WORLDCOM

8200 Greensboro Drive
McLean, VA 22102

November 15, 2001

Lyle Gessford
Division of Purchasing
5569 Kendall Street
Boise, Idaho 83706-1231

Re: ITB01163, Proposal to provide inmate telephone service

Dear Mr. Gessford:

MCI WorldCom Communications, Inc., on behalf of itself and its US- based affiliates, and successors (together, "WorldCom") is pleased to submit this proposal in response to State of Utah Invitation to Bid #01163, for a Statewide Contract for Inmate Telephone Service. The solution WorldCom is offering to the State not only meets but also exceeds many of the requirements set forth. The State would be able to continue to offer high quality services to the end user while decreasing the administrative work needed by IDOC staff.

We believe that WorldCom will provide the State with the best solution to meet the requirements set forth in the Request for Proposals because of our significant experience in the area of installation and maintenance of inmate telephone systems throughout many states and counties in the US. WorldCom has a long-standing solid relationship with both of its subcontractors, Global Tel*Link and AllCom Communications. This relationship will provide the State with an invaluable pool of resources from which to draw as this project is implemented.

If you have any questions regarding the enclosed proposal, please feel free to contact Marty Recker, Government Account Manager at:

5000 Technology Drive
St. Charles, MO 63304
636-793-3459 (voice)
636-793-5749 (fax)
E-mail: Marty.recker@wcom.com

Sincerely,

Jerry A. Edgerton
Senior Vice President, Government Markets

SPECIAL INSTRUCTIONS TO OFFERORS

Request for Proposal for a two (2) year contract with an option to renew for three (3) additional one (1) year periods to provide Inmate Phone Service for the Idaho Department of Correction.

SEALED BIDS WILL BE OPENED September 27, 2001 @ 2:00 PM Mountain Time at the IDAHO DIVISION OF PURCHASING. Bids must be received on or before this date and time. Late bids will be rejected and returned to the bidder.

At the date and time of the bid opening, proposals will be opened and the identity of the bidders will be announced. No other information will be available and the proposals' contents will remain confidential until evaluation is complete and the Division of Purchasing has issued Letters of Intent to Award. Thereafter, all proposals shall be deemed a public record.

Questions regarding this RFP (including Terms, Conditions or Specifications) MUST BE SUBMITTED IN WRITING and RECEIVED by State Purchasing NO LATER THAN September 10, 2001. QUESTIONS RECEIVED AFTER THIS DATE WILL NOT BE CONSIDERED. Submit questions in writing via mail, fax or e-mail to:

Lyle Gessford, Purchasing Officer
Division of Purchasing
PO Box 83720
Boise, ID 83720-0075
Fax: (208)327-7320
e-mail: lgessfor@adm.state.id.us

The words "SEALED BID" and the bid number, located at the top center of this form, must be noted on the outside of your SEALED BID package. To insure that your SEALED BID is handled properly, the following information must be placed in the lower left corner of your bid package:

