oversight and management of the day-to-day operations of the account.
 - Customer service representatives in long-established, U.S.-based call centers. Many of our competitors are only now on-shoring their call centers. From experience we know that call center migrations are difficult and prone to operational failures. In short, the Department can expect significant and immediate improvement in customer service operations.
 - Our blocking and unblocking rules for collect calls are clearly defined and uniformly applied to all customers, thereby reducing complaints to the Department.
 - Significantly lower than industry average customer service account fees. While others in the industry use billing fees as commissioned profit centers, our philosophy is very different: provide multiple convenient no-cost options to end-users, and charge fees only when customers choose specific high-cost funding options (e.g. choosing to fund an account with a live representative rather than an automated method). This results in less customer complaints and higher call volumes.

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- Calling platform management The IPS platform is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the Network Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.
- No loss of data and minimal transition time. Over the last four years the CenturyLink Team has successfully transitioned ten separate accounts to the proposed IPS system platform – a total of 49 sites with 2,250 inmate phones serving 27,000 inmates. Every cutover has gone smoothly with no loss of data and minimal transition time.
- No lost Call Detail Records (CDRs) or recordings. Since March 2007 we have processed over 100 million call detail records (CDRs) and audio recordings with the proposed IPS system platform. Not a single CDR or audio recording has been lost to date.
- Rate and audit accountability. As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify billing accuracy. Moreover, a unique feature of the IPS system platform is its on-line real-time direct rating of each call, for immediate and unalterable on-line visibility to call detail records and billing records.
- Payment options.
 - Collect calling with extensive billing and collections arrangements with incumbent local exchange companies (ILECs) and competitive local exchange companies (CLECs).
 - Prepaid calling with a best-in-class process to direct otherwise collect-unbillable called parties to prepaid. Our solution identifies unbillable parties and transfers them to live representatives during call setup, to ensure all end-users are presented with billing options in real-time. This is especially important given the growing number of cell phone and IP-based phone users, whose carriers do not offer collect calling options to IPS providers.
 - Debit calling through a variety of flexible options.

Preventative Maintenance

Our Operations Team will perform hands-on preventative maintenance inspections on the IPS calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary if the need for additional repairs are identified.

Extensive preventative maintenance inspections are completed on a routine basis. Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked. The circuit interfaces are checked for errors to

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ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all IPS users.

Additional Staffing

In addition to the field operations support team, our Program Manager Debra Lambe will have a strong back office support team, with system development skills, exceptional financial accounting and reconciliation abilities, and comprehensive network knowledge. This team has been together for many years, and will be ready to support our system implementation for the Department.

The following chart details CenturyLink's proposed support organization:
Staffing Roles and Responsibilities

Name, Title	Location	Manager	Primary Responsibility
Paul Cooper, General Manager	Overland Park, KS	Bill Cheek, President Wholesale Operations	Contract Execution; Fiscal Authorization; Product Roadmap; Escalations
Barry Brinker, Director Operations	Salem, OR	Paul Cooper, General Manager	Implementation; Ongoing Maintenance and Operations; Feature Development; Escalations; Vendor Management
Debra Lambe, Program Manager	Las Vegas, NV	Barry Brinker, Director Operations	Implementation; Ongoing Maintenance and Operations; Program Management; Escalations
Field Service Technicians (4)	TBD	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
On Site Administrators (3)	TBD	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations
Darryl Lynn, Director Sales and Account Management	Overland Park, KS	Paul Cooper, General Manager	Sales; Customer Contract Negotiation; Ongoing Account Management; Escalations

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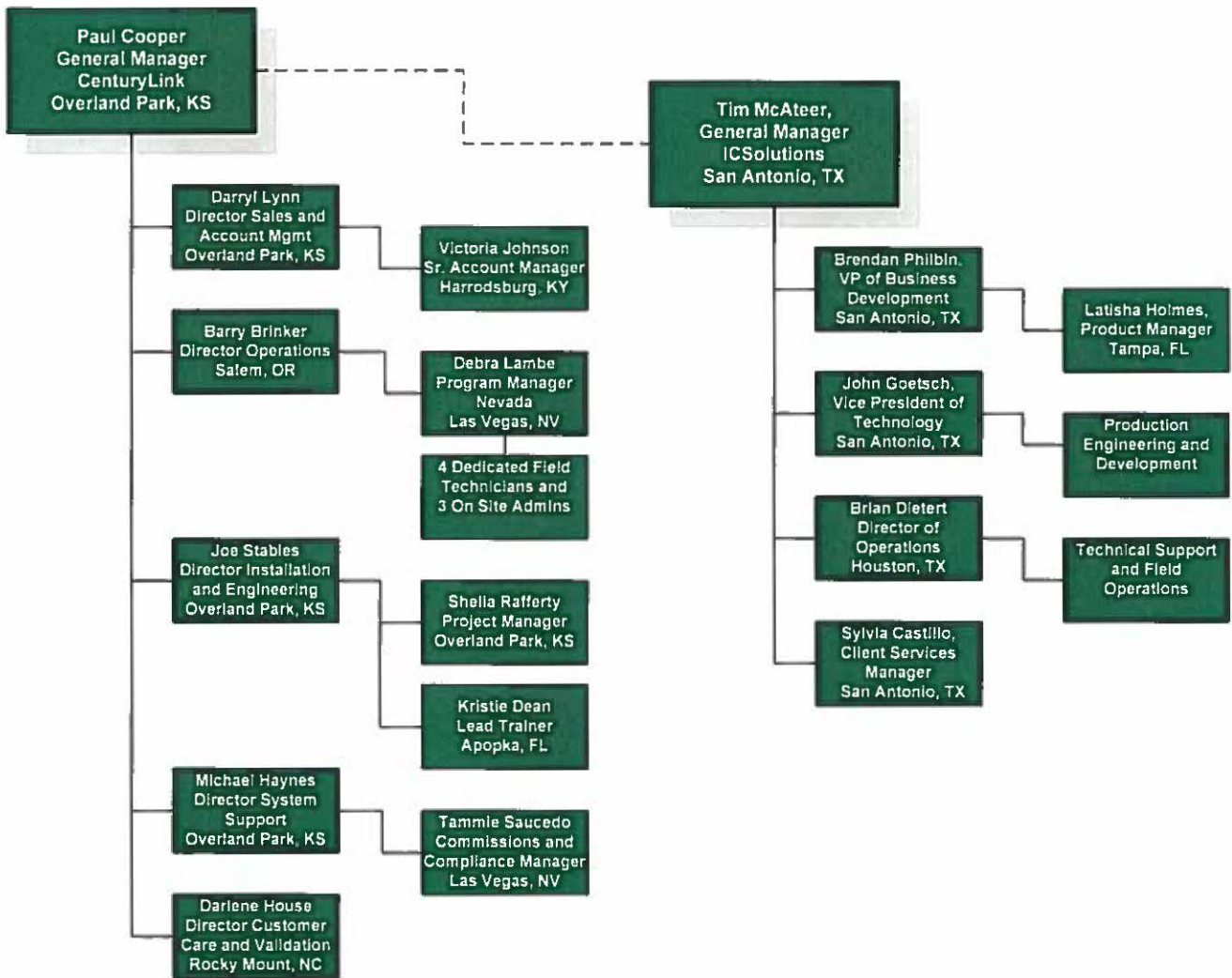
Victoria Johnson, Sr. Account Manager	Harrodsburg, KY	Darryl Lynn, Director Sales and Account Management	Sales; Customer Contract Negotiation; Ongoing Account Management
Joe Stables, Director Installation and Engineering	Overland Park, KS	Paul Cooper, General Manager	Implementation; System Engineering; Network
Mike Haynes, Director, Systems Support	Overland Park, KS	Paul Cooper, General Manager	Operation of Information Systems; Back Office Support
Darlene House, Director Customer Care and Verification	Rocky Mount, NC	Paul Cooper, General Manager	Attorney Verifications; Collect Billing Inquiries
Tammie Saucedo, Commissions and Compliance Manager	Las Vegas, NV	Mike Haynes, Director, Systems Support	Monthly Commission and Rate Audits
Kristie Dean, Lead Trainer	Apopka, FL	Joe Stables Director Installation and Engineering	Implementation; Training
Shelia Rafferty, Project Manager	Overland Park, KS	Joe Stables Director Installation and Engineering	Implementation; Project Management
Tim McAteer, General Manager ICSolutions	San Antonio, TX	Nathan Schulte, President Keefe Group	Escalations; Overall Management
Brendan Philbin, VP Business / Product Development ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Business / Product Development
John Goetsch, VP Technology ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Production Engineering; Development
Brian Dietert, Director of Operations ICSolutions	Houston, TX	Tim McAteer, General Manager	Technical Support; Field Operations
Sylvia Castillo, Manager Client Services ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Call Center Support

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Latisha Holmes, Product Manager ICSolutions	Tampa, FL	Brendan Philbin, VP Business / Product Development	Lead Subject Matter Expert for new features; Training
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Organizational Chart

Arizona DOC Support Team



2.4.17.15 Describe the maintenance and quality programs for telephones to be installed.

☀ CenturyLink has read, understands and will comply.

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CenturyLink maintenance and quality programs are detailed in Section 2.4.17.14.

2.4.17.16 Detail the methods of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

 CenturyLink has read, understands and will comply.

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to the Department on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, assign a priority level, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site. Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program Manager who will discuss the situation with the Department as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed. Priority levels will be assigned in accordance with the guidelines provided by the Department in the Response to Maintenance Calls Sections 2.4.19.1.1 through 2.4.19.1.4.

Description of Severity Levels	Remote Response Times*	Onsite Response Times*	Level of Expertise
<p>Major Emergency For the purpose of this RFP, a Major Emergency shall be defined as an occurrence of any one of the following conditions. The Contractor is required to further discuss with the Department prior to system installation to determine additional specific criteria for a Major Emergency.</p> <ul style="list-style-type: none"> • A failure of the IPS processor, its common equipment or power supplies which render the system incapable of performing its normal functions; • A failure of the recording function or any of its components that affects the full recording operation; • A failure of 50% or more of the inmate telephones at any one area within a Department facility; • A failure of any of the IPS functions that 	30 Minutes	2 Hours	Tier 1 Technical Support Technician

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<p>result in the ability of inmates to place calls without the use of assigned PINs;</p> <ul style="list-style-type: none"> • A failure of any of the IPS functions that results in the ability of inmates to make direct dialed calls when the system is operating in collect call mode; • If system allows an inmate to reach a live operator. • A failure of the system kill switches or similar IPS disabling function proposed by the Contractor. 			
<p>Routine Service Routine Service shall be defined as an IPS failure or problem other than a Major Emergency item as listed above or defined by the Department.</p>	4 Hours	6 Hours	Tier 2 Technical Support Technician – Escalate as needed
*Maximum Time After Service Request by Dept			

2.4.17.17 Provide a contact person who will be responsible for ongoing account management and support.

☀ CenturyLink has read, understands and will comply.

CenturyLink will provide a Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for the Department throughout the life of the contract.

Debra Lambe		
	<p>Title: Program Manager Department: Operations Address: 6700 Via Austi Parkway Las Vegas, NV 89119 Office: (702) 244-6762 Cell: (702) 439-7379 Home: (702) 439-7379</p>	<p>Primary Responsibilities:</p> <ul style="list-style-type: none"> • Implementation • Maintenance • Program Management • Operations Escalations

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2.4.17.18 System shall have the capability for remote diagnostic to minimize facility visits by vendor.
Describe you system diagnostic process and tools

☼ CenturyLink has read, understands and will comply.

Remote Diagnostics and Troubleshooting

The IPS deploys 24/7 remote monitoring to ensure all components of the system are functioning correctly. CenturyLink deploys Nagios network monitoring application and real-time status monitoring, which is overseen by our Technical Services Center (TSC) personnel, who are professionally trained and experienced in the operations of the inmate telephone system. Due to the sophisticated nature of the IPS, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.

Remote Monitoring and Diagnostics

Once deployed, The IPS is designed to constantly and automatically monitor the trunk and station connections and to reallocate resources to avoid “dead” stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation, thereby providing insight into defective components (such as station phones) at a particular facility.

CenturyLink uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as mproper phone function. An exception report is automatically created for any site showing such variances.

The CenturyLink's TSC is staffed 24/7/365 with Level 1 and Level 2 technicians and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis web-based system for trouble ticket issuance and resolution.

IPS Real Time Status (ERTS) Monitoring

System monitoring is part of the fundamental design of all components of The IPS system. All key applications send heartbeat messages to CenturyLink's central monitoring system ERTS (ENFORCER Real Time Status). These heartbeats are

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recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, CenturyLink has created the utility "ADTEST," which proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriate.

2.4.18 Equipment/System Maintenance

2.4.18.1 The Contractor must provide an IPS at all required Department facilities that is fully functional in regards to all labor, materials, programming, system hardware and software.

 CenturyLink has read, understands and will comply.

2.4.18.2 The Contractor must warrant that the IPS installed for the Department facilities shall be free of defects, irregularities, unprofessional installation, code violations and shall operate as designed and proposed. Should the system not operate as designed and proposed or violate any local, state or federal code, the Contractor must immediately correct the defect or irregularity or bring the system within code and performance

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specifications at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.18.3 The Contractor must provide all post installation system programming and maintenance services at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.18.4 The Contractor must agree in its response that maintenance service is available on its IPS seven days per week, twenty-four (24) hours a day.

☀ CenturyLink has read, understands and will comply.

Maintenance will be available for the IPS 7/24/365.

4.4.18.5 The Contractor must propose an IPS that provides for remote diagnostic and maintenance.

☀ CenturyLink has read, understands and will comply.

2.4.18.6 The Contractor is responsible for replacement of the IPS in its entirety or its individual components regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the Department and will occur immediately upon notification to the Contractor of the system problem by the Department facility.

☀ CenturyLink has read, understands and will comply.

2.4.18.7 The Contractor is responsible for replacing of inmate telephones in their entirety regardless of cause including, but not limited to, normal wear/use, inmate abuse, natural disaster, or inmate unrest. The Contractor must replace inmate telephones requiring repair and not repair components of the inmate telephone on site at the Department.

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 CenturyLink has read, understands and will comply.

2.4.19 Response to Maintenance Calls

2.4.19.1 Should any critical component of the IPS provided by the Contractor fail, the Contractor must respond to IPS maintenance/repair calls from the Department in the manner outlined in this section.

2.4.19.1.1 Definition of a Major Emergency

2.4.19.1.1.1 For the purpose of this RFP, a Major Emergency shall be defined as an occurrence of any one of the following conditions. The Contractor is required to further discuss with the Department prior to system installation to determine additional specific criteria for a Major Emergency.

2.4.19.1.1.2 A failure of the IPS processor, its common equipment or power supplies which render the system incapable of performing its normal functions;

2.4.19.1.1.3 A failure of the recording function or any of its components that affects the full recording operation;

2.4.19.1.1.4 A failure of 50% or more of the inmate telephones at any one area within a Department facility;

2.4.19.1.1.5 A failure of any of the IPS functions that result in the ability of inmates to place calls without the use of assigned PINs;

2.4.19.1.1.6 A failure of any of the IPS functions that results in the ability of inmates to make difect dialed calls when the system is operating in collect call mode;

2.4.19.1.1.7 If system allows an inmate to reach live operator.

2.4.19.1.1.8 A failure of the system kill switches or

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similar IPS disabling function proposed by the Contractor.

2.4.19.1.2 Response Times for a Major Emergency

2.4.19.1.2.1 For a Major Emergency the Contractor must respond to the service problem within 30 minutes of initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed IPS on site at the Department location within two (2) hours from the time of initial trouble report.

2.4.19.1.2.2 Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within two (2) hours from the time of initial trouble report.

2.4.19.1.2.3 Response to "Major Emergency conditions must be performed on a 24 Hours-a-Day/Seven Days-a-Week/365 Days-a-Year basis throughout the term of this contract.

2.4.19.1.3 Definition of Routine Service

2.4.19.1.3.1 Routine Service shall be defined as an IPS failure or problem other than a Major Emergency item as listed above or defined by the Department.

2.4.19.1.4 Response Times for Routine Service

2.4.19.1.4.1 For a Routine Service the Contractor must respond to the service problem within four (4)

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hours of the initial trouble report by the Department facility through the use of remote testing or access. Should the IPS not be accessible for remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department facility within twelve

(12) business hours from the time of initial trouble report. Business hours are defined as 8:00 a.m. to 6:00 p.m., Monday through Friday, Arizona Time.

2.4.19.1.4.2 Should the problem not be resolved via remote access, the Contractor must have a qualified technician, suitably equipped for the installed system, on site at the Department institution within six (6) hours from the time of initial trouble report.

 CenturyLink has read, understands and will comply.

CenturyLink agrees to meet all of the requirements in the Response to Maintenance Calls Subsections 2.4.19.1.1 through 2.4.19.1.4.2. CenturyLink Service Level response times will meet or exceed the Departments requirements as illustrated in the table below.

Description of Severity Levels	Remote Response Times*	Onsite Response Times*	Level of Expertise
<p>Major Emergency For the purpose of this RFP, a Major Emergency shall be defined as an occurrence of any one of the following conditions. The Contractor is required to further discuss with the Department prior to system installation to determine additional specific criteria for a Major Emergency.</p> <ul style="list-style-type: none"> • A failure of the IPS processor, its common equipment or power supplies which render the system incapable of performing its normal functions; • A failure of the recording function or any of its components that affects the full recording 	30 Minutes	2 Hours	Tier 1 Technical Support Technician

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<p>operation;</p> <ul style="list-style-type: none"> • A failure of 50% or more of the inmate telephones at any one area within a Department facility; • A failure of any of the IPS functions that result in the ability of inmates to place calls without the use of assigned PINs; • A failure of any of the IPS functions that results in the ability of inmates to make direct dialed calls when the system is operating in collect call mode; • If system allows an inmate to reach a live operator. • A failure of the system kill switches or similar IPS disabling function proposed by the Contractor. 			
<p>Routine Service Routine Service shall be defined as an IPS failure or problem other than a Major Emergency item as listed above or defined by the Department.</p>	4 Hours	6 Hours	Tier 2 Technical Support Technician – Escalate as needed
*Maximum Time After Service Request by the Department			

2.4.19.1.5 Answering of Maintenance Calls

2.4.19.1.5.1 The Contractor must ensure and state, in its response, that all maintenance calls from the Department shall be answered by a live operator/service representative at all times.

 CenturyLink has read, understands and will comply.

The CenturyLink operations team will respond promptly to all inmate telephone service calls relating to the inmate phone system.

Maintenance issues can be reported to a live operator through our toll free customer service line at (866) 228-4031. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site.

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2.4.19.1.5.2 It is desirable that all maintenance calls from the Department be answered by a live operator/service representative at all times.

☀ CenturyLink has read, understands and will comply.

CenturyLink will comply with Answering of Maintenance Calls Subsections 2.4.19.1.5.1 and 2.4.19.1.5.2.

The CenturyLink operations team will respond promptly to all inmate telephone service calls relating to the inmate phone system.

Maintenance issues can be reported to a live operator through our toll free customer service line at 1-866-228-4031. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site.

2.4.20 Critical Component Availability

2.4.20.1 The Contractor must guarantee to the Department that all parts and materials necessary to repair the proposed IPS are readily available to on-site service personnel 24 hours per day, seven days per week, 365 days per year. The Department will not accept the delay of any IPS repair based on the fact that service personnel cannot access a system parts warehouse, office or similar Contractor facility because the facility not being opened "after hours, or on weekends or holidays.

☀ CenturyLink has read, understands and will comply.

CenturyLink will provide all parts and materials necessary to maintain the IPS throughout the life of the contract and will ensure they are available to the CenturyLink provided technicians 24/7/365.

2.4.20.2 It is desirable that the Contractor provide spare inmate telephone equipment at each Department facility to allow for timely replacement of telephones that are not operating for any reason. The Contractor must provide onsite a minimum number of spare sets equal to five percent (5%) of the total number of inmate telephones installed at each of the Department facility

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☼ CenturyLink has read, understands and will comply.

CenturyLink will provide a minimum number of spare inmate telephone parts at each Department facility that equals 5% of the total number of installed inmate phones to minimize service level repair times.

2.4.21 Escalation Procedures During Service Maintenance

2.4.21.1 The Contractor must provide, in its response, escalation procedures to address inadequate maintenance service of the IPS. These escalation procedures must include multiple levels of management personnel. Access to additional management personnel must be made available to the Department upon request.

2.4.21.2 The Contractor must provide, in its response, a complete list of its maintenance service escalation procedures including:

- 2.4.21.2.1 A list of personnel at each level of escalation;
- 2.4.21.2.2 Contact telephone, fax, pager, cellular numbers;
- 2.4.21.2.3 Methods by which escalation is initiated; and
- 2.4.21.2.4 Criteria for escalation at each level.

2.4.21.3 The Contractor must agree, in its response, that the Department has the right to initiate these escalation procedures at its discretion based on diminished service or non-performance of the Contractor.

☼ CenturyLink has read, understands and will comply.

CenturyLink's response to Subsections 2.4.21.1, 2.4.21.2 and 2.4.21.3 is provided below.

Levels of Support and Escalation

CenturyLink will provide a Program Manager (PM), Debra Lambe, who will have overall responsibility for maintaining contract compliance and will be the primary liaison for the Department throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

- 1) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review, and that no service ticket is closed without the concurrence of the impacted Department personnel.
- 2) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.

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- 3) A weekly conference call is held by the Program Manager to discuss any tickets opened in the previous week that have not yet been closed.
- 4) The ongoing quality (QC) control program, which ensures service standards are maintained. The QC plan touches upon every facility, inmate phone and completed call on a regular basis (weekly, monthly, or quarterly, depending on the service element). The QC plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.
- 5) Periodic service reviews (typically conducted quarterly at the Departments Headquarters) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new workstations, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.

Customer Escalation Process

Debra Lambe will report to Barry Brinker, CenturyLink's Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager.

The following table details the process that will be used for escalation of the Departments trouble tickets. This escalation process may be initiated at the discretion of the Department.

Level	Escalation Point	Escalation Responsibilities
1	Program Manager (Debra Lambe) Phone: (702) 244-6762 debra.d.lambe@centuryLink.com	<ul style="list-style-type: none"> • Notifies personnel and supervisors of strategy for problem resolution. • Keeps the Department and management involved in progress of problem resolution. Escalates as necessary. • Responsible for seeing problem through to resolution. • Contacts Manager –Operations within eight hours of missed performance standard.
2	Director – Operations (Barry Brinker) Phone: (503) 990-6466 barry.e.brinker@centuryLink.com	<ul style="list-style-type: none"> • Operations Director resolves trouble/issue or escalates further if necessary. • Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary. • Keeps the Department informed of ongoing activities involving problem

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		<p>resolution.</p> <ul style="list-style-type: none"> • Contacts Director – General Manager within 24 hours if issue is not resolved.
3	<p>National Sales Director (Darryl Lynn) Phone: (913) 345-6343 darryl.w.lynn@centurylink.com</p>	<ul style="list-style-type: none"> • Keeps the agency informed of ongoing activities involving problem resolution. • Contacts General Manager within 24 hours if issue is not resolved.
4	<p>Director & General Manager (Paul Cooper) Phone: (913) 345-6002 paul.n.cooper@centurylink.com</p>	<ul style="list-style-type: none"> • Escalates further if necessary.

2.4.22 Maintenance Records

2.4.22.1 The Contractor must provide to the Department, upon request during the term of this contract, maintenance records that include a listing of all repair notices including the date and times of the service trouble report, the nature of the problem reported, and date/time of problem resolution.

2.4.22.2 The Contractor must provide historical maintenance records for 24 months from the culTent date.

2.4.22.3 It is desirable that the Contractor provide historical maintenance records from the initial contract date of this contract with the Department.

 CenturyLink has read, understands and will comply.

CenturyLink's response to Subsections 2.4.22.1 through 2.4.22.3 is provided below. CenturyLink will closely track all trouble tickets/repair times for the life of the contract and provide maintenance record reports to Department staff upon request. Major and Routine reports will be tracked separately and include all applicable supporting documentation. The Program Manager will provide detailed root cause analysis for any non compliant tickets.

2.4.23 Contractor Performance

2.4.23.1 As the single State Agency responsible for promoting public safety by incarcerating offenders while providing opportunities for participation in effective programming, the Department requires that the IPS and the Contractor perform at the highest levels of operation and service.