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**************************** SEALED BID ********************
*  BUYER:        <buyer's name>
*  SEALED BID FOR: <list item or service being bid>
*  BID NUMBER:   Bid No. <    >
*  TO BE OPENED:  <Date    > at <time>
*********************************************************************
```

Send your sealed bid package to:
                    Division of Purchasing
                    PO Box 83720
                    Boise, ID 83720-0075

NOTE: Use the street address when sending packages by FedEx, UPS, or other Couriers.
                    Division of Purchasing
                    5569 Kendall Street
                    Boise, ID 83706-1231

NOTE: SIX (6) COMPLETE COPIES (ORIGINAL & FIVE (5) COPIES) OF YOUR PROPOSAL ARE REQUESTED. THE COST PROPOSAL MUST BE SUBMITTED SEPARATELY AND MARKED "COST PROPOSAL" (ORIGINAL & ONE (1) COPY). NO COST INFORMATION SHOULD BE DETAILED OR PRESENTED IN THE TECHNICAL PORTION OF THE PROPOSAL.

The State may, at its sole option, either accept a bidder's initial proposal by award of a contract or enter into discussions with bidders whose proposals are deemed to be reasonably susceptible of being considered for award. Bidders should submit their best proposals initially as there is no guarantee the State will conduct discussions. During the initial evaluation process, bidders' proposals deemed incapable of meeting the scope and needs of the RFP in a satisfactory manner may be removed from further consideration during any best and final offer phase.

During the evaluation phase and any discussions conducted, adequate procedures will be used to ensure that the contents of the bidders' proposals are kept under strict security and disclosure of any information from competing proposals is prohibited.

If discussions are deemed necessary, they may be used to determine in greater detail the bidder's qualifications, explore with the bidder the scope and nature of the project, determine that the bidder will make available the necessary personnel and facilities to perform within the required time, or discuss compensation which is fair and reasonable. The primary purpose of any such discussions will be for clarification to assure full understanding of, and responsiveness to, the solicitation requirements.

The State will schedule a time for the discussions and provide a date and time for receipt of best and final offers. If during discussions there is a need for clarification or change of the RFP it shall be amended to incorporate such clarification or change.

Bidders will be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of proposals. If the bidder does not submit a notice of withdrawal or a best and final offer, once a date and time has been established for receipt of best and final offers, the bidder's initial or immediate previous offer will be construed as its best and final offer.

The State may, at its sole option, conduct negotiations as a final solution to this procurement. Negotiations shall be only with those proposers whose proposals are determined to be acceptable, in accordance with the evaluation criteria and shall be first conducted with the vendor that is determined to be the low responsive and responsible bidder. Negotiations shall be against the requirements of and criteria contained in the solicitation and shall not materially alter those criteria, the specifications or the scope of work.

THE UNDERSIGNED HEREBY OFFERS TO SELL TO THE STATE OF IDAHO THE SPECIFIED PROPERTY AND/OR SERVICES, IF THIS BID OR PROPOSAL IS ACCEPTED WITHIN A REASONABLE TIME FROM DATE OF CLOSING, AT THE PRICE SHOWN IN OUR BID OR PROPOSAL AND UNDER ALL THE TERMS AND CONDITIONS CONTAINED IN, OR INCORPORATED BY REFERENCE INTO THE STATE OF IDAHO'S BID SOLICITATION. THE STATE'S STANDARD CONTRACT TERMS AND CONDITIONS ARE LOCATED ON THE INTERNET AT http://www2.state.id.us/adm/purchasing OR ARE AVAILABLE THROUGH CONTACT TO OUR OFFICE AT 208-327-7465. SUBMISSION OF A BID OR PROPOSAL TO THE STATE OF IDAHO CONSTITUTES AND SHALL BE DEEMED AN OFFER TO SELL TO THE STATE OF IDAHO THE SPECIFIED PROPERTY AND/OR SERVICES AT THE PRICE SHOWN IN THE BID OR PROPOSAL AND UNDER THE STATE'S TERMS AND CONDITIONS.

As the undersigned, I also certify I am authorized to sign this bid for the bidder and the bid is made without connection with any person, firm, or corporation making a bid for the same goods and/or services and is in all respects fair and without collusion or fraud.

THIS SIGNATURE PAGE MUST BE SIGNED WITH AN ORIGINAL HANDWRITTEN SIGNATURE EXECUTED IN INK AND RETURNED WITH YOUR BID FOR YOUR BID TO BE CONSIDERED!

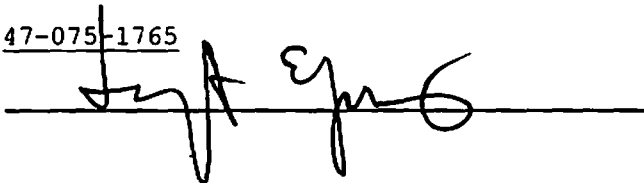Please complete the following information:

BIDDER (Company Name) WorldCom, Inc.

ADDRESS 8200 Greensboro Drive
CITY, ST, ZIP McLean, Virginia 22102

TOLL FREE PHONE NO. 1 800-333-7005
PHONE NO. 703-902-6100

FAX NO. 703-902-6524
E-Mail Address Marty.recker@wcom.com

FEIN/SSN#: 47-075-1765

SIGNATURE

WORLDCOM

PROPOSAL TO PROVIDE
Inmate Telephone Systems for the
Idaho Department of Corrections

Response to RFP # ITB01163

November 15, 2001

Submitted by:

MCI WorldCom Communications, Inc.
Government Markets
5000 Technology Drive
Saint Charles, MO 63304

Submitted to:

Lyle Gessford, Purchasing Officer
Division of Purchasing
5569 Kendall Street
Boise, ID 83706-1231

Table of Contents

SECTION 1
GENERAL INFORMATION

The goal of the Idaho Department of Correction (IDOC) with this Request For Proposal (RFP) is to continue providing a comprehensive and quality correctional Inmate telephone system.

1.1.1 DEFINITIONS

Centers – Mean Community Work Centers

CWC – Means Community Work Center

Department - Means the Idaho Department of Correction

DoP – Means the State of Idaho Division of Purchasing

ICC - Means the Idaho Correctional Center

ICI-O - Means the Idaho Correctional Institution – Orofino

IDOC - Means the Idaho Department of Correction

IMSI - Means the Idaho Maximum Security Institution

Institutions – Means Prisons

ISCI - Means the Idaho State Correctional Institution

NICI - Means the North Idaho Correctional Institution

PWCC - Means the Pocatello Women's Correctional Center

SAWC - Means the Saint Anthony Work Camp

SICI - Means the South Idaho Correctional Institution

WorldCom Response: WorldCom has read and understands the definitions listed above.

1.1.2 CURRENT AND PROJECTED INMATE POPULATIONS

The total inmate population for the Department of Correction was 5370 as of April 3, 2001. The projected annual growth of total inmate population for the next thirty-six (36) months is:

Year	% Growth	Projected Population

2002	7%	5,729
2003	7%	6,111
2004	5%	6,408

These figures are projections only and do not reflect any commitment of actual
usage by the State.

WorldCom Response: WorldCom has read and understands that the figures listed as
facility population are projections and do not reflect commitment of actual usage.

1.1.3 PROJECT BACKGROUND

The Department of Corrections has had a collect (called party paid) inmate
telephone service in all of its institutions and some centers, under a single
contract since 1997. This includes providing dial-tone for local, intra-LATA,
inter-LATA, inter-state and in some cases international calling. Additionally,
network-based call detail recording is available via the vendor for all
correctional centers. Each institution has premise-based ability to access call
detail recording and is equipped to do "real-time" call monitoring and records all
calls (other than properly placed attorney calls) which originate on their system.

The current contract, with AT&T, was signed in August 15, 1997 and expires in
November 15, 2001. The contract provides for the collect calling service, all
local access facilities required to connect the Department of Correction
locations to the AT&T network and related network hardware; all telephone
instruments; all recording and monitoring equipment; attorney number
database administration, allowed call list administration; coupled with the on-
going support, repair and maintenance of the complete network for Department
locations.

WorldCom Response: WorldCom has read and understands the projected background
as defined in the requirement above.

1.2 PURPOSE AND SCOPE

The purpose of this Request for Proposal (RFP) is to acquire inmate telephone
service for the offender facilities operated by the Idaho Department of
Correction (IDOC). This service is to include eight (8) existing facilities, three
CWCs, which are covered under the present contract, and any other facilities
which are either constructed or acquired during the life of the contract. The
Department would also like to add two additional CWCs, which are not covered
under the present contract. These two Centers will become part of this contract
when their present contracts expires. CWC-Twin Falls ~ Mountain Phone Co. -
expires 8/4/02, CWC-East Boise ~ Mountain Phone Co. - exp. 7/31/02

A complete "turn-key" fully operational and reliable system is the highest priority
in this procurement. This will include protection of the public, continued
improvement of institution security and facilitation of law enforcement, through
a seamless system which will provide telephone service, call control
capabilities and the ability to record and/or monitor calls, as allowed by law.

The State also seeks to minimize called party charges (including call set-up charges, local calling, intraLATA calling, interLATA calling and interstate calling) and anticipates bearing no costs during this procurement and the life of the subsequent contract for services at either the current existing locations or any other future locations. Rates charged to the called parties must be fixed for the initial term, two years of the contract. Should the basis for these charges (tariffs, regulations and/or standards) be reduced during the initial term, these rate reductions must be communicated to the Department and applied to the applicable charges upon implementation. Revenue from this contract, is a lower priority. Franchise fees will not be used in measuring vendor responses. No State payments to the contractor will be allowed.

WorldCom Response: WorldCom has read and understands the purpose and scope of the project as defined in the requirement above.

1.2.1.1 State's Responsibilities

Please note that the State's responsibilities for inmate services are limited to the following:

- Providing appropriate access to telephones for inmates;
- Promptly reporting any maintenance or trouble requirements;
- Providing reasonable access to secure facilities; and
- Timely review and approval of Contractor reports.

WorldCom Response: WorldCom has read, understands, and agrees to the State responsibilities listed above.

1.3 PROPOSAL PROCESS

The evaluation and selection of a Contractor will be based on the information submitted in the proposal, the result of reference checks, and oral presentations. Proposers should respond clearly and completely to all requirements. Failure to respond completely may be the basis for rejecting a proposal.

WorldCom Response: WorldCom has read and understands. WorldCom has complied with and responded clearly to all stated requirements.

1.3.1 GENERAL FORMAT

Submit proposals on standard 8 ½" x 11" paper. Foldouts containing charts, spread sheets, and oversize exhibits are permissible. The pages should be placed in a back-bound "D-Ring" binder with tabs separating the major sections of the proposal. Manuals and other reference documentation may be bound separately.

WorldCom Response: WorldCom has read, understands, and has complied with the format requirements.

1.3.2 APPROPRIATE PRESENTATION

Elaborate proposals (e.g. expensive artwork) beyond that sufficient to present a complete and effective proposal, are not necessary or desired. Concise responses are desired for ease of evaluating the responses.

WorldCom Response: WorldCom has read, understands, and has complied with the requirement regarding presentation.

1.3.3 CROSS-REFERENCING

If a cross-reference is made in the proposal, it must refer to a specific page and paragraph in the proposal or technical manuals (not sales brochures), and must supplement rather than constitute a direct answer to the RFP question or statement. Cross-referencing entire chapters or sections is not acceptable. Evaluators will not score responses that are not clearly marked and easily located.

WorldCom Response: WorldCom has read, understands, and has complied.

1.3.4 PAGINATION

Number pages consecutively in each section of the proposal showing proposal section number and page number. This pagination should be included in the Response's table of contents.

WorldCom Response: WorldCom has read, understands, and has complied with pagination requirements.

1.3.5 PRICING INFORMATION EXCLUDED FROM MAIN PROPOSAL

As indicated in RFP Section 1.4.5, proposals must be submitted in two volumes. Volume 1 contains Proposal Sections 2-5 as defined below. Volume 2 contains Proposal Section 7, Prices. No prices or price information may appear in the Technical proposal for any reason. Failure to comply with this instruction is grounds for rejection of the entire proposal.

WorldCom Response: WorldCom has read, understands, and has complied. All pricing material is contained in Volume 2, Pricing.

1.4 PROPOSAL REQUIREMENTS

Proposals must be submitted as outlined in the following sections.

WorldCom Response: WorldCom has read, understands, and has complied with the outline.

1.4.1 PROPOSAL SECTION 2: PROPOSAL CONDITIONS (VOLUME 1)

Provide an executive summary overview of the proposal, including the following
elements;

- Acknowledgment of all the site conditions provided in RFP Sections 2.1 and responses to the specific points in Section 2;
- Brief description of call processing, using a flowchart or other means to clarify the entire sequence;
- Brief description of the architecture of the statewide system proposed, including physical and/or logical diagrams;
- Other information the Proposer deems necessary to convey a clear summary view of the distinctive benefits of their proposal.

WorldCom Response: WorldCom has read and understands. The executive Summary
to WorldCom's proposal is found in Section 2 of Volume 1 of the WorldCom response.

1.4.2 PROPOSAL SECTION 3: FUNCTIONAL AND TECHNICAL PROPOSAL (VOLUME 1)

Respond to each and every requirement in RFP Section 3, using identical
numbering. Follow the additional instructions in RFP Section 3 with respect to
the specific contents of responses. Responses should follow the reiteration of
the specific question. Responses of "Understood", or "Comply", or similar
phrases will generally be given a minimum score.

WorldCom Response: WorldCom has read, understands, and has responded to each
requirement in Section 3 with identical numbering and detailed response format.

1.4.3 PROPOSAL SECTION 4: IMPLEMENTATION AND ONGOING SERVICE REQUIREMENTS (VOLUME 1)

Respond to each and every requirement in RFP Section 4, using identical
numbering. Follow the additional instructions in RFP Section 4 with respect to
the specific contents of responses. Responses should follow a reiteration of
the specific question. Responses of "Understood", or "Comply", or similar
phrases will generally be given a minimum score.

WorldCom Response: WorldCom has read, understands and has responded to each
requirement in Section 4 with identical numbering and detailed response format.

1.4.4 PROPOSAL SECTION 5: CONTRACTUAL REQUIREMENTS (VOLUME 1)

Proposers may request additions or modifications to the contractual language
in the RFP at their option. The State may accept or reject such requests.
Alternatively, proposals may provide a simple statement accepting all language
as presented.

WorldCom Response: WorldCom has read and understands. Any additions or
modifications to contractual language are found in Section 4 of WorldCom's response.

1.4.5 PROPOSAL SECTION 7: COST AND REVENUE REQUIREMENTS (VOLUME 2)

Provide the required pricing information in exactly the format shown in RFP Section 7.

Remember that Proposal Section 7 (all copies) must be in a separate sealed box or envelope from the remainder of the proposal, and that no price information may appear in any other proposal section.

WorldCom Response: WorldCom has read and understands. No pricing information is found in Volume 1 and all pricing information is contained in Volume 2. This volume has been sealed in a separate box labeled "WorldCom Price Proposal."

1.5 EVALUATION AND SELECTION PROCESS

All proposals will be evaluated in an objective and highly structured process, and all will be treated in a uniform manner. Technical and price evaluations will be conducted separately, and no price information will be available to the functional evaluators during their evaluation.

WorldCom Response: WorldCom has read and understands the requirement regarding evaluation and selection as listed above.

1.5.1 EVALUATION CATEGORIES AND WEIGHTS

The table below indicates the total number of points that will be assigned to each area of the RFP evaluation. These weights are provided here for your understanding of the state's general applications and requirements.

Evaluation Criteria:	
Sections 2, Contractors Qualifications	100
Sections 3, Functional and Technical Requirements	200
Sections 4, Implementation and Ongoing Service Requirements	200
Section 6, Oral Presentation:	200
Section 7, Price:	600
Grand Total:	**1300**

WorldCom Response: WorldCom has read and understands the evaluation and weighting categories listed above.

1.5.2 PROPOSER QUESTIONS

In the event that the evaluation team requires further clarification of proposals, questions will be sent to all proposers requesting additional information on unclear points. Proposers will be required to reply to such requests by the date

specified in order to continue to be considered. Proposers will not be allowed to change their proposals in this process.

WorldCom Response: WorldCom has read and understands. WorldCom will comply with this requirement if the State issues a request for additional information.

1.5.3 WAIVER OF MINOR ADMINISTRATIVE IRREGULARITIES

The State reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

WorldCom Response: WorldCom has read and understands that the State may waive minor administrative irregularities contained in proposals.

1.5.4 ERRORS IN PROPOSAL

The State is not liable for any errors in Proposers' proposals. Proposers will not be allowed to alter proposal documents after the deadline for proposal submission. The State reserves the right to make corrections or amendments due to errors identified in proposals by the State or the Proposer. Proposers are liable for all errors or omissions contained in their proposals.

WorldCom Response: WorldCom has read and understands the requirement regarding errors in proposals.

Executive Summary

WorldCom has taken great pride in providing inmate telephone services for the past 11 years. Our in-depth understanding of the corrections market place is a direct result of our extensive experience working with State, Federal and County Department of Corrections administrative staff and executive personnel. With this proposal, WorldCom welcomes the opportunity to serve the State of Idaho and the Department of Corrections. We will leverage our unique experience in the inmate telephone industry and implemented procedures, systems, and informational databases that support the needs of the IDOC for inmate calling services.

While WorldCom has a proven record of meeting or exceeding the State, Federal and County requirements, we are not content to rest on our laurels. Our account team is determined to provide equipment and system capabilities that will provide state-of-the art inmate telephone service and administrative support throughout the life of this contract.

State of Idaho procurement calls for state-of-the-art call processing, call monitoring, and recording services. Throughout WorldCom's decade of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications. We have drawn on this experience to design the technical solution for the State of Idaho that is described in this proposal. WorldCom has not forgotten that technologies and procedures can augment—but never replace—solid customer service.

WorldCom has demonstrated time after time its commitment to meeting customer requirements by its performance on existing contracts. We have implemented solutions that benefit the inmates as well as the friends and families of the Inmates by improving customer service. The benefits also extend to the Department of Correction personnel by reducing administrative workload allowing them to focus on more important tasks.

As an industry leader, WorldCom will apply its experience to implementing a fully compliant, state-of-the-art portfolio of products and services for inmate calling. Our proven solution is accompanied by a commitment to and enthusiasm for the State of Idaho and the Department of Corrections Program that is unmatched in the telecommunications industry.

Our first example of this commitment is to support the IDOC's desire to provide rates that will benefit both the inmates, and the friends and families of the inmates by offering the IDOC rate options that meet this goal.

This Executive Summary highlights the key elements of our proposal that promise success for the State of Idaho Corrections Program over the life of the contract:

- Project insight
- The WorldCom team
- Technical solution for inmate services
- Management approach

PROJECT INSIGHT

Since 1989, when WorldCom first entered the correctional telecommunications market, the company has been deploying significant technology advancements in this arena—from inmate services and live operator call processing, to the use of automated operator and collect call-only service, to the provision of detailed management reports for investigating fraudulent calling activities. We, then, introduced real-time reporting, audio recording of inmate calls, and other improvements and expanded services. WorldCom now offers a seamless solution for inmate telecommunication—one that positions us to work closely with our customers to provide complete managed network services. Within the last two years, many of the State Corrections program across the United States have contracted with the with WorldCom for their inmate payphone calling system for the second and third consecutive contract terms.

Many State and County correctional programs have looked to WorldCom to provide inmate calling services programs. We feel our experience in this marketplace has given us unique insight into the breadth and mission-critical nature of such programs.

We feel justified in asserting that WorldCom is the only provider who knows what it takes to deliver the highest quality systems and services to the IDOC while maximizing its revenues. By awarding the statewide contract for premise and inmate telephone systems contract to WorldCom, the IDOC can be assured that a single, knowledgeable vendor will be able to deliver a turnkey solution, provide full program control, and deploy a consistent technology for service throughout the state.

THE WORLDCOM TEAM

WorldCom has assembled a team for the IDOC procurement that is based on each team member's capabilities and success in the telecommunications industry, and experience in implementing networks and transitioning services similar to those requested in the solicitation. The following paragraphs highlight each team member's corporate background and responsibilities as they relate to the proposed solution.

WorldCom will serve as the prime contractor and direct the activities of the team to provide the services and products required by the IDOC. WorldCom has contracted with AllCom Communications and Global Tel*Link to provide support as subcontractors. All on-site call processing and recording equipment will be purchased from and warranted by Global Tel*Link. AllCom, a Woman Owned Business Enterprise, will install the equipment and provide call control and call processing. In addition, AllCom will maintain the inmate phones in addition to maintaining the call control and call processing system. Furthermore, the fact that the team members enjoy a successful history working together ensures the State will have program continuity while WorldCom applies the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

WorldCom

As prime contractor and network services manager for the State of Idaho and the Department of Corrections, WorldCom will be the single point of contact for the State of Idaho and the Department of Corrections. Our primary responsibilities will be to provide the managed network services for the overall program. This includes network engineering for our fully integrated, global network; program management, including vendor management, technical support, customer support, and training; and quality assurance of the program's products and services.

The WorldCom entity that is charged with the direct responsibility for the success of the IDOC Program is the Government Markets organization. Since its establishment in the mid-1980s, this group has grown to become a multibillion-dollar value-added telecommunications network and systems service provider for state, county and federal government customers. Such success is a direct result of providing advanced domestic and international services to federal customers such as the Legislative Branch, Federal Aviation Administration, Department of Defense, and U.S. Postal Service.

In addition to the Federal customers noted above, WorldCom currently provides services to 17 state and numerous county correctional programs to include California's Department of Corrections, Florida Department of Corrections and the Missouri Department of Corrections. In aggregate, the total inmate population within these states and counties exceeds 440,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 160,000 inmates, to Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on WorldCom to provide reliable inmate payphone services.

Global Tel*Link

Global Tel*Link (Global) is a subsidiary of Schlumberger an $8.1B worldwide leader in technology applications with corporate headquarters in New York and Paris. This firm has extensive experience implementing integrated inmate telephone systems with the same scope and complexity as the Idaho Department of Corrections Program.

Global Tel*Link has been actively involved in the development, manufacturing, marketing and support of automated inmate telephone systems since 1989. Global Tel*Link was specifically founded with the intent of providing inmate telephone services and, to date, this remains its singular activity. The company currently provides telephone service to more than 77,000 inmates, with more than 2.5 million call records a month processing through its IT department. Over its 10 year operating history, Global has been responsible for the installation of over 5,300 lines of inmate telephone systems at 161 city, county and state correctional facilities.

The same experienced Global Tel*Link professionals who implemented those systems will support WorldCom in implementing and managing the IDOC. Global will manufacture the LazerPhone call processing equipment and software, provide call monitoring and recording equipment, assist in the implementation of the equipment, offer training assistance, and provide on-going second level maintenance and engineering support.

ALLCOM

AllCom will provide on-site installation and maintenance for the Idaho Department of Corrections inmate phone system. Since 1997 AllCom's project management personnel have provided expert maintenance service to WorldCom in support of multiple correctional contracts located throughout the United States. AllCom has developed an excellent rapport with each of its clients and possesses a thorough understanding of security policies and procedures. AllCom management personnel were involved in several other inmate telecommunications contracts, including those for the department of corrections in Missouri, Kentucky, Florida, and Louisiana and various county programs.

TECHNICAL SOLUTION

WorldCom's technical solution is based on proven equipment and system platforms. This solution gives the IDOC the opportunity to enhance the program with little or no economic or performance risks.

We have an established track record of handling large service transitions. We have an experienced project team led by the key personnel. This team has developed an approach to the program that not only meets or exceeds all technical requirements, but also involves a plan of action to minimize the impact of equipment transition on users while providing immediate financial benefits to the State of Idaho.

INMATE SERVICES

WorldCom understands the critical nature of providing a full range of equipment and services that strictly control inmate calling.

WorldCom will provide an inmate call control system that uses state-of-the-art equipment and technology to ensure a secure calling solution. Our premised-based automated operator services platform will provide a secure, intelligent system for inmate collect-only calling. We furthermore will maintain and service the inmate phones and the recording and monitoring equipment.

WORLDCOM SOLUTION OVERVIEW

As depicted in the figure below, WorldCom will establish and maintain a closed, secure, frame relay based wide area network (WAN) to connect all of the IDOC facility-based systems and user workstations with two redundant database servers one located at the Global Tel*Link's headquarters in Mobile, Alabama and one at Global Tel*Link's Network Operations Center in Houston, Texas.
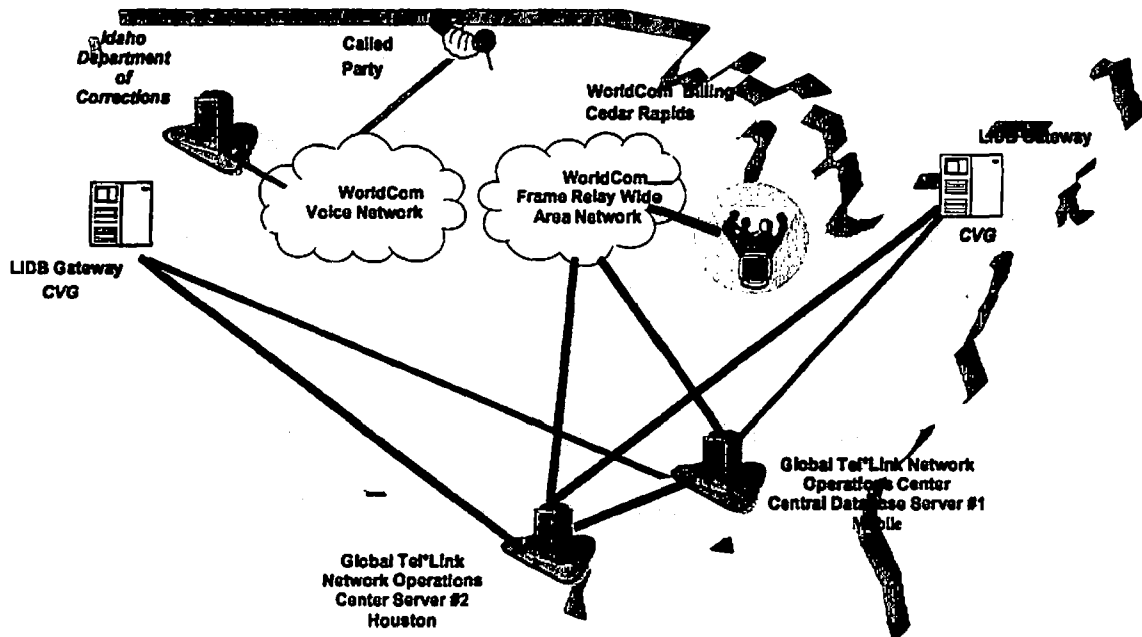
The installation of the facility-based LazerPhone platform connected to a central database server via a WAN offers significant improvements over most platforms in use today. As calls are processed, a duplicate copy will be made and sent to the central database servers. This process will be replicated at each IDOC facility, effectively creating three redundant copies of all call detail records (CDRs) generated by the IDOC facilities, one at the IDOC facility controller workstation(s) and one at each of the two Global Tel*Link central server locations. The central database servers also will store redundant copies of the inmate's PIN and allowed list of call recipients. Because all of the relevant information from each facility will be stored at the central database servers and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all the IDOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the IDOC's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightening strike, disable the system, we will install a replacement platform and populate it with the affected facility's data that is stored at the either of the central database servers

The WAN facilities perform remote monitoring of live and archived conversations. Provided the user has proper access, he/she may listen to any conversation at any IDOC facility from any IDOC facility. The conversation is

transported across the WAN to the workstation on the WAN, which requested to listen to the conversation.

INSTALLATION AND MAINTENANCE

WorldCom's installation solution for the coinless, collect phone calling system is based on our past experience of installing inmate calling systems and the unique perspective we have gained doing so. Through WorldCom's partnership agreement, AllCom will have the responsibility for all on-site personnel, equipment, system maintenance including maintenance of the inmate telephones, station cabling, inmate communications access lines, and the call control, recording and monitoring systems equipment at the IDOC. By using a single on-site maintenance vendor, we have eliminated the potential for confusion that can occur with multiple vendor maintenance solutions.

WorldCom will dedicate three site administrators/technicians to the IDOC Program to ensure immediate response to any operational or customer service issues.

MANAGEMENT APPROACH

A critical program such as the inmate and public pay telephone system for IDOC demands that the successful bidder have a careful plan for managing all aspects of the resulting contract. As the current inmate phone service provider for many of the nation's largest DOC projects, including the State of California, New York and Florida, WorldCom's seasoned account team will manage the project and serve as the single point of contact for the IDOC.

The key members of the WorldCom Account Team include the Sr. Manager, Steve Viefhaus; Account Manager, Marty Recker; the Field Operations and Senior Project Manager, Tracy Stewart, Inmate Payphone program technical support manager, one on-site Service Technician and one PIN administrator. The on-site personnel will be dedicated to supporting the IDOC's inmate system and related services and will be assigned after contract award.

Mr. Viefhaus, Mr. Stewart and Mr. Recker will be IDOC's POC for all business issues. Mr. Viefhaus and Mr. Stewart both have in excess of 15 years with WorldCom and have been supporting the proposed solutions since its inception in 1989. Mr. Recker has been employed with the telecommunications industry for 14 years and has extensive customer service, network planning and technical support for large carrier and corporate customers as well as state government and university applications.

In addition to the WorldCom account team the IDOC will be supported by the experienced staff of AllCom and Global Tel*Link.

This WorldCom account team will be accessible to the State of Idaho and the Idaho Department of Corrections representatives by voice, pager, facsimile, and electronic mail communication. A toll-free number to contact the WorldCom help desk will be made available following contract award.

The IDOC account team is a part of WorldCom's Digital Government Enterprises organization, under the direction of Ms. Nancy Collins, Director. Its Law Enforcement Division, under the direction of Senior Manager Steve Viefhaus, is composed of telecommunications professionals who have implemented and supported inmate telephone systems for WorldCom customers since 1989. The Law Enforcement Division includes marketing and technical professionals who understand the IDOC's mission and requirements and possess the required skills to support all aspects of the inmate telephone services contract. The Law Enforcement Division will be guided by management practices that have been successfully applied to other WorldCom contracts across the United States. The IDOC account team will benefit from a high level of corporate visibility with clear lines of authority. The account team reports directly to Ms. Nancy Collins, who will ensure that all necessary resources are made available to deliver all required services. The involvement by WorldCom executive management also provides a point of escalation for both the account team and the IDOC.

WORLDCOM'S CUSTOMER COMMITMENT

WorldCom proudly submits this proposal for the Idaho Department of Corrections statewide premise equipment and inmate telephone systems. We believe the character of WorldCom can be seen in the three fundamental attributes that account for our success: hard work, perseverance, and— most of all— listening to our customers. This dedication is reflected in the company's drive to offer innovative solutions in partnership with our customers. By submitting this proposal, we declare our capability and commitment to performing the very highest quality work on the IDOC Program.

In selecting the WorldCom team the IDOC will gain a proven workforce of highly qualified, WorldCom-led professionals who understand the IDOC's mission and who possess demonstrated capabilities in creating and maintaining superior communications systems. The IDOC also will gain WorldCom as its strategic communications partner—a prime contractor that invests more than two billion dollars every year in its own advanced network infrastructure. This is an investment that the IDOC will be able to leverage continuously over the life of the contract.

We are convinced that the success of the statewide contract for premise equipment for inmate telephone systems depends on a partnership between the State and WorldCom. WorldCom will provide the State with a dedicated account team, state-of-the-art equipment and solutions, an executive-level commitment to delivering superior customer service and an unbridled corporate culture that is driven to achieving complete customer satisfaction. The State of Idaho can count on these advantages with an award to WorldCom.

Section 2
Executive Summary and Proposal Conditions

2.1 GENERAL FACILITY CONDITIONS

2.1.1 CURRENT AND PROJECTED SITES AND TYPES

There are 8 sites and three Community Work Centers, presently covered by the in-place contract. All of these locations, plus any new sites constructed or acquired during the term of this contract will be equipped for service and included in the contract. The Department would also like to add two additional Community Work Centers, which are not covered under the present contract. These two Centers will become part of this contract when their present contracts expires. CWC-Twin Falls ~ Mountain Phone Co. - expires 8/4/02, CWC-East Boise ~ Mountain Phone Co. - exp. 7/31/02

WorldCom Response: WorldCom has read and understands.

WorldCom will provide calling solutions at the eight Idaho Department of Corrections sites and the three Idaho Community Work Centers as well as the additional sites when their exiting contracts expire. Solutions for each type of facility are described in detail in Section 3, Functional and Technical Requirements.

2.1.2 INSTITUTIONAL SECURITY AND ACCESS REQUIREMENTS

The vendor work rules and procedures vary from site to site, dependent on the site's security level and physical limitations. These work rules will be provided to the successful vendor before the commencement of any work on this project. Actual site orientations may be held for the vendor. Any vendor employee, working at a Department location, must present proper picture identification. The Department also reserves the right to deny access at its' sole discretion.

WorldCom Response: WorldCom has read and understands.

WorldCom will strictly adhere to the work rules and procedures at each site as set forth by Idaho Department of Corrections. Identification will be provided to facility personnel upon scheduled entry of each facility. WorldCom understands that approved entry of personnel is at the discretion of the Department.

2.1.2.1 Assignment of Contractor Staff

Each institution/center has the sole right to allow or not allow any Contractor employee to enter and work in its facilities. Contractors will be required to provide whatever information about employees is requested by the institution/center, and to replace any employee at the direction of the institution/center.

WorldCom Response: WorldCom understands and will comply.

WorldCom and its selected sub-contractors recognize the importance of the strict security requirements of all correctional facilities.

As the prime contractor, WorldCom will take the lead responsibility in ensuring that all personnel identified to work at authorized sites complete and pass any criminal identification checks required by IDOC. WorldCom will work with IDOC personnel to obtain all State forms and other documentation required by IDOC. WorldCom will then ensure that only personnel who have been cleared by IDOC be allowed to work in the designated facilities. WorldCom will replace any sub-contractor personnel at the request of the institution.

WorldCom will require that all personnel must carry identification cards at all times while performing work involving the project.

2.1.3 CURRENT AND PROJECTED TELEPHONE USAGE

Attachment 1 to this RFP provides the number of telephone lines at each location, the total calls made, and the total minutes of usage for calendar year-end, 2000. Additionally, Attachment 2 contains a listing the number of offenders housed at each facility, as of 17 July 2001, is also included. This listing is for purposes of example only and in no way reflects any commitment of future usage by the State.

WorldCom Response: WorldCom has read and understands that information contained in Attachments 1 and 2 of the RFP are to be used as examples only and do not reflect a commitment for future usage by the State.

2.1.4 EXISTING CONTRACTS

The existing contract with AT&T will expire in November 15, 2001. Coordination of any changes in service will be determined by all parties involved to assure a transparent change with without loss in services.

WorldCom Response: WorldCom has read and understands.

WorldCom understands the importance of a seamless transition of calling services.

WorldCom's project management and the assigned support personnel will be available to assist with the migration from the current systems to the WorldCom solution. In the event that a data exchange is required, the system administrator will be able to upload a text type file or some other mutually agreed upon method and/or will manually gather the information for all inmates and input the data into the new system. If the incumbent information is readily available, this process is anticipated to take 10 business days or less. It is important to note that these steps are done in conjunction with the physical installation of the equipment.

2.1.5 EXISTING WIRING

All inside wiring, from the house side of the cable entrance blocks, to the individual inmate telephones, belongs to the State and is available for re-use by the Contractor at the Contractor's option. Any inside cabling installed by the Contractor will automatically become the property of the State at the end of the contract. The responsibility for all cable maintenance, including existing State-owned cabling reused by the vendor, will become the responsibility of the successful vendor.

WorldCom Response: WorldCom understands and will comply.

All required wiring for inmate phones, the WorldCom Proposed solution, and the Global Tel*Link inmate call control system, will be installed and maintained at no cost to the IDOC. If existing cable plant pairs are not available, WorldCom will install new facilities using approved color scheme.

WorldCom will clearly label all equipment, related inside cable plant wiring, and termination hardware used for the LazerPhone system as "inmate phones."

WorldCom understands and agrees that any and all cabling, once installed, becomes the property of the State of Idaho.

WorldCom will utilize any existing facilities that meet wiring specifications as required by the FCC, Bellcore and central office industry standards. The cabling must also meet the manufacturer's specifications for the proposed inmate call control system. Normally, Category 3 or Category 5 and higher cabling will be used for the LazerPhone workstations that are located throughout the facilities.

In the event that additional cabling is required for inmate phones or the call control system, WorldCom will use Bellcore and other industry standard specifications. All wiring will be installed at WorldCom's expense. If existing wiring and conduit is not

available, WorldCom will submit a request for approval for additional installation requirements. These requirements will be evaluated on an individual case basis.

2.1.6 END-TO-END RESPONSIBILITY

All responsibilities described in the RFP will be the minimum accepted level of Vendor responsibility.

WorldCom Response: WorldCom understands and agrees that all responsibilities described in the RFP are the minimum acceptable level of vendor responsibility.

2.2 CONTRACTOR QUALIFICATIONS

The Contractor to the State needs to be financially solvent, experienced, and have a good history of providing proven products with a high grade of customer satisfaction.

To substantiate its qualifications, Proposer must respond in full to the questions in RFP Sections 2.2.1 – 2.2.4 below. The primary vendor will be responsible, to the Department for all of these responses, as well as any responses related to any subcontractors utilized during the term of the contract.

Confirm that your proposal meets all the requirements of this RFP in full.

WorldCom Response: WorldCom understands and meets all requirements of the RFP in full. In addition, as Prime Contractor, WorldCom understands and agrees to take responsibility for work performed by subcontractors throughout the life on the contract.

2.2.1 STABILITY

Provide evidence of financial stability, such as an Annual Report, income statements and closing balance sheets for the past two years, audit opinions from independent CPA firms, Dun & Bradstreet reports, etc.

WorldCom Response: WorldCom is a leading provider of a variety of telecommunications service ranging from voice only services to data and networking services for a customers from commercial, governmental and international organizations. WorldCom recognized over $39 billion in revenue in 2000. The Government Markets division of WorldCom is responsible for the WorldCom services begin provided to Federal, State, and local branches of government, and international organizations and agencies. In addition to that responsibility, Government Markets also works to provide a variety of services to educational institutions throughout the country. A 2000 annual report has been provided in Attachment 10 to provide evidence of the financial stability of WorldCom.

2.2.1.1. Ownership

State your form of ownership and the number of years you have been in business under your current name. The State reserves the right to investigate further than the vendors responses to this RFP to determine financial stability.

WorldCom Response: MCI WorldCom Communications, Inc. (WorldCom) is a wholly owned subsidiary of MCI Communications Corporation (MCIC). MCIC is a wholly owned subsidiary of WorldCom, Inc. (WorldCom). With revenues of more that $39 billion and approximately 77,000 employees, WorldCom combines financial strength and a depth of resources to pursue the industry's best growth opportunities with an advanced global network.

WorldCom has been doing business under its current name since May 1999. Prior to that time, MCI WorldCom Communications, Inc. was known "WorldCom Technologies, Inc."

2.2.1.2. Management

Provide the names of your chief officers, if a corporation, and of all partners, if a partnership. If a corporation, state the year and state of incorporation.

WorldCom Response: MCI WORLDCOM Communications, Inc. is a Delaware corporation organized in 1992 under the name WorldCom Technologies, Inc. The Company began operating under its current name in 1999, following a merger between MCI Communications Corporation and WorldCom, Inc. The type of business ventures in which WorldCom is involved include providing a wide range of telecommunications services to a variety of customers both domestically and internationally. WorldCom provides a full range of global voice, data, Internet and facsimile services to millions of business and residential customers, as well as state and Federal government agencies, and international organizations. Quality and reliability are hallmarks of WorldCom's services, from local to residential and international long distance, to Internet, and other technologically advanced services for every business need.

Table 2.2.1.2 lists the chief officers of WorldCom.

TABLE 2.2.1-2. WORLDCOM CHIEF OFFICERS