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☼ CenturyLink has read, understands and will comply.

2.4.23.1.1 The Contractor must describe, in its response, how it will maintain maximum network up time for the IPS installed at each of the Department location. The Contractor must provide culTent network up time figures for similar IPS installations.

☼ CenturyLink has read, understands and will comply.

The centralized IPS platform is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with multiple layers of internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. Additionally, the entire centralized call processing platform is replicated at the fail-over data center in San Antonio., which supports both load balancing and cloud-based fail-over utilizing BGP protocol thereby ensuring continued system operation. The IPS builds each individual call processor utilizing Enterprise grade components which provide the highest level of performance and reliability. The Quality Standard for the IPS calling platform is 99.999% system availability.

The IPS employs multiple levels of redundancy to ensure 99.999% uptime for the IPS calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

1. **Network Redundancy:** CenturyLink estimates 99.999% network uptime across our customer base using the centralized ITS, due to the network redundancy (#1 in the struck-through answer below).
2. **Call Processing Redundancy:** While the primary call processor is housed in our national headquarters and engineering center in San Antonio, we also install a fully functional, always-on backup call processor 900 miles away in St. Louis. Therefore, if a disaster should ever disrupt call processing in San Antonio, service would instantly fail over to the secondary processor in St. Louis.
3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in San Antonio and one data center in St. Louis). This storage redundancy ensures that, even-

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if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices. For an additional layer of redundancy, The IPS can also provide an onsite storage device to store a third copy of call data and recordings.

Through our system monitoring tools, the IPS continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

2.4.3.1.2 The Contractor must describe, in its response, how it will maintain maximum network up time for the network services installed for the IPS at each of the Department location. The Contractor must provide current network up time figures for similar IPS installations.

 CenturyLink has read, understands and will comply.

This was discussed previously in our response to Section 2.4.23.1.1, and is repeated here for the convenience of the reviewer.

The centralized IPS platform is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with multiple layers of internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. Additionally, the entire centralized call processing platform is replicated at the fail-over data center in San Antonio., which supports both load balancing and cloud-based fail-over utilizing BGP protocol thereby ensuring continued system operation. The IPS builds each individual call processor utilizing Enterprise grade components which provide the highest level of performance and reliability. The Quality Standard for the IPS calling platform is 99.999% system availability.

The IPS employs multiple levels of redundancy to ensure 99.999% uptime for the IPS calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

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1. **Network Redundancy:** CenturyLink estimates 99.999% network uptime across our customer base using the centralized ITS, due to the network redundancy (#1 in the struck-through answer below).
 2. **Call Processing Redundancy:** While the primary call processor is housed in our national headquarters and engineering center in San Antonio, we also install a fully functional, always-on backup call processor 900 miles away in St. Louis. Therefore, if a disaster should ever disrupt call processing in San Antonio, service would instantly fail over to the secondary processor in St. Louis.
 3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in San Antonio and one data center in St. Louis). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices. For an additional layer of redundancy, The IPS can also provide an onsite storage device to store a third copy of call data and recordings.

Through our system monitoring tools, the IPS continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times. System performance is monitored and the facility will be notified immediately upon the occurrence of non-performing equipment.

2.4.24 Catastrophic Network Failure Conditions

- 2.4.24.1 The Contractor must describe, in its response, the business continuity plans it has in place within its own organization and its network of services to ensure that the network services installed to serve the IPS installed at the Department.

 CenturyLink has read, understands and will comply.

CenturyLink' management team recognizes the importance of maintaining an effective Disaster Recovery Plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Catastrophic Network Failure

Please note that, for each supported facility, CenturyLink obtains network service from two different network carriers, (each network is sized to carry the full network load) so

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that if one carrier experiences an outage, **service will instantly fail over to the second carrier**. While the following plan will be initiated anytime a network service outage is detected, **phone system access will continue to operate normally** except in the unlikely event that a disaster should impede service of both network carriers simultaneously.

For a catastrophic network failure the primary Incident Commander (IC) is Joe Stables (Engineering/Network Manager) and the back-up is Chris Walton (Network Supervisor). Network related incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine based on the severity of the incident whether or not to form a full Crisis Response Team including CenturyLink' Management (if so, Joe Stables (Engineering/Network Manager) and Chris Walton (Network Supervisor) will take charge
3. Notify the Department
4. Determine whether to involve CenturyLink Management
5. Present a plan to re-route all traffic and/or restore normal service
6. Make our Network carriers aware of SLAs and escalate as entitled under our service contracts
7. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
8. Share progress and resolution with the Department

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and CenturyLink' third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a cut power line, Mr. Stables, Mr. Walton, or the most available backup IC would coordinate directly with local utility.

All of CenturyLink' disaster response and business continuity plans are subject to an annual internal review by our Executive Management team, who have more than 60 years of experience managing the reliable provision of services to correctional agencies

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nationwide. Dry runs testing the ability of IC and secondary staff to identify and evaluate disruptions are held at least annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

2.4.25 Post Installation and Expansion Requirements

2.4.25.1 The Department may require the addition of equipment at its facilities after the original installation of the proposed IPS. The Contractor must install additional equipment within 30 days upon notification from the Department authorized personnel. The installation of this equipment shall be at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.25.2 When a new Department facility is opened by the Department, the Contractor must determine (in conjunction with the Department) a schedule for installation of an IPS at that facility to ensure inmate calling service at the new site as soon as practical. The IPS must be installed at the new facility at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.4.25.3 The Contractor must be responsible for making all system modifications necessary to allow inmates to place calls as industry dialing requirements change including the introduction of new area codes and new exchanges. These system modifications shall be provided at no additional cost to the Department. The update of the IPS with new area codes and exchanges will be performed within 30 days of the area code and/or exchanges introduction to the general public.

☀ CenturyLink has read, understands and will comply.

2.4.25.4 The Contractor must be responsible for complying with and

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updating the Secure Inmate Calling System for any regulatory changes and requirements during the term of the contract. These regulatory changes include federal, state, county and municipal modifications. These changes shall be made at no additional cost to the Department.

☀ CenturyLink has read, understands and will comply.

Centurylink will work with the new vendor on a solution to transfer the existing call recordings and data to the new vendors system, in the event that the new vendor is unable to import the recordings and data into their system, CenturyLink will offer a standalone server device that will contain all the information accessible via a web interface that the Department can use to access the call records and recordings.

2.4.25.5 All call processing and call rating information must be kept current by the Contractor to ensure inmates can place calls to all approved numbers. This information includes but is not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates, and any other information necessary to accurately process and rate calls. The Contractor must provide the Department with rating information within 24 hours when requested by the Department.

☀ CenturyLink has read, understands and will comply.

2.4.25.6 The Contractor must describe, in its response, the transition plan for all call records and call recordings to be transferred to the Department at the end of the contract term.

☀ CenturyLink has read, understands and will comply.

Centurylink will work with the new vendor on a solution to transfer the existing call recordings and data to the new vendors system, in the event that the new vendor is unable to import the recordings and data into their system, CenturyLink will offer a standalone server device that will contain all the information accessible via a web interface that the Department can use to access the call records and recordings.

2.4.25.7 The Contractor must provide, in its response, a full explanation of how it will handle a phase-out situation at the end of the contract term should the Contractor not be selected for the next contract to provide an IPS to the

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Department.

- ☀ CenturyLink has read, understands and will comply.

In the event of our contract termination, CenturyLink will work with the Department and the new service provider to ensure a smooth transition. We will share any data the new provider requires and will not remove any of our equipment until the new service provider has their equipment in and fully operational.

2.4.25.8 This plan must indicate any commission adjustment that will take effect should the new contractor not be able to phase-in its service for ninety (90) days.

- ☀ CenturyLink has read, understands and will comply.

This is a matter of basic integrity. Should CenturyLink lose the contract and the new contractor not be able to phase-in its service for ninety (90) days, CenturyLink would continue to provide services on a month-to-month basis for the Department on the same terms and conditions then in effect. These terms would include commission – i.e. we commit to NOT adjusting commission during a transition period to a new provider.

2.4.25.9 The Contractor must identify any equipment which will be owned by the Department and any equipment not owned by the Department at the end of this contract.

- ☀ CenturyLink has read, understands and will comply.

CenturyLink will retain ownership of all network equipment installed to support the inmate telephone contract such as (integrated access devices, routers, surge protectors and equipment racks as well as the inmate telephones themselves. The Department will retain ownership of any existing inmate telephone equipment installed or left behind by the incumbent provider as well as any additional wiring and conduit installed by CenturyLink throughout the life of the contract.

2.4.26 System Administrators

2.4.26.1 The Contractor is required to provide full time (40 hours per week minimum) System Administrators dedicated to the Department for the term of this contract. The number, location, and method of operation must be described by the Contractor.

- ☀ CenturyLink has read, understands and will comply.

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A total of five (5) Field Service Technicians and three (3) System Administrators will be hired to provide onsite maintenance and repair of the new inmate calling platform. CenturyLink is willing to hire existing Securus Field Technicians and System Administrators to minimize the impact to Department staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Arizona that currently service the Arizona Net contract and are familiar with Department policies and procedures.

2.4.26.2 The Administrators must be fully trained on the proposed IPS with regards to system programming, entering of inmate information, manipulation of call recordings and the treatment of call records for required reports.

 CenturyLink has read, understands and will comply.

CenturyLink will ensure that all team members including the System Administrators are fully qualified, appropriately trained and certified to ensure knowledge levels meeting or exceeding the Department's expectations.

2.4.26.3 The Contractor must state if the site administrators proposed for the Department will be employees or independent contractors of the Contractor.

 CenturyLink has read, understands and will comply.

The site administrators will be employees of CenturyLink, Inc., and include competitive pay and benefit packages consistent with all employees within the company.

2.4.26.4 The Contractor must describe, in its response, how it will keep the turnover of Administrators at a minimum during the term of this contract (e.g., competitive salary, paid holidays, reasonable health benefits, vacation packages, etc.).

 CenturyLink has read, understands and will comply.

The site administrators will be employees of CenturyLink, Inc., and include competitive pay and benefit packages consistent with those of the entire corporation. As a company with 40,000 employees, no other bidder comes close to the buying power of CenturyLink, Inc. with regard to pay and benefits.

Details regarding our employee benefits publicly available on the internet at www.CenturyLinkbenefits.com.

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All new hires receive access to a highly competitive benefits package:

- Wellness Program
- Employee Assistance Program (Legal, Mediation, Financial Services)
- Flexible Spending Accounts
- Life, Accidental Death, and Disability Insurance
- Medical, Prescription, Dental, and Vision Insurance Programs
- Immediate eligibility to company 401K and matching contribution program

Additionally, new employees receive paid holidays and paid time-off – 18 days per year.

2.4.26.5 It is desirable that the Contractor provide Administrators with a minimum hourly wage of \$15.00 and competitive health benefits. The Contractor must describe in its response how it meets this desirable specification.

☀ CenturyLink has read, understands and will comply.

CenturyLink commits to paying Administrators a starting hourly wage of at least \$15.00. In addition, all CenturyLink, Inc. employees receive highly competitive health and retirement benefits as described in 2.4.26.4 immediately above.

2.4.26.6 It is important to the success of this contract that the Administrator positions are filled at all times by the Contractor. The Contractor must fill any Administrator position vacancy within 45 days. Failure to achieve such may result in a \$200 per day penalty commencing on day 46 until the position is filled and the new Administrator attends the Departments new employee orientation.

☀ CenturyLink has read, understands and will comply.

Turnover among our employees is very low due to competitive pay and benefits packages. However, if we do experience employee turnover CenturyLink will fill any Administrator position vacancy within 45 days, or pay a penalty as required.

2.4.26.7 The Contractor must provide site administrators that will perform the following functions, at a minimum, for the Department with regard to the IPS installed at each facility:

☀ CenturyLink has read, understands and will comply.

CenturyLink-provided Administrators are meant to be an unrestricted resource to the Department for successful operation of the inmate communication system.

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Administrators will be certified in use of the system – administrative, fiscal, and investigative functionality – and available to assist or train site personnel in addition to timely completion of the daily tasks listed below in Subsections 2.4.26.7.1 through 2.4.26.7.13.

- 2.4.26.7.1 Test the IPS to ensure functionality each day;
- 2.4.26.7.2 PIN data base initial entry (at committing sites);
- 2.4.26.7.3 PIN changes, moves, transfers, discipline sanctions, etc.;
- 2.4.26.7.4 Production of standard administrative and investigative reports;
- 2.4.26.7.5 Production of customized reports as required;
- 2.4.26.7.6 Conducting of quarterly inmate PIN list updates;
- 2.4.26.7.7 Conducting of semi-annual scans of inmate PIN lists for the Department personnel telephone numbers, etc.;
- 2.4.26.7.8 Initiate or facilitate maintenance and repair of the proposed IPS, as required;
- 2.4.26.7.9 Primary Contractor point of contact for Department facilities;
- 2.4.26.7.10 Resolve all complaints and inquiries regarding the IPS in a timely manner;
- 2.4.26.7.11 Transfer call recordings to portable media as directed by the Department;
- 2.4.26.7.12 Transfer of inmate PINs between Department facilities when required;
- 2.4.26.7.13 Other related duties as determined by the Department.

2.5 PROPOSAL REQUIREMENTS

2.5.1 Inmate Phone Management Criteria

- 2.5.1.1 Inmates are afforded restricted access to telephones consistent with their security classification and within the physical limits of the institution. During family emergencies and certain holiday periods, inmates may be permitted to have brief telephone conversations with incarcerated family members. The Department establishes procedures for requesting, approving and scheduling phone calls, and describes monitoring and recording requirements. Refer to Attachment #3, Management Criteria for the inmate security levels and their authorized phone limit, and the criteria used to increase their respective phone privileges. Inmates with a disability may request a reasonable accommodation such as a sign language interpreter, by notifying staff of their need. Requests are made as early as possible to allow time to arrange the accommodation.

 CenturyLink has read, understands and will comply.

2.6 CONTRACTOR QUALIFICATION REQUIREMENTS

2.6.1 Contractor Firm Information

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2.6.1.1 Contractor Name and Address

2.6.1.1.1 State the proposing organization's full company or corporate name and give the official representative, address, telephone number, email address (if any) and FAX number of the Contractor's office location responsible for performance under a contract with the state of Arizona in the event the Contractor becomes the Apparent Successful Contractor.

☀ CenturyLink has read, understands and will comply.

The organization's full name is CenturyLink Public Communications, Inc. (CPCI).
The official representative will be:

Paul Cooper – General Manager
CenturyLink Public Communications, Inc.
5454 West 110th Street
Overland Park, Kansas 66211
paul.n.cooper@centurylink.com
(913) 345-6002 (office)
(913) 345-6802 (FAX)

2.6.1.2 Organization

2.6.1.2.1 Specify how the proposing entity is organized (proprietorship, partnership, and corporation).

☀ CenturyLink has read, understands and will comply.

CenturyLink Public Communications, Inc. is a Florida corporation.

2.6.1.3 Year of Organization

2.6.1.3.1 Specify the year in which the Contractor was first organized to do business as substantially the entity which now exists, whether or not the form of organization has changed in the interim (such as by subsequent incorporation, merger, or other organizational change) and regardless of name changes. The intent of this requirement is to ascertain the longevity of continuous operation of the Contractor, and the response should be formulated to provide that information as appropriate to the Contractor's business circumstances.

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- ☼ CenturyLink has read, understands and will comply.

CenturyLink Public Communications, Inc. was incorporated in the State of Florida in March, 1994; however, we have been providing correctional market communications services for over 23 years (since 1991).

2.6.1.4 Principal Officers

- 2.6.1.4.1 Give the name, office, address, and business telephone number of the principal officers of the Contractor's organization. At a minimum, include officers who hold the following functional positions, if applicable:

- 2.6.1.4.1.1 Board Chairman, if a corporation
- 2.6.1.4.1.2 President or other Chief Executive Officer
- 2.6.1.4.1.3 Corporate Director, if a corporation
- 2.6.1.4.1.4 Chief Financial Officer

- ☼ CenturyLink has read, understands and will comply.

The following table provides the information on the principal officers of our organization:

Name	Title	Contact
Glen F. Post, III	CEO, Chairman of the Board	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9542
R. Stewart Ewing, Jr.	CFO, Director	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9512
Stacey W. Goff	General Counsel, Director	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9539
William E. Cheek	President – Wholesale Operation	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9582
Paul N. Cooper	Assistant Secretary	5454 W. 110 th Street, Overland Park, KS 66211 (913) 345-6002

2.6.1.5 Owners

- 2.6.1.5.1 Identify by name, business address and telephone number of all owners, partners or stockholders who own ten percent (10%) or more of the proposing organization. If any corporation owns ten percent

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(10%) or more of the proposing organization, identify the corporation and its chief executive officer and chief financial officer.

- ☼ CenturyLink has read, understands and will comply

CenturyLink Public Communications Inc. is a wholly-owned subsidiary of Embarq Corporation, which in turn is a wholly-owned subsidiary of CenturyLink, Inc.

CenturyLink, Inc. is a publically traded corporation; there is no one individual that owns ten percent or more of CenturyLink, Inc. The chief executive officer of CenturyLink, Inc. is Glen F. Post III, and the chief financial officer is R. Stewart Ewing, Jr.

2.6.1.6 Change in Ownership

2.6.1.6.1 If any change in ownership or control of the proposing organization is anticipated during the twelve (12) months following the proposal due date, describe the circumstances of such change and indicate when the change will likely occur.

- ☼ CenturyLink has read, understands and will comply.

CenturyLink does not anticipate any change of ownership.

2.6.2 Responsible Parties

2.6.2.1 Contract Responsibility

2.6.2.1.1 Identify by name, title or position and telephone number the individual who would have primary responsibility for initiating service resulting from this RFP; i.e., a manager or representative for this contract.

- ☼ CenturyLink has read, understands and will comply.

The individual who will have primary responsibility for service for this contract will be:

Paul Cooper – General Manager
CenturyLink Public Communications, Inc.
5454 West 110th Street
Overland Park, Kansas 66211
paul.n.cooper@centurylink.com
(913) 345-6002 (office)

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(913) 345-6802 (FAX)

2.6.3 Arizona Business License/Federal Employer Identification Number

2.6.3.1 Either (a) state that the Contractor now holds a valid business license, Universal Business Identifier (UBI) issued by the state of Arizona, and provides the license number; or (b) declare that the Contractor will obtain such license if selected as the Apparent Successful Contractor, immediately upon such selection and before execution of a resulting contract. Also provide the Federal Employer Identification Number (FEIN) or Social Security Number.

☀ CenturyLink has read, understands and will comply.

CenturyLink will obtain such license immediately upon notification of award. Our FEIN is 59-3268090.

2.6.4 Qualifications

2.6.4.1 Please respond to paragraphs 2.6.5 through 2.6.11 on each of the experience category.

☀ CenturyLink has read, understands and will comply.

2.6.5 System-wide inmate telephone systems - Provision of inmate telephone systems and services statewide for a state correctional department or a countywide system and services for a county correctional department.

☀ CenturyLink has read, understands and will comply.

CenturyLink serves as the inmate telephone system provider for five state Departments of Correction (Alabama, Kansas, Nevada, Texas, and Wisconsin) and is in the process of installing a sixth IPS at the Idaho Department of Corrections. We also serve a number of city, county, juvenile, and mental health facilities throughout the United States. In total, we provide services to facilities housing approximately 250,000 inmates/residents.

CenturyLink is one of the only inmate telephone providers in the past 5 years who has been able to retain multiple existing state DOC account under a newly issued RFP/contract.

Description of Past Similar Projects

Alabama Department of Corrections

CenturyLink signed a contract in June 2012 with the Alabama



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Department of Corrections to install 1,121 inmate phones serving approximately 25,000 inmates at 30 facilities throughout the state. The installation was completed in September 2012.

The project goal was to complete the installation on schedule and within specifications. During implementation, our team uncovered widespread wiring issues; however, the project goals were achieved and the installation was completed on-time.

CenturyLink worked closely with the incumbent IPS vendor to ensure a seamless transition of service from the existing calling platform to the CenturyLink IPS with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred.

Noteworthy aspects of the implementation project were:

- Interface with the Alabama DOC Offender Management System.
- First-time implementation of automated Personal Allowed Number (PAN) management
- Pilot implementation of remote video visitation
- No-cost custom development of a debit calling interface with the Alabama DOC trust account system (in process)

Alabama DOC: CenturyLink's service to ADOC has included several firsts for the agency:

- Repair of widespread inside cabling issues left behind by previous provider
- First-time implementation of self-learning PANs
- Implementation of remote video visitation pilot program

Kansas Department of Corrections

CenturyLink has provided inmate telephone service for Kansas Department of Corrections since December 2007, and was recently awarded a new long-term contract to continue serving KDOC.

KDOC has 967 inmate phones at 13 facilities throughout the state, and an average daily inmate population is approximately 9,500



After the initial contract and renewal options expired, the contract went out to bid in 2012 and a new contract was awarded to CenturyLink and signed in January 2013 for an additional three years with two one year renewal options.

CenturyLink worked closely with the incumbent IPS vendor on the initial installation in 2007 to ensure a seamless transition of service to the CenturyLink IPS with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred, including a compressed installation schedule and "buyout" of the prior vendor ahead of the Christmas holiday.

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Noteworthy aspects of the implementation project were:

- Interface with the State of Kansas Offender Management System.
- Interface with the State of Kansas Third-Party Commissary System for commissary ordering by phone
- Automated debit calling
- Interface with JPay for kiosk features

Nevada Department of Corrections

CenturyLink signed a contract to provide inmate telephone service for Nevada Department of Corrections in February 2008 and completed the installation in April 2008. CenturyLink installed 678 inmate phones at 18 facilities throughout the state. The average daily inmate population is approximately 12,700. **In April, CenturyLink received an Intent to Award for a new long-term contract – the most recent success in our track record of retaining accounts on successive long-term contracts.**

The project goal was to complete the installation on schedule and within specifications. Even though there were challenges with the installation (as with any large project), all goals were completed on time and within specifications.

CenturyLink worked closely with the incumbent IPS vendor to ensure a seamless transition of service to the CenturyLink IPS with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred.

Noteworthy aspects of the implementation project were:

- Interface with the State of Nevada Offender Management System.
- Interface with the State of Nevada Inmate Banking System Commissary
- Automated PIN and Debit calling
- Initially implemented Pre-call Voice Biometrics
- Implemented Continuous Voice Biometrics (Investigator Pro) mid-contract

Kansas DOC: During our installation at the Kansas DOC in 2007, we recognized a significant amount of "noise" on many of the lines at the state's largest facility. Site staff stated that it was a reported chronic issue that had not been addressed by the previous provider, who faced a \$15,000+ cost of hiring outside contractors to fix the problem. However, through the network organization of CenturyLink, Inc. we were able to dispatch an outside plant expert to the site, and resolved the problem within one day.



Nevada DOC: CenturyLink is proud of our long-standing partnership with NDOC, and has implemented a number of value-added products and features with no impact to calling rates or commissions throughout the contract. These features have included no-cost bandwidth augmentations to the State's internal network, inmate voicemail, automated information services for inmates, and other products.

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- Network bandwidth swap mid-contract
- Inmate automated information services – trust-account verification implemented through the IPS mid-contract
- Inbound friends & family voicemail for inmates mid-contract
- Informational messaging system implemented mid-contract

Texas Department of Criminal Justice (TDCJ)

CenturyLink signed a contract to provide inmate telephone service for the Texas Department of Criminal Justice in October 2008. The installation began in February 2009 and was completed in December 2009. CenturyLink installed 5,385 inmate phones at 114 prison facilities throughout the state. The average daily inmate population is approximately 160,000.



The project goal was to complete the installation on schedule and within specifications. **TDCJ did not offer inmate telephone service prior to this contract, which made the implementation the largest IPS project ever undertaken, requiring all new wiring, conduit, and telephone installation in every facility.** In addition, a customized PAN verification process was developed by CenturyLink to meet the rigorous requirements of TDCJ.

Noteworthy aspects of the implementation project were:

- Automated population of inmate information
- Voice print biometrics
- Interface with TDCJ Commissary
- Automated debit calling
- Customized PAN verification process

Texas DCJ: CenturyLink installed the first offender telephone system ever allowed in Texas – the largest OTS project ever undertaken.

CenturyLink is also in the process of installing a contraband cell phone Managed Access system at two TDCJ sites; this installation was negotiated mid-contract.

Wisconsin Department of Corrections

CenturyLink has provided inmate telephone service for Wisconsin Department of Corrections since 2001. CenturyLink installed 1,287 inmate phones at 36 facilities throughout the state. The average daily inmate population is approximately 22,000.

Wisconsin is another example of CenturyLink's long-term commitment to service and customer retention. At the expiration of the original 2001 contract and extensions in 2009, CenturyLink won the resulting RFP and new long-term contract.



The project goal was to complete the installation on schedule and within specifications. The project goal was achieved.

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CenturyLink worked closely with the incumbent IPS vendor to ensure a seamless transition of service from the existing calling platform to the CenturyLink IPS with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred. Noteworthy aspects of the implementation project were:

- First-time implementation of PINs
- Secure and approved system User Remote Access when this was a relatively new and uncommon feature
- On-line call recording storage for the life of the contract and seven years beyond
- Instructional video production
- Placement of on-site PIN administrators

Wisconsin DOC: WIDOC is CenturyLink's longest-served DOC customer, since 2001. We were awarded the opportunity to continue serving Wisconsin in 2009 under a new long-term contract.

2.6.6 Local inmate telephone systems - Provision of inmate telephone systems in a state or county that does not encompass all inmate facilities within the state or county. This would include federal facilities that are individually served.

 CenturyLink has read, understands and will comply.

CenturyLink provides several inmate telephone systems that do not encompass all inmate facilities within the broader prison or jail system – we also provide certain special phone services to ICE inmates housed in some county facilities.

Examples of these 'partial system' services include juvenile detention centers in a handful of county systems. At a state level, CenturyLink provides separate secure telephone systems to patients at a secure drug treatment center and secure mental health facility within the Wisconsin Department of Corrections.

2.6.7 Inmate Telephone Systems and Services

2.6.7.1 Experience in this category includes design and implementation of inmate phone systems, billing/payments, customer relations, management of subcontractors, maintenance/repair/troubleshooting, and monitoring/recording integration.

 CenturyLink has read, understands and will comply.

For all the inmate telephone systems cited above, CenturyLink serves as the prime contractor and is responsible for complete turnkey services including but not limited to billing/payments, customer relations, management of subcontractors, maintenance/repair/troubleshooting, and monitoring/recording integration.

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2.6.8 References/Experience

2.6.8.1 List at least three and no more than five Contractor references for which the Contractor has provided inmate telephone systems similar to this services. References must contain the firm's name, contact's name, and phone number. State the number of inmates and the gross revenue collected.

 CenturyLink has read, understands and will comply.

Customer	Alabama Department of Corrections
Served since	2012
Account size	30 facilities, 25,000 inmates
Yearly Revenue	\$6.6 million
Summary of Services	OMS interface, first-time installation of self-learning PANs, CTL attorney audits, fraud and velocity controls, prepaid collect and inmate debit, location-based calling restrictions
Contact	Robert M Brantley, Assistant Accounting Director Phone: (334) 353-5561 Email: robert.brantley@doc.alabama.gov

Customer	Kansas Department of Corrections
Served since	2008
Account size	10 facilities, 9,480 inmates
Yearly Revenue	\$4.7 million
Summary of Services	OMS interface, prepaid collect, inmate debit, continuous voice biometrics, cell phone detection equipment trial, automated inmate information services, detailed location-based calling restrictions by housing units, inmate voicemail
Contact	Chris Walker, Communications Supervisor KS Department of Corrections Phone: (913) 727-3235 x 57101 Email: Chris.Walker@doc.ks.gov

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Customer	Nevada Department of Corrections
Served since	2007
Account size	18 facilities, 12,700 inmates
Yearly Revenue	\$5.7 million
Summary of Services	OMS interface, prepaid collect, inmate debit, continuous voice biometrics, cell phone detection equipment trial, automated inmate information services, detailed location-based calling restrictions by housing units, inmate voicemail
Contact	Dawn Rosenberg, Chief of Purchasing and Contract Management Phone: (775) 887-3219 Email: drosenberg@doc.nv.gov

Customer	Texas Department of Criminal Justice
Served since	2009
Account size	114 facilities, 155,000 inmates
Yearly Revenue	\$34.1 million
Summary of Services	OMS interface, commissary interface, automated inmate debit, voice biometrics, cell phone detection installed (two facilities),
Contact	Lynda Cobler Offender Telephone and E-messaging Coordinator Phone: (936) 437-1490 Email: lynda.cobler@tdcj.state.tx.us

Customer	Wisconsin Department of Corrections
Served since	2001
Account size	36 facilities, 22,000 inmates
Yearly Revenue	\$8.1 million
Summary of Services	OMS interface, commissary interface, inmate PINs
Contact	John Shanda Telecommunications Manager Phone: (608) 240-5666 Email: john.shanda@wisconsin.gov

2.6.8.2 List any accounts which you have lost or canceled in the last year which are similar in type (correction institutional), give

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the reason for each. List all Correctional accounts you have operated in the past five years, their current status, reasons why, if any, of these contracts have been lost, cancelled or re-bid and provide names of contacts for these accounts so references can be verified. Also, describe how each experience applies to the following:

- 2.6.8.2.1 Design and implementation of system wide or local inmate phone systems
- 2.6.8.2.2 Billing/payments
- 2.6.8.2.3 Customer/public relations
- 2.6.8.2.4 Management of subcontractors
- 2.6.8.2.5 Maintenance/repair
- 2.6.8.2.6 Troubleshooting/response
- 2.6.8.2.7 Monitoring/recording integration
- 2.6.8.2.8 Other

 CenturyLink has read, understands and will comply.

In the last five years, CenturyLink has lost two contracts. In both cases the contacts that we worked with have retired after the contracts were transitioned to a new vendor, therefore we cannot provide that information. These two contracts are:

- South Carolina Department of Corrections – Contract was rebid in 2011, CenturyLink was not selected to continue to provide services
- Michigan Department of Corrections – Contract was rebid in 2011, CenturyLink was not selected to continue to provide services

The following table lists our current contracts with a brief discussion of the account:

Account	# of Sites, Phones, and ADP	Project Details
Escambia County Florida Detention Center Director Gordon C. Pike 2935 North L Street Pensacola, Florida 32501 Office: (850) 595-3110 Fax: (850) 595-4691 gcpike@co.escambia.fl.us Col. Brett Whitlock 2935 North L Street Pensacola, Florida 32501 Office: (850) 436-9425	2 sites 123 inmate phones ADP 1,353	Provided service since June 2002 Special features: <ul style="list-style-type: none"> ○ Enforcer IPS installed Oct 2007, upgraded from CAM ○ PIN automated ○ Sept 2009 Interface with CTS jail management system previously interfaced with WIN/WIN JMS ○ Oct 2007 Interface with Trinity Commissary ○ Nov 2007 Automated debit calling ○ April 2007 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract Contract Renewed September 5, 2013

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<p>Fax: (850) 436-9167 bdwhitlock@escambiaso.com</p>		<p>Contract Began June 19, 2002 Contract Expiration September 5, 2016 with option to extend two additional one year periods.</p>
<p>Pasco County Florida Sheriff's Office</p> <p>Major Ed Beckman 20101 Central Blvd. Land O'Lakes, Florida 34639 Office: (813) 235-6000 Fax: (813) 235-6018 ebeckman@PascoSheriff.org</p> <p>Lt Tom Perron 20101 Central Blvd. Land O'Lakes, Florida 34639 Office: (727) 277-7102 Fax: (813) 235-6018 tperron@pascosheriff.com</p>	<p>1 site</p> <p>140 inmate phones</p> <p>ADP 1,508</p>	<p>Provided service since June 2004 Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Jun 2009, upgraded from CAM ○ PIN automated ○ Jun 2009 Interface with Tiburon jail management system ○ Jun 2009 Call Center Debit Calling ○ No Commissary Interface for Debit Calling (Keefe) ○ Sep 2009 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began May 4, 2004 Contract Expiration December 31, 2012 with option to extend two successive one year terms.</p>
<p>Seminole County Florida Sheriff's Office</p> <p>Major Clifford Manley, Jr., Detention Center Administrator 211 Bush Blvd. Office: (407) 665-1205 Fax: (407) 665-1275 cmanley@seminolesheriff.org</p> <p>George Sellery Senior Manager, Finance & Contract 100 Bush Blvd. Sanford, Florida 32773-6799 Office: (407)665-6532 gsellery@seminolesheriff.org</p>	<p>2 sites</p> <p>132 inmate phones</p> <p>36 (pair) visitation phones</p> <p>ADP 832</p>	<p>Provided service since September 2001 Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Mar 2008, upgraded from CAM ○ Network two facilities; main Detention and work release ○ PIN automated ○ Mar 2009 Interface with Seminole "6900 Support Services" proprietary jail management system ○ March 2009 interface with JMS to provide Automated Debit Calling ○ Sept 2009 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract ○ Mar 2008 Visitation Phones monitoring & recording, integrated with IPS, including inmate PIN and voice verification <p>Contract Began August 1, 2001 Contract Expiration December 18, 2012.</p>
<p>Leon County Florida Sheriff's Office</p> <p>Major Brent Coughlin, Detention Center 535 Appleyard Drive Tallahassee, Florida 32304 Office: (850) 921-3664 Fax: (850) 922-3697 coughlib@leoncountyfl.gov</p> <p>Gene Griffin, Chief Administrator 2825 Municipal Way</p>	<p>1 site</p> <p>81 inmate phones</p> <p>ADP 1,0001</p>	<p>Provided service since November 2001. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Sept 2008, upgraded from CAM ○ PIN automated ○ Sep 2008 Interface with Leon County proprietary jail information system (Justice Information System) ○ Aug 2009 Call Center Debit Calling ○ No Commissary Interface for Debit Calling (Keefe) ○ Mar 2009 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract

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<p>Tallahassee, FL 32304-3807 Office: (850) 922-3335 Fax: (850) 922-3337 griffinge@leoncountyfl.gov</p>		<p>Contract Began November 2, 2001 Contract Expiration August 7, 2013 with option to extend two successive one year terms.</p>
<p>Okeechobee County Florida Sheriff's Office</p> <p>Ronnie White, Jail Administrator 504 NW 4th Street Okeechobee, Florida 34972 Office: (863) 357-5372 rwhite@sheriff.co.okeechobee.fl.us</p>	<p>1 site</p> <p>26 inmate phones</p> <p>9 (pair) visitation phones</p> <p>ADP 236</p>	<p>Provided service since jail was built. Installed first call control inmate telephone system December 1999. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Feb 2008, upgraded from Combridge ○ PIN (County Administrator types JMS (Positron) information into Enforcer System Daily) ○ Aug 2009 Call Center Debit Calling ○ June 2008 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract ○ Feb 2008 Visitation Phones monitoring & recording, integrated with IPS, including inmate PIN and voice verification. <p>Contract Began March 1, 1995 Contract Extended Expiration August 20, 2017 with the option to extend on a month to month basis.</p>
<p>Sumter County Florida Sheriff's Office</p> <p>Major Steve Binegar 219 E Anderson Avenue Bushnell, Florida 33513 Office: (352) 569-1740 Fax: (352) 569-1741 sbinegar@sumtercountysheriff.org</p>	<p>1 site</p> <p>63 inmate phones</p> <p>ADP 198</p>	<p>Provided service since March 1995. Installed first call control inmate telephone system December 1998. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Mar 2008, upgraded from CAM ○ PIN automated ○ Mar 2008 Interface with proprietary jail management system (Data Pursuit) ○ Mar 2008 interfaced with Stuart Commissary ○ Mar 2008 Automated debit calling ○ Jun 2008 Voice print biometrics ○ 4/4/2011 Inmate Commissary Ordering Via Enforcer ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began March 1, 1995 Contract Expiration February 29, 2013 with option to extend two successive one year terms.</p>
<p>Walton County Department of Corrections Florida</p> <p>Lt. Bill Price</p>	<p>1 site</p> <p>37 inmate</p>	<p>Provided service since June 2010. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed June 2010

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<p>Support Commander Walton County Department of Corrections 796 Triple G Road DeFuiniak Springs, FL 32433 Office: (850) 892-8196 pribill@co.walton.fl.us</p>	<p>phones ADP 227</p>	<ul style="list-style-type: none"> ○ PIN automated ○ Sept 2010 Interface with EIS jail management system ○ May 2011 Call Center Debit implemented. Automated debit calling pending ○ Feb 2011 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began June 17, 2009 Contract Expiration June 17, 2015.</p>
<p>Hernando County Florida Sheriff's Office</p> <p>Major Michael Page 16425 Spring Hill Drive Brooksville, FL 34604 Office: (352) 797-3401 mpage@hernandosheriff.org</p>	<p>1 site 76 inmate phones ADP 560</p>	<p>Provided service since August 2010. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed Sept 2010 ○ PIN automated ○ Oct 2010 Interface with CTS jail management system ○ Oct 2010 Interface with Keefe Commissary ○ Oct 2010 Automated debit calling ○ Jan 2011 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract. <p>Contract Began August 27, 2010 Contract Expiration August 26, 2015 with option to rene for successive one year terms.</p>
<p>Hillsborough County Florida Sheriff's Office</p> <p>Jim Hardin, Information Services Div Project Manager 10140 Windhorst Road Tampa, FL 33619 Office: (813) 290-2270 Fax: (813) 290-2470 jhardin@hcsso.tampa.fl.us</p>	<p>2 sites 460 phones ADP 2,843</p>	<p>Provided service since April 2011. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed April 2011 ○ PIN automated ○ April 2011 Interface JAMS Hillsborough proprietary jail management system ○ Automated debit calling to be implemented with customer commissary change to Aramark ETA 3Q11 ○ Voice print biometrics implementation ETA May 2011 ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began March 3, 2011 Contract Expiration August 1, 2014, with option to renew for up to two additional two year terms.</p>
<p>Putnam County Florida Sheriff's Office</p> <p>Major John Griffin, Director of Corrections 130 Orié Griffin Boulevard Palatka, FL 32177 Office: (386) 329-0853 Fax: (385) 329-0484 jgriffin@putnamsheriff.org</p>	<p>1 site 24 phones ADP 355</p>	<p>Provided service since January 2013. Special Features:</p> <p>Enforcer IPS installed January 9, 2013</p> <ul style="list-style-type: none"> ○ Jan 2013 Interfaced with JMS ○ Jan 2013 Commissary ordering interfaced with IPS ○ Jan 2013 Automated debit calling ○ PIN automated ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract

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<p>Chief of Staff Rick Ryan 130 Orié Griffin Boulevard Palatka, FL 32177 Office: (386) 329-0815 Fax: (385) 329-0484 rryan@putnamsheriff.org</p>		<ul style="list-style-type: none"> ○ Voice print biometrics Implementation ETA Feb 2013 <p>Contract Began November 25, 2012 Contract Expiration November 25, 2016 with option to extend one additional four year term.</p>
<p>Clark County Nevada Detention Center</p> <p>Captain Frank Reagan (retires Feb 2014) 330 S Casino Center Blvd Las Vegas, NV 89101 Office: (702) 671-3762 Fax: (702) 671-3696 f3670r@lvmpd.com</p> <p>Captain Michael See (after Feb 2014) 330 S Casino Center Blvd Las Vegas, NV 89101 Office: (702) 671-3862 Fax: (702) 671-3696</p>	<p>2 sites</p> <p>461 phones</p> <p>ADP 3,930</p>	<p>Provided service since March 2011. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed March 2011 ○ PIN –self enrolling ○ March 2011 Interface (file extraction from Clark IT) Sycon jail management system ○ Pending Interface (file extraction from Clark IT) ITAG Commissary ○ Pending implementation of automated debit calling ○ April 2011 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract ○ November 2011 implemented Sealed Record application <p>Contract Began February 1, 2011 Contract Expiration January 31, 2014 with option to extend two additional two year terms.</p>
<p>City of Las Vegas Department of Detention and Enforcement</p> <p>Lt. Debbie Baldwin 3300 Stewart Avenue Las Vegas, Nevada 89101 Office: (702) 229-2402 Fax: (702) 380-3136 dbaldwin@lasvegasnevada.gov</p>	<p>1 site</p> <p>110 inmate phones</p> <p>ADP 769</p>	<p>Provided service since March 2011. Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed March 2011 ○ PIN-self enrolling ○ March 2011 Extraction-Keefe Commissary File for jail management information ○ April 2011 Interface with Keefe Commissary ○ April 2011 interface with Keefe automated debit per ca through trust account ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began February 1, 2011 Contract Expiration January 31, 2014 with option to extend two additional two year terms.</p>
<p>Charleston County South Carolina Detention and Juvenile Facilities</p> <p>Major Willis Beatty 3841 Leeds Avenue Charleston, SC 29405 Office: (843) 529-7314 Fax: (843) 529-7465 wbeatty@charlestoncounty.org</p>	<p>2 sites</p> <p>164 phones</p> <p>ADP 1,274</p>	<p>Provided service since May 2002 Special features:</p> <p>Detention Facility</p> <ul style="list-style-type: none"> ○ VAC 100 IPS installed May 2002 ○ VAC Focus 100 IPS Upgrade Sept 2007 ○ PIN ○ Interface GEAC jail management system May 2002

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		<p>Juvenile Facility</p> <ul style="list-style-type: none"> ○ Public Sector Platform <p>Contract Began April 4, 2002 Contract Expiration December 31, 2011 with option to extend month-to-month.</p>
<p>Fort Worth Texas Police Department</p> <p>Mary E. Wilson 350 West Belknap Street Fort Worth, Texas 76102 Office: (817) 392-4239 Fax: (817) 392-4204 mary.wilson@fortworthgov.org</p>	<p>1 site</p> <p>5 inmate phones</p> <p>ADP 40</p>	<p>Provided service since March 2009</p> <p>Special features:</p> <ul style="list-style-type: none"> ○ NCIC IPS installed March 2009 <p>Contract Began February 26, 2009 Contract Expiration February 26, 2014 with option to extend one year.</p>
<p>Nevada Department of Corrections</p> <p>Dawn A. Rosenberg Chief of Purchasing Nevada Department of Corrections Office: (775) 887-3219 Fax: (775) 887-3343 drosenberg@doc.nv.gov</p> <p>Pam delPorto Inspector General Nevada Department of Corrections Office: (785) 887-3395 pdelporto@doc.nv.gov</p>	<p>18 sites</p> <p>619 inmate phones</p> <p>ADP 12,794</p>	<p>Provided service since April 2008</p> <p>Special features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed April 2008 ○ PIN automated ○ April 2008 Interface (file extraction from) Notice-I-Series AS400 jail management system ○ April 2008 Interface (file extraction from) I-Series AS40 and Inmate Banking System Commissary ○ April 2008 Automated debit calling ○ March 2009 Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract ○ August 2011 Updated Investigator Pro ○ November 2011 implemented Trust Account Balance verification by inmates through the IPS ○ November 2011 implemented informational "message of the day" through the IPS <p>Contract Began February 12, 2008 Contract Expiration February 28, 2014</p>
<p>Texas Department of Criminal Justice</p> <p>Lynda Cobler, Offender Telephone and E-messaging Coordinator 815 11th Street, Suite 100 Huntsville, TX 77340 Office: (936) 437-1490 Lynda.cobler@tdcj.state.tx.us</p>	<p>114 sites</p> <p>5,460 offender phones</p> <p>ADP 155,000 (120,078 have access)</p>	<p>Provided service since March 2009</p> <p>Special features:</p> <ul style="list-style-type: none"> ○ Secure Call Platform OTS installed December 2008 ○ PIN 2009 ○ Automated Population of Offender Information 2009 ○ Voice print biometrics Dec 2009 ○ Interface with TDCJ Commissary March 2010 ○ Automated debit calling March 2010 ○ Secure and approved system User Remote Access ○ On-line call recording storage for 36 months <p>Contract Began October 3, 2008 Contract Expiration October 8, 2015 with option to extend two additional two year terms.</p>

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<p>Wisconsin Department of Corrections</p> <p>John Shanda, Telecommunications Manager 3099 E. Washington Madison, WI 53707 Office: (608) 240-5666 John.Shanda@wisconsin.gov</p>	<p>36 sites</p> <p>1,340 inmate phones</p> <p>ADP 22,131</p>	<p>Provided service since 2001 Special features:</p> <ul style="list-style-type: none"> ○ Secure Call Platform IPS installed Feb 2011 ○ PIN system in use ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of the contract and seven beyond <p>Contract Began March, 2001 Contract Expiration December 31, 2016</p>
<p>Kansas Department of Corrections</p> <p>Chris Walker, Communications Supervisor KS DOC Lansing, KS 66043 Office: (913) 727-3235 x 57101</p> <p>Email - Chris.Walker@doc.ks.gov</p>	<p>10 sites</p> <p>955 inmate phones</p> <p>ADP 9,489</p>	<p>Provided service since December 16, 2007 Special Features:</p> <ul style="list-style-type: none"> ○ Secure Call Platform installed 12/16/2007 ○ PIN ○ December 2007, Interface between ICSolutions with ja management system. ○ December 2007, Interface with State of Kansas, for the Commissary, a facility managed program. ○ December 2007 automated Debit Calling ○ January 2009, Inteface with JPay Inc. for Kiosk feature ○ Secure and approved system User Remote Access ○ OnLine Call Recording Storage for life of contract ○ Individual stations can be taken out of service without affecting other stations or units. ○ Inmate telephones are not able to receive any incoming calls. ○ Fraud prevention feature in place. ○ Detect and terminate call forwarding and conference calls. <p>Contract Began on December 16, 2007 Contract Expiration on January 1, 2010 with two one-year renewal options Contract re-won February 2013, expires January 2016 with two one year renewal options</p>
<p>Milwaukee County Wisconsin</p> <p>Debra Burmeister, Deputy Inspector 821 W. State St. Milwaukee, WI 53233 Office: (414) 226-7062 Debra.Burmeister@milwcnty.com</p>	<p>2 sites</p> <p>578 inmate phones</p> <p>ADP 2,450</p>	<p>Provided Service 2002 Special features:</p> <ul style="list-style-type: none"> ○ Secure Call Platform IPS installed March 2011 ○ PIN system in development ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of the contract and seven beyond ○ 2012 Interface (file extraction from trust account) debit purchasing Inmate Banking System <p>Contract Began September, 2002 Contract Expiration February 8, 2014 with two one year renewal options</p>

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<p>Wisconsin Department of Health Services</p> <p>Lee Evers, Wisconsin DHS Telecommunications Coordinator 1 W Wilson St, Room B124C, Madison, WI 53703 Office: (608) 267-7299 Lee.Evers@dhs.wisconsin.gov</p> <p>Steve Schneider, Security Director Sand Ridge Secure Treatment Facility Office: (608) 847-1788 Steve.Schneider@dhs.wisconsin.gov ** use Steve for NCIC reference</p>	<p>2 sites</p> <p>51 patient phones</p> <p>ADP 684</p>	<p>Provided Service 2002 New Contract May 2011</p> <p>Special features:</p> <p>Site 1 – <u>Sand Ridge Treatment Center</u></p> <ul style="list-style-type: none"> ○ NCIC (ICE) ○ Card-less debit for patients ○ PIN System used ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of the contract and seven beyond <p>Site 2 - <u>WI Resource Center</u> –</p> <ul style="list-style-type: none"> ○ Securus SCP Platform ○ Secure Call Platform IPS installed Feb 2011 ○ PIN system in use ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of the contract and seven years beyond
<p>Kansas Juvenile Correction Ctr.</p> <p>Keith Bradshaw 1430 NW 25th Street Topeka, KS 66618 Office: (785) 296-4213 kbradshaw@jja.ks.gov</p>	<p>2 sites</p> <p>44 inmate phones</p> <p>ADP 319</p>	<p>Provided service since March 1, 2008</p> <p>Special Features:</p> <ul style="list-style-type: none"> ○ Secure Call Platform installed 04/07/08 ○ PIN ○ April 2008, Interface ICSolutions with jail management system. ○ April 2008, Interface with KJCC, for the Commissary, a facility managed program. ○ November 2009, automated Debit Calling at one site. ○ Secure and approved system User Remote Access ○ On-Line Call Recording Storage for life of contract ○ Fraud prevention feature in place. ○ Detect and terminate call forwarding and conference calls.
<p>Alabama Department of Corrections</p> <p>Robert M. Brantley Assistant Accounting Director Alabama Department of Corrections 301 S. Ripley St Montgomery AL 36130-1501 Office: (334) 353-5561 Robert.Brantley@doc.alabama.gov</p>	<p>30 sites</p> <p>1,099 inmate phones</p> <p>ADP 25,195</p>	<p>Provided service since September 2012</p> <p>Special Features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed September 2012 <p>Contract Began June 6, 2012 Contract Expiration June 5, 2015 with option to extend two additional one-year terms</p>
<p>Jackson County Detention Center</p> <p>Laura J. Scott Manager of Services 1300 Cherry Street Kansas City, Missouri 64106 Office: (816) 881-4232 LJScott@jacksongov.org</p>	<p>1 site</p> <p>126 inmate phones</p> <p>ADP 851</p>	<p>Provided service since February 1, 2012</p> <p>Special Features:</p> <ul style="list-style-type: none"> ○ Enforcer IPS installed March 2012 ○ PIN-self enrolling ○ March 2012 Extraction-Keefe Commissary File for jail management information ○ Interface with Keefe Commissary ○ Interface with Keefe automated debit per call through