Name	Office Held
Bernard Ebbers	President and Chief Executive Officer
Bert Roberts	Chairman of the Board
John Sidgmore	Vice Chairman of the Board
Scott D. Sullivan	Chief Financial Officer, Treasurer and Secretary

2.2.1.3. Experience

Provide a brief narrative describing your experience providing Inmate
Telephone Systems. This narrative must address the length of time you have
been providing Inmate Telephone service, the size of the system(s) provided,
and the number of systems in place.

For the past twelve years WorldCom's Law Enforcement Team has taken great pride in
providing inmate telephone services to Departments of Corrections for many states
throughout the country. WorldCom's understanding of the State of Idaho Department of
Corrections Program requirements for inmate telecommunications and services is a
product of WorldCom's extensive experience working with correctional staff and
executive personnel on projects throughout the country.

As the nation's largest provider of inmate telecommunications for state inmates,
WorldCom is committed to implementing procedures, solutions, and more importantly,
human capital, to support the needs of the IDOC. As a result of WorldCom's extensive
experience, the solutions designed for IDOC not only meet but also exceed the
requirements specified in this Request for Proposal.

Throughout WorldCom's history in the inmate phone services business, WorldCom has
established a reputation for providing sound leadership and superior program
management skills, integrating call control, call recording, and network management into
a seamless inmate telecommunications solutions. WorldCom has not forgotten that new
technologies and procedures can augment—but never replace—WorldCom's
commitment to meeting its customers' needs.

SUCCESSFUL HISTORY IN THE INMATE PHONE SERVICES BUSINESS

Throughout its 12+ years of experience in the public payphone and inmate phone services
market, WorldCom has established a reputation for the ability to combine operator
services, call controls and recording capabilities into a seamless solution for public
payphones and inmate telecommunications.

WorldCom has already demonstrated its commitment to meeting customer requirements
by its performance on 15 Department of Corrections contracts. WorldCom has
implemented solutions that benefit both the inmates, by improving customer service and
lowering end user rates, and Departments of Corrections Administrations, by reducing
administrative workload and paying reasonable commissions.

The longevity of WorldCom contracts and the number of repeat contracts clearly indicate
both WorldCom's success in the market and the value that it offers Departments of

Corrections Administrations across the country. Clearly, state Departments of Corrections elect to continue to do business with WorldCom, because it provides service that meets or exceeds each department's high expectations resulting in partnerships. This partnership has led to many repeat contracts.

Last year, the State of Ohio and the State of Missouri each signed their third consecutive contracts with WorldCom. WorldCom also extended its relationship with the State of Minnesota with the execution of its second consecutive contract. In 1999, Arkansas signed their second consecutive contract with WorldCom. In 1998, the Commonwealth of Virginia signed their second consecutive contract with WorldCom. This year marks the sixth year that the WorldCom has provided inmate telephone services to the State of Florida. We are confident that Idaho would describe WorldCom's historical performance as exceptionally reliable led by a team of industry leading experienced professionals.

The common denominator among all of WorldCom's customer relationships is superior account management and day-to-day service. WorldCom's hands-on day-to-day management approach ensures that each facility, investigator, and central office staff member receives the highest level of service. This philosophy is resoundingly embraced by our customers and is evidenced by the long-term relationships.

Table 2.2.1.3 shows a list of current Department of Corrections Customers with WorldCom.

TABLE 2.2.1.3-1

Project Name	Project Description
State of Arkansas Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of California Department of Corrections	Prime Contractor for inmate telephone system.
State of Colorado Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Connecticut Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Florida Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Georgia Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Illinois Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Kentucky Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Louisiana Department of Corrections	Prime Contractor for inmate telephone system.
Commonwealth of Massachusetts Department of Corrections	Interlata collect inmate telephone service provider.
State of Minnesota Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Missouri Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.

Project Name	Project Description
State of New York Department of Corrections	Prime Contractor for inmate telephone system.
State of Nevada Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Ohio Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Virginia Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.
State of Wyoming Department of Corrections	Prime Contractor/Subcontractor for turnkey inmate telephone system.
Dallas County Jail, TX	Interlata collect inmate telephone service provider.
Hillsborough County Jail, FL	Prime Contractor for networked turnkey inmate telephone system.
Oakland County Jail, MI	Prime Contractor for networked turnkey inmate telephone system.
Plymouth County Jail, MA Department of Corrections	Interlata collect inmate telephone service provider.
Racine County Jail, WI Department of Corrections	Prime Contractor for networked turnkey inmate telephone system.

2.2.1.4. References

Provide a complete client list of comparable projects, including points of contact (name, address, telephone and fax number), which can be used as references for work performed in consideration for this RFP. These organizations may be contacted to determine the quality of work performed and personnel assigned to the project. The results of the references will be provided to reviewers and may be used in scoring the proposal.

WorldCom Response: WorldCom has read and understands the above listed requirement.

A listing of five of WorldCom's existing State customers that have same or similar products and services as proposed by WorldCom in response to this RFP is provided in Table 2.2.1.4-1.

TABLE 2.2.1.4-1. WORLDCOM REFERENCES.

Project Name / Contact Information	Project Description	
State of Arkansas Department of Corrections Burl Scifres 6814 Princeton Pike Pine Bluff, AR 71602 (870) 267-6267 Fax 870-267-6262	Type of System:	Prime contractor for networked turn-key inmate telephone system
	Type of Facility:	Adult
	Functionality:	Collect
	Size:	Number of Inmates 11,400
		Number of Phones 450
State of Missouri Department of Corrections Fiscal Management 2727 Plaza Drive Jefferson City, MO 65109 Theresa Roedel 573-522-2783 573-526-5885 (fax)	Type of System:	Prime contractor for networked turn-key inmate telephone system.
	Type of Facility:	Adult
	Functionality:	Collect
	Size:	Number of Inmates 25,000
		Number of Phones 1,400
State of Illinois Department of Corrections Delores Kruger Department of Central Management Services 120 West Jefferson St. Springfield IL 62702 (217) 782-9492 Fax 217-524-0755	Type of System:	WorldCom provides PIC for InterLATA and interstate telephone services for select adult institutions and Prime contractor for call control for 10 Adult Transition and Youth Centers and 1 Adult Facility
	Type of Facility:	Adult
	Functionality:	Collect
	Size:	Number of Inmates 20,000
		Number of Phones 800
State of Kentucky Department of Corrections Ken Dressman Principal Assistant Room G40 275 E. Main Street Frankfort, KY 40602 (502) 564-4726 FAX 502-564-5037	Type of System:	Prime contractor for a turnkey premise based telephone system
	Type of Facility:	Adult
	Functionality:	Collect
	Size:	Number of Inmates 15,500
		Number of Phones 600

Project Name / Contact Information	Project Description	
State of Wyoming, Department of Corrections	Type of System:	Prime/Sub Contractor for turnkey premise based inmate telephone system.
Pat Anderson	Type of Facility:	Adult
700 W. 21 Street		
Cheyenne, WY 82002	Functionality:	Collect
307-777-7469	Size:	Number of Inmates: 1100
		Number of Phones: 101

2.2.1.5 Authorization to Operate

Certify that you are licensed to do business in the State of Idaho, and have satisfied all requirements of the Public Utility Commission of Idaho and the Federal Communications Commission, or, if not, how you will be able to satisfy these requirements before the start date for any service.

WorldCom Response: WorldCom has read, understands and hereby certifies that it is authorized to do business in the State of Idaho, and has satisfied all requirements of the Public Utility Commission of Idaho and the Federal Communications Commission. In response World Com submits the following information:

1   MCI WorldCom Communications, Inc. holds First Amended Certificate No. 347 with the Idaho PUC (File Number C 120204 with Secretary of State) to provide Title 61 telecommunications services, including basic local exchange services in service areas of US West and GTE.

2   MCI WorldCom Network Services, Inc. holds Amended Certificate of Authority, File Number C47764, to do business in this State, duly executed pursuant to the provisions of the Idaho Business Corporation Act.

At the State's request, WorldCom will provide copies of the relevant Certificates of Authority.

2.2.2. DISCLOSURES

- List all contracts you have been awarded by other states in the past five years.
- List all cases in which you have been sued by any clients, Inmates or customers during your entire history.
- List all cases in which you have been found not in compliance with the directives of any regulatory body, such as a State PUC or the FCC, for any type of inmate telephone service.

WorldCom Response: Regarding the State's first disclosure request, please see Table 2.2.1.4-1 for a complete listing of Inmate telephone services WorldCom provides. In addition to the preceding, WorldCom has received hundreds of contract awards by a variety of state governments during the past five years. To compile a list of such contracts would be time consuming and burdensome. Although WorldCom cannot provide such a list, WorldCom makes the affirmative declaration that it is not aware of any outstanding contract, purchase order, or any other agreement that would have a materially adverse impact on WorldCom's ability to perform under the terms of this RFP.

With regard to the State's second disclosure request, WorldCom is involved in litigation and arbitration at all times due to the number of customers, suppliers, and competitors that it has. Consequently, the State's request to compile a list of all cases in which WorldCom has been sued by any clients, inmates, or customers during its entire history is an arduous, burdensome and time consuming task. Although WorldCom cannot provide such a list, WorldCom is not aware of any outstanding action that would, if successful, have a materially adverse impact on WorldCom's ability to perform under the terms of this RFP. In addition, WorldCom makes the affirmative declaration and commitment that WorldCom shall provide the State notice of any action against WorldCom that could, if successful, have a materially adverse impact on the telecommunications services proposed.

Regarding the State's third disclosure request, WorldCom works diligently to comply with all federal and state regulations, and the undersigned is not aware of any cases in which WorldCom has been found not in compliance with the directives of any regulatory body, such as a State PUC or the FCC, for any type of inmate telephone service.

2.2.3 EXISTING IDAHO PRESENCE

Indicate the locations of any offices, facilities and employees currently in the State of Idaho. Describe the service personnel available at these locations who will be assigned to supporting this contract. Describe which locations would be the primary contact location for service and trouble related issues. You may also state how this will change if you are the successful Contractor.

WorldCom Response: WorldCom understands and will comply.

Upon contract award and execution, WorldCom will provide information about the in-state personnel that will support the IDOC inmate calling project.

WorldCom will provide the IDOC and its' facility staff with a toll free telephone number that is available 7x24x365 to report troubles, submit service requests, receive repair status updates, and make general inquiries. The toll free telephone number will point to WorldCom's Inmate and Public NCC (Network Control Center) located in Gainesville, FL. The NCC's trouble handling and technical staff are well versed in WorldCom inmate calling platforms as well as the public payphone calling solution and have experience in handling all types of inquiries and service requests. The NCC will have remote access and visibility to the on-premise LazerPhone system(s) that includes remote system diagnostic capabilities. All staff located at this facility support DOC inmate call control applications exclusively. In the event there is a trouble reported on the inmate calling system, the NCC personnel will work directly with the technicians at the terminal location below to resolve the trouble.

WorldCom has physical presence at the following addresses within the State of Idaho:

WorldCom
Idaho Junction Switch Terminal
1020 Main Street, Suite 10
Boise ID
Zip Code 83702-5745

WorldCom
1161 River Street, Suite 220
Boise, ID
83702-7064

WorldCom
619 W Bannock Street
Boise, ID
Zip 83702-5919

WorldCom
5592 Saddle Street
Boise, IA 83702

WorldCom
1161 West River Street Suite 220
Boise, ID 83702

2.2.4 SUBCONTRACTORS

Describe in detail the relationship between the prime and all subcontractors,
including the nature of the formal agreements between the parties, and the
division of roles and responsibilities within the combined organization that will
be providing service to the State. Describe the length of these relationships
and how the subcontractors factor into the overall support being offered the
Department.

WorldCom Response: WorldCom has read and understands.

WorldCom will employ Global Tel*Link (GTL) and AllCom Nationwide
Telecommunications as subcontractors for the contract. Both GTL and AllCom, have
been selected because of their expertise in the field of department of correction/inmate
phone installation and maintenance.

WorldCom has a successful history in working with GTL to provide the integrated
LazerPhone inmate call control equipment for call processing. The following paragraphs
provide more detailed information about GTL. WorldCom and Global Tel*Link have
been involved in a working partnership since 1997.

GLOBAL TEL*LINK

Global Tel*Link (GTL) is a subsidiary of Schlumberger an $8.1B worldwide leader in
technology applications with corporate headquarters in New York and Paris. This firm
has extensive experience implementing integrated inmate telephone systems with the
same scope and complexity as the Idaho Department of Corrections Program.

GTL has been actively involved in the development, manufacturing, marketing, and support of automated inmate telephone systems since 1989. Global Tel*Link was specifically founded with the intent of providing inmate telephone services and, to date, this remains its singular activity. The company currently provides telephone service to more than 77,000 inmates; with more than 2.5 million call records a month processed through the IT department. Over its 10 year operating history, GTL has been responsible for the installation of over 5,300 lines of inmate telephone systems at 161 city, county, and state correctional facilities.

The same experienced Global Tel*Link professionals who implemented those systems will support WorldCom in implementing and managing the IDOC system. GTL will manufacture the LazerPhone call processing equipment and software; provide call monitoring and recording equipment; assist in the implementation of the equipment; provide training assistance; and offer on-going second level maintenance and engineering support.

Global Tel*Link is located at:
Schlumberger/Global Tel*Link
2609 Cameron Street
Mobile, AL 36607
Tel. 334-479-4500

ALLCOM COMMUNICATIONS:

AllCom will provide on-site installation and maintenance for The Idaho Department of Corrections inmate phone system along with the inmate and coin phones. Since 1997 AllCom's project management personal has provided expert maintenance service to WorldCom in support of correctional contracts located throughout the United States. AllCom has developed an excellent rapport with each client and possesses a thorough understanding of security policies and procedures. AllCom management personal has been involved in inmate telecommunications contracts, including those for the State Department of Corrections in Missouri, Kentucky, Illinois, Florida, and Louisiana as well as various County corrections programs. AllCom's project management team and personnel have extensive experience in installing telecommunications systems and products.

AllCom is located at:
AllCom, Inc.
2313 Markoe Ave.
Wentzville, MO 63385
636-987-2087

WorldCom proposes a maintenance solution where a single vendor, AllCom Communications, will be responsible for all on-site equipment and system maintenance. Under WorldCom's agreement with AllCom, AllCom will maintain the inmate telephones, station cabling, inmate communications access lines, as well as the call control, recording and monitoring systems equipment at each IDOC institution. By using a single on-site maintenance vendor, WorldCom eliminates any possible confusion and finger pointing that can occur with multiple vendor maintenance solutions.

Upon contract award and execution, AllCom will establish and maintain an in-state presence and maintenance facility.

Section 3
Functional and Technical Requirements

In the following requirements, the term "system" and "systems" is used to
represent the entire service serving all institutions/centers. This is not intended
to dictate the Proposer's architecture, which may incorporate one or many
processors and other system components. The architecture itself should have
been discussed in Proposal Section 2.

WorldCom Response: WorldCom has read, understands, and has provided a response
to each requirement in this section. Please note: as required, architecture of the proposed
solution is provided in Section 2, Executive Summary.

3.1 HARDWARE REQUIREMENTS

In this section, please respond as completely as possible to each numbered
point. Follow the instructions in RFP Section 1.3. Additional *specific questions*
are noted in italics below. Proposals will be scored on *how* and *how well* your
system fulfills the requirements compared to other proposals, so a response of
"complies" or "agreed" or some such word or phrase will not be sufficient to
obtain more than the minimum score. **Copies of or references to manuals or**
other such materials are also not desired, except as a supplement to the
proposal.

WorldCom Response: WorldCom has read, understands, and has complied by
providing a complete response to each requirement in this section.

3.1.1 TELEPHONE INSTRUMENTS

The specific types of telephones, must be suitable for use in a correctional
facility, considering environment, usage, and security factors. No telephones or
parts may be easily taken apart or used as weapons. "Inmate" models must be
tamperproof telephones with protected cords, housings, finishes, mountings,
etc. Steel housings and water/fire/shockproof keypads must be used. The
Contractor must replace the present telephones with ones which meet or
exceed the specifications of the phones required by this RFP. Proposers agree
to provide additional telephones and wired outlets, at no cost to the
Department, as needed to support calling and population increases. The
telephones must be acceptable to the Department and designed to comply with
all specifications of this RFP.

Additionally all telephones must have a label or sign affixed to them, or on the
wall above where they are attached, indicating that all calls made on them,
other than properly placed attorney calls, are subject to being recorded or
monitored. These signs or labels must list the Inmate calling rates. These must
be in both English and Spanish and must be maintained in legible condition
during the term of the contract. If Inmate calling rates change after the first two
years of the contract, the signs or labels must be changed to reflect the new
rates. The new rates will not go into effect until all signs/labels reflecting the

changes have been installed. The Department must approve language for these signs and labels.

Confirm that you will update, service and maintain in-place instruments during the contract. Provide complete specifications and cut sheets for all telephone models which will be proposed to replace existing equipment.
Explain how you will maintain signs and labels throughout this contract.

WorldCom Response: WorldCom will install new Philips, Brooks and Gladwin (PBG) inmate phone instruments at the IDOC facilities. WorldCom currently maintains approximately 5000 PBG inmate phone instruments at correctional facilities throughout the United States. These phones are designed specifically for use in the corrections market. WorldCom has chosen this phone for its history of security against vandalism, the durability of its components, as well as the convenience and availability of obtaining replacement parts. Upon contract award and execution, new phones will be installed throughout facilities covered by the contract. The WorldCom Team will maintain the phones throughout the life of the contract. WorldCom understands and agrees to install and maintain additional phones at no cost to the State.

WorldCom has selected the PBG Model 7042 coinless telephone or similar model based on requirements disclosed during the site surveys conducted the week of October 15th for use at the IDOC facilities. This phone will provide the following features:

- Chrome-plated DTMF tone dial that is water, flame and shock resistant.
- A hearing aid compatible handset along with confidencers to reduce background noise.
- Steel-reinforced phones with heavy-gauge steel back plates and multiple attaching screw-mounting holes integrated into the design. Handset mounting base is welded into the phone case. Case is a single piece of stamped steel, which provides additional reinforcement.
- A tamper proof steel housing that protects the electronic components of the telephone.
- A paint/finish that is mar and scratch resistant.
- A faceplate window allowing for the posting of dialing and operating instructions.
- An industry-standard design.
- An armored handset cord that is resistant to stretching and breaking. The handset lanyard has a minimum 800-pound pull strength that features enhanced flex fatigue performance, and meets all Bellcore specifications. Optional volume control is available on the inmate phone instrument.
- A floating case-hardened metal plate to prevent side drilling entry.

- An installation reinforced by security studs to prevent easy removal of the telephone.
- Security screws that can only be removed with a special screwdriver to protect access to the inner workings of the phone.
- Stations are line-powered and do not require any type of additional power source.
- No ringer
- No coin slots

Additional information regarding this model phone can be found in Attachment 1.

WorldCom will supply and maintain IDOC approved signage which will be affixed to the payphone instruments or on the wall above where the payphones are attached as directed by the IDOC or each individual facility. Each sign will dictate that all calls placed other than properly placed attorney calls, will be subject recording or monitoring. The signage will also provide required information in both English and Spanish and will be maintained in legible condition during the term of the contract.

WorldCom understands that inmate calling rates may change after the first two years of the contract. At this time, the signs or labels must be changed to reflect the new rates and that the new rates will not go into effect until all signs/labels reflecting the changes have been installed.

All signage will be maintained on a monthly basis during the monthly preventative maintenance provided by AllCom. In addition, each time a technician is on site for trouble occurrence, installed signage will be checked. During a maintenance visit, the technician will complete a maintenance checklist as documentation for meeting this requirement. In addition to the proactive measures established above, IDOC staff may open a trouble ticket for any signage not meeting requirements. A technician will then be dispatched to repair the sign.

A sample maintenance checklist for inmate telephone and signage maintenance is provided in Attachment 2.

3.1.2 MONITORING ATTORNEY CALLS

The Contractor must certify monthly that properly placed attorney calls are not being recorded. These certifications will be accomplished for each Institution. The certifications will be mailed to,

Institutional Services, Contract Office
Idaho Dept of Correction
1299 N. Orchard Street, Suite 110

Boise, ID 83706-2266

Fully detail the provisions made to meet this specification.

WorldCom Response: WorldCom understands and will comply.

The LazerPhone system's feature functionality disallows for comprehensive real time monitoring and recording of any call terminating to legal counsel. WorldCom will upload the published Idaho State Attorney Bar public phone listing into each facility call control system database prior to shipment and installation. In addition, system users and PIN administrators can enter additional legal counsel numbers, as they are made aware of such numbers. This is accomplished by entering the attorney number on the Edit Destination Screen on Figure 3.1.2-1. Figure 3.1.2-1 illustrates the call monitoring screen from which the system user or administrator can change call allow lists.
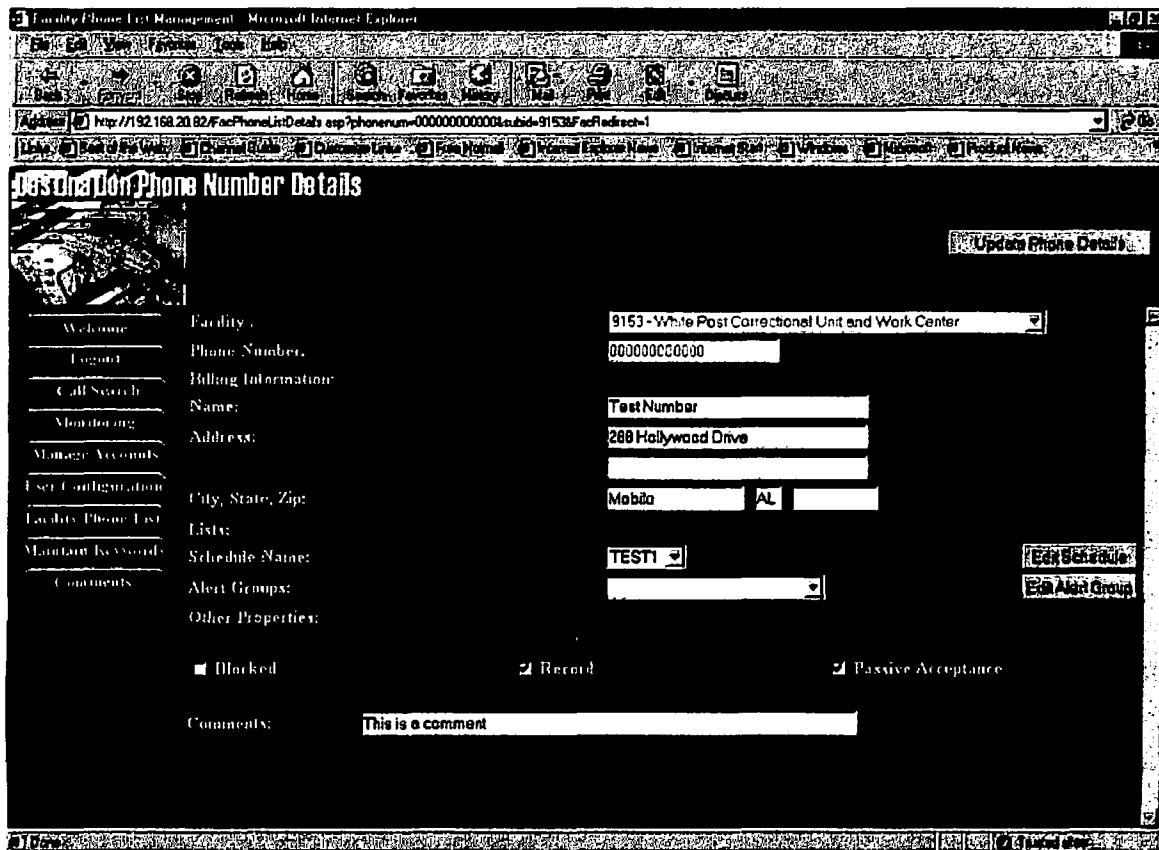

FIGURE 3.1.2-1. EDIT DESTINATION SCREEN.

Authorized users are allowed to program and block a destination attorney number from being monitored and recorded.

The WorldCom Team will run a monthly report against the State provided attorney database to assure that no calls to the previously identified numbers have been recorded. A certification will then be created and provided to the Institutional Services Contract Office at the address listed in RFP requirement 3.1.2.

3.1.3 TELEPHONE DEVICE FOR THE DEAF (TDD)

One portable TDD device must be provided at each location current or future, requiring such service. These must be fully compatible with the telephone service provided and with all system operations. These devices will be requested, as needed. They must be provided and be operational within 48 hours of such request.

Define what equipment will be provided with complete specifications and cut sheets and confirm that it will fully meet the operational specifications of this RFP.

WorldCom Response: WorldCom has read and will comply.

WorldCom will provide the IDOC with the UltraTec SuperPrint 4425 model TDD, which has a printer built in. One TDD units with a printer will be provided and available for use at all times at each IDOC facility. These devices will be fully compatible with the proposed LazerPhone system or as a stand-alone unit to be used with IDOC administration phone. Instructions for use will be provided to IDOC each facility.

Please see Attachment 3 for manufacturer's specifications on the UltraTec Super Print 4425 TDD.

3.1.4 SUITABILITY FOR USE

All equipment provided under this contract, other than wiring that is reused from the existing system, must be new and in full production status from the manufacturer. The successful vendor will also become responsible for the support and maintenance of all existing wiring.

All equipment provided must be suitable for use in a correctional facility, considering environment, usage, and security factors. No telephones or parts will be easily taken apart or used as weapons. "Inmate" models must be tamperproof telephones with protected cords, housings, finishes, mountings, etc. Steel housings and water/fire/shockproof keypads will be used.

All handsets must be hearing aid compatible.

Fully detail the provisions made to meet these specifications.

WorldCom Response: WorldCom has read and will comply.

All inmate payphone stations will be new and installed according to the manufacturer specifications. All inmate station wiring, whether new or existing will be installed and/or maintained by WorldCom at no cost to IDOC.

WorldCom will install new Philips, Brooks and Gladwin (PBG) 7042 Model inmate phone instruments at the facilities. These phones are designed specifically for use in the corrections market. WorldCom has chosen this phone for its history of security against vandalism, the durability of its components, as well as the convenience and availability of obtaining replacement parts.

Noted below are the basic design specifications of the PBG's 7042 Model coinless telephone with volume control.

- Chrome-plated DTMF tone dial that is water, flame and shock resistant.
- A hearing aid compatible handset along with confidencers to reduce background noise.
- Steel-reinforced phones with heavy-gauge steel back plates and multiple attaching screw-mounting holes integrated into the design. Handset mounting base is welded into the phone case. Case is a single piece of stamped steel, which provides additional reinforcement.
- A tamper proof steel housing that protects the electronic components of the telephone.
- A paint/finish that is mar and scratch resistant.
- A faceplate window allowing for the posting of dialing and operating instructions.
- An industry-standard design.
- An armored handset cord that is resistant to stretching and breaking. The handset lanyard has a minimum 800-pound pull strength that features enhanced flex fatigue performance, and meets all Bellcore specifications. Optional volume control is available on the inmate phone instrument.
- A floating case-hardened metal plate to prevent side drilling entry.
- An installation reinforced by security studs to prevent easy removal of the telephone.
- Security screws that can only be removed with a special screwdriver to protect access to the inner workings of the phone.
- Stations are line-powered and do not require any type of additional power source.
- No ringer
- No coin slots

Additional manufacturer information is provided on this model in Attachment 1.

WorldCom will provide Protel 7000 Smart Payphones to meet the coin inmate phone requirement. These payphones will be installed at the Idaho CWC Community Correctional Centers.

Additional information is provided on the Protel 7000 coin telephones in Attachment 4.

3.1.5. RE-USE OF EXISTING WIRING

Proposers are responsible for all inside and outside wiring for a complete installation. The state already owns all existing inside wiring, but cannot warrant the continuing performance or suitability of this wiring. All wiring must be of sufficient quality and quantity to support all requirements, and all new wiring must, at a minimum, meet EIA/TIA-568 Level 5 standards. Contractors must upgrade where necessary to meet these requirements or will be allowed to test and re-use in-place wiring.

Clearly detail where new wiring will be installed and where existing wiring will be reused.

WorldCom Response: WorldCom understands and complies.

All required wiring for inmate phones and the LazerPhone call control system will be installed and maintained at no cost to the IDOC. If existing cable plant pairs are not available, WorldCom will install new facilities using an approved color scheme.

WorldCom will clearly label all equipment, related inside cable plant wiring, and termination hardware used for the LazerPhone system as "inmate phones." WorldCom understands and agrees that any and all cabling, once installed, becomes the property of the IDOC.

WorldCom will utilize any existing facilities that meet wiring specifications, EIA/TIA-568 Level 5 standards, as required by the FCC, Bellcore and central office industry standards. The cabling must also meet the manufacturer's specifications for the proposed inmate call control system. Normally, Category 3 or Category 5 and higher cabling will be used for the LazerPhone workstations. All wiring that is re-used will be tested to ensure that it is in good working order and meets the requirements noted.

In the event that additional cabling is required for inmate phones or the call control system, WorldCom will use Bellcore and other industry standard specifications. All wiring will be installed at WorldCom's expense. WorldCom understands that if existing

wiring and conduit is not available, additional installations will be required by the IDOC. All upgrades will be submitted for approval prior to installation.

3.1.6 PRIVACY AND NOISE CONTROL

Inmates should be able to hear their own calls clearly. Privacy should be maximized to the extent possible, without introducing any visual obstruction that would prevent staff from observing them.

Proposers may also recommend types of special handsets, electronic filters, etc. to deal with the privacy/ noise control/ security issue.

Describe in detail what physical and electronic features you propose. Include specifications, cut sheets or drawings as appropriate.

WorldCom Response: WorldCom understands and will comply. The inmate telephones WorldCom is proposing include volume control with a hearing aid compatible handset along with confidencers to reduce background noise.

The LazerPhone system allows the inmate and called party call paths for each facility to be configured to accommodate for the background noise levels in an inmate environment. These call path levels will be approved by the IDOC as required.

Figure 3.1.6-1 illustrates the LazerPhone's noise level configuration, which is full adjustable.

Volume and Gain	
Station to conference volume (1/10 dB):	0
Trunk to conference (1/10 dB):	-150
Conference gain:	4
Prompt volume (1/10 dB):	0

FIGURE 3.1.6-1. - NOISE CONTROL SECURITY FEATURE

3.1.7 RECORDING AND MONITORING EQUIPMENT

All collect calls, other than properly placed attorney calls, are recorded and can be monitored, when originated from a correctional institution.

A listing of the in-place recording and monitoring equipment for each location is provided in Attachment 3.

At the conclusion of the current contract, this equipment will be removed by the current contractor.

This recording and monitoring equipment also provides call detail recording for all calls placed from a given location. This includes the telephone/line used, number dialed, date, time-of-day and duration of the call. This information must be maintained for future look-up. The ability to replay historically recorded tapes must be supported at each institution during the term of the contract.

The Proposer should specify what product(s) will be installed and how the ability to replay existing tapes will be maintained.

*The requirement to play existing tapes was removed per the October 19th addendum.

WorldCom Response: WorldCom understands and complies.

WorldCom is proposing the use of the LazerPhone call control system, the most advanced tapeless integrated inmate telephone call control system available today. The LazerPhone system developed and manufactured by WorldCom's teaming partner, Global Tel*Link, provides some of most feature-rich investigative tools with readily configurable systems combined with Windows-based software which is easily navigated to provide quick and instantaneous retrieval of call detail records and inmate conversation recordings. The system is fully scalable if additional phones are installed and/or traffic volumes increase. Additional call recording storage media will be added as needed.

RECORDING

The LazerPhone system's integrated Call Recording function will provide the IDOC with the capability to selectively record calls from any IDOC facility. The selective call recording includes the ability to record both sides of a conversation on multiple telephone calls simultaneously. Because WorldCom will also provide a WAN connection to each of the sites, retrieval of any call made from any location can be achieved from any workstation connected to the network regardless of the location. Call search can include, at a minimum, inmate PIN, date/time of call, and dialed number. WorldCom has proposed a call storage capacity of 90 days. Based on WorldCom's understanding of the RFP requirements, this exceeds the 60-day mandatory requirement for the IDOC call control system. The system has been sized to record all number of calls. At no time, will attorney calls be recorded.

The following paragraphs provide further detail on the recording and storage features of the LazerPhone system.

LAZERPHONE INTEGRATED RECORDING

The LazerPhone system is the industry's most advanced, fully integrated call control, call processing and recording platform. One of the key advantages of this fully integrated solution is that it offers a single user interface. The LazerPhone system processes calls, records calls, and stores all call detail, allowing IDOC staff to use just one administrative workstation to search call detail records and listen to a selected conversation regardless of where the call was made within the system. This eliminates the cumbersome processes associated with ancillary call recording systems, which often involve locating the conversation on the call-processing platform and then searching for the record. Additionally, by reducing the number of hardware components, WorldCom has eliminated additional points of failure as well as the necessity to routinely synchronize two or more separate systems. This enhances trouble resolution by minimizing the number of hardware and software components to research in the event of a service-impacting event.

The space requirement for the LazerPhone Call Control system is two feet wide by three feet deep and four to six feet tall depending on the number of trunk lines at the facility. This relatively small space of the LazerPhone call control system requirement allows the precious correctional facility space to be used for other needs.

SELECTIVE INMATE RECORDING

As stated above, the LazerPhone system allows user-selectable call recording if desired. Recording may be deactivated by inmate PIN or by specific telephone number for calls placed to attorneys, other privileged communications, or for the convenience of the State. The LazerPhone recording feature can be activated or deactivated for individual PINs via the recording/monitoring section of the change inmate screen as shown in Figure 3.1.7-1. This simple point-and-click method of selective recording will save administrative time and confusion.

FIGURE 3.1.7-1. RECORDING FEATURE.

INDIVIDUAL DESTINATION NUMBER SCREENING CAPABILITIES

In addition to the system-wide database and the facility-based blocking capability, IDOC personnel will be able to set up parameters on individual destination numbers. IDOC system users will be able to block inmates system wide from calling a number or add that number and set it up so it will not be marked for recording or will be marked for recording individual numbers via the edit destination number screen shown in Figure 3.1.7-2.
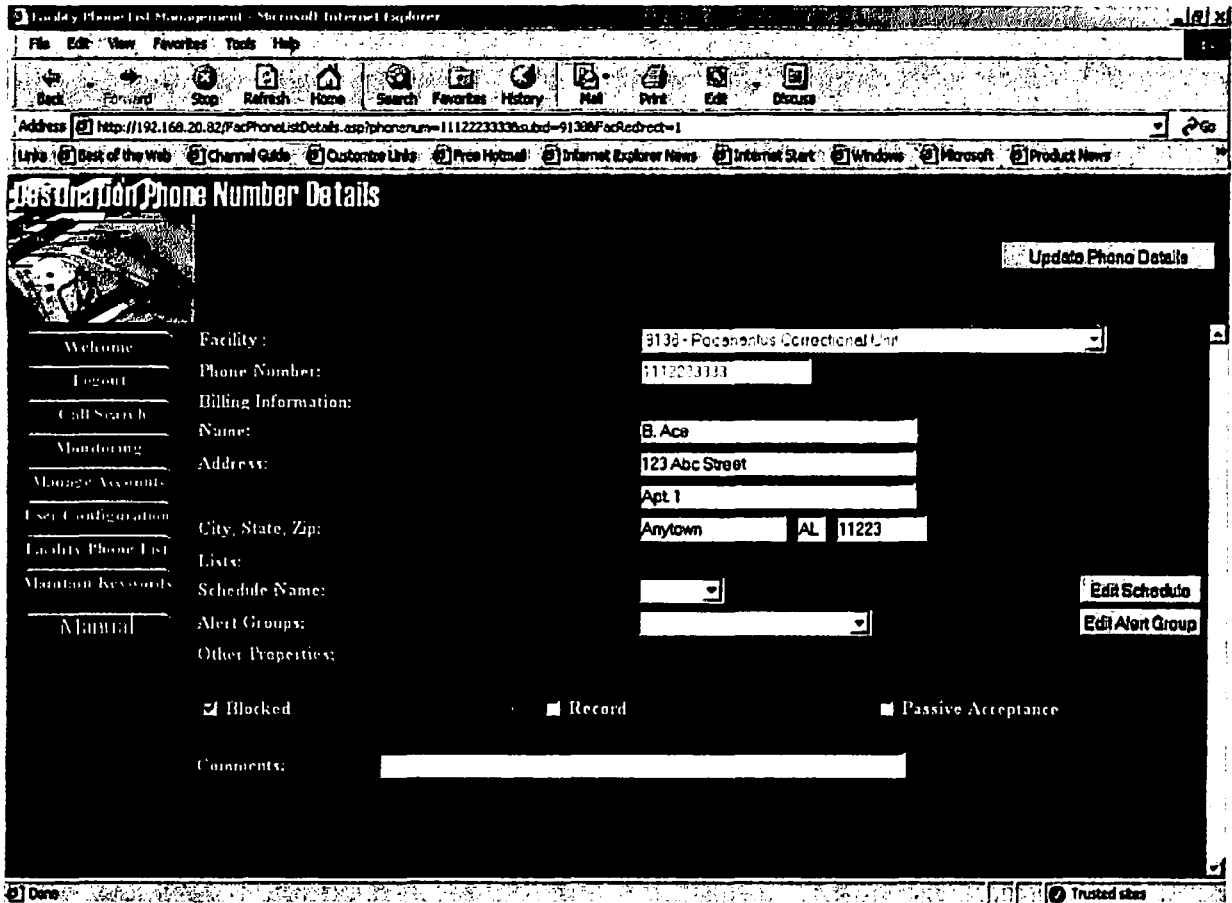
FIGURE 3.1.7-2. EDIT DESTINATION NUMBER SCREEN.

By checking the "Blocked" box, this number cannot be called from any LazerPhone inmate telephone station within the facility. An inmate PIN can be configured with only an allowed list, blocked list, or a call anyone list exclusively. In addition, by checking the "Record" box, the number entered will be recorded. If left blank, the called number will not be recorded.

CALL STORAGE

Call recordings are stored on a RAID 5 Disk Array that consists of five separate hard drives. This redundant design helps prevent data loss. A recorded call could continue to be played back in its entirety even in the event one of the drives failed. Recorded calls are stored in a non-volatile, power independent memory that ensures data integrity, even under severe conditions. The LazerPhone hard drive system features expandable memory capabilities and simple call archiving methods. The system features 100% real-time call recording capability, and will be able to record all inmate calls placed from any inmate phone located within any IDOC facility. WorldCom will size the system to hold three

months of recorded inmate calls on-line at each facility, and allow for the ability to select and permanently lock specific recordings into memory and/or off-load them onto a CD via the read/write CD-ROM drive incorporated within the user workstation. The RAID 5 storage system has a number of advantages over other storage mediums currently available.

First, and this is one of the key benefits of WorldCom's solution, RAID 5 storage allows for virtually instantaneous retrieval of conversations from the hard drive. Because LazerPhone system is based on digital hard disk storage, as opposed to digital audiotapes, search time is significantly reduced because the system does not have to fast forward through tapes. Additionally, WorldCom's WAN architecture allows authorized users to retrieve conversations from other IDOC facilities quickly and easily.

Second, RAID 5 storage allows faster data transfer. This is important during peak periods of phone use and investigative activity. Global Tel*Link's experience indicates that there is a much higher rate of retrieval of recorded calls within the first ninety days after the call is made. Therefore, having these calls on the faster media makes sense.

Third, RAID 5 storage provides superior redundancy. If one of the hard drives in the array were to fail, no data would be lost. The drive would be replaced and the missing data would self re-generate. This is the same method used in the data management control centers with large information storage requirements.

Locating selected conversations is facilitated by the call search screen shown in Figure 3.1.7-3. Authorized users enter in, via the filters options, the specific date and time of the call, in addition to any other valuable information, such as inmate PIN or the destination number, and LazerPhone will return all call records and audio conversations matching the input criteria. Once the conversation is located, the user simply clicks on the CD icon next to the record, and playback of the recorded conversation begins.

FIGURE 3.1.7-3. CALL SEARCH SCREEN

Based on the data provided by this RFP, WorldCom will configure each LazerPhone system to hold a minimum of 90 days of voice recordings at each facility. It is important to restate that LazerPhone uses a tapeless recording medium: RAID 5 disk arrays. There are no digital audiotapes to replace on a constant basis to achieve the three months of recording media. Additionally, LazerPhone uses a re-writeable disk array, as opposed to other storage media, such as DVD-RAM, which uses a write once disk. The benefit to the IDOC is the flexibility of this system to automatically write over conversations after they have been archived. With other storage media it is necessary to replace the digital audiotapes or replace the DVD-RAM write once disk to create additional recording space. WorldCom's solution requires no intervention for continuous recording.

LazerPhone offers two methods for archiving critical conversations, as shown in Figure 3.1.7-4. First, authorized users may lock a file to the hard drive by selecting the "L" field of the record that needs to be locked or unlocked. A lock illustration appears for each recording that is locked. When a call recording is locked, that recording cannot be

deleted until the recording is unlocked. In order to unlock a file, a user with the next highest security clearance must unlock the file eliminating the possibility of a single user unlocking a file with critical evidence.

FIGURE 3.1.7-4. CALL SEARCH SCREEN

The second method that can be used to permanently archive a conversation is to transfer the conversation to a CD-ROM. Each administrative workstation includes a read/write CD-ROM drive. The authorized user would simply click on the icon depicted above, insert the CD in the CD-ROM drive, and a copy would be made to the CD-ROM. WorldCom understands the importance of maintaining a chain of evidence in call recording. Global Tel*Link has developed a method for securing recordings against challenges to the authenticity of the date, time and telephone number(s) involved. The information is encrypted for each call and then encloses the call in a "Security Envelope." Any alteration to the call or its encrypted information can be detected immediately. The security of the envelope is checked each time the call is played back. WorldCom's subcontractor, Global Tel*Link, will provide expert testimony, free of charge, regarding the authenticity of one of its recordings.

ENHANCED INVESTIGATIVE CAPABILITIES

In addition to the call storage and searching capabilities described above, the LazerPhone platform provides the investigative capabilities described below.

Comprehensive recording provides a tremendous wealth of information for current and future investigations. This vast amount of information can be overwhelming without specific tools to locate the critical piece of data.

The LazerPhone system was designed with the investigator in mind. The philosophy behind the design is: How do we streamline the investigative process and make the investigator more efficient? LazerPhone includes several tools to filter out unwanted conversations resulting in a more efficient use of investigator's time and efforts. These tools include key word search, visual playback, remote call sending and hot tools. These tools are described in the following paragraphs.

KEY WORD SEARCH

LazerPhone has the unique ability to search call records for user-designated key words, such as drug lingo and escape conversations. This feature allows law enforcement personnel to quickly search all inmate conversations for any key words. This feature is not only an invaluable investigative tool; it also assists in the prevention of drug smuggling and distribution, inmate escape, and numerous other types of inmate fraud and crime. Key word search allows the user to effectively reduce the total number of call files that have to be monitored to locate pertinent conversations. It also has the capability to take the researcher to the location in a conversation where the system thinks the word occurred. This greatly reduces the amount of time required to retrieve valuable information. It is important to note that key word search is not 100% effective; however, as speech recognition technology improves, system upgrades will be uploaded to existing systems at no additional cost to the State.

Using the key word management screen shown in Figure 3.1.7-5, system administrators can add, delete, and modify keywords. All additions, deletions, and modifications take effect immediately.