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		<ul style="list-style-type: none"> trust account o N/A Voice print biometrics o Secure and approved system User Remote Access o On-line call recording storage for the life of contract <p>Contract Began February 1, 2012 Contract Expiration February 1, 2015 with option to extend</p>
<p>Johnson County Detention Center</p> <p>Lt. Randy McIntire 101 N. Kansas Ave. Olathe, KS. 66061 Office: (913) 715-5129 Randy.mcintire@jocogov.org</p> <p>Secondary Contact Person: Lt. Brian Clark 27745 W. 159th St. New Century, KS 66031 Office: (913) 715-5863 Brian.clark@jocogov.org</p>	<p>2 sites</p> <p>86 inmate phones</p> <p>ADP 660</p>	<p>Enforcer IPS installed July 17, 2013</p> <p>Special Features:</p> <ul style="list-style-type: none"> o Secure Call Platform installed 7/17/2013 o Self-enrolling PINs o Secure and approved system User Remote Access o On-line call recording storage for the life of contract o Secure and approved system User Remote Access o Pre-Call Voice Print Biometrics o No Commissary Interface for Debit Calling o Use Debit Cards for Debit Calling o Video Conferencing (Future) <p>Contract Began July 1, 2013 Contract Expiration July 31, 2014 with option to extend for four one year renewals</p>
<p>Cole County MO</p> <p>John Wheeler, Chief Deputy Cole County Sheriff's Dept. 301 E High St Jefferson City, MO 65101 Office: (573) 634-9160 jwheeler@colecouny.org</p>	<p>1 site</p> <p>29 inmate phones</p> <p>ADP 145</p>	<p>Provided service since July 13, 2012</p> <p>Special Features:</p> <ul style="list-style-type: none"> o Enforcer IPS installed July 2012 o PIN-self enrolling <p>Contract Began July 13, 2012 Contract Expiration July 12, 2013 with option to extend</p>
<p>Larned State Hospital</p> <p>Kerry Nicholson 1301 Ks Hwy 264 Larned, KS 67550 Office: (620) 285-4111 Larry.Peterson@LSH.KS.GOV</p>	<p>1 site</p> <p>54 Patient Phones</p> <p>ADP 105</p>	<p>Provided service since January 6, 2012</p> <p>Special Features:</p> <ul style="list-style-type: none"> o Enforcer IPS installed July 2012 o PIN-self enrolling o International calling <p>Contract Began January 6, 2012</p>
<p>Lenoir County NC</p> <p>+ / Christopher Hill Sheriff Lenoir County Sheriff's Office P.O. Box 3289 130 S. Queen Street Kinston, North Carolina 28501 Office: (252) 559-6102</p>	<p>1 site</p> <p>50 inmate phones</p> <p>ADP 237</p>	<p>Provided service since December 1, 2012 (Upon New facility opening)</p> <p>Special Features:</p> <ul style="list-style-type: none"> o Enforcer IPS installed November 2012 o PIN-self enrolling o Extraction-Keefe Commissary File for jail management information o Interface with Keefe Commissary o Interface with Keefe automated debit per call through trust account

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		<ul style="list-style-type: none"> ○ N/A Voice print biometrics ○ Secure and approved system User Remote Access ○ On-line call recording storage for the life of contract <p>Contract Began December, 2012 Contract Expiration December, 2015 with option to extend</p>
<p>City of Foley Alabama</p> <p>Chief Deputy Randy Bishop 407 E Laurel Avenue Foley, AL 36535 Office: (251) 952-4010 rbishop@foleypolice.org</p>	<p>1 site</p> <p>4 inmate phones</p> <p>ADP 30</p>	<p>Provided service since February 2009</p> <p>Special Features:</p> <ul style="list-style-type: none"> ○ NCIC IPS installed ○ January 2013 installed and interfaced visitation phones including monitoring and recording ○ ETA 1Q13 to interface with JMS <p>Contract Began February 2009 Contract Expiration February 2012 Rebid awarded September 17, 2012 New Contract Began December 17, 2012 New Contract Expiration December 17, 2015</p>
<p>East Baton Rouge Parish</p> <p>Warden Dennis Grimes East Baton Rouge Parish Sheriff's 2867 Brig. Gen. Isaac Smith Ave. Scotlandville, La. 70807 Office: (225) 358-4003 dgrimes@eprso.org</p> <p>Sgt. Bob Landry East Baton Rouge Parish Sheriff's Office 2867 Brig. Gen. Isaac Smith Ave. Scotlandville, La. 70807 Office: (225) 358-4022 blandry@ebrso.org</p>	<p>2 Sites</p> <p>150 Inmate Phones</p> <p>152 (Pair) Visitation Sets</p> <p>18 phones at Work Release Center</p> <p>ADP 1,768</p>	<p>Provided service since October 28, 2013</p> <ul style="list-style-type: none"> ○ ICS Enforcer ○ PIN Enrollment and Voice Print Biometrics at late date. <p>Contract Began September 9, 2013 Contract Expires October 30, 2016 (Initial Term) Right to renew for two additional one year terms.</p>

2.6.9 Contractor Resources

2.6.9.1 Provide brief one-page resumes of the single point of contact and any other individual presently employed by the Contractor or stated subcontractors who will be responsible to ensure Contractor performance and customer (Department, inmate, and public users) satisfaction with the services provided. Provide documentation showing arrangements made with local exchange carriers to allow inmates to make collect calls. The score will be based on review of resumes provided, contact with references included within the resumes, and the extent of

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arrangements made with local exchange carriers.

2.6.9.2 Include the following information, at a minimum, for each person identified:

- 2.6.9.2.1 Name
- 2.6.9.2.2 Position, roles, and responsibilities served in past engagements
- 2.6.9.2.3 Description of key specialties and abilities
- 2.6.9.2.4 Description of education and training
- 2.6.9.2.5 References for the past engagements

 CenturyLink has read, understands and will comply.

Debra Lambe
6700 Via Austi Parkway
Las Vegas, Nevada 89119

Professional Experience:

- 16 Years experience in the Telecommunications Industry providing account management, customer service, implementation and representation for communications corporations in Nevada. Managing the programs associated with Customer Service and Field Operations. Work daily with Engineering, Network Planning, Project Management, Procurement and Technical Support to keep all accounts maintaining service at their highest possible level.
- 22 Years experience in the United States Air Force working in multiple career fields

Current Responsibilities:

- Program Manager of CenturyLink's NDOC, Clark County Detention Center and City of Las Vegas Detention Center Inmate Telephone System accounts with the following responsibilities:
 - Management of the following teams and processes:
 - Three Field Service Technicians and Two On Site Coordinators
 - Overall day to day activity on all assigned accounts
 - Vendor Management
 - Account Performance
 - Service trouble ticket tracking and follow up
 - Providing Inmate Telephone System Training
 - Inmate grievance responses
 - Customer Satisfaction

Relevant Experience

CenturyLink, Las Vegas, Nevada

May 2006 to Present

Program Manager

Responsible for the overall day to day account activities of the Inmate Telephone Systems for state,

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County and city customers extending across the state of Nevada to include 21 facilities, 1,200 phones, and for more than 16,600 inmates with an emphasis on customer service

- Achieved through having positive working relationships with contracted vendors
- Providing reliable and timely customer response times to inmate grievances and the status of service, repair, equipment install and removals
- Training correctional facility investigators on how to search for, listen and monitor calls

United States Air Force Reserve, Nellis AFB, Nevada

July 2002 to Feb 2014

926th Group Superintendent - Retired

Advised the 926th group commander on all matters concerning the health, morale, welfare and effective management of more than 600 Reserve members at seven squadrons and two detachments at five locations. Provided leadership and guidance as the commander's representative to numerous committees, councils, boards, and military functions throughout the group, base and command. Served as the commander's advisor on personnel programs, career progression, family needs, financial matters and recognition programs. Provided problem solving recommendations to group personnel and commanders.

Golden-Tel Communications, Las Vegas, Nevada

Nov 1998 to May 2006

Major Account Representative

Responsible for new sales, re-signs, leases, and change of ownership public payphone contracts for major hospitality and corporate accounts. Managed adds, removals, & installs of payphones & equipment for these major accounts.

United States Air Force (Active Duty)

Aug 1988 to July 1995

Pope AFB, North Carolina, Osan Air Base Korea, and Eglin AFB, Florida

Personnel Specialist

Unit Officer & Enlisted performance report monitor. Managed promotion recommendation process for unit commander by screening candidates for having the proper eligibility requirements. Outbound Assignments Counselor, ensured all security clearances, special orders, and training requirements were correct and complete prior to member departing base on a permanent change of station. Separations Specialist conducted oral entitlement briefings to member separating from the Air Force.

EDUCATION / TRAINING:

- Troy State University
Troy, AL
Bachelor of Science in Criminal Justice
June 1997
- Community College of the Air Force
Fort Walton Beach, FL
Associate of Arts in Personnel Administration
April 1997

2.6.10 Added Value to the Department

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2.6.10.1 Describe the resources Contractor proposes to provide as added value in meeting the needs of the Department. Include resources to be provided the Department (including any dedicated staff that would reduce need for the Department to perform certain tasks), and demonstrated commitment to serving customers including state and local governments.

 CenturyLink has read, understands and will comply.

CenturyLink will provide a total of five Field Service Technicians and three On Site Service Administrators will be hired to provide onsite maintenance and repair of the new inmate calling platform. CenturyLink has access to 12 additional existing technicians throughout the state of Arizona that currently service the Arizona Net contract and are familiar with Department policies and procedures.

Value-Added Features Narrative

Offerings are divided into three sections depending on the financial impact to the Department inmates, or Friends and Family (F&F) members:

- (1) Offers with no cost to the Department, inmates, or friends & family
- (2) Offers impacting commissions to the Department

We look forward to discussing these technologies that will streamline investigations, improve staff efficiency, simplify inmate communications and operations, and increase connections between inmates and their friends/family with the Department

SUMMARY OF VALUE-ADDED FEATURES

Value-Added Functionality – No Cost to the Department, Inmates, or Friends & Family			
Feature	Benefit	Description	Financial Impact
<p>(1) "The Communicator" Paperless Inmate Communications</p> <ul style="list-style-type: none"> • Standard Feature of ITS 	<ul style="list-style-type: none"> • Reduced staff time • Eliminate paper kites • Kite audit trail • Reduced paper usage • Staff can respond using text to speech technology 	<ul style="list-style-type: none"> • Unlimited tip lines <p>Inmates can:</p> <ul style="list-style-type: none"> • Schedule medical appointments • File grievances • Submit PREA or crime tip reports • File inmate telephone complaints 	None
<p>(2) "The Attendant" Inmate Information Line and "Message of the Day"</p>	<ul style="list-style-type: none"> • Reduced staff time • Enhanced inmate and F&F welfare • Better staff to inmate communications 	<ul style="list-style-type: none"> • Available for both inmates and F&F • Staff to inmate general message broadcast (Message of the Day) <p>With JMS/OMS integration, inmates</p>	None

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Standard Feature of ITS		and F&F can: <ul style="list-style-type: none"> Track appointment, parole, court, and release dates Perform bond inquiries Inmate look-up information. 	
(3) Hotlines	<ul style="list-style-type: none"> Fulfills legal requirements for reporting 	<ul style="list-style-type: none"> CenturyLink will provide no-cost TIP hotlines and PREA reporting lines, and others as required by the Department 	None
(4) Emergency Auto-Dialer	<ul style="list-style-type: none"> Reduced staff workload Better communications with F&F 	<ul style="list-style-type: none"> Calling campaign to inmate F&F members Provide general information for disasters (fire, flood) Can be generated on short notice 	None
(5) Data Detective	<ul style="list-style-type: none"> Increased investigative capabilities 	Data Detective works with CenturyLink's inmate E-mail and photo offerings. The system automatically identifies key words and phrases, and reports connections with other inmates and those on the outside.	None
(6) Additional Investigative Assistance (Includes Access to Additional Reverse Lookup Databases)	<ul style="list-style-type: none"> Increased staff efficiency Potential reduction of criminal activity 	<ul style="list-style-type: none"> Name and address information for all approved numbers provided in multiple locations, including simple "hot-link" from call record reporting screens. Exclusive access to Local Exchange Routing Guide (LERG) – provides carrier information and subpoena contacts for phone numbers. 	None
(7) Backup Technical Assistance	<ul style="list-style-type: none"> Better service to the Department 	<ul style="list-style-type: none"> CenturyLink can call on multi-disciplinary employees for difficult or unusual situations 	None
(8) Commissary Ordering over the Phone	<ul style="list-style-type: none"> Reduced staff time Automation of ordering 	<ul style="list-style-type: none"> Inmates can order commissary over the phone for delivery 	None

Value-Added Functionality – Impacts Commission Offer to The Department

Feature	Benefit	Description	Financial Impact
(9) Cell Phone Detection – Portable Units	<ul style="list-style-type: none"> Reduces contraband Enhances safety 	<ul style="list-style-type: none"> Portable metal detection units allow for rapid deployment 	Reduced commissions

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NO-COST VALUE-ADDED FEATURES

(1) The Communicator – Paperless Inmate Communications

Through standard IVR data entry and response technology, our IPS can be used to request medical appointments, provide information on events such as parole hearings, and file grievances. This provides an automated means for inmates to request appointments and receive responses, all in a single, trackable system. The system's voice messaging module can also be used, for example, for inmates to describe symptoms to medical staff.

100% Paperless Grievance Reporting

Our grievance reporting process will supplement your existing grievance reporting process. With our paperless telephone process, inmates can file grievances, make PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Depending upon the type of inmate report, the appropriate Department staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology or traditional voice messaging, staff can respond to inmate reports via the ITS, and the response will be delivered to a secure voice mailbox for inmate retrieval.

This improves the efficiency by reducing labor costs as information passing move away from traditional paper ordering as staff spends less time collecting and processing medical forms.

Implementation would be a collaborative effort and customized to meet the Department's requirements.

(2) The Attendant – Inmate Information Line/Message of the Day

The Inmate Information Line allows inmates to check information such as release dates, account balances, and other simple information through straightforward prompts within the ITS. Velocity restrictions can also be placed so that inmates are able to call into the IVR no more than once or twice a day – this was an important learning during a similar installation at South Carolina DOC several years ago.

Using a voice messaging system, Department staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ITS, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates. Any time an inmate picks up any inmate phone during the designated timeframe, they will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

The Department can use the Message of the Day feature to share information with inmates facility-wide

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or at a single facility. Additionally, with the Department's permission, CenturyLink can create messages to inform inmates of new product rollouts, Department-approved rate modifications, or other changes to inmate calling services.

CenturyLink is able to provide these additional services over the ITS due to its position as a network provider, which in turns allows us to “over-provision” the extra bandwidth needed to handle these types of transactions. In addition, by moving these simple high-volume transactions from the kiosks to the inmate phones, kiosks are freed-up for other transactions.

Using the same voice messaging system described above, authorized Facility staff can create a “Message of the Day” that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates. Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

The Facility can use the Message of the Day feature to share information with inmates Department-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

(3) Hotlines

CenturyLink can provision as many hotlines as the Department desires, including TIP and PREA numbers. These hotlines can terminate either within the Department or external to the Department.

(4) Emergency Autodialer

CenturyLink has a very large corporate autodialer system, and is currently utilizing its capabilities with other inmate facilities. If inmate telephone communications were interrupted, for example by fire or flood, we can, in very short order provide a pre-recorded message to all the friends and family phone numbers on the inmate's telephone lists, or to a select few numbers.

(5) Data Detective

We recognize that investigative data can come from several sources – the Offender Management System or other communications systems such as e-messaging or trust fund deposits.

Because the Department's IPS will be a stand-alone architecture, we are able to link to Department-specific systems without the worry many other systems have with data security and “firewalling” the Department from other accounts. In addition, the IIPS is able to accept data and write interfaces to other system's specifications rather than forcing them to meet ours.

Links to other systems would primarily be shown in the inmate information tab – a screen shot as well

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Descriptions of interface opportunities are below:

The screenshot shows an inmate profile for MICHAEL BARTLETT. Key features and callouts include:

- Direct link already developed for Access Corrections Data Detective application to follow deposit activity:** A red circle highlights a link in the top navigation bar.
- Share inmate Information with Approved Agency:** A yellow box points to a 'Share' button.
- Alerts can be sent to any investigator Cell Phone, Land Line, email and/or pager. Alerts are triggered when a watched inmate connects a call irrespective of phone used or number dialed. Payment Alerts are triggered when an inmate received money in his/her account:** A large yellow callout box points to the 'ALERTS' section.
- Additional fields can be added to consolidate inmate information (gang affiliation, medical information, etc.):** A yellow callout box points to the 'Inmate Notes' section.
- PAN fields can be used to populate EITHER approved or non-approved (e.g. victims) numbers by inmate:** A yellow callout box points to the 'PANs (Personal Allowed/Blocked Numbers)' table.

PANs (Personal Allowed/Blocked Numbers) Table:

Phone Number	Phone Type	Status	Relationship	Description	Block/Unblock	Call Type	Date Approved/By	Date Unapproved/By
307521125		Success Alert	Mother		U	AT		
729896167		David Allen	Cell		U	AT		
719884441		Lane McTee	Cell phone		U	AT		
788344296		Eric Allen	Co-worker		U	AT		

We specifically highlight the Data Detective™ capability available today from the IPS. This is a powerful link analysis tool available to investigators.

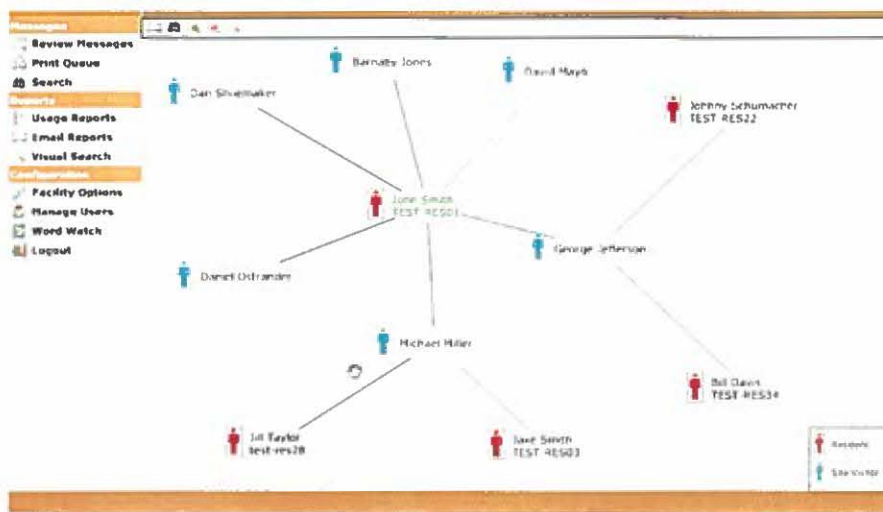
This tool has been designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from offender to offender or end user to end user. Some of the features are listed below:

- Department staff can explore important data using a dynamic visual map
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Ability for staff to look for connections between e-mail communication with inmates, customers, etc.
- Potential to add multiple layers of data that the Department chooses to include in the visual search (i.e. inmate visitor lists, release date, etc.)
- Web based program allows authorized Department staff are able to view from their own desktop computer.

Years of research and development, utilizing established relationships with correctional facilities

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allowed us to develop the very best solution for the corrections market. This tool will automatically be applied to all electronic communication with the ability to add multiple other sources as determined by the Department. The investigative ability of this software is virtually endless, especially when current development is complete and records from the ITS are combined into e-messaging and/or deposit services records.



(6) Additional Investigative Assistance (Includes Access to Additional Reverse Lookup Databases)

Through our Program Manager, CenturyLink offers additional assistance to Department investigators. This assistance includes:

- Running standard reports to identify suspicious activity over the ITS.
- Regular refresher training for investigators
- Additional database access, provided through our exclusive access to the Local Exchange Routing Guide (LERG) database. This database provides carrier information, as well as alternate contact information for subpoena requests, for numbers that may not be entered into the ITS but may materialize in the course of an investigation.

(7) Back-up Technical Assistance

As the “phone company” for much of Arizona, including all but two Department facilities, CenturyLink has 2,800 employees in Arizona, and we have the ability to call on field engineers, technicians, and other specialized employees to provide additional support for the Department.

CenturyLink already employs a similar number verification process for Nevada DOC today, and has an existing verification center in Rocky Mount, NC.

This center handles number verifications for both Nevada and the Texas Department of Criminal Justice, and could take on this work without special programming or ramp time.

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As an example of our abilities, when we took over the Kansas Department of Corrections IPS contract, the previous vendor had had, for years, a chronic line problem at one facility (which was not in our phone company's footprint). However, we obtained the assistance of our field staff, and corrected the problem in one day.

(8) Commissary Ordering and Management by Phone

We would welcome the opportunity to provide information on commissary ordering over the inmate telephone as either a complement to or replacement of the existing process. As a subsidiary of the nation's largest commissary software and supply company, CenturyLink's technology partner, ICSolutions, a division of your current commissary provider, Keefe, has developed the most robust commissary ordering and processing by phone module available today. The module offers complete flexibility to the Department to use the phone system in the way it most sees fit:

- As a complete commissary management tool, including warehousing, purchase restrictions on a global (no one can purchase more than x items) or individual (diabetic, indigent) basis, inventory management, picking slips, and P&L reporting.
- As an "Electronic Bubble Sheet / Shopping Cart Manager", where inmates enter and delete items on the phone to be presented to the Department's order fulfillment and inventory systems.

As a simple free "Speed dial" into a Department-managed automated system for order entry and control or combinations, such as an Electronic Bubble Sheet that enforces restrictions prior to order entry. The IPS system has existing customers using the commissary module in all three ways.

Products are given a 4-digit code within the system, thereby allowing 9,999 unique products to be sold. Laminated product sheets would be installed by CenturyLink for inmates' reference. Once entering the commissary ordering module, simple prompts would be provided to allow inmates to enter product codes and quantities, as well as the opportunity to review and modify an order before submitting.

Commissary ordering over the phone allows inmates to place orders from any inmate phone in the facility. This provides an advantage over implementing commissary ordering kiosks, as there is no additional cost involved with installation and maintenance and inmates will not be restricted to placing orders using a limited number of kiosks. Inmates place the order via the inmate phones, which is then communicated to Keefe Commissary via SIP connection to our centralized data center, similar to an electronic bubble sheet.

From any standard inmate phone, inmates can enter their phone PIN and press a speed-dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases.

When the inmate begins the ordering process, they are presented with the following prompts:

Press 1 for English, 2 for Spanish

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- Please enter your site code followed by the pound sign
- Please enter inmate ID followed by the pound sign
- Enter your passcode followed by the pound sign
- Press 1 to add to your order
- Press 2 to listen to your order
- Press 3 to change your order
- Press 5 to list your debt
- Press 6 to purchase phone time
- Press 7 to hear recent transactions

Once the order is placed, KCN will process the order and make deliveries of commissary items based on the pre-determined schedules already in place at the facility.