FIGURE 3.1.7-5. - KEYWORD MANAGEMENT

VISUAL PLAYBACK

The LazerPhone recording module allows for complete control of all playback functions by system users via the workstation. The LazerPlayer screen shown in Figure 3.1.7-6 allows users to play, stop, or pause the playback of recorded calls using the buttons as indicated. Because LazerPhone uses digital recording mediums, forwarding or reversing to the desired location within the conversation is virtually instantaneous compared to taped-based systems, which require the tape to forward through meters and meters of tape. The user simply moves the slide bar to the desired location to fast forward or rewind portions of the recorded call.
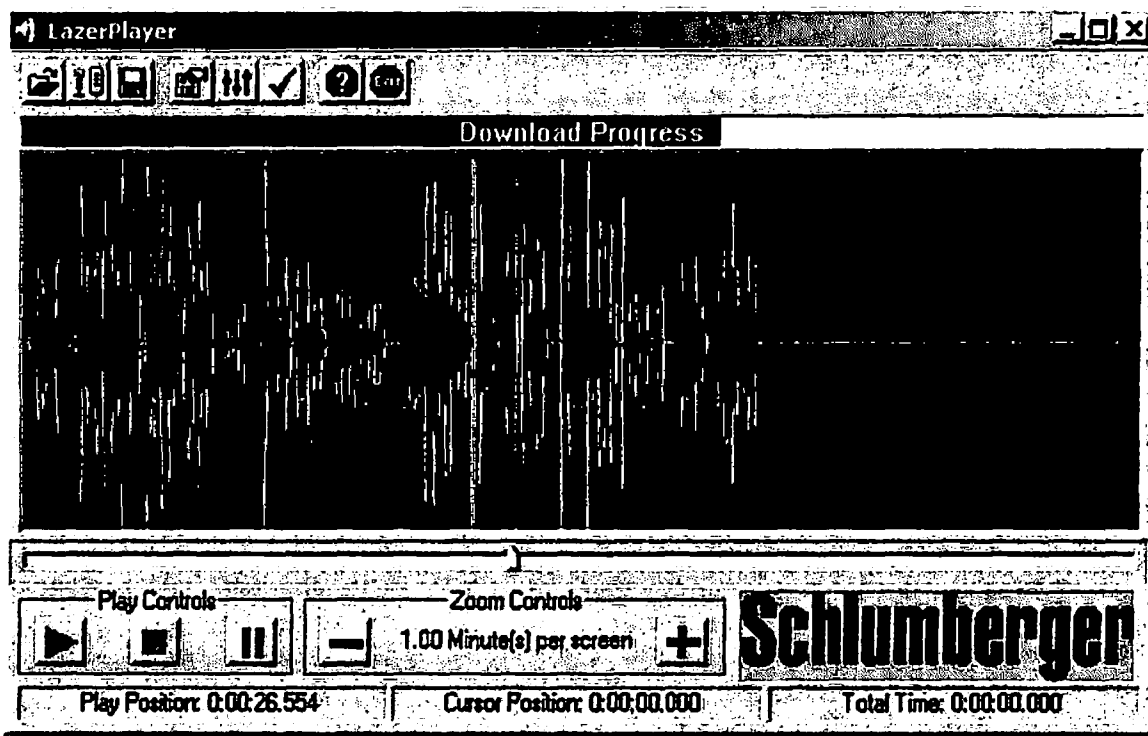
FIGURE 3.1.7-6– LAZERPLAYER VISUAL PLAYBACK.

REMOTE CALL SENDING

The LazerPhone recording module gives an authorized system user the ability to send the playback of a recorded conversation to any telephone number within the Continental United States. This tool is beneficial when a key investigative member is traveling or does not have access to the LazerPhone administrative workstations located at IDOC facilities.

HOT TOOLS

Investigators who need to monitor the conversations of an inmate under investigation will have a powerful new tool with the LazerPhone platform. Rather than being tied to their desk waiting for the inmate to place a call, hot number reporting will allow investigators to receive notification, via the administrative workstation reporting function, telephone call, or pager when a call is placed. LazerPhone allows investigators to enter a variety of parameters, for example, inmate PIN, originating phone number, or destination phone number.

Whenever activity is detected by the inmate or on the phone, the management control center computer will dial up to three administrative phones (programmed as requested by the facility administrators). It will report the number the call is being made from, the number being dialed, and, if PINs are in use, the inmate making the attempt. LazerPhone will make three attempts to complete these calls. For more information regarding the Hot Number Reporting Function please see Attachment 5.

CALL MONITORING

In addition to allowing for call recording, LazerPhone allows for simple and user friendly method for call monitoring. Each user workstation will be provided with Sound Blaster SBS20 speakers. The speakers include stereo headphone jack, a single-touch mute button, and separate bass, treble, and volume controls. Each set of speakers will include the necessary AC adapter and speaker cables. The amplified speakers will deliver quality, dependable sound to IDOC personnel when monitoring live calls in process or playing back recorded calls.

Figure 3.1.7-7 depicts the active and inactive channels at a selected facility. This screen depicts the phone in use as evidenced by the colored icon (red is active while yellow is inactive), the status of the call such as connected or in progress and the destination number dialed. Merely selecting a channel will immediately connect the authorized user to the conversation for silent audio monitoring.

FIGURE 3.1.7-7. INMATE TELEPHONE MONITORING

The LazerPhone system will allow live monitoring of inmate calls in progress and will retrieve archived information from remote locations via telephone. The LazerPhone system can support bridging of third parties from remote locations. To ensure system security, the LazerPhone system is controlled by a multi-option security profile for each system user. This allows multiple users to access only those functions corresponding to their security levels. A user log system is also provided to track system entries or unauthorized access.

LazerPhone will allow IDOC personnel to monitor inmate calls by telephone number in real time by specific PIN as entered by IDOC Site Administrators or IDOC personnel. When an inmate dials an "alert PIN number" the system will notify IDOC personnel in one of two methods. The first method is by the IDOC personnel having entered up to 3 notification numbers associated with this alert PIN number. The system will attempt to contact each of the three notification numbers and, if answered, provide a one-way conference into the call. The second method is by a visual alert at the workstation. If a visual alert appears, an officer at the workstation will then point and click on the phone

dialing the alert PIN number. This will provide live monitoring of the call. LazerPhone allows for live monitoring locally, within a single IDOC site, or remotely, from the IDOC Headquarters to any IDOC site.

At the eight IDOC adult correctional facilities, WorldCom will provide one workstation for the IDOC personnel and one workstation for the WorldCom administrator. If the IDOC requires additional workstations or would like the software option of connecting existing IDOC PCs to the WAN, WorldCom will work with the IDOC to provide this functionality for all authorized users. WorldCom and Global Tel*Link will provide the IDOC the LazerPhone management software for uploading on IDOC owned PCs which can be connected to the network controller to allow all of the same feature functionality as a dedicated workstation. This would save valuable space and would allow IDOC direct LAN access to the system based on password access allowed by each profile. Remote or dial up access is also available with this software for off-site access to the inmate call control system.

3.1.8 HISTORIC RECORDED TAPES

The present library of recorded tapes at each institution must be maintained for playback during the term of the contract. The Proposer will maintain and support equipment at each institution to locate, via call detail recording and playback, any tapes recorded during the previous contract. The Proposer may propose, at its option, to convert these historic tapes to a medium playable on any new technology with the guarantee of no loss of previously recorded conversations and the ability to accurately identify and retrieve any previously recorded conversations.

Describe how the Proposer would accomplish the maintenance and playback capabilities of material recorded in a tape format. Also describe any migration plan to another playback medium, compatible with new technologies.

This requirement has been deleted per Amendment #5 issued by the State on October 29, 2001.

3.1.9 STANDARDS COMPLIANCE

For the duration of the contract, the Contractor must adhere to all FCC, ADA, and Public Utility Commission Regulations, as well as all applicable codes and industry standards for equipment, service and installation.

All systems must meet all state and federal requirements concerning telephone services for the disabled. All systems must meet all current and future ADA requirements, including providing telephones that are accessible to persons in wheelchairs, locating and mounting telephones properly and providing telephones that are compatible with TDD devices that are currently commercially available.

State clearly what standards apply to your equipment, service and installation. Confirm that you will adhere to all ADA standards as required.

WorldCom Response: WorldCom understands and will comply.

All equipment interfacing with the public telephone network will be FCC registered. WorldCom will provide FCC registration information upon request by the State. All equipment utilized will adhere to all ID PUC and ADA compliance. All services that are installed will comply with all regulatory agencies as required.

WorldCom will provide telephones from PBG that are specifically designed for use in the corrections market. The PBG inmate telephones will have a hearing aid compatible handset. Depending on the facility requirements, phones will be installed and mounted to height specifications as required by ADA standards.

WorldCom will provide the IDOC with the UltraTec SuperPrint 4425 model for TDD use, which has a printer built in. One TDD unit with a printer will be provided and available for use at all times at each IDOC facility. These devices will be fully compatible with the proposed LazerPhone system.

3.1.10. ELECTRICAL AND BACK-UP POWER REQUIREMENTS

All current telephones are line-powered and no separate power supply is required. Any additionally provided telephones must maintain this requirement.

Electrical surge and ground protection should be provided for all new equipment installed. NEC and other standards and codes must also be met.

State any other electrical or power requirements for the entire system. Describe how you will provide back-up power for this system.

WorldCom Response: WorldCom has read understands and complies.

Like most inmate call systems and, in general, any PBX or computer hardware and networking equipment and cabling placed at a customer premise, there are some physical and environmental requirements that the service provider and manufacturer has little or no control over. The following paragraphs detail the requirements of the LazerPhone system.

The LazerPhone system incorporates all system functions, including recording, monitoring and call processing, into a single cabinet. Because of this compact design,

WorldCom has found that in many cases the customer is able to gain back a portion valuable equipment room space.

Figure 3.1.10-1 illustrates a typical floor layout with space requirements for WorldCom and the LazerPhone system.
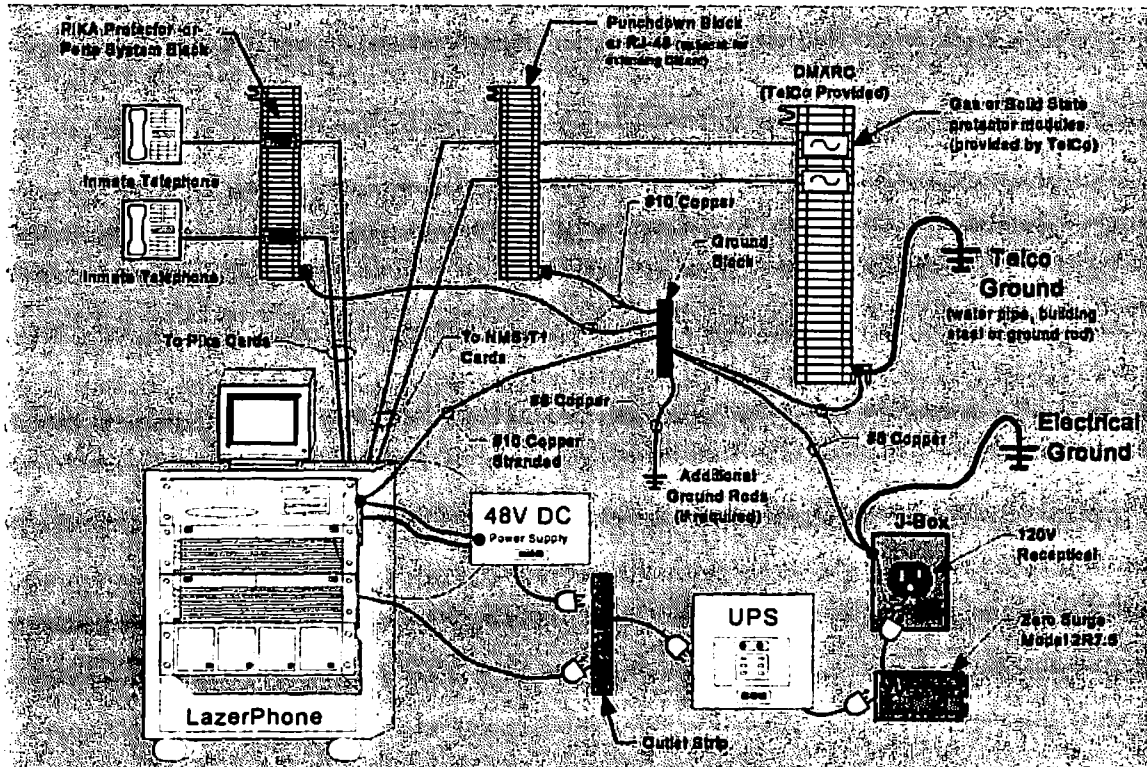
FIGURE 3.1.10-1. TYPICAL FLOOR LAYOUT FOR LAZERPHONE SYSTEM.

The LazerPhone system allows for very efficient use of space. Because recording capabilities are internal to the system, there is no need for additional external equipment. The space requirements of the LazerPhone System are 24" wide and 36" deep. The height varies with the configuration, but is usually 67" or less. A limited amount of wall space is required, usually 4 to 6 square feet. This area serves as the cross-connect to the inmate phone housings and Central Office lines that will require 66 Block amphinol connections.

Regarding system power requirements, LazerPhone equipment requires the use of a standard 120v duplex receptacle. Additionally, all LazerPhone equipment will operate at temperatures ranging from 0° to 110° Fahrenheit and humidity ranging from 0% to 90% for a limited time. Ideally, the room temperature must be regulated at a temperature that does not exceed 80 degrees on average with a relatively low humidity level. To avoid

catastrophic outages from lightning strikes, WorldCom respectively requests, that if available, connectivity be made to any IDOC grounding facilities that may already be in place.

With this information as described above, WorldCom respectively requests that the physical space, power and environmental requirements be offered in good faith from the IDOC facilities. In the event that this may cause hardship on the IDOC staff and available facilities and resources, WorldCom will consult with the state on other alternatives to meet these requirements.

WorldCom's standard installation practices and LazerPhone power supply components are designed to provide additional lightning and power surge protection over and beyond the normal NEC code for campus cable and build entrance termination protection. For the inmate telephone station connections, WorldCom will provide and install additional over voltage and over current primary protection devices. In addition, for the LEC access connections, WorldCom will install a digital trunk interface or CSU/DSU device between the IDOC/WorldCom equipment and the Local Exchange Carrier demarcation point that will provide additional over voltage and over current protection.

As per any electrical devices and per NEC code, to properly protect them from lightning and electrical power surges they must be connected directly to the building or facility's "common" ground source and the resistance of the ground source be 5 ohms or less. In compliance to this code, WorldCom requests IDOC allow all installed equipment be connected to common ground source. Further, WorldCom requests that this ground source have 5 ohms or less resistance. If these safeguards are not available, WorldCom will consult with IDOC to provide a mutually agreeable alternative.

Given the cost of system components and the critical importance of these systems, WorldCom spends considerable time and money ensuring that each installation is equipped with extensive electrical and lighting surge protection. Each installation will meet and/or exceed all NEC and other pertinent codes.

With regard to UPS, each installed LazerPhone system will be provided with the 30 minute operational back-up capability. In the event of a complete power outage, the system will remain operational for 30 minutes. This will allow the facility to gracefully power the system off. However, in the event the system is not shut down gracefully, the system will power off and re-boot without physical intervention when power is restored. In the event that additional backup operational time is required by the IDOC, WorldCom will consult with the State for a mutually agreeable solution.

3.2   SYSTEM SIZING, PERFORMANCE, AND UPGRADE REQUIREMENTS

Initial (existing) traffic estimates, population growth, and facility growth, were discussed earlier for the proposers' reference in sizing their systems.

Confirm your understanding of the state's initial and continuing requirements. Provide specific information about the sizing of each main call processor, transmission facilities, and the proposed system as a whole. The state needs to be assured of sufficient capacity at every level, as well as the procedures followed by the Proposer to up-size their facilities and equipment.

WorldCom Response: WorldCom understands and will comply.

WorldCom proposes to install one outbound trunk for each inmate telephone. This ensures that inmates will not receive a network busy condition as a result of too few outbound trunks at the facility or as a result of too few LazerPhone trunks. The WorldCom network is designed and engineered to provide a P.005 grade for service (1 call failure for every 5000 call attempts) barring any LEC last mile issues. WorldCom will maintain the one-to-one ratio at each facility by adding the requisite number of LazerPhone ports and network trunks when additional phones are added at each facility. These standards apply to all local, intraLATA, interLATA and interstate calls. Sparing is dependent upon the facility. For example, if a facility has 52 phones, WorldCom will install three T-1 facilities providing capacity to handle 72 simultaneous calls on the network.

The LazerPhone system is highly flexible and it easily accommodates additional telephone ports when necessary. Because WorldCom is proposing a one-to-one ratio from the beginning of the program, the IDOC can be assured that inmates will not be blocked from making phone calls due to insufficient trunk or network resources.

In addition, the LazerPhone system will be sized to provide 90 days of on-line recorded calls. Global Tel-Link continuously monitors the hard disk space needed to support this requirement and will add additional hard disk space as necessary to insure that no recorded calls are lost. WorldCom's field tech will also have a spare parts kit available to use to add capacity to the Raid 5 Hard Disk Array in an emergency situation. Hard Disk capacity will also be verified during the technician's preventative maintenance checks that will be completed as a requirement of this RFP.

3.2.1 CALL SET-UP, CALL CONTROL AND DISCONNECT

Efficient initial call set-up is required. An absolute maximum of 10 seconds from the dialing of the last digit is requested. Calls must be initiated by the offender.

At a minimum, all calls must be presented to the called party via an automated operator with the options of communicating in either English or Spanish, as selected by the called party. The called party must be notified of the caller's name, as recorded during the set-up process, and that the call is originating from a <u>specific correctional facility</u>. The called party must also be given the Inmate calling rates. They may be given the option to bypass the calling rates function by being prompted to dial a single digit. The called party must also be informed that all calls, other than properly placed attorney calls, are subject to being monitored and recorded. To accept a call, the called party must be prompted to dial a single digit before both parties are connected. The same case applies for a called party wishing to deny charges and not accept the call. Additionally, the called party must have the ability to deny the call and block the specific line from ever receiving another call from the <u>entire system</u>. The choice selected by the called party must be communicated back to the originating offender, before the connection is established or the call set-up is disconnected. The proposed system must also accommodate called parties with rotary service.

The Department also requires, at a minimum, the ability to control the length of an individual call, announce randomly in either English or Spanish during the call that it is coming from a <u>specific correctional facility</u> and provide call termination announcements to both called and calling parties. These features must be programmable on a network-wide, institution-wide, individual call, individual PIN or range-of-telephones basis. Additionally, the system may provide the capability to utilize "allowed call lists", have the system turned on or off on a time-of-day schedule, set daily or weekly call limits, by PIN, and to set a "time-out" period between consecutive calls using the same PIN number.

All systems must limit callers to a single call per connection and block three-way calling with no exceptions. The detection of any other call activity is of great concern to the Department. Methods and treatment of such calls will be entertained in this RFP.

> *Describe in detail how your proposed system meets these requirements. Be specific about call set-up, call control and call disconnect processes and procedures. Also detail how called parties with rotary service will be accommodated.*

WorldCom Response: WorldCom has read and understands.

The LazerPhone system will use its automated operator system to process all calls and will provide notification to an inmate of call status (i.e. ringing, busy, etc.)

The proposed LazerPhone system uses a number of user-friendly voice prompts and message announcements for call processing and information to inmates and called parties. The WorldCom Public Switched Network is engineered with SS7 signaling to minimize Post Dial Delay. Call set up time will be 10 seconds or less for all calls where digital access facilities are available which accounts for approximately 95% of the central offices in the country. The following paragraphs describe the call set-up process that the inmate will hear, a list of the return message announcements, and the call announcement

and acceptance announcement heard by the called party. WorldCom understands that IDOC will determine the exact content of the announcements and messages played to the called party.

The LazerPhone system can support multiple languages. English and Spanish are standard options on the call control platform. Depending on the dialect required, additional languages can be added within 30 calendar days upon notification by the IDOC. In some instances, additional costs are applicable. Inmates can choose their preferred language using one dual-tone multi-frequency (DTMF) tone. WorldCom will provide one choice of additional language to the IDOC at no additional cost during the base term and any extended year options.

The system-generated instructions will follow the call flow described below:

- When an inmate lifts the handset, the system provides the following prompt:
  - In English: "Press or dial one for English"
  - In Spanish: "Press or dial two for Spanish. "Marque dos para Espanola."
- Depending on the language selected, the inmate will then hear the remainder of the call flow in English or Spanish

The same format is followed in other available languages, until the inmate chooses a language selection.

LOCAL, INTRALATA, INTERLATA INTRASTATE, INTERSTATE CALL TYPES

This is MCI WorldCom. This call originates from an Idaho Department of Corrections Facility and may be recorded or monitored. You have a collect call from inmate's name or pre-recorded name an inmate at FACILITY NAME . The maximum cost for this call is $ X.XX" for the first minute and $X.XX for each additional minute plus any applicable State or Federal Universal Fees. For customer assistance and collection or complaint procedures, dial 1-800-444-3333, otherwise, if you wish to accept this call, dial "0" and wait for your party to connect. If you wish to block any future calls of this nature, press or dial "7" for further information. For future Idaho inmate collect calls, you may press "0" at any time during the call process to accept the call and by-pass these announcements.

Although the prompt asks the called party to press or dial "0" for refusal, should any number other than "5," "7," or "9" be pressed or dialed, the call will not be connected. If the called party makes no response, the message will repeat three times and, if no response is made, the call will be terminated.

During call set up and call acceptance, the inmate will not be permitted to hear the progress of the conversation and will not be able to speak with the called party until

positive acceptance has been received. In the event the called party chooses to by-pass all offered options, the call will be cut-through to the inmate upon after the option to accept the call is played to the called party and positive acceptance call via the DTMF digit is pressed. The Federal Communications Commission requires that Interstate calls be provided the rate option and customer service option. Rates may also be quoted for all calls if IDOC desires this option.

Rotary dial phones may accept calls and hear other options via voice response prompt statement of "YES" or "NO".

As the example above indicated, LazerPhone has the capability of using the inmate's pre recorded name instead of allowing the inmate to speak into an 'open microphone' during the 4 second window. This prevents the inmate from stringing multiple calls together to deliver one message without actually connecting with the called party. When the inmate enters his/her PIN, LazerPhone will automatically interject the pre recorded name file in all subsequent phone calls. The PIN administrator has the ability to require the inmate to actually to speak his/her name to ensure complete accuracy.

CALL TREATMENTS

Presented below are the some the standard messages inmates will receive under specific conditions:

- When the destination number is busy: *"The called number was busy; please try your call later."*
- When the called party does not answer, ring/no answer: *"The called party did not answer; please try your call later."*
- The called party does not press or dial the DTMF to accept the call: *"The called party did not accept your call."*
- If the called party has previously requested a block on the destination number: *"The called party has placed a block on this number."*

Isolation is clearly maintained between the inmate and the called party. Figure 3.2.1-1 depicts the option of allowing the inmate to hear the call process. By simply, leaving the "Allow inmate to hear call progress" box blank, the inmate will not hear anything until the called party has positively accepted the call.

```
┌─ Other ─────────────────────────────────────────┐
│  Rngs allowed on call attempt         │6       │ │
│                                                   │
│  Error File Path:           │c:\errors          │ │
│                                                   │
│  SMDR File Path:            │c:\smdr            │ │
│                                                   │
│  ☑ Use Dynamic Rating                            │
│  ☑ Allow inmate to hear call progress            │
│  ☐ Use Green Validation      ⬚                   │
│                                                   │
│  Length of destination number:   │16            │ │
│                                                   │
│  ┌Set Daily Rates┐  ┌Edit Languages┐  ┌Set Speed Dial┐ │
└─────────────────────────────────────────────────┘
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FIGURE 3.2.1-1. - CALL PROGRESS FEATURE.

3.2.2 GRADE OF SERVICE

All telephone lines installed must be able to provide simultaneous service at all times, with no blockages at the network level due to insufficient access, processing capacity, database interaction or any other limitation of provider equipment or services. Further, the network must provide at least P.005 Grade of Service during any month across all types of calls.

> *Describe, in detail, how this requirement will be met. What spare capacity is built into your proposal? Detail what the grade of service will be through the entire system and how this standard is maintained considering the various subcontractors and carriers involved and how you will demonstrate to the State that this level of service is being maintained. Be specific regarding any differences between local call, interLATA calls, etc.*

WorldCom Response: WorldCom understands and will comply.

WorldCom will provide inmate payphones and lines as designated by the IDOC. One physical plant access line is provided for each inmate payphone instrument. WorldCom will install and maintain the inmate phone instruments and access facilities for all required inmate telephones at no cost to the IDOC for the life of the contract. WorldCom will utilize dedicated T1 facilities for the correctional facilities and central office lines for CWC coin operated telephones. These facilities will provide a 1:1 ratio of trunk stations to physical payphones. In addition, most T1 facilities will have spare trunks available on them that will be readily available to add dial tone for additional inmate payphone stations within a relatively short time interval. These T1 services will provide local, intraLATA and interLATA call access. There are no differences in the access facilities that will transport all call types at the eight sites. The coin operated type phones at the CWC facilities will be ordered and installed from the local exchange carrier that serves each of the three sites and the lines will be translated to offer only the services that the IDOC will allow from these facilities.

WorldCom's DOCs operations management continually monitors and trends inmate traffic patterns and will provide traffic statistics as requested to assist and make recommendations to the IDOC in determining if additional inmate phones are needed.

WorldCom's account team will provide the supporting documentation for call processing and grade of service on a routine or as needed basis to insure the IDOC that their network requirements for call processing capability are being met.

GRADE OF SERVICE

From a performance standpoint, WorldCom's network provides virtually non-blocking, p.005 grade of service and network availability of 99.9974 percent, 24 hours per day, 365 days per year. WorldCom maintains these standards through strict adherence to internal operations standards, frequent testing, and a highly fault-tolerant hierarchical switched network design.

To avoid outages, more than 99 percent of WorldCom's fiber circuit capacity miles are buried. Cables are buried to an average depth of 36 inches, with cable warning marker tape buried directly over it at 12 inches. In addition, highly visible marker tape warning diggers to contact WorldCom is placed along buried fiber routes. Digital radio is also virtually impervious to catastrophic outages. WorldCom has experienced only two downed radio towers in 25 years of operation, both due to tornadoes. This mix of transmission media is more reliable than any single mode of transmission.

Each WorldCom switch is staffed with maintenance/operations personnel. WorldCom Points of Presence (POPs) and junction sites, with very few exceptions, are staffed similarly. WorldCom's average time for technicians to arrive on any trouble site in the network is one hour. In addition to stationing personnel at critical points in the network, WorldCom improves network restoration capabilities through the addition of Digital Cross Connects (DXCs), redundant routes, and spare capacity. The techniques and technologies that WorldCom uses to improve the network's restoration capabilities include Real-Time Restoration and Network Management Centers. Real-Time Restoration (RTR) is a centralized, automated system that controls DXC-3/3s. RTR allows WorldCom to quickly detect and isolate network disruptions, produce and deliver preplanned reroutes, implement these pre-plans to restore traffic, and normalize traffic once the network is repaired. Real Time Restoration is currently WorldCom's main restoration platform. WorldCom can restore 100 DS3s in less than 15 minutes using RTR.

WORLDCOM'S NETWORK MANAGEMENT CENTERS (NMCS)

WorldCom's Network Management Centers (NMCs) proactively monitor network performance 24 hours a day, 365 days a year. NMC monitoring reduces the number of

major outages because service degradations are caught in the developmental stages, often before customers are aware of any problem. The NMCs also play a major role in network restoration efforts since NMC engineers institute the preplanned real-time restoration efforts. They also dispatch personnel to areas where repairs are necessary, and initiate return-to-normal activities when the network has been repaired.

SITE MONITOR

WorldCom's Site Monitor tool is a revolutionary method for monitoring the health of the entire LazerPhone solution from a Frame Relay WAN connection to the LazerPhone platform installed at the IDOC designated correctional facility(s). This WorldCom-developed tool will communicate with each IDOC system every 30 minutes to verify that the platform and network is fully operational. The frequency of this communication will ensure that WorldCom is notified on a near-real-time basis when a service-impacting event occurs. WorldCom's goal is that this automatic notification will often occur before IDOC becomes aware of a service impacting event and that WorldCom will have already begun remote diagnostic and repair activities and or initiated the dispatch of an on-site technician.

In addition to checking the health of the system every 30 minutes, Site Monitor will perform the following tests and checks:

- Ping. Site Monitor will "ping" the Cisco IP router to verify network connectivity to the facility system, and verify that the Cisco IP router is functioning per specifications.
- Call Failures. Once per hour Site Monitor will measure the number of failed call attempts against the number of completed or billable attempts. If a high failure rate is detected, an alarm will be automatically generated and the NCC will begin investigating the cause of the high failure rate.
- Call Blocks. Once per hour Site Monitor will measure the number of blocked calls against the number of completed or billable attempts. If a high block rate is detected, an alarm will be generated and the NCC will begin investigating the cause of the high block rate.
- Billable Calls. Once per hour Site Monitor will compare the number of billable calls against a historical volume for the same day and time period (e.g., Tuesdays at 5:00 PM EDT) to identify aberrations in call volume. This check will be conducted to identify possible service-impacting events. For example, a test that shows a zero usage site could indicate a major outage or simply that the site is in lockdown status.

WorldCom's Site Monitor is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of WorldCom's Site Monitor are performed from WorldCom's development facilities in Sacramento, California. By maintaining a

physically diverse location for monitoring, WorldCom can initiate trouble tickets even if the entire state is without service. Another benefit of placing the Site Monitor functions in Sacramento, is that WorldCom's IDOC Account Team can leverage its' internal on-site development resources and make ongoing enhancements to the system easily through its Sacramento-based programming staff.