This service benefits the County by reducing staff involvement in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones. Our recommendation is implementing commissary ordering over the phone rather than via kiosk, as this is a more convenient and flexible option. With commissary ordering over the phone, inmates can place orders at any of the many inmate phones in the facility, without the hassle of having to go to a separate kiosk.

The following screen shots show the user interface and capabilities of the system. As always CenturyLink appreciates the opportunity to discuss the system with the Department to jointly determine the best use of the System's capabilities

The screenshot displays a web-based user interface for the CenturyLink system. At the top, there is a navigation menu with the following items: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Commissary (highlighted), Site Admin, ICS Admin, Tools, and Logout. Below the navigation menu, there is a search bar labeled "Inmate Id: (type names for suggestion)" with a "Find" button. The search bar contains the text "Lestabire FirstorID". To the right of the search bar, a dropdown menu is open, listing the following options: Inventory, Inventory Item, To Be Delivered, Inmate History, Create Sale, Schedule, Category Names, Special Accounts, and Reports >.

Inventory

The Enforcer includes inventory management so that the Department personnel can check order history and stocking levels.

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Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Commissary	Site Admin	ICS Admin	Tools	Logout
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Red indicates items that are below re-order level.

Item Code	Description	Max per Sale	Class	Category	Sale Price	Last Cost	Available	Reserved For Inmates	Expected Stock	Re-order Level	Qty Due Soon (on order)	Edit/View
1000	DISP RAZOR	1	Reg Trustee	Misc	\$0.35	\$0.25	2529	0	2529	0	0	Edit
1001	Gatorade (orange flavor)	5	Reg Trustee	Misc	\$1.00	\$0.65	6	0	6	0	0	Edit
1002	Gatorade (arctic blue)	6	Reg Trustee	Misc	\$1.00	\$0.65	20	0	20	10	0	Edit
1003	Gatorade (red punch flavored)	5	Reg Trustee	Misc	\$1.00	\$0.65	2	0	2	0	0	Edit
1004	Gatorade (Lemon-Lime flavored)	5	Reg Trustee	Misc	\$1.00	\$0.65	54	0	54	10	0	Edit
1005	ROLAIDS	5	Disc Reg Med Trustee	Misc	\$0.75	\$0.51	69	0	69	10	0	Edit
1006	GUMMY FRUIT SNACKS	5	Reg Trustee	Misc	\$0.25	\$0.14	24	0	24	10	0	Edit
1007	instant COFFEE	0	Reg Trustee	Misc	\$1.75	\$1.50	88	0	88	10	0	Edit
1008	BR-SAVERS MINTS	5	Reg Trustee	Misc	\$0.75	\$0.47	12	0	12	10	0	Edit
1009	BUTTERFINGER	5	Reg Trustee	Misc	\$0.80	\$0.60	52	0	52	10	0	Edit
1010	PAYDAY	5	Not For Sale	Misc	\$0.80	\$0.58	0	0	0	10	0	Edit
1011	Payday (KING SIZE)	5	Reg Trustee	Misc	\$1.25	\$1.00	21	0	21	10	0	Edit
1012	SNICKERS	5	Reg Trustee	Misc	\$0.80	\$0.56	68	0	68	10	0	Edit
1013	MILKY WAY king size	5	Reg Trustee	Misc	\$1.25	\$1.00	17	0	17	10	0	Edit
1014	Whatchamacallit Candy Bar	5	Reg Trustee	Candy	\$0.80	\$0.55	50	0	50	10	0	Edit
1015	3 MUSKETEERS	5	Reg Trustee	Misc	\$0.80	\$0.56	5	0	5	10	0	Edit
1016	Snickers Peanut Butter	5	Reg Trustee	Misc	\$0.85	\$0.56	22	0	22	10	0	Edit
1017	REESES PEANUT BUTTER CUP king size	5	Reg Trustee	Misc	\$1.25	\$1.00	34	0	34	10	0	Edit
1018	Reese's mini cups (king size)	5	Reg Trustee	Candy	\$1.25	\$1.00	37	0	37	10	0	Edit
1019	Jack Link's JERKY CHEW	4	Reg Trustee	Misc	\$1.25	\$1.00	53	0	53	10	0	Edit
1020	100 Grand candy bar	5	Reg Trustee	Misc	\$0.80	\$0.65	55	0	55	10	0	Edit
1021	Mint SNUFF pouches	1	Reg Trustee	Misc	\$2.75	\$2.00	62	0	62	10	0	Edit
1022	Baby Ruth	5	Reg Trustee	Misc	\$0.80	\$0.65	32	0	32	10	0	Edit
1023	SPAM (individual serving)	5	Reg Trustee	Misc	\$1.50	\$1.16	21	0	21	10	0	Edit
1024	Starburst fruit chews	10	Reg Trustee	Misc	\$0.80	\$0.60	25	0	25	10	0	Edit
1025	Cheese squeezer - Hot Pepper	10	Reg Trustee	Misc	\$0.70	\$0.50	59	0	59	10	0	Edit
1026	OATMEAL CREAM PIE	5	Not For Sale	Misc	\$0.80	\$0.30	0	0	0	10	0	Edit
1027	M&M PLAIN	5	Reg Trustee	Misc	\$0.80	\$0.55	45	0	45	5	0	Edit
1028	MEAT & CHEESE sticks	0	Reg Trustee	Misc	\$0.65	\$0.50	137	0	137	10	0	Edit
1029	HUGE RICE KRISPIE TREATS	5	Not For Sale	Misc	\$1.25	\$0.50	11	0	11	10	0	Edit
1030	tube of toothpaste	2	Disc Reg Med Trustee	Misc	\$1.75	\$1.00	21	0	21	5	0	Edit

Purchase history

Full inmate purchase history is easily accessible for authorized commissary personnel, along with the opportunity to review and approve purchases:

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Inmate Global Numbers Accounts Monitor Phones Call Info Reports Commissary Site Admin ICS Admin Tools

Item Code 1000 Find/New

Item Code: 1000 Description: DISP. RAZOR Save Changes [Inventory](#)
 Category: Misc
 Sale Price: \$0.35 Total In Stock: 2529 Re-order level: 0 Max qty per inmate sale: 1 (0 means unlimited)
 Indigent Discipline Regular Medical Trustee Not for sale

Place Order... Adjust Stock... (for missing or found items)

Purchase History

Date	Transaction Type	Qty	Cost	Qty Ordered	Qty Received
07/02/2012	Found	1	\$0.00	0	0
06/29/2012	Found	1	\$0.00	0	0
05/30/2012	Found	1	\$0.00	0	0
03/22/2012	Purchase	2526	\$0.25	3000	3000
08/12/2010	Purchase	0	\$0.22	4000	4000
02/09/2010	Purchase	0	\$0.22	2000	2000
09/21/2009	Purchase	0	\$0.22	2000	2000
06/27/2009	Purchase	0	\$0.22	500	500
04/23/2009	Purchase	0	\$0.22	1000	1000
03/04/2009	Purchase	0	\$0.26	800	800
03/02/2009	Purchase	0	\$0.26	200	200
12/01/2008	Purchase	0	\$0.25	200	200
10/20/2008	Found	0	\$0.00	0	0
07/30/2008	Purchase	0	\$0.37	40	40
07/02/2008	Purchase	0	\$0.37	20	20
02/27/2008	Purchase	0	\$0.37	40	40
01/09/2008	Purchase	0	\$0.37	40	40
11/28/2007	Purchase	0	\$0.37	40	40
10/24/2007	Purchase	0	\$0.37	40	40
06/06/2007	Purchase	0	\$0.37	20	20
05/31/2007	Adjust	0	\$0.37	102	102

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Order Number	State	Date	Inmate ID	Name	Item Code	Description	Quantity	Unit Price	Total Price
61277	Delivered	07/10/2012	20110419	LESTER E SMITH 1023	2	SPAM (individual serving)	2	\$3.00	\$3.00
61251	Delivered	07/10/2012	20110419	LESTER E SMITH 2035	1	pencil cap eraser	1	\$0.10	\$0.10
				2074	2	BIG 24 oz. Pepsi	2	\$3.00	\$6.00
				2084	3	Ramen - Chicken	3	\$1.00	\$3.00
				2085	3	Ramen - Beef	3	\$1.00	\$3.00
61245	Delivered	07/10/2012	20110419	LESTER E SMITH 1007	1	instant COFFEE	1	\$1.75	\$1.75
				1040	1	big Box of snack crackers 12 oz.	1	\$2.25	\$2.25
				1059	1	2 in 1 Shampoo & conditioner	1	\$1.75	\$1.75
				1149	2	ENVELOPE WITH STAMP	2	\$1.10	\$2.20
				2033	1	TradeWinds SWEET TEA	1	\$1.00	\$1.00
60775	Delivered	05/26/2012	20110419	LESTER E SMITH 1149	3	ENVELOPE WITH STAMP	3	\$1.65	\$4.95
60769	Delivered	05/26/2012	20110419	LESTER E SMITH 1000	1	DISP RAZOR	1	\$0.35	\$0.35
				1007	1	instant COFFEE	1	\$1.75	\$1.75
				1056	1	BAR SOAP	1	\$1.75	\$1.75
				1149	1	ENVELOPE WITH STAMP	1	\$0.55	\$0.55
				2010	2	HUGE 5oz Sausage - mild	2	\$3.50	\$7.00
				2044	2	Mocha Cappacheno	2	\$1.10	\$2.20
				2074	2	BIG 24 oz. Pepsi	2	\$3.00	\$6.00
				2084	3	Ramen - Chicken	3	\$1.00	\$3.00
60687	Delivered	05/19/2012	20110419	LESTER E SMITH 1174	1	INDIGENT PACKAGE (complete)	1	\$0.00	\$0.00
60470	Delivered	05/12/2012	20110419	LESTER E SMITH 1000	1	DISP RAZOR	1	\$0.35	\$0.35
60169	Delivered	05/05/2012	20110419	LESTER E SMITH 1059	1	2 in 1 Shampoo & conditioner	1	\$1.75	\$1.75
				1149	1	ENVELOPE WITH STAMP	1	\$0.55	\$0.55
59796	Delivered	05/22/2012	20110419	LESTER E SMITH 1007	1	instant COFFEE	1	\$1.75	\$1.75
				1056	1	BAR SOAP	1	\$1.75	\$1.75
				1149	2	ENVELOPE WITH STAMP	2	\$1.10	\$2.20

Order Entry Rules

Times allowed for order entry are configurable. This is particularly useful if the Department's system manages inventory in an "Electronic Bubble Sheet" scenario - inventory amounts provided to the ITS can therefore be "frozen" to avoid over-ordering. Alternatively, the ITS could allow "over-ordering" and simply disclose to inmates that their orders are taken pending approval, with the final picking slip describing items fulfilled versus denied.

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Commissary	Site Admin	ICS Admin	Tools	Logout
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Day	Open time	Close time
Monday	0:00	0:00
Tuesday	15:00	23:00
Wednesday	0:00	0:00
Thursday	0:00	0:00
Friday	0:00	0:00
Saturday	0:00	0:00
Sunday	0:00	0:00

Save Changes

0:00 for start and 24:00 for stop means commissary is open all day
 0:00 for start and stop means commissary is closed all day

Reporting

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Numerous reporting capabilities (account balances, order history, etc) are native in the system. Only a select grouping of reports are shown for brevity.

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INMATE CALLING
ICSolutions

Commissary Item Price List

Code	Description	Price	Allow	Max		Code	Description	Price	Allow	Max
1000	DISP RAZOR	0.35	RT	1		1109	SPORTSBRA 36	4.50	RMT	2
1001	Gatorade (orange flavor)	1.00	RT	5		1110	SPORTSBRA 38	4.50	RMT	2
1002	Gatorade (arctic blue)	1.00	RT	6		1111	SPORTSBRA 40	4.50	RMT	2
1003	Gatorade (red punch flavored)	1.00	RT	5		1112	SPORTSBRA 42	4.50	RMT	2
1004	Gatorade (Lemon-Lime flavored)	1.00	RT	5		1113	SPORTSBRA 44	4.50	RMT	2
1005	ROLAIDS	0.75	DRMT	5		1114	T-SHIRT LG	4.00	RT	2
1006	GUMMIY FRUIT SNACKS	0.25	RT	5		1115	T-SHIRT NLG	4.00	RMT	2
1007	instant COFFEE	1.75	RT	0		1116	T-SHIRT 2X	4.50	RT	2
1008	BUBBLES MINTS	0.75	RT	5		1117	T-SHIRT 3X	4.50	RT	2
1009	BUNTERS QUAKER	0.80	RT	5		1118	small t-shirt	4.00	RMT	1
1011	PEANUT BUTTER CUP (SMALL SIZE)	1.25	RT	5		1119	T-SHIRT MEDIUM	4.00	DRMT	2
1012	SNICKERS	0.80	RT	5		1134	CHEESE COMBO	0.80	RT	5
1013	MILKY WAY long size	1.25	RT	5		1136	JALAPENO COMBO	0.80	RT	5
1014	Whatchamacallit Candy Bar	0.80	RT	5		1139	MENS CANVAS SHOE 6	5.00	RMT	1
1015	3 MUSKETEERS	0.80	RT	5		1140	MENS CANVAS SHOE 7	5.00	RMT	1
1016	Snickers Peanut Butter REESE'S PEANUT BUTTER CUP long size	0.85	RT	5		1141	MENS CANVAS SHOE 8	5.00	RMT	1
1017	Reese's mini cups (long size)	1.25	RT	5		1142	MENS CANVAS SHOE 9	5.00	RMT	1
1018	Jack Link's JERKY CHEW	1.25	RT	4		1143	MENS CANVAS SHOE 10	5.00	RMT	1
1019	100 Grand candy bar	0.80	RT	5		1144	MENS CANVAS SHOE 11	5.00	RMT	1
1020	Mint SNUFF pouches	2.75	RT	1		1145	MENS CANVAS SHOE 12	4.00	RMT	1
1021	Baby Ruth	0.80	RT	5		1146	MENS CANVAS SHOE 13	4.00	RMT	1
1022	SPAM (individual serving)	1.50	RT	5		1147	MENS CANVAS SHOE 14	4.00	RMT	1
1023	Starburst fruit chews	0.80	RT	10		1149	ENVELOPE WITH STAMP	0.55	DRMT	10
1024	Cheese squeezer - Hot Pepper	0.70	RT	10		1150	POSTAGE STAMP	0.45	DRT	6
1027	M&M PLAIN	0.80	RT	5		1152	writing paper	1.75	RT	2
1028	MEAT & CHEESE sticks	0.85	RT	0		1155	MANILA ENVELOPE	0.30	DRMT	5
1030	tube of toothpaste	1.75	DRMT	2		1156	FOLDER W POCKETS	0.40	RMT	5
1031	Skatles	0.70	RT	5		1159	CROSSWORD PUZZLE BOOK	1.50	RT	2
1033	Big Mayonaise squeezer	0.25	RT	4		1160	WORD SEARCH PUZZLE BOOK	1.50	RT	2
1034	Chili pouch (Western Style)	1.75	RT	6		1162	PLAYING CARDS	2.00	RMT	1
1035	Chili pouch (mild)	1.75	RT	6		1166	UNO CARDS	2.50	RT	1
						1170	DICTIONARY	1.00	RMT	1

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Commissary Category Report

Start Time = 07/06/2012 00:00:00 End Time = 07/13/2012 23:59 Choose Category = All

Category	Order	Inmate ID	Item	Description	Notes	Qty	Price	Cost
Candy	61137	20060231	1018	Reese's mini cups (king size)		1	1.25	1.25
	61139	0004	2037	cherry cheese bear claw danish		2	0.00	0.00
	61140	20100320	2028	Iced Honey Bun		4	0.85	3.40
	61141	20020356	2050	Reese's Fast Break candy bar KING SIZE		2	1.25	2.50
	61142	20000074	2021	salted peanuts		1	0.75	0.75
	61143	20020828	2050	Reese's Fast Break candy bar KING SIZE		3	1.25	3.75
	61144	20120208	2002	Reese's Pieces		2	0.80	1.60
	61147	20110403	2002	Reese's Pieces		3	0.80	2.40
	61147	20110403	2001	Hershey w Almonds		2	0.80	1.60
	61147	20110403	2000	Big Peanut Butter Cookie		2	0.80	1.60
	61148	20120244	2028	Iced Honey Bun		2	0.85	1.70
	61148	20120244	2012	Chocolate sandwich cookies		2	0.75	1.50
	61148	20120244	2011	Peanut Butter Sandwich cookies		2	0.75	1.50
	61149	20060027	2046	Bun candy bar (maple)		3	0.80	2.40
	61149	20060027	2012	Chocolate sandwich cookies		1	0.75	0.75
	61149	20060027	1018	Reese's mini cups (king size)		1	1.25	1.25
	61149	20060027	2018	Deluxe mixed nuts		2	1.50	3.00
	61149	20060027	2016	sweet and salty nut mix		1	0.99	0.99
	61149	20060027	2038	diet Pepsi 16.9 oz		2	1.10	2.20
	61151	20120142	2033	TradeWinds SWEET TEA		1	1.00	1.00
	61151	20120142	2037	cherry cheese bear claw danish		2	0.85	1.70
	61152	20020356	2050	Reese's Fast Break candy bar KING SIZE		2	1.25	2.50
	61152	20020356	2011	Peanut Butter Sandwich cookies		1	0.75	0.75
	61152	20020356	2012	Chocolate sandwich cookies		1	0.75	0.75
	61152	20020356	2014	Trix Peanut Butter		2	0.80	1.60
	61153	20110146	2033	TradeWinds SWEET TEA		5	1.00	5.00
	61153	20110146	2032	KING SIZE Peanut M&M's		2	1.25	2.50
	61153	20110146	2011	Peanut Butter Sandwich cookies		2	0.75	1.50
	61153	20110146	2012	Chocolate sandwich cookies		1	0.75	0.75
	61154	20040182	2055	Peanut Butter squeezer	Ord: 61154 User quantity set order as Return: qty was 2 (07/11/2012 07:26)	0	0.50	0.00

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INMATE CALLING
IGSolutions

Commissary Top Sellers

Start_Time = 07/06/2012 00:00:00 End_Time = 07/13/2012 23:59

Item	Descrip	Category	Qty	Sales
1149	ENVELOPE WITH STAMP	Misc	132	72.60
2084	Ramen Chicken	Misc	95	57.00
2085	Ramen Beef	Misc	92	55.20
2086	Ramen Chili flavor	Misc	92	55.20
2073	BIG 24oz Mt. Dew	Misc	51	76.50
2036	Coke 16.9 oz bottle	Misc	48	52.80
2074	BIG 24 oz. Pepsi	Misc	44	66.00
2005	Hot sauce packets	Misc	40	10.00
1007	instant COFFEE	Misc	34	59.50
2028	Iced Honey Bun	Candy	34	28.90
1034	Chili ponch (Western Style)	Misc	30	52.50
2034	Pencil (golf size)	Misc	29	5.80
1040	big Box of snack crackers 12 oz	Misc	27	60.75
1000	DISP. RAZOR	Misc	26	9.10

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Special Acct Summary

Special Acct	Credit	Debit	Balance
Commissary Sales	-493,429.22	493,429.22	0.00
Debit Calling	0.00	0.00	0.00
Restitution	0.00	0.00	0.00
Hygiene	-1,685.99	1,711.99	26.00
Property Damage	-277.32	287.62	10.30
Medical Co-pay	-15,074.83	15,374.83	300.00
Copy Fees	-0.60	0.60	0.00
Inmate Trust Account	+48.20	1,213.11	1,164.91
Total	-510516.16	512017.37	1501.21

VALUE-ADDED FEATURES WITH IMPACTS TO COMMISSIONS AND/OR CALLING RATES

(9) Cell Phone Detection – Portable Units

Portable detection units are valuable and cost-effective tools in combating contraband, especially contraband cell phones. These units can be rapidly deployed and remain visible to inmates, or be hidden behind visual barriers for covert operation.

CenturyLink works with both leading providers of this technology – CellSense and CEIA USA – and is able to provide the Department with either technology, or a combination of both. In fact we recommend an approach where the Department trials one unit of each type, and after an evaluation period the Department could order additional units based on its preference, should the trial prove beneficial.

CellSense.

CellSense, by MetraSens, is a proven system for detecting the presence of cell phones in or on the body, even if the phone is switched off. It also has the advantage of also detecting other contraband items such as shanks, knives and small blades.



Rapid and un-announced deployment and the ability to scan up to 40 individuals per minute means that it is clearly the most cost effective and flexible cell phone detector available worldwide. It can even

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be deployed covertly since it has the ability to scan through walls.

CellSense

“The CellSense detectors worked very well for clearing inmate inmates in a short time with a minimal amount of staff. Previously it would take 30 staff almost an hour to clear a building with 200 inmates using hand wands. With CellSense we were able to clear a building with 200 inmates in about 45 minutes.”
 California Prison Officer

“The strengths of CellSense are its capability to find magnetic materials that traditional metal detectors do not detect and portability.”
 Texas DOC Operations Manager

Detects All Cell Phones

- Even if switched off
- Even if concealed in a body cavity

Key Features

- High probability
- Immediate deployment
- Simple to operate
- Instant deploy
- One person set up
- Battery of mains
- Shock proof
- Floorstanding or wall mounted
- Robust design
- Three year warranty

Operational Benefits

- Full body scan with single walk by
- Large numbers of prisoners scanned quickly
- Early cavity detection
- Backing and personal effects scanning
- Covert screening option
- Surprise element
- Unannounced deployment
- Psychological effect
- Proven technology
- Suitable for all types of correctional facility

CEIA USA.

A similar product is offered by CEIA USA, a leader in metal detection devices. The CEIA unit offers features and portability similar to the CellSense unit, and also like the CellSense unit, has multiple deployments throughout the U.S.

Signaling

STATUS LIGHT	SOUNDER	STATUS
Green	OFF	Ready for use. No signal.
Yellow	OFF	Detection signal under the alarm threshold.
Red	ON Continuous tone	ALARM: Detection signal over the alarm threshold.
	ON 1 Hz pulsed tone	BATTERY LOW
	ON Coded pulsed tone	FAULT

Pass-by Operation *Pass thru Operation*

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2.6.11 Contractor Financial Responsibility

2.6.11.1 Describe the proposing organization, including size, longevity, client base, areas of specialization and expertise, and any other pertinent information in such a manner that the proposal evaluators may reasonably formulate a determination about the stability and financial strength of the proposing organization.

☀ CenturyLink has read, understands and will comply.

Sprint Payphone Services, Inc. was incorporated in the State of Florida in 1994 to allow the payphone and corrections market to operate as a non-regulated entity outside of the Sprint Local Exchange territories. The Sprint Local Exchange group was spun from Sprint in 2008, and later merged with another company to form CenturyLink. The new corrections market group, CenturyLink Public Communications, Inc. (CPCI), is a subsidiary of Embarq Corp., which is in turn a subsidiary of CenturyLink, Inc.

The parent company, CenturyLink, Inc., is the third largest telecommunications company in the United States, with 45,000 employees and annual revenues of \$18 billion, and owns a 210,000 mile fiber optic network. The company has offices throughout the United States and overseas, and provides telephone, Internet, television, cloud computing, network, and technology consulting services.

CPCI and its predecessors have been providing services to the corrections markets since 1991 (23 years). We currently serve five state departments of corrections (Alabama, Kansas, Nevada, Texas, and Wisconsin) and are in the process of transitioning services for the Idaho Department of Corrections from another vendor to our IPS. In addition, we serve numerous county and city law enforcement agencies.

Our primary focus is on the corrections markets where we specialize and are strongly focused on inmate telephone and video visitation services. In addition, we have installed the first large-scale cell phone managed access system in the United States in two Texas Department of Corrections facilities. We also have a strong implementation and management team, the capabilities of which were demonstrated in 2009 when we installed a ground-up inmate telephone system for the Texas Department of Criminal Justice, which had never had an inmate telephone system. That project involved installing over 5,800 phones in 114 facilities to server 155,000 inmates, and included new wiring in every facility.

As a division of a very large public company, we cannot allow an action by CPCI to bring bad publicity to the corporation. Our bedrock is integrity. A good example of how we operate is demonstrated by the recent FCC rulings on Interstate calling rates; many of our competitors have stopped paying commission on Interstate calls, claiming that the FCC order (which has been partially stayed by the courts), does not allow them to pay

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commissions. CenturyLink is different. We do not see anything in the current court order that prohibits payment of commissions on Interstate calling, and we continue to pay commissions to our clients on these calls.

2.6.11.2 Provide a copy of the Contractor's Dunn and Bradstreet, Equifax, TRW, or other appropriate credit rating. For sole proprietors, provide a copy of the appropriate credit rating for your sole proprietorship. A credit report for the sole proprietorship will be required before contract execution.

☀ CenturyLink has read, understands and will comply.

CenturyLink has provided D&B information in Tab 7.

2.6.11.3 Provide a copy of the organizations, audited, financial records for the past three (3) years.

☀ CenturyLink has read, understands and will comply.

Financial Information is located in Tab 7.

2.6.11.4 Disclose any and all judgments, pending or expected litigation, or other real or potential financial or legal events that might materially affect the viability or stability of the proposing organization or warrant that no such condition is known to exist.

☀ CenturyLink has read, understands and will comply.

Conlin v. EMBARQ Payphone Services, et al. -- (U.S. Dist. Ct. ED TX, Case No. 1:09-v-01000) Plaintiff challenged the process by which persons wishing to communicate with inmates via a prison phone system must register with the state. EPSI was never served with this lawsuit. The court dismissed the case. The plaintiff appealed to the Fifth Circuit, and the appeal was dismissed in February 2010. The matter is closed.

Chico-Polo, et al. v. EMBARQ Payphone Services, et al. -- (U.S. Dist. Ct. ED MI, Case No. 2:10-cv-10758) Plaintiffs allege civil rights violations because international calls to Nicaragua and Colombia are not allowed under Michigan Department of Corrections policy. EPSI filed a motion to dismiss, and the claims against EPSI were dismissed by the court. Plaintiff appealed, and in March 2012, the Sixth Circuit affirmed in EPSI's favor. Plaintiff did not seek review by the United States Supreme Court, and the matter is closed.

Lacy, et al. v. Texas Board of Criminal Justice, et al. -- (U.S. Dist. Ct. WD TX, Case No. 1:10-CV-353-SS) Plaintiffs claim their First Amendment and other rights are being violated by the prices charged for inmate calls. EPSI and the other defendants filed motions to dismiss. In February 2011, the court dismissed the case for improper service, lack of jurisdiction and failure

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to state a claim. The matter is closed.

Philip Wilcoxson v. The State of Nevada, et al. -- (Nevada First Judicial District, Case No. 10-TRT-00076-1B) Plaintiff alleges that he fell onto remnants of telephone equipment that is no longer in use, resulting in various personal injuries. The equipment appeared to be from an installation prior to EPSI's, but to avoid litigation costs, a very low, nuisance value settlement was finalized in May 2011. The matter is closed.

Slizewski v. Schowochert, et al. -- (U.S. Dist. Ct. for the Western District of Wisconsin, Case No. 10-cv-665) EMBARQ Payphone Services, Inc. was not a named defendant, but two employees of EPSI were individually named as defendants for actions that occurred while working for EPSI as part of our contract with the Wisconsin Department of Corrections. Plaintiff, filing *pro se*, in April 2011 claimed that defendants violated his civil rights by recording his phone conversations with his legal counsel. In orders filed in August and September of 2011, the Court granted summary judgment against the Plaintiff on all claims. Plaintiff has not filed an appeal and the matter is closed.

Cynthia Sue Lane et al. v. State of Texas – Department of Criminal Justice, Embarg Payphone Services, Inc., Securus Technologies, Inc., Facility Solutions Group, Inc., (Texoma/Kodiak Construction Case No. 25756 Walker County, Texas) - Todd Hughes, an inmate housed by the Texas Department of Criminal Justice, was electrocuted as he stood in water from a ruptured water pipe that came in contact with an electrical cabinet and associated wiring and circuit panel. EPSI was not the owner of the electrical cabinet or associated wiring and circuit panel, and had hired companies to perform electrical installation work for the telephone system. The case is at a very early stage. EPSI is vigorously defending the lawsuit.

Groves et al. v. Michigan Department of Corrections, et al. – (Ingham County Michigan Circuit Court, Case No. 10-1616-CZ) EMBARQ Payphone Services, Inc. was an intervening Plaintiff in a lawsuit filed in December 2010 challenging the award of a prison phone contract to Public Communications Services, Inc. ('PCS'); the award to PCS was also challenged by another losing bidder, Securus Technologies, Inc. The Circuit Court of Ingham County granted defendants' Motion to Dismiss in February 2011, and EPSI chose not to file an appeal from this decision.

Global Tel*Link v. Oregon Department of Corrections, et al. – (Marion County Oregon Circuit Court, Case No. 11C-20510) Global Tel*Link ('GTL') was a losing bidder to an RFP issued by the Oregon DOC to provide inmate phone services to the Oregon DOC. After the DOC announced its intent to award the contract to Pinnacle Public Services, LLC ('Pinnacle'), and after GTL's bid protests were denied, GTL filed this lawsuit in August 2011 challenging the ODOC's contract award to Pinnacle. GTL named EPSI and all of the other bidders as defendants to this lawsuit. Subsequent to GTL's lawsuit, another losing bidder, Evercom Systems d/b/a Securus Technologies, Inc., filed a counterclaim and cross-claim against all other parties, including EPSI, also challenging the ODOC's decision to award this contract to Pinnacle. EPSI has filed Answers to the GTL and Securus lawsuits, and the matter is ongoing.

Ray v. Evercom/Sprint Payphone, et al. (U.S. Dist. Ct. SC Case No. 4:05-cv-2904; Fourth Circuit Case No. 09-7753) Plaintiff claimed that the prison payphone system mandated collect calls from inmates at excessive rates, and supported a "kickback" scheme from the defendants to the state. Plaintiff pleaded state and federal antitrust violations, unfair and unconscionable trade practices and various other state law causes of action. The trial court denied plaintiff's request to represent a class of "similarly situated" inmates. Plaintiff appealed and the Fourth Circuit upheld the trial court's refusal to allow a class action. In September 2009, the court

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dismissed plaintiff's remaining claims. Plaintiff appealed, and the Fourth Circuit affirmed the dismissal in May 2010. The time expired for Plaintiff to seek any further appellate review and the matter is closed.

Walen v. Embarq Payphone Services (U.S. Dist. Ct. ED MI 06-14201) Plaintiff claimed that the prison payphone system was improperly used to record calls with his legal counsel. In September 2009, the court granted summary judgment in Embarq's favor. Plaintiff's motions to amend this judgment or to have the judgment reconsidered were denied in April 2010. Plaintiff did not appeal, and the matter is closed.

Evans and Witherow v. Inmate Calling Solutions, et al. (U.S. Dist. Ct. NV Case No. 3:08-CV-0353) Plaintiffs allege that attorney-client privileged phone calls between inmate Witherow and his counsel were improperly intercepted. In November 2009, the court dismissed the claims against Embarq. Plaintiff filed several motions for leave to file an amended complaint, for reconsideration of the dismissal, and to have the magistrate judge removed from the case. The motions have been denied. The case remains pending in the trial court against other defendants. While plaintiffs could appeal once the entire case is concluded in the trial court, there presently are no active proceedings against Embarq.

Iswed v. Caruso, et al. (U.S. Dist Ct. WD MI Case No. 1:08-cv-1118) Plaintiff alleged various civil rights violations as a result of a prison policy that precluded most foreign phone calls. The trial court dismissed plaintiffs claims against Embarq before Embarq was ever served with the lawsuit. The matter is closed.

2.7 IMPLEMENTATION PLAN

2.7.1 One Contractor will be selected to enter into a written contract as a result of this RFP with the selected Contractor to begin providing services no later than 120 days after execution of a written contract. The proposal must include an implementation plan describing the tasks and activities to be completed and their timeframes/milestones prior to the start of services. The implementation plan is to detail how the Contractor would satisfy the RFP's requirements regarding the installation, operation and maintenance of an inmate phone system with monitoring and recording capabilities, such that each issue addressed would be complete and detailed enough to assure the Department of the Contractor's understanding and capability to perform the cited requirements, and to substantiate that the IPS will be fully operational within the timeframe stated after execution of the written contract.

 CenturyLink has read, understands and will comply.

CenturyLink has repeatedly demonstrated our ability to successfully transition accounts to our platform. Most recently, in 2012, we transitioned the State of Alabama DOC with 30 facilities and 25,000 inmates from your current vendor to our platform.

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In addition, in 2009, we installed, from the ground up, the Texas Department of Criminal Justice (TDCJ) offender telephone system, which included over 5,800 phones in 114 facilities serving 155,000 inmates. This installation included all wiring and infrastructure, as TDCJ did not have an existing offender telephone system.

The transfer of service from the Department's current calling platform to the CenturyLink platform will result in no loss of service, and all existing relevant customer data (PIN numbers, PIN, globally blocked numbers, privileged (do not record) numbers, etc.) will be transferred to our platform.

Gantt charts allow for critical path analysis and are the preferred method of operation used by CenturyLink for all project management efforts. The use of Microsoft Project allows the team to clearly identify, document, track and account for all tasks that must be accomplished as part of the project, including all prep work, activities the day of transition, post-cutover, acceptance testing and quality assurance testing. We can easily monitor a project's progress and provide real time updates to all stakeholders.

Quality assurance measures are an integral part of our project planning and these steps are integrated throughout all phases of the project plan, not just at the completion of the transition. Our objective is to spend additional time in the planning phase of a project to identify any potential problems up front and proactively take steps to prevent them. This practice allows for all stakeholders to have not only a voice, but sense of ownership when the final Implementation Plan is created and promotes communication throughout all phases of the implementation.

2.7.1.1 Please specify Contractors timeframe for the implementation plan if less than 120 days.

☀ CenturyLink has read, understands and will comply.

Centurylink will be able to complete the installation of the phones and cutover of the IPS platform in less than 70 working days, based on normal working hours (Monday – Friday, eight hours each day). The 70 day timeframe could be compressed if the Department would allow work outside normal working hours.

2.7.2 Describe in detail the Implementation and Cutover Plan. The overarching considerations are to maintain connectivity, avoid disruption of telephone services to inmates and the Department's need to monitor and/or rerecord inmate calls and to minimize the concurrent use of the incumbent provider's and successor's services.

☀ CenturyLink has read, understands and will comply.

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CenturyLink is sensitive to potential disruptions to the Department's routine, and will closely coordinate with the Department to ensure that disruptions are held to an absolute minimum. We also plan to eliminate any concurrent use of the incumbent and our services by transitioning all lines in a particular facility from the existing IPS to the new IPS at one time. This allows a clean break between the old and new, easing the impact on the Department's staff. Our detailed implementation and cutover plans are described below in detail.

2.7.2.1 The tasks and activities to be completed and their timeframes/milestones prior to the start of services (e.g. set-up of facilities, hook-up of phone lines, hiring/training of personnel).

 CenturyLink has read, understands and will comply.

The full implementation plan is provided in our Gantt chart which can be found in Tab 7.

2.7.2.2 The schedule or sequencing of the service installations at Department sites.

 CenturyLink has read, understands and will comply.

The full implementation plan is provided in our Gantt chart which can be found in Tab 7.

2.7.2.3 The potential risks that might affect the changeover to a new phone provider, their possible impacts and any strategies or solutions that the Contractor proposes to mitigate or prevent these impacts.

Risk	Mitigation Strategies (Actions To Reduce Probability of Risk Materializing, And Contingency Plans To Reduce Impact of Risk If It Does Occur)
1) Manufacturing Delay	CenturyLink will work with all critical vendors so that orders will be developed during contract negotiation process. This will ensure that orders will be placed as soon as possible after the Contract has been signed by both parties. CenturyLink "shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements

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2) Delivery Delay	If any of the first site cutovers are impacted by problems with the timeliness or the accuracy of equipment deliveries, alternative shipping vendors will be selected to minimize future disruptions. As a Fortune 500 Corporation, CenturyLink CENTURYLINK has well established relationships with multiple transport vendors.
3) Equipment Misplaced	A CenturyLink Project Manager or Program Manager will coordinate equipment deliveries with each site on a daily basis to confirm delivery, identify the Department personnel who took delivery of the IPS equipment, and the physical location the equipment is being stored at before the installation team arrives.
4) Network Services Delay	A CenturyLink Program Manager (Kristie Dean) will coordinate network services installation with each LEC, CLEC, or carrier on a daily basis to confirm the delivery schedule. As a Fortune 500 Corporation CenturyLink has a well established relationship with virtually all LECs, CLECs, and carriers. Any delay will be escalated to the President of Wholesale and CenturyLink Payphone Services level (Bill Cheek), if necessary, to address possible schedule variances.
5) Network Services Configuration	A CenturyLink Program Manager (Kristie Dean) will coordinate network services installation with each LEC, CLEC, or carrier on a daily basis to confirm proper configuration. As soon as network installation is completed testing will be scheduled to ensure proper operation in advance of platform cutover.
6) Site Lock Down	If a Department site becomes inaccessible because of a security issue the Project Manager (Shelia Rafferty) will attempt to re-direct installation personnel to other nearby sites where equipment and/or services have been delivered and work is ready to be performed (so the overall schedule is not impacted).
7) Site Power Outage	If a Department site becomes inaccessible because of a loss of local power and a failure of back-up power the Project Manager (Shelia Rafferty) will attempt to re-direct installation personnel to other nearby sites where equipment and/or services have been delivered and work is ready to be performed (so the overall schedule is not impacted).
8) Site Inclement Weather	If a Department site becomes inaccessible because of inclement weather the Project Manager (Shelia Rafferty) will attempt to re-direct installation personnel to other nearby sites where equipment and/or services have been delivered and work is ready to be performed (so the overall schedule is not impacted). If this cannot be achieved because of the magnitude of the weather issue installation teams will attempt to obtain temporary lodging in the immediate area so their work can be completed in a timely fashion as soon as the roads are clear.

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9) File Transfers	CenturyLink will ensure that the existing platform files are uploaded to the ENFORCER so that the details concerning file transfers will be resolved before the scheduled cut over. The transfer of service from the existing platform system to the ENFORCER system platform will result in no loss of service, and all existing relevant customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) will be successfully transferred to the new platforms.
10) Platform Configuration	CenturyLink will begin to work with the Department's HQ staff and the local facility representatives (wardens and investigators) as soon as a contract is signed to identify and resolve any conflicts concerning how each individual facility files need to be setup in the ENFORCER platform. This should ensure that agreement has been achieved well in advance of the cutover of the individual onsite ENFORCER systems to the ENFORCER platform.

2.7.2.4 · The Contractors plan to avoid any service disruptions.

 CenturyLink has read, understands and will comply.

Much of this was discussed previously in Section 2.4.17.14, and sections of that response are contained in this Section. CenturyLink has a proactive program to ensure minimal service disruptions. This multi-faceted approach is designed to find and correct a problem prior to it becoming apparent to the Department, the inmates, or friends and family.

CenturyLink will provide a Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for the Department throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

- 1) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review.
 - 2) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.
 - 3) A weekly conference call is held by the Program Manager with IPS platform vendor personnel to discuss any tickets opened in the previous week that have not yet been closed.
 - 4) The ongoing Preventative Maintenance (PM) program, which ensures service standards are maintained. The Field Service Technicians inspect IPS equipment and inmates phones at each facility on a regular scheduled basis (weekly, monthly, or quarterly, depending on the service element). The PM plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination,

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- technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.
- 5) Periodic service reviews (typically conducted at customer's location quarterly) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.

Operations Team

A total of five (5) Field Service Technicians and three (3) On Site Service Administrators will be hired to provide onsite maintenance and repair of the new inmate calling platform. CenturyLink is willing to hire existing Securus Field Technicians and On Site Administrators to minimize the impact to Department staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Arizona that currently service the Arizona Net contract and are familiar with Department policies and procedures.

Customer Service Policies and Procedures

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to the Department on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site. Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program Manager who will discuss the situation with the Department as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed.

CenturyLink uses the following tools to ensure minimal disruptions for our clients:

Calling platform management

The IPS platform is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the Network Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.

Preventative Maintenance

Our Operations Team will perform hands-on preventative maintenance inspections on the IPS calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary if the need for additional repairs are identified.

Extensive preventative maintenance inspections are completed on a routine basis.

2 – SCOPE OF WORK

Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked. The circuit interfaces are checked for errors to ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all IPS users.

Additional Staffing

In addition to the field operations support team, our Program Manager Debra Lambe will have a strong back office support team, with system development skills, exceptional financial accounting and reconciliation abilities, and comprehensive network knowledge. This team has been together for many years, and will be ready to support our system implementation for the Department.

2.7.3 System Implementation and Transition

2.7.3.1 The Department is presently utilizing an IPS. It is therefore of the utmost importance that the Contractor address the issue of transition from the existing system to the new IPS at all Department locations. The Department realizes that some down time will occur during this transition but the Contractor must propose an implementation plan that reduces this down time and allows for a smooth progression to the new system. The amount of estimated down time must be stated. The Contractor's IPS System should have the ability to provide and support new technology, including but not limited to, Kiosks, video visitation, tablet email. The Contractor must also provide/supply any infrastructure needed support such technology.

 CenturyLink has read, understands and will comply.

When CenturyLink cuts over to our System, the phones will only be unavailable for the amount of time it takes to walk up to each phone and verify the port. This varies due to the number of phones and facility layout, but usually takes between one to three hours.

CenturyLink partners with JPay to provide and support new innovations in the corrections marketplace with a focus on designing products that assist correctional agencies in fulfilling their mission to rehabilitate inmates and reduce recidivism while keeping the facility and community safe. Today, after over 11 years of business, JPay's wide variety of services are available to over 1.6 million inmates in 30 state Departments of Corrections.

Deep Partnership with CenturyLink

2 – SCOPE OF WORK

JPay has been a partner of CenturyLink for over seven years. Together, our products are deployed in every Texas, Kansas and Nevada state facility. The Department will reap the benefits of this powerful partnership by deploying not only a robust phone system but a rock solid technology platform in parallel.

JPay is one of the Department's preferred vendors for money transfer services and payment of visitation background check fees. Since the contract's inception in December 2013, JPay has processed over 35,000 deposits, totaling over \$2.5M designated for Arizona inmate accounts.

The Platform

JPay is an all-encompassing platform which hosts and maintains the infrastructure that delivers various content and communications to and from inmates. The platform consists of inmate kiosks, tablets, networks, cloud storage, and a host of inmate and customer facing applications including;

- Video visitation
- Email
- Music browsing, purchasing & downloads
- Educational and training content
- Commissary ordering
- Account balance/statement lookup
- Calendar/appointments
- Grievances
- DOC policies, rules and regulations
- Support ticketing
- PREA submissions
- Help & FAQ

JPay's platform is unparalleled in the industry. The applications are built entirely by JPay staff with an extensive knowledge of how state prisons operate. Each feature is designed with the utmost focus on usability – whether it applies to the inmate's interface, the customer's interface or the portal used by facility staff. Our networks, kiosks and tablets are continuously being enhanced and perfected, enabling the state to maximize user adoption and effectively making the endeavor a resounding success.

The Tablet Kiosk

2 – SCOPE OF WORK



Tablet Kiosk

JPay's tablet kiosk is a 10" touch screen tablet, hardened behind a steel enclosure and incredibly resistant touch screen glass. It features a handset mounted to the side of the kiosk for video visits or to listen to song previews. The tablet kiosk offers all of JPay's services and can be deployed at a ratio of 1 to every 20 inmates. For inmates in administrative segregation, the tablet can be portable, allowing inmates to use it without leaving their cells.

Once JPay's kiosks are installed through each facility, the Department will have the ability to add any of the following added value services. The system is so granular that staff has the option of activating or disabling each feature by facility, pod, or even by individual kiosk.

Video Visitation

JPay has been building video visitation systems for state prisons since 2006. Today, our application is available to inmates in close to 200 facilities in Georgia, Indiana, North Dakota and Washington. Our video system is built only for state and federal prisons, not for county jails, and is designed to significantly increase long-term communication between inmates and their loved ones. As many studies show, the more communication between inmates and their friends and family, the better equipped they are once they are released. Since decreasing recidivism is a national priority, we believe our visitation system, with both a pre-scheduled feature and on-demand capability, will provide the Department with the tools to accomplish this mission.

2 – SCOPE OF WORK

Using the Tablet Kiosk, inmates can initiate video calls from the kiosk in their housing unit, in the same way inmate telephone calls take place. To initiate the session, inmates simply log into the tablet kiosk and choose the available contact they want to visit with. They are shown a list of approved visitors, which comes directly from the Inmate Management System on a daily basis. Once the inmate chooses the approved contact, the system initiates the session.

The screen below shows the session from the inmate's perspective; the large image is the person the inmate has called, and the small thumbnail image is the inmate.

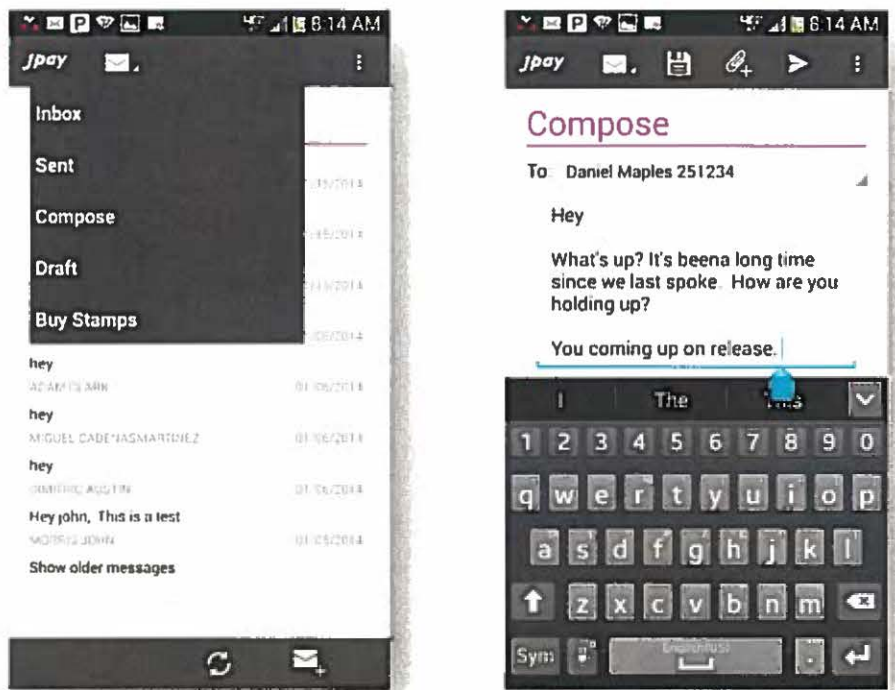


Tablet Kiosk – Video Visitation Session

Email

JPay offers the most comprehensive and robust email system in corrections. The email system is deployed in over 17 state Departments of Corrections today, and by far, handles the largest volume on a daily basis. Customers can start by visiting JPay.com or by downloading the JPay iPhone or Android smartphone app. Once their inmate is verified and the account is set up, customers can buy stamps and start emailing. Inmates respond from either the tablet kiosk in their dorm or from their JP4® mini tablet.

2 – SCOPE OF WORK



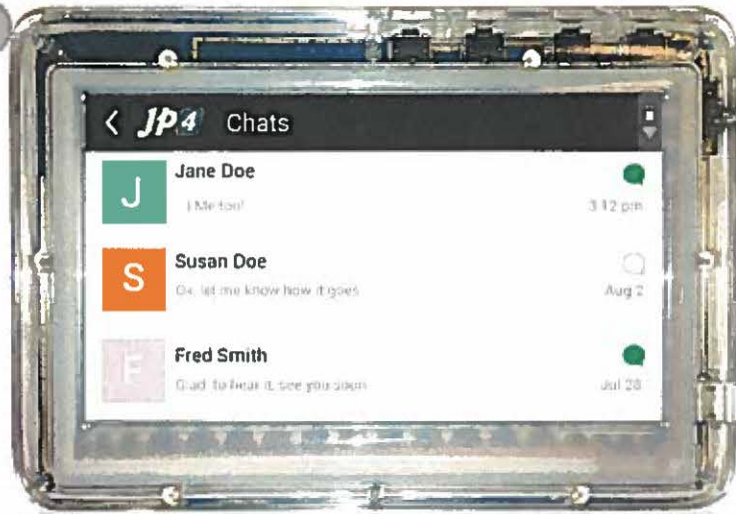
JP4 Smartphone App Display Examples

The JP4 Mini Tablet

JPay's email app is also available on our portable handheld device, the JP4 mini tablet. This brings tremendous convenience as inmates can compose and view emails and photo attachments in their cells – all without the pressure of time and privacy concerns while using a kiosk.

Reinforced with a high grade clear plastic casing, shock absorbers and an enhanced thickness display, the JP4 can withstand the rigors of usage in a corrections environment. Additionally, the JP4 has a touch screen, eliminating the need for a separate keyboard accessory to type email.

2 – SCOPE OF WORK



Music

Inmates can purchase the JP4 directly from the kiosk and access JPay's music store to purchase and download music to their mini tablets. JPay offers over 8 million tracks without explicit lyrics and gives inmates the unique ability to listen to 30 second previews, view album art and other track details on the kiosk prior to purchasing.

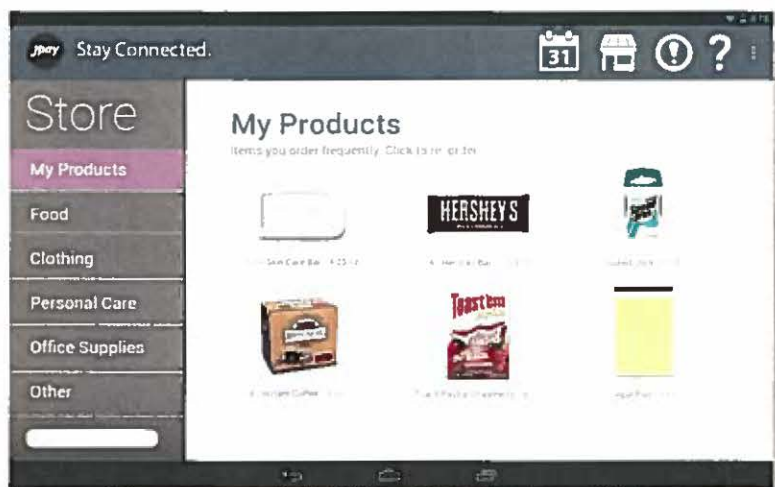
Educational and Training Content

JPay will be adding educational materials and training resources for download to the JP4 from the tablet kiosk later this year. Content will include materials such as GED and ABE study guides, STEPS and practice tests as well as special interest materials.

Commissary Ordering

JPay's commissary ordering application is designed to be compatible with any outside provider. By using JPay's set of APIs, the commissary provider can sell its items directly to the inmates on the tablet kiosk. Items are displayed clearly with pictures, pricing and availability. Facility staff members have the ability to restrict certain items, ordering times and more.

2 – SCOPE OF WORK



Tablet Kiosk – Commissary Ordering Function

Account Balance/Statement Lookup

Through an integration with the Department's inmate banking software provider, inmates can review their account balances, transaction history and order printouts of statements directly on JPay's kiosk.

Calendar/Appointments

JPay is in the process of developing a personal calendar on the tablet kiosk to manage appointments and tasks. Inmates will be able to manage scheduled appointments and activities through this application.

Grievances

JPay's platform allows inmates to send grievances to approved staff in the same manner that they send emails to customers. The designated staff will appear in the inmate's approved contact list. This feature allows the Department to select which staff receives grievances, how the staff member should appear on the contact list (i.e. inmate grievance or warden) and where the communication should be sent (i.e. Facility System or warden's email address).

The Facility System

All of JPay's services are administered through the Facility System, the same user friendly interface used by the Department today to access JPay's electronic payments solution. The Facility System provides all the necessary tools to manage video visitation, email and media. The system also provides daily reports, screening tools as well as a feature-rich system for investigations and analysis. The browser-based system provides features that allow investigators to better detect and investigate crimes.

A few of the many reports available are detailed below.

Video Reports

2 – SCOPE OF WORK

Pay offers the Department several reports to manage video visits. These reports allow staff to search for in progress video visits and join the visit in an undetected state. Department staff can also search for and listen to archived video visits. This report can be sorted by facility and run for any date range. Staff can drill down on the customer and inmate name for more information.

Call ID	Inmate Name	Inmate ID	Customer Name	Date	Time	Kiosk ID	Status	Action
74133	BRITTANY BAGLEY	001234456	James Bagley	01/24/14	12:30	EWf_112	Retrieved	View
74577	MELISSA WRIGHT	001238757	Anita Graham	01/24/14	14:01	GA-PAP	Archived	Retrieve
74231	ANDREA SILVERMAN	005454458	Joseph Deli	01/24/14	15:44	LASP-21	Retrieved	View

Video Visit History Report

Free Busy Rule

Staff can use this report to adjust visitation scheduling in their facilities. This tool can also be used if the facility is on lockdown and the staff wishes to restrict visits from being scheduled.

Email Reports

Email reports aggregate data based on volume, categories, stamp purchases, commissions, auditing and much more.

Letter Delivery

These reports are used by mail room staff to manage inbound and outbound emails. Staff can review flagged emails, forward emails to security or return to customer, fulfill print out requests and much more!

2 – SCOPE OF WORK

Letter Delivery

The screenshot displays a management interface for letter delivery, divided into two columns: Inbound and Outbound. Each column lists several status categories with corresponding icons and counts.

Inbound	Outbound
Requires Approval (170) Click to view letters pending approval	Requires Approval (3) Click to view letters pending approval
Ready To Print/Release (2807) Click to view ready to release and ready to print letters	Ready To Print (1) Click to view ready to release letters
Printed (0) Click to view and reprint printed letters	Released (N/A) Click to view released letters
Released (N/A) Click to view released letters	Sent To Security (N/A) Click to view and approve letters sent to security
Sent To Security (N/A) Click to view and approve letters sent to security	Censored (N/A) Click to view censored letters

Staff Email Management Screen

Inmate/Customer Watch list

Using the Facility System, the Department staff can add customer or inmate names to various watch lists. This report shows details when emails are sent to or from these specified customers or inmates.

Other searchable fields which can be displayed include the date, letter ID, IP address of the inmate kiosk and the customer's computer, and the option to view and print the email(s) in question.

Inmate Watch List

Filter(s) To Apply

[Add +](#) | [Search](#)

Name	ID	Activated	Mail Watch Status	Money Watch Status	Updated	By
ADAMS	036225	02-21-2012	ACTIVE	INACTIVE	1/29/2013 2:13 32 PM	JPay, Indiana
ADAMS	036225	03-01-2012	ACTIVE	INACTIVE	1/29/2013 2:17 28 PM	JPay, Indiana
Amber Marshall-Smith	997236	12-30-2010	ACTIVE	INACTIVE	12/30/2010 2:28 12 PM	JPay, Indiana
ANTHONY	978085	11-24-2008	ACTIVE	INACTIVE		
ATHA	114553	10-08-2008	ACTIVE	INACTIVE		
ATHA	970407	10-08-2008	ACTIVE	INACTIVE		
Carl Thomas	212315	01-29-2013	INACTIVE	INACTIVE	1/29/2013 2:16 13 PM	JPay, Indiana

Inmate Watch List Report

2 – SCOPE OF WORK

Mail Auditing Report

The Mail Auditing Report shows how many letter actions have taken place such as approved, released or printed. This can be generated per unique user or system wide for inbound and outbound email.

Mail Auditing Report

User Name: All
 Mail Type: Inbound Mail
 From: 05/27/2013
 To: 05/30/2013
 Submit

Report Key

- Sent To Security
- Returned To Customer
- Censored
- Printed
- Approved
- Inbound Relocated
- Outbound Relocated
- Remove Mail Attachment
- Release
- Remove Mail Content
- Pulled Out

User Name												# of Actions
Total	88	10	49	390	0	0	8534	9	9	126	0	33256
adamsons	0	0	0	0	0	0	0	0	0	0	0	1
andersonaj	2	0	0	10	264	0	117	0	0	2	0	395
andersonja	0	0	1	0	228	0	119	0	0	6	0	354
barnesmj	0	0	0	0	168	0	92	7	7	3	0	287
baronps	3	0	0	0	212	0	190	0	0	1	0	406
batesto	0	0	0	0	218	0	107	0	0	1	0	326

Page 1 of 1

Results per page: 50
 Results

Mail Auditing Report

Mail Operational Report

The email operational report pulls data that shows specific facility letter activity and value. This report allows the Department to view usage by the kiosk and the day.

2 – SCOPE OF WORK

Mail Operational Report

List of letters for location WISCONSIN

From Date

To Date

Include archived data

Page 1 of 1

Date	Inbound Letters	\$ Value	Inbound Postage Bought	# Sent Pages
Total	257	\$179.00	\$952.00	\$379.00
<u>5/1/2014</u>	53	\$35.00	\$200.00	\$84.00
<u>5/2/2014</u>	71	\$34.00	\$152.00	\$100.00
<u>5/3/2014</u>	55	\$55.00	\$300.00	\$85.00
<u>5/4/2014</u>	53	\$25.00	\$140.00	\$72.00
<u>5/5/2014</u>	25	\$30.00	\$160.00	\$38.00

Next 10 > Last Page >>

Please specify the number of results you want to view on this page

Music Reports

Songs Purchased Report

This report can be sorted by facility and run for any date range. The report lists all media downloads and the date of the download.

2 – SCOPE OF WORK

Songs Purchased Report

Facility

From Date

To Date

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ID	Purchase Date	Status	Inmate ID	First Name	Last Name	Amount
4029832	01/22/14	Media Copy Completed To Device	001234	JOHN	CARTER	\$2.99
4029116	01/22/14	Media Copy Completed To Device	001234	JOHN	CARTER	\$1.00
2025345	10/26/12	Media Copy Completed To Device	001234	JOHN	CARTER	\$2.99
1840373	08/07/12	Media Copy Completed To Device	001234	JOHN	CARTER	\$3.25

Song Purchased Report

JP4 Players Purchased

This report can be sorted by facility and run for any date range. The report lists the facility, amount of players sold, and total revenue generated.

2 – SCOPE OF WORK

JMedia Player Purchased Report

From Date
To Date

Page 1 of 3

Facility	Total Players Sold	Total Amount Paid	Total Facility Commission	Total Tax
B01	16	\$819.84	\$0.00	\$60.00
B02	8	\$366.78	\$0.00	\$26.85
D01	22	\$1,080.36	\$0.00	\$85.57
D02	15	\$727.58	\$0.00	\$57.72
D03	8	\$369.17	\$0.00	\$29.24

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JP4 Player Purchased Report

Inmate Prepaid Funds Balance

This report contains all inmate transfer requests to move funds from their trust fund account to their JPay media account. Department staff can run this report for any date range and sort by facility. The report includes the number of requests per day, the status of the transfer requests and the total dollar amount transferred. Staff can click on the date to drill down and see specific request details. These details include inmate name, ID and location, the date of the request and the amount requested.

2 – SCOPE OF WORK

Inmate Prepaid Funds Balance

From Date

To Date

Inmate ID

Page 1 of 3

Facility	Inmate ID	First Name	Last Name	Amount Paid	Purchase Date
Q01	871404	MICHELLE	CHAMPOUX	\$30.00	5/5/2014
D01	337854	JAME	MICHEL	\$5.00	5/5/2014
P01	889986	JAMES	WILSONSAGE	\$5.00	5/5/2014
P01	369634	ANDRAE	JACKSON	\$15.00	5/5/2014
P01	267360	DIEGO	BARRON	\$5.00	5/2/2014

Next 10 > Last Page >>

Please specify the number of results you want to view on this page ▼

Inmate Prepaid Funds Balance Report

2.7.3.2 The Contractor is required to provide the Department a full implementation plan for the IPS. The Contractors implementation plan must include a detailed explanation of the following items:

2.7.3.2.1 Pre-installation procedures for each of the Department facility;

 CenturyLink has read, understands and will comply.

At each site CenturyLink will perform the following tasks:

- Extend access lines from demarc to the room where the phone equipment will be installed
- Provide two clean and identified cable pairs for each T1 for ICS to extend
- Mark blocks 1-24 and identify each pair and what phone it serves
- Leave a copy of all notes and identification information on site
- Test all phones, jacks and toggle switches
- Identify all phones by cable pair

2 – SCOPE OF WORK

- If necessary, extend the incoming trunk lines to the new IPS equipment rack

With the centralized platform that CenturyLink will install, the only equipment that will be installed in each telephone room will be integrated access devices (IADs), switches, uninterruptable power supplies, and surge/lightening protection.

All inmate telephone equipment can be installed adjacent to the existing equipment without impacting its services. Installation is a matter of unpacking the equipment, placement on a rack, punching down the inmate telephone lines, connecting the outgoing-lines, and initiating system power. The system is then tested to ensure proper software configuration.

The CenturyLink Project Manager (PM) will then check all items in the approval process to ensure that all equipment, circuits, and trunks to be cutover meet the specifications of the RFP. It should be noted that all equipment will be tested and certified as fully operational prior to cutover to ensure that all of the individual requirements for each site are in full compliance with Facility regulations. At this point the system is turned over to the TSC (Technical Service Center) for 24/7 monitoring.

2.7.3.2.2 Pre-installation procedures for the complete system;

- ☼ CenturyLink has read, understands and will comply.

The complete system pre-installation procedures are contained in Section 2.7.3.2.1 above.

2.7.3.2.3 Network circuits/service coordination requirements;

- ☼ CenturyLink has read, understands and will comply.

Once it's determined the type of network that is needed, the following steps occur:

- Network services (T1 Circuit, DSL, SIP or High Speed Internet) is ordered and purchased through various Local Exchange Carriers (LECs) if they are outside of the CenturyLink Local Exchange footprint. If they are provisioned by CenturyLink, we will use an in-house order system and key the orders ourselves. For Arizona, all but two facilities are within CenturyLink's footprint
- Provisioning of the network services is done on the side of the LEC or CenturyLink internal support based on the needs of the facility as outlined in the order request and was determined by the site survey

2 – SCOPE OF WORK

- Once provisioning is completed and we attain circuit information, required site equipment is preprogrammed (integrated access devices, switches, and UPS battery backup) and shipped to the sites prior to network ins
- Our implementation manager and engineers monitor the network orders closely and work together throughout the entire process to ensure demarcation locations are accurate and the circuit turn-up dates accommodate the cutover dates outlined in the implementation plan
- Once the LEC has confirmed and installed the ordered services, our technician will connect the appropriate equipment and complete the cutover on the scheduled date.
- Once the cutover is complete, we proactively monitor all circuits within our network for performance and uptime to provide the best service possible and expedite repairs should they be needed in the event of an outage.

We share our install dates with the incumbent to ensure that they do not process any disconnects prior to the inmate phone system transitioning to the CenturyLink System.

2.7.3.2.4 Software programming and preparation;

- ☀ CenturyLink has read, understands and will comply.

CenturyLink will convert and load data files into the new platform – PINS, globally allowed numbers, globally denied numbers, local calling areas, rate tables, etc. System prompts, facility name announcement, two-way detect/disconnect, system on/off times, remote alert numbers, trunking selection and priorities by call type, will be imported and tested prior to conversion.

2.7.3.2.5 Equipment delivery schedules;

- ☀ CenturyLink has read, understands and will comply.

CenturyLink is sensitive to the particular concerns associated with the daily operation of prisons and jails. The unexpected arrival of equipment or personnel can be very disruptive to the ongoing operations of corrections/detentions facilities. Therefore, the delivery of any equipment or service in advance of the installation team's arrival (such as network services or system equipment) will be coordinated in advance. CenturyLink has dedicated personnel to manage the ongoing coordination of deliveries with sites to minimize disruption to the customer.

2.7.3.2.6 Equipment security procedures;

2 – SCOPE OF WORK

- ☀ CenturyLink has read, understands and will comply.

The IPS call control system is located in our Atlanta data center with our secondary system located in our San Antonio data center. All call recordings as well as database information is backed up between the two systems so in the unlikely event that one system is unreachable, the other system will be available almost immediately to continue to process inmate calls. The Atlanta system is housed in a CenturyLink Technology Solution data center, which is one of the most sophisticated multi-tenant centers in the Southeast. This is a Tier III facility with redundant networks, power, generators, and HVAC systems as well as 24/7 staffed security with restricted access. The San Antonio system also has redundant carrier networks as well as a backup diesel generator.

2.7.3.2.7 Equipment/system installation procedures;

- ☀ CenturyLink has read, understands and will comply.

CenturyLink will pre-configure the on-site network equipment that will connect to our centralized IPS prior to shipping the equipment to the Department to reduce the amount of time spent in the facilities. All new network circuits will be tested thoroughly to ensure full functionality.

The following steps outline the tasks and processes that will occur onsite prior to the cutover.

Equipment Installation

CenturyLink's team will install all the necessary equipment in the phone room, which will consist of Adtran Integrated Access Devices (IADs), Cisco managed switches and an Uninterruptible Power Supply (UPS) units, all installed in a standard 19" equipment rack. The facility will benefit from the centralized IPS by having less equipment installed onsite which means less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.

Inmate Telephones

CenturyLink's onsite team will replace the existing telephones with new units and complete any final wiring.

Execute Test Plan

A pre-cutover test plan is used to ensure that the entire system is deployed and performs exactly as requested by the Department. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information in our Installation Test Plan and Testing and Acceptance Checklist later on in this document.

Verify Inmate Information Flow is Accurate

2 – SCOPE OF WORK

CenturyLink will verify that all information received from the Department's JMS, including inmate ID information, is correct.

Cut-over Process

Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, the transition to the new IPS system occurs quickly and seamlessly. The following two steps are involved in the cutover process.

- ID Phone Ports – CenturyLink's team will visit each inmate telephone to ID all phone ports.
- Monitor for Problems – Directly following cutover, CenturyLink's team will closely monitor the new system for any issues or problems that may arise. Centurylink will also monitor the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

Installation Test Plan

As described briefly above, CenturyLink's implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and the designated Department representatives to ensure that the entire system is deployed and performs exactly as requested by the Department. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Testing of the IPS system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The IPS system testing will encompass the following:

1. External system interfaces
 - a. Interface protocols
 - b. Access and security
 - c. Error logging
2. Data Exchange
 - a. Data format
 - b. File exchange\transfer timelines
 - c. Error logging
3. Database Integrity
 - a. Inmate Table

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- i) Inmate ID
- ii) Inmate full name
- iii) Inmate PIN (if applicable)
- iv) Inmate housing location
- v) Inmate Status
- vi) Inmate PAN list (if applicable)

b. Global Number Table

- i) Block List
- ii) Attorney List
- iii) Privileged List
- iv) Free numbers
- v) TDD Access numbers
- vi) PREA Hotline

c. Inmate Station Table

- i) Station port labeling – Confirm accuracy
- ii) Station Grouping
- iii) Station Class-of-Service designation
- iv) Station On-Off times
- v) TDD Access numbers

d. Rates & Dialing Table

- i) Surcharge & Per Minute entries by Tariff Type
- ii) Local number listing
- iii) Dialing rules by Tariff type
- iv) Dialing rule override (if any)
- v) Carrier access protocol

4. System Access

- a. User Role privileges
- b. User role assignments
- c. User name & passwords

5. Facility workstation(s)

- a. Access to the IPS system
- b. Ability to monitor live recordings from both workstation and Facility Network if applicable.
- c. Test all alert methods to ensure proper working order for inmate and phone to designated investigation units.
- d. Ability to download and burn recordings using the following formats.
 - i) Wav
 - ii) MP3

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iii) Speex

e. Configured to use either the ICS player or default player for playback.

f. Run and test reports for accuracy of information

Following is a Testing and Acceptance Checklist:

Hardware		
Tests and Checks Performed	INITIALS	DATE
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check - Adtran 3200 and Juniper labeled and installed on rack.		

Network		
Tests and Checks Performed	INITIALS	DATE
Check - network cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check network cable from Adtran 924e ETH 0/1 port to Juniper ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		
Connect network cable to workstation. Use patch cord to connect workstation to RJ 45 jack.		

Power Up		
Tests and Checks Performed	INITIALS	DATE
Test - Perform start up test and confirm all machines start up correctly.		
Test - UPS test (utilize UPS test switch and confirm system stays on)		
Test - Start up workstation and confirm proper startup and that network can be seen		

Software Check & Tests		
Tests and Checks Performed	INITIALS	DATE
Check - All computers for correct name and IP address. Check/Verify correct IP and Subnet		
Check - All computers - Network Properly. Installed and working.		
Check - All system clocks are updated properly.		
Check - Verify Inmate Stations.		
Test - Workstation – Verify Monitoring/Playback and Burn CD's		
Check - Facility PIN swap over		
Test - Make test calls from station blocks.		
Check - Facility branding		
System Checkout		
Tests and Checks Performed	INITIALS	DATE
Verify system functionality by performing test calls from every		

2 – SCOPE OF WORK

station.		
Perform station cross connect punch work – verify stations are operational		
Test - Restart and confirm all modules are functioning properly.		
Test - Make test calls from each station- verify		
Test - Call Search		
Check - Calls for proper start/stop, origination, destination, PIN numbers		
Check - Verify each type of call (Local, Intra- lata, Inter-Lata, Inter State)		
Test - Perform live monitoring.		
Test - Perform dial up live monitoring.		
Test - Printing reports to printer		

2.7.3.2.8 Inmate telephone installation procedures;

 CenturyLink has read, understands and will comply.

In order to minimize disruption to the facility staff, the new inmate telephones/enclosures/pedestals and platform equipment installation will be coordinated to be installed within the same timeframe with approval of the Department. The number of installation teams will be determined by the size of the site. Each team will be composed of one CenturyLink employee and (2) technicians an examination of the telephones/enclosures/pedestals at each facility will have been performed during the site inspections. These inspections will identify what work needs to be completed.

CenturyLink will coordinate with the incumbent to remove phones.

Any information obtained during the phone installation that was not in the RFP, or enhances or contradicts information provided in the RFP, will be added to the project plan documentation to ensure the project satisfies the customer's needs. Most importantly, any new cabling or equipment issues identified during the phone installation will be included in the implementation plan.

2.7.3.2.9 System testing at each of the Department facility;

 CenturyLink has read, understands and will comply.

CenturyLink will also ensure that the new IPS is properly programmed by placing test calls at each facility.

Calling Information	Function Verified by Test Call
Test Numbers	Accepted calls are completed, and denied

2 – SCOPE OF WORK

	calls are not completed.
Local Calling Area	Local calls not billed as long distance
Script Parameters	Inmates and called parties received proper instruction
Phone Signage	Instructions on phone reflect operation/configuration of system.
Globally Allowed Numbers	Calls to allowed numbers are completed
Globally Denied Numbers	Calls to prohibited numbers are not completed
Personal Identification Numbers (PINs)	Calls without PINs, or invalid PINs, are not completed. Calls with valid PINs are completed.
Privileged Numbers	Calls are not monitored and recorded
Free Numbers	Calls are not billed to called parties

2.7.3.2.10 System testing of overall system connectivity;

- ☼ CenturyLink has read, understands and will comply.

CenturyLink IPS will use a centralized call processing platform located in Atlanta, therefore the individual facility testing discussed above in Section 2.7.3.2.9 will test the overall system connectivity.

2.7.3.2.11 Training of the Department personnel;

- ☼ CenturyLink has read, understands and will comply.

Our goal is to familiarize the Department personnel with daily system functions, blocks, reports, and investigative tools as well as emergency system shut down of the IPS. We understand that different user groups will sometimes have different training needs. As such, classes will be customized to fit the participants and their Department assigned user roles. The user-friendly nature of IPS makes it easy to understand and minimizes staff training time.

All personnel who have been identified as a trainee by the Department will receive the required system documentation and/or training manual, which can be provided in hard or soft copy. In addition, each trainee will receive notification of their user names and temporary passwords with a URL link to access the system. The Department staff training would be a three phase process as outlined below:

Phase 1 – Pre Cut Webinar

Each identified user will receive a printable copy of the IPS User Reference Guide in PDF format. (the User Reference is accessible directly from the IPS).

2 – SCOPE OF WORK

Online training (“Webinar”) will be provided at no cost in several sessions to all Department participants beginning one month prior to the cutover of the new IPS. There is no maximum number of attendees for Webinar training and CenturyLink will schedule as many sessions as needed based on the role of the users and their level of access.

Each participant must have access to a personal computer, workstation, or laptop with access to the Internet. The online class (“Webinar”) will serve as a presentation of the IPS and preparation for the cutover process. The goal of Phase 1 Training is an introduction and high level overview of the IPS; these sessions typically last one hour. Participants will be able to ask questions and provide feedback during the training sessions.

Phase 2 – Formal Training at Cut Over

Formal no- cost training will be provided immediately after cutover to address in detail managing inmates, global numbers, monitoring, and the retrieval of call recordings. These training sessions can be conducted onsite or at a central training location at the discretion of the Department. This will allow multiple users an opportunity to see the system details with live data. The training will be conducted utilizing a laptop and projector and the training location must have internet access. Scheduled sessions will be based on the number of users, their level of access and the needs of the Department staff. The goal of Phase 2 training is to fully prepare the Department personnel to operate the IPS. These sessions typically last approximately one hour depending on the user level and be scheduled to coincide with cutover dates for the facilities..

Phase 3 – Post Cut Follow Up Training

Follow up training will be provided 30 days after all platform cutovers have been completed and users have had a chance to start using the IPS. This training can be conducted onsite or via webinar at no cost to the Department. The training method and the locations will be scheduled by Department. The goal of Phase 3 Training is to answer any new questions the users may have after working in the system. Phase 3 sessions typically last one hour depending on the needs of the users, their level of access, and the questions they may have.

Upon the release of any upgrades and/or enhancements to the IPS, the Department will be notified and provided documentation of the features and functionalities contained in that release, and if the Department deems refresher training is warranted, that training will be provided at no cost.

The standard training curriculum is detailed below. This is a typical training agenda which can be customized for the Department, if desired. Training classes will be scheduled to fit The Department’s preferences and the schedules of the personnel involved in the training

2 – SCOPE OF WORK

- A. Day-to-Day System Administration**
 - Logging In
 - User Access Control Settings
 - Call Process Flow and Call Record Search
 - Blocked Number Administration
 - Inmate Editor Function
 - Create a new account
 - ANI Advanced Privileges and Controls
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Debit Account Administration
 - Interface functionality (if applicable)

- B. Investigative Functions**
 - Monitoring
 - Call Disrupt Function
 - Recording
 - Recording Exempt Numbers
 - Setting Alerts (email, pager and phone)
 - Recording Search, Retrieval & Reporting
 - Recording Export to CD
 - Report Generation

- C. Automated Calling Process**
 - Initiating a Call
 - Collect Call Process
 - Debit Call Process
 - PrePaid Collect

- D. Service & Maintenance**
 - Receiving Trouble Reports
 - Information Gathering & Preliminary Trouble-shooting
 - Trouble Reporting Instructions
 - Email updates on trouble tickets

- E. Reference Tools - Manuals**
 - Quick Reference Guide
 - User Guide
 - Report Synopsis
 - Inmate Information Pamphlet in English & Spanish
 - Support Center

2 – SCOPE OF WORK

- F. **Contact Information**
 - Escalation List
 - Repair / Trouble Reports

Inmate Population Training

Inmate training is a simple but critical component of implementation. The CenturyLink Team's inmate training checklist includes the following:

- Placement of posters in day rooms and common areas (English and Spanish)
- New calling procedures
- Account information for friends and family members (need to close out previous accounts)
- Debit funding processes (no change)
- Placement of leaflets at or near the visitation area (English and Spanish)
- Production of pamphlets for intake packet (if desired)

Family & Friends Training

Training for family and friends is equally as important. This is one area where the CenturyLink Team's customer service program is most valuable. Upon an inmate's first call to a number following cutover, prepaid account holders are *automatically* routed to a live representative to initiate an account – not left to call us separately on their own. Further, representatives are specially scripted to explain policies during account setup, including providing information on how to close out accounts and receive refunds from the previous provider. Of course, website updates, leaflets at visitation, and other communications further educate family members.

2.7.3.2.12 Actual system cutover to service;

- ☀ CenturyLink has read, understands and will comply.

The following discusses the steps that will take place for the day of the cutover:

- CenturyLink personnel will work with the facility to schedule the transfer of the phone lines during a period that inmates do not have access or have limited access to the phones (Example: lunch or dinner times). Once a timeframe has been confirmed with the facility, CenturyLink will begin to cut the station lines from the existing system and move them to the new IPS.

2 – SCOPE OF WORK

- CenturyLink will begin by disconnecting incoming station lines between the Main Distribution Frame (MDF) and the existing platform 24 lines (one block) at a time.
- After the first block has been cut each pair will then be punched down on the block connecting the MDF to the new IPS.
- If the cable between the MDF and the existing system is too short to be connected to the new system then a new cable will be installed to connect the MDF to the new IPS.
- This process will continue until all lines are transferred over to the new system.
- The phones will only be interrupted 24 at a time and it should not take more than 15 minutes per block of 24 to transfer service.
- Each inmate telephone will be visited to confirm full functionality.

In the unlikely event that a site experiences failure during cutover to the new IPS system, CenturyLink will be able to transfer back to the incumbent's system until the problem is resolved.

2.7.3.2.13 List of the Department responsibilities.

 CenturyLink has read, understands and will comply.

The Department's responsibilities will primarily deal with access to the facilities. The areas we will require assistance from the Department are listed below:

- Process Background Checks
- Knowledgeable escorts during site surveys to locate phone rooms, etc
- Ensure access available to phone closets and inmate spaces
- Furnish escorts, if required
- Provide working schedule for installation teams
- Provide document and/or badges to allow team access to facilities

2.7.3.3 The Contractor must work with the Department to determine the exact times when Inmate Telephone Equipment can be replaced to reduce down time.

 CenturyLink has read, understands and will comply.

2 – SCOPE OF WORK

CenturyLink personnel will work with the facility to schedule the transfer of the phone lines during a period that inmates do not have access or have limited access to the phones (Example: lunch or dinner times).

2.7.3.4 It is strongly suggested the Contractor conduct a site visit to each of the Department facility prior to submitting their bid in order to become familiar with the physical location of the existing IPS and the inmate telephones as well as to be completely familiar with the installation requirements of each particular facility.

☀ CenturyLink has read, understands and will comply.

One of the key steps in our implementation plan is to conduct site surveys at every facility prior to installation. This familiarizes our team with the facility and the existing layout of the system while also allowing us to solicit input from our site contacts to ensure we complete the install with as little impact as possible to normal facility operations.

Locate, identify, and document the following by building, floor, room, rack, vendor and type; and document:

- Existing IPS equipment
- Existing IPS workstations
- Existing inmate phones (type, backboard, and enclosure)
- Existing toggle switches
- Existing conduits and risers
- Existing lightning protection
- Existing AC outlets

- Identify and document environmentally controlled space for the following planned equipment:
 - Floor space for the CenturyLink IPS
 - Wall or floor space for any new phones requested by on-site personnel
 - Desk space for any workstations planned for the site or requested by on-site personnel

- Identify and document other requirements:
 - Electrical power requirements
 - Air conditioning requirements for the IPS equipment
 - Parking requirements during installation

2 – SCOPE OF WORK

- Secured storage area requirements for equipment arriving before installation team
- Staging requirements during installation
- Physical address of sites (street address, city, state, zip)
- Contact name and phone number for future coordination

The following information, if provided by the customer during inspection, will be formally documented:

- Verify PIN/PAN requirements?
- What is the desired call limit (calls/day)?
- What is the desired calling duration limit (minutes)?
- Is there a daily time period (lunch, nighttime) during which the system should be shut down?
- Are the inmates supposed to hear call progression, and what level of detail (called party response, tones, silence, etc.)?
- Desired location (building, floor, room, location in room) of the IPS equipment
- Desired quantity and location of new inmate phones
- Desired quantity and location of new telephone devices for the deaf (TDDs)
-

Any information obtained in the site inspections that was not in the RFP, or enhances or contradicts information provided in the RFP, will be added to the project plan documentation to ensure the project satisfies the customer's needs. Most importantly, any requests for new inmate phones or workstations will be documented for further discussion with the department representatives.

A complete needs assessment for each Department facility

- Verify physical addresses of the facility and shipping/delivery policies
- Verify phone locations and phone count
- Training needs and who should be trained and what level of training
- Connectivity and who needs access to the system and what level
- Review data files to be transferred (blocked, free numbers, speed dial numbers, privileged call list, etc.
- Identify specific site names to be announced during call
- Determine design of IPS Platform (# of phone ports, trunks, storage capacity, features, etc.

2 – SCOPE OF WORK

- Schedule work hours and dates not allowed in facility

2.7.3.5 The Contractor must coordinate any removal of the existing inmate telephones in all of the Department facilities. The Contractor is required to meet with the Department so that the existing telephones may be used during the transition to the new inmate telephones provided under this contract.

☼ CenturyLink has read, understands and will comply.

2.7.3.6 The Contractor is allowed to re-use existing station cabling installed at each of the Department facility for the inmate telephones once it has tone and tested each cable run to ensure that the station cable is capable of supporting the new inmate telephones. In cases where the existing cable is re-used, the Contractor will re-terminate and label the station cabling at the cross connect (main/intermediate distribution frames) to ensure that all cabling is identified correctly and terminated in such a way to simplify future maintenance. In cases where existing station cabling cannot be used, the Contractor will install new station cabling (Category 5e minimum) at no cost to the Department. Any new cabling must include required wall plate, cross connection, patch cords, etc. as required by the Contractor and the Department to ensure proper operation of the inmate telephones.

☼ CenturyLink has read, understands and will comply.

2.7.3.7 Although the Department does not anticipate that such work will be required, the Contractor must agree in its response to obtain Department permission in writing before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage.

☼ CenturyLink has read, understands and will comply.

2.7.3.8 The Contractor will be responsible for all programming of the IPS including the generation and creation of the system database(s) required to provide a fully operational IPS.

☼ CenturyLink has read, understands and will comply.

2.7.3.9 The Contractor must transfer the current IPS database information

2 – SCOPE OF WORK

including inmate profiles (PINs) and call records to the new system. The Contractor must state, in its response, how this will be accomplished and what is required of the Department to facilitate this transfer of information.

☀ CenturyLink has read, understands and will comply.

During installation, CenturyLink will port over all existing inmate information from the existing inmate phone system. Inmate telephone accounts – including all call records, database information, and inmate PINs – will automatically be created in the IPS based on the information received.

CenturyLink will request sample files from the existing platform in preparation for porting the facility's current inmate and call data into our IPS. CenturyLink will review this data to ensure that we can successfully transfer it to our IPS. CenturyLink is confident in our ability to do so, as call data from the existing system has been successfully transferred to the IPS for several other correctional facilities. Prior to actually deploying the IPS, we will perform a robust series of tests to ensure accuracy of all data transferred.

2.7.3.10 The Contractor must clean up and remove any and all debris and packaging material resulting from its work at the Department facility on a daily basis.

☀ CenturyLink has read, understands and will comply.

2.7.3.11 Upon completion of installation, the Contractor must leave the Department facility clean, orderly and ready for immediate use.

☀ CenturyLink has read, understands and will comply.

2.7.3.12 The Contractor must be completely responsible for replacing, restoring or bringing to former condition any damage caused by the Contractors installation personnel to floors, ceilings, walls, furniture, grounds, pavement, etc. Any damage or disfigurements shall be restored to its former condition by the Contractor at no cost to the Department.

☀ CenturyLink has read, understands and will comply.

2.7.3.13 The Contractor must ensure that all of its work and materials

2 – SCOPE OF WORK

comply with all local, state and federal laws, ordinances and regulations as well as the direction of any inspectors appointed by proper authorities having jurisdiction over this type of network and equipment installation. The Contractor is responsible for obtaining all necessary permits. Should violation of codes occur relating to this network installation project because necessary permits were not identified and obtained by the Contractor, the Contractor will cease all work at that specific location and correct the situation, immediately, at no cost to the Department prior to continuation of system installation

☀ CenturyLink has read, understands and will comply.

2.7.3.14 The Contractor must include in its Implementation plan their proposed recommendations for adding additional equipment to improve service and coverage. Currently the Department has approximately 30 inmates to each phone . Contractor must maintain a 30 to 1 ratio as required by the Department. Any deviations from this ratio shall be approved by the Department.

☀ CenturyLink has read, understands and will comply.

CenturyLink utilizes a centralized platform which allows for a more robust and reliable inmate telephone system, and the footprint of the required equipment on site is largely reduced, providing room for expansion. The centralized platform and onsite equipment are extremely scalable allowing us to meet any immediate and/or future system growth requirements to accommodate the inmate population.

From our initial network install to future growth, Centurylink follows an extensive evaluation process when designing networks to ensure the bandwidth and equipment are adequate for providing the best possible service. Centurylink proactively monitors all circuits within our network for performance and uptime to provide the best service possible and expedite repairs should they be needed in the event of an outage. Centurylink will work with the Department to determine if more phones are needed at implementation, and to actively monitor ADP and maintain the 30 to 1 inmate to phone ratio currently required by the Department.

2.7.4 System Testing

2.7.4.1 The Contractor must describe, in its response, how it performs standard system testing to ensure that the proposed IPS and its network services are fully implemented and ready to accept inmate traffic and Department use. This

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load representing high calling traffic situations.

2.7.4.3 The Contractor must agree, in its response, to the Department's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

☼ CenturyLink has read, understands and will comply.

2.7.5 System Acceptance

2.7.5.1 The Department defines system acceptance as the "problem free operation of the IPS and its network of services for a period of 30 consecutive days commencing with the actual completion of IPS installation and testing.

☼ CenturyLink has read, understands and will comply.

2.7.5.1.1 Should the proposed IPS operate problem free during the initial 30 day acceptance period, the Contractor may consider the IPS installation as complete at that Department facility and commence with post installation maintenance and support.

☼ CenturyLink has read, understands and will comply.

2.7.5.1.2 Should the IPS fail to operate problem free during the 30 day acceptance period, the Contractor must correct the problem at no cost to the Department and the 30 day acceptance period will begin again. The Contractor is required to provide all materials and labor to ensure that the installed IPS is performing according to manufacturer specifications and the requirements of this RFP.

☼ CenturyLink has read, understands and will comply.

2.7.5.2 The Contractor must agree, in its response, to discuss the definition of problem free operation with the Department prior to system contract. However, for the purposes of this

2 – SCOPE OF WORK

RFP, problem free operation during the initial 30 day period is defined as the following:

- 2.7.5.2.1 Failure of no more than two percent (2%) of the telephone instruments;
- 2.7.5.2.2 Failure of no more than ten percent (10%) of network services';
- 2.7.5.2.3 Failure of no more than one (1) digital trunk (TI, ISDN PRI);
- 2.7.5.2.4 Operation of the system security features including PINs, etc.;
- 2.7.5.2.5 Operation of the system software without major conflicts or feature failure;
- 2.7.5.2.6 Non- failure of any Central Processing Unit (CPU).

☀ CenturyLink has read, understands and will comply.

2.7.6 System Documentation

- 2.7.6.1 At the completion of the installation, the Contractor must provide a complete set of system reference manuals which must include information specific to the installation at each of the Department facility.

☀ CenturyLink has read, understands and will comply.

- 2.7.6.2 The Contractor must supply all necessary documentation to the Department personnel with regard to maintenance contact numbers, maintenance reporting procedures, maintenance escalation procedures, etc.

☀ CenturyLink has read, understands and will comply.

- 2.7.6.3 The Contractor must provide programming manuals that are specific to each of the Department facility.

☀ CenturyLink has read, understands and will comply.

- 2.7.6.4 The Contractor must provide the Department facility specific checklists allowing trained the Department personnel to become acquainted with the specific programming of the IPS installed at that particular Department facility.

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☼ CenturyLink has read, understands and will comply.

2.7.6.5 The Contractor must provide written procedures at each of the Department facility that instruct the Department personnel on how to report system troubles, escalate system troubles within the Contractors organization, contract Contractor personnel during weekend shifts, etc. The Contractor must update such written procedures on a quarterly basis during the term of this contract.

2.7.6.6

☼ CenturyLink has read, understands and will comply.

ATTACHMENT #9
SOLICITATION NO. ADOC14-00003887/14-066-24

ARIZONA DEPARTMENT OF
CORRECTIONS

DEVIATIONS AND EXCEPTIONS FORM

Offerors shall indicate any and all exceptions taken to the provisions or specification in this solicitation document. Unallowable or questionable deviations and exceptions may cause your offer to be non-responsive. Deviations and exceptions noted elsewhere in your offer, and not specified on this form, will be considered void and not part of your offer.

Exceptions (check one):

<input checked="" type="checkbox"/>	No exceptions. The Undersigned hereby acknowledges that there are no deviations/exceptions to this solicitation.
<input type="checkbox"/>	Exceptions are taken

Describe exceptions taken (attach additional pages if needed):

CONFIDENTIAL/PROPRIETARY SUBMITTALS FORM

Confidential/Proprietary Submittals (Check one): X

No confidential/proprietary materials have been included with this offer

Confidential/Proprietary materials are included. Offerors should identify below any portion of their offer deemed confidential or proprietary (see Uniform Terms and Conditions, paragraph 1.23). Identification in this section does not guarantee that disclosure will be prevented but that the item will be subject to review by the Offeror and the School District prior to any public disclosure. Requests to deem the entire offer or to deem any prices and costs as confidential will not be considered.

Identify or describe:

The following sections are identified as confidential.

2.4.3.21.1 - Pages 19-20

2.4.3.22.1 - Pages 20-22

2.4.11.2 - Page 107

3.2.1 - Page 248

3 – Cost and Commission Requirements

COST AND COMMISSION REQUIREMENTS

3.1 Inmate Call Cost Proposal Requirements

3.1.1 The Contractor's response to this RFP must comply with the rate or rates for local, IntraLata, InterLata, Interstate, and International inmate calls, as identified in Attachment #6. Arizona Department of Corrections reserves the right to increase and/or decrease rates within the duration of this contract.

2.7.6.1

☀ CenturyLink has read, understands and will comply.

3.2 Commission

3.2.1 The successful Contractor will demonstrate in their proposal their method to maximize the commission to the Department. As a guideline, the Department currently receives a commission of approximately \$4 million dollars annually, based on a commission rate of 53.7% of the Gross Revenue generated from the existing contract. The current phone rates to inmates and families are shown in Attachment #6, Current Call Rates.

2.7.6.1

☀ CenturyLink has read, understands and will comply.

This is one of CenturyLink's greatest competitive strengths, and is unfortunately a question not often asked in solicitations. We have seen 90+% commission offers in other jurisdictions, but the question is always "90% of what?". CenturyLink's industry-leading customer service and billing program maximizes the "what" = gross revenue.

The table below shows "before vs. after" revenue data from 3 of the 6 state DOCs with whom we have a contract. The three states not shown are Texas (which had no previous vendor), Wisconsin (who we have continually served since 2001 and have no prior vendor data), and Idaho (which is in the process of installing).

As the Department can see, CenturyLink has a consistent track record of increasing completed calls and gross revenue vs. multiple previous vendors, 17% or quite a bit more, even when costs per call decline dramatically.

At 17% better gross commissionable revenue performance vs. another bidder, that bidder would have to pay over 100% to beat CenturyLink's offer...even ignoring the better service we provide.

Request for Proposal (RFP) No. 14-00003887 ADC No. 14/066/24

Inmate Telephone System

Statewide

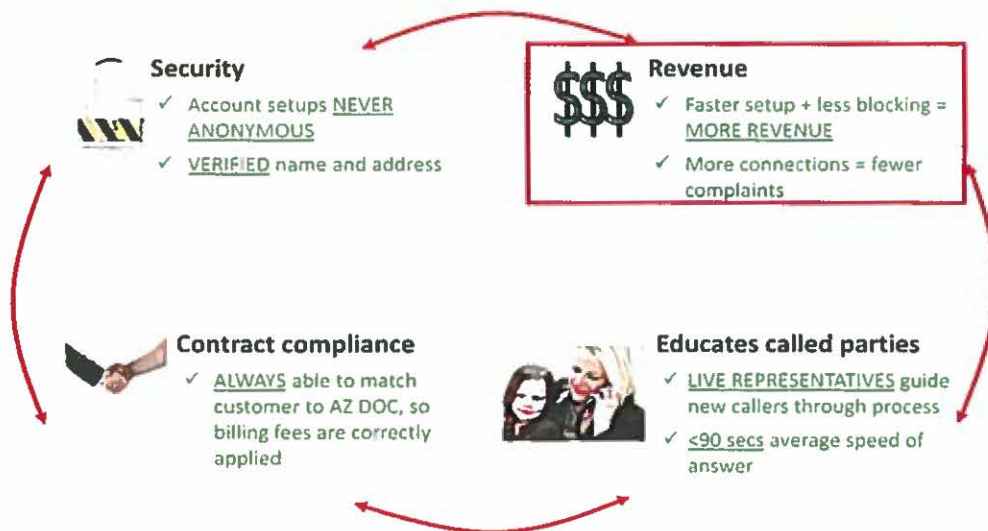
Century Link

Pages may appear to be missing, however have been deemed confidential and
have been redacted

3 – Cost and Commission Requirements

We have achieved this performance through our unique account setup process. As described in more detail on page 20 of this RFP, when an inmate calls a number, if the called party does not have an account with us (for example, a first call to a cell phone) or has depleted the funds in their account, they are *immediately* routed to our call center and presented with options to complete the call. As a result, a collect or prepaid call are never blocked without giving the called party an opportunity to put their account in good-standing. In addition, we provide easy access to live operators whenever a called party needs service assistance. While easy to do, it is unfortunately not the norm in our industry.

Unique Billing and Customer Service Program



3.2.2 The Contractor's proposal shall provide the proposed percentage commission of Gross Revenue the Department will receive based on the current call usage identified in Attachment

#2, Proposed Commission Rate.

3 – Cost and Commission Requirements

 CenturyLink has read, understands and will comply.

Our commission rate which per RFP requirements is payable on all but interstate calling is presented in Attachment 2.

3.2.3 Commissions will be paid to Department as follows:

3.2.3.1 Contractor will make an upfront payment to the Department within 10 days from contract award date and a true-up payment based on their proposed % commission rate of gross revenue at contract year end. The upfront payment will be calculated as 50% of the commission rate times the previous year total costs. This will continue with the 5 year contract term and with 5 year renewal options. Calculation example follows.

 CenturyLink has read, understands and will comply.

3.2.3.2 Example: Annual gross revenue is \$8,170,448.84 million. Proposed commission is 45%. Annual commission amount due to the Department is (\$8,170,448.84 million times 45% = \$3,676,701.90 million). The upfront payment due to the Department is {50% times (45% times \$8,170,448.84 million) = \$1,838,350.90}. A true up payment shall be made at the end of each contract year for the balance for the commission.

 CenturyLink has read and understands.


3.3 Attachment #6, Current Call Rates, indicates the current average phone rates under the existing contract for comparison purposes.

 CenturyLink has read, understands and will comply.

Proposed Commission Rate

Commission Rate: 93.90%

Total Calls for 2013						
Type of call	# of Calls	Minutes	Surcharge	Per Minute Rate	15 minute Call Cost	Total Costs
<u>Collect</u>						
Local:	831,716	11,517,610	\$1.84	\$0.00	\$1.84	\$1,530,357.44
IntraLATA:	282,946	3,834,793	\$2.00	\$0.20	\$5.00	\$1,414,730.00
InterLATA:	450,417	6,137,150	\$2.40	\$0.24	\$6.00	\$2,702,502.00
Interstate:	98,002	1,285,524	\$0.00	\$0.25	\$3.75	\$367,507.50
International:	27	404	N/A	N/A	N/A	
						\$6,015,096.94
<u>PrePaid/Debit</u>						
Local:	415,886	5,767,033	\$1.60	\$0.00	\$1.60	\$665,417.60
IntraLATA:	82,699	972,957	\$1.60	\$0.20	\$4.60	\$380,415.40
InterLATA:	158,737	1,948,032	\$2.00	\$0.24	\$5.60	\$888,927.20
Interstate:	32,998	368,816	\$0.00	\$0.21	\$3.15	\$1,039,437.70
International:	14,581	166,466	\$2.00	\$0.40	\$8.00	\$116,648.00
						\$2,155,351.90
Total Costs:						\$8,170,448.84

Authorized signature: 
 Name and Title: Paul Cooper, General Manager
 Bidder Name: CenturyLink Public Communications, Inc.
 Date: 5/20/2014