3.2.3 DUAL TONE MULTI-FREQUENCY

All systems and equipment will use DTMF rather than rotary dialing.

Confirm this capability.

WorldCom Response: WorldCom understands and will comply.

All inmate payphone stations require DTMF. All called party system prompts require DTMF call acceptance and additional options, i.e. rate quotes, blocking, customer service questions, also require DTMF selection via the key pad.

3.2.4 SOFTWARE UPGRADES

The state requires that regular software upgrades be implemented throughout the contract term, and that new and enhanced features resulting from new software releases from the manufacturer be offered to the state at no additional charge. Such changes and enhancements must be reported annually to the Department and implemented at the Department's discretion and direction.

Describe in detail your total commitment to software upgrades and how they will be reported to the Department. Provide information on upgrades and enhancements during the last three (3) years to all equipment and services proposed.

WorldCom Response: WorldCom has read and understands.

The WorldCom Team will work with the IDOC as it does with all customers to determine if and when product enhancements should be deployed. Regular manufacturer software upgrades will be completed at no cost to the State. Installed systems utilize the Dell computer systems hardware at each site for call control. All software upgrades are thoroughly tested via a lab setting prior to being rolled out into the field. Similar to the initial installation process, WorldCom will consult with the IDOC program manager, review the new upgrade and feature functionality enhancements, then will schedule and install the software upgrades. Testing will occur either when inmate traffic is not allowed or after 12:00 a.m. local time. Test calls are made and call detail records are verified for accuracy along with all existing functionality and new features being deployed. In the event that there is an error in the application, the upgrade is postponed and the old version of software is reinstalled back to fail-safe mode. All of these processes and

procedures will be communicated to and approved by the IDOC prior to deployment of any new software release.

All equipment that is being proposed has been periodically upgraded based on the manufacturer's requirements and proactive feature development deployed by Global Tel*Link and deployment based in individual customer requests. WorldCom respectfully submits that upon contract award and execution that the software upgrade data will be provided to the State of Idaho and the IDOC. At this time, this information is considered proprietary and considered confidential.

Listed below are the types of equipment and computers to which will be utilized and to which will be configured and sized accordingly to meet IDOC requirements of 1 telephone line per inmate phone and the WorldCom proposed 90 days of on-line call recordings storage. WorldCom's proposed LazerPhone system architecture and components are scalable such that they can be expanded to meet any future requirement needs.

Local on-site Inmate Phone System Controller:

Dell, PE2500 Processor with 3-37gb hard drives

PCI expansion chassis, MAGMA PCI-13R (13 slot)
Internal RAID 5 hard drive disk array with up to 7 hard drives
   (on-line storage of recorded calls)

PIKA Daytona P12 pots PCI no FSB_047 (12 port inmate telephone station cards)

PIKA V-2 2-DSP 2128ENG cards

VIP #RP400 Power supply (provides line power PIKA station card & inmate stations)

NMS PCI Quad T-1 cards (digital service trunk interface card, capacity of 4 T-1s)

Keyboard Mini w/trackball mouse

Dell, 15" color monitor

IntelliMouse

2' x 3' rack for Equipment Stack from 4-6 ft tall depending on number of inmate phones at each site

UPS Power Supply & Surge Protection:

Tripplite, Unisom SmartOnLine 2200 Rack-Tower UPS system

Tripplite, BP-72V12-2U (additional UPS battery)

Zero Surge Protector, Model 2R15

Porta Six Plus w/110 Termination

ACP Personal Surge Arrestor w/ telephone protection 110v AC outlet strip

LAN network Hub:

3Comm, Office Connect Dual Speed, 8 port 10/100 BaseT Hub

Network Interface Devises:

WAN Router, Cisco 2600 series w/dial-up modem

CSU/DSU, Adtran

System Administrative/Investigative Workstation:

PC, Dell OptiPlex or comparable w/Pentium III processor and CD Writer

PC keyboard, Dell QuiteKey or comparable

Monitor 15" SVGA

Color Printer, HP DeskJet 840C or compatible

UPS Battery back-up, Tripplite or comparable

Cassette Tape Recorder, Optimus or comparable for manual conversion of digital media i.e. CD ROM or Hard drive to tape as an optional method investigation if needed

IDOC Central Office System Administrative/Investigative Workstation located in Boise, ID

PC, Dell OptiPlex or comparable w/Pentium III processor

PC keyboard, Dell QuiteKey or comparable

Monitor 15" SVGA

Color Printer, HP DeskJet 840C or compatible

UPS Battery back-up, Tripplite or comparable

WAN Router, Cisco 2600 series w/dial-up modem

3.2.5 SYSTEM AVAILABILITY AND RELIABILITY

Full calling service must be supported 24 hours a day, 365 days a year.

Detail downtime data from your existing installed system base. What happens if the central processors or databases are out of service? Detail if any system capabilities are lost. Detail if any database information is permanently lost.

WorldCom Response: WorldCom understands and will comply.

The LazerPhone platform is designed to operate 7x24x365. Of course, IDOC will have complete control over the times and dates when phones are operational.

WorldCom and LazerPhone have calculated an average up time of our platforms of 99°o.
This calculation is determined by measuring the total time phones are unavailable for use,
not including *force majeure* events, divided by the total time the phones are available for use.

WorldCom Solution Redundancy

WorldCom will establish and maintain a closed, secure, frame-relay-based wide area
network (WAN) to connect all LazerPhone systems residing at IDOC facilities, including
the user workstations, with two (2) fully redundant and geographically central database
servers. The primary server will be located at Global Tel*Link's headquarters in Mobile,
Alabama. The secondary server will be located at Global Tel*Link's research and
engineering center in Houston, TX. Deploying mirrored servers provides a high level of
redundancy by storing key elements of information such as call detail records on three
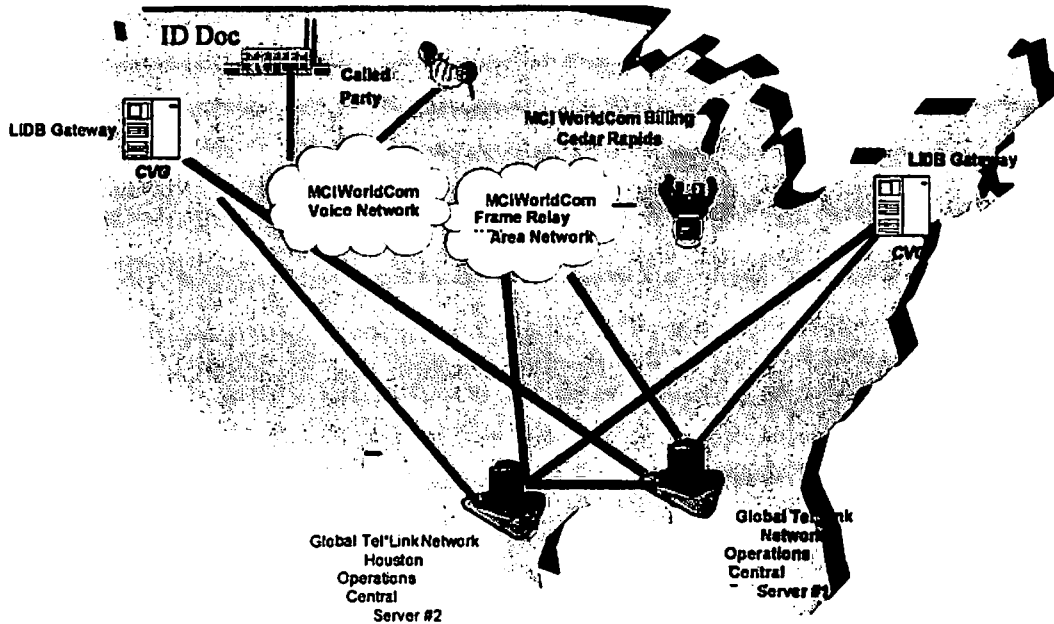separate databases. Figure 3.2.5-1,

FIGURE 3.2.5-1. WORLDCOM IDOC REDUNDANT ITS ARCHITECTURE

The installation of the facility-based LazerPhone system connected to two (2) central database servers via a WAN offers significant improvements over most platforms in use today. As calls are processed, a duplicate copy will be made and sent to the central database servers. This process will be replicated at each IDOC facility; effectively creating three (3) redundant copies copy of all call detail records (CDRs) generated by IDOC facilities. Additionally, the central database servers will store redundant copies of the inmate's PIN and the Facility Destination Block lists. Because all of the relevant information from each facility will be stored at the central database servers and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location connected to the WAN. Furthermore, WorldCom's proposed solution would safeguard the Idaho DOC's mission-critical data from a single point of failure. Should a catastrophic event (such as a tornado or a direct lightning strike) disable the system, WorldCom will install a replacement platform and populate it with the affected facility's data that is stored at the central servers. This logic applies to a central database server failure as well. If one server should fail, the other server would continue to collect data for redundancy purposes until the impaired server was back on line. In this scenario, IDOC would not lose any functionality. In the unlikely event that both servers failed, each site would continue to process calls and record the conversations. In this scenario, system wide investigations would be temporarily unavailable till one of the servers was restored to service. In summary, WorldCom is proposing a level of redundancy that no other provider can offer by virtue of our two (2) geographically diverse central database servers.

The WorldCom proposed solution would safeguard the IDOC's mission-critical data from a single point of failure. The WAN facilitates remote monitoring of live and archived conversations and will be fully operational even if the database or central processor fails. In the case of database or central processor failure, recorded conversations will still be available for investigations, provided the user has proper access. WorldCom understands and will comply.

The WorldCom proposed solution would safeguard the IDOC's mission-critical data from a single point of failure. The WAN facilitates remote monitoring of live and archived conversations and will be fully operational even if the database or central processor fails. In the case of database or central processor failure, recorded conversations will still be able to be monitored, provided the user has proper access. Personnel will be able to monitor calls via the on-site workstation.

Remote diagnostics and alarm monitoring are available from the workstation to the central servers which allows for virtual issue resolution in a majority of instances this allows many problems to be diagnosed even before a major outage occurs. This diagnostic visibility also prevents the unnecessary dispatch of a field technician. Performance monitoring of call processing resources can be accomplished via the IDOC workstation and the central servers in Mobile and Houston.

3.2.6 AUDIO QUALITY

All systems must provide audio quality - clarity, cross talk levels, interference, etc. - at least equal to that required for all common carrier customers, and the Department will be the sole judge of the acceptability of the quality of transmission throughout the contract. The contractor will be required to provide whatever is needed to satisfy this requirement at no cost to the state.

Describe the facilities, equipment, testing procedures, and other capabilities that will allow your system to meet this requirement.

WorldCom Response: WorldCom understands and will comply with the understanding that the State's approval of the acceptability of the quality of transmission will not be unreasonably withheld.

The LazerPhone platform represents the latest in advanced calling and recording technology. As a fully digital system, IDOC can be assured all calls are of the highest audio quality. WorldCom will continue to provide the highest quality network transmissions for all calls originating from IDOC facilities. The installation team performs three tests during installation to ensure audio quality:

- First, stations are tested at the demarc. The technician will initiate a telephone call to our Technical Support staff. During the call, each party will note any problems with

the quality of the audio. If problems are detected, gain settings are adjusted and the process begins again until satisfactory results are achieved.

- Second, test calls are made from a percentage of the actual inmate telephones. Again, if audio levels are unsatisfactory, adjustments to the gain settings are made.

- Finally, recorded calls are downloaded and the quality of the audio is again tested. If found to be unsatisfactory, the recording gain controls are adjusted and the process repeated.

WorldCom will accept the judgment of IDOC for audio quality.

3.3. AUTHORIZED CALLS BY INMATES
3.3.1 COLLECT, OUTBOUND CALLS ONLY

Only collect or debit system, station-to-station, outbound calls may be allowed from any telephone with no exceptions. This includes local, intra-LATA, inter-LATA, inter-State. The expectation is that the Proposer will carry all inmate traffic via a single network.

State how you will ensure that no inbound, direct dialed, other sent paid or other type of telephone call will be transmitted. Detail how international calls will be dealt with and whether there is the ability to block such activity by site, telephone or individual caller.

WorldCom Response: WorldCom understands and will comply.

WorldCom's LazerPhone solution will permit only collect, station-to-station, outbound calls from any telephone with no exceptions. The system will utilize its automated operator feature to process collect calls. LazerPhone is strictly an automated operator service providing station-to- station collect only calls. LazerPhone's automated operator services can be configured to permit 7x24x365 access if so desired by IDOC staff. Time restraints are established using the workstation on site and using the time parameters. In the event that the IDOC does determine that alternative calling options are to be allowed, i.e. debit, WorldCom respectively requests that the inmate call control system is initially installed as a collect only system, implementation of the debit offering will be completed at a mutually agreed interval after installation.

Because the call process is fully automated, there are no other calling options for the inmates. Inmates will never have access to a live operator, which will prevent them from making any operator assisted calls. Additionally, LazerPhone's automated operator services include all voice prompts necessary for the completion of an inmate call. In all instances, the automated operator will make initial contact with the called party. During the automated greeting, the called party is notified of the inmate's name and the facility

from which the inmate is calling. The called party will have contact with the inmate only after positively accepting the call as instructed by the automated operator. Prior to accepting the call, the automated operator will also give the called party the option to hear call rates. It is important to note that WorldCom does not pass off any of the calls to other carriers for processing as LazerPhone maintains complete control over the call at all times regardless of the call type.

The LazerPhone system can be configured to allow or disallow the inmate call international destinations via the inmate allowed call list feature. However, in the event that IDOC were to decide to allow inmates to have the ability to place international collect calls, attempts would require the LazerPhone system to utilize a "live" operator for call completion.

3.3.2. CWC INMATE TELEPHONES

Collect, coin operated, calling card, station-to-station, outbound calls may be allowed from any CWC Inmate telephone. This includes local, intra-LATA, inter-LATA, inter-State. No recording or monitoring devise is required for CWC Inmate telephones.

WorldCom Response: WorldCom understands and will comply.

WorldCom will provide collect, coin, calling card via 800 access, station-to-station, outbound calls from any CWC inmate telephones including local, intra-LATA, inter-LATA and interstate calling.

WorldCom will provide Protel 7000 Smart Payphones to meet the coin inmate phone requirement. These payphones will be installed at the IDOC Community Correctional Centers and Youth Facilities. Additional information is provided on this model in Attachment 4. In accordance with RFP requirements, no recording or monitoring equipment will be installed at the CWC facilities.

3.3.3. BLANKET RESTRICTIONS

The system must be able to establish blanket restrictions for all calls in the institution, including but not limited to the following:

- Operator and directory service numbers, including 0, 00, 411, NPA-555, etc.
- Specific NPA's, such as 550, 700, 900, 976.
- 911 and other emergency service numbers.
- Specific numbers, such as telephone numbers for correctional institutions and Inmate telephones, state officials' telephones, and others that may be established by the institution.
- Other long distance carriers, via 950, Toll Free, 10XXX, or other means.
- International calls.

- "Wild-Card Numbers" – allowing all callers to dial specific, approved telephone numbers regardless of location or any other restrictions. Although any offender can call these numbers, the calls are still subject to being recorded and monitored and will appear in call detail recordings.
  Describe Proposers capability to meet these requirements on the system being proposed.

WorldCom Response: WorldCom understands and will comply.

A complete description of the blocking features of the LazerPhone system is described below.

SYSTEM-WIDE CALL BLOCKING DATABASE

During installation, WorldCom will create a system-wide "Call Blocking" database of numbers that inmates will not be able to call. This will include the numbers provided by the IDOC such as residential or business lines of judges, sheriffs, facility personnel, jury members, attorneys, and witnesses. Call blocking tables with thousands of entries are not uncommon. Blocked numbers can consist of an entire area code, an entire exchange code within an area code, or specific telephone numbers. All 800, 900, 972, 976, and 550 area codes will be blocked throughout the life of the contract. Numbers may be deleted or added to the "Call Blocking" table by authorized personnel using an administrative workstation.

The database query functionality inherent on the central servers also provides added security. When a remote IDOC facility updates information in the blocking database, the central server will query this information from that location. This query will allow all IDOC remote sites to have access to statewide blocking information.

FACILITY-SPECIFIC BLOCKING CAPABILITIES

The LazerPhone system will be able to establish blanket restrictions for all calls at each facility, including but not limited to the following:

1   Operator and directory service numbers, including 0, 00, 411, NPA-555, etc.

2   Specific NPA's, such as 550, 700, 900, 976.

3   911 and other emergency service numbers.

4   Specific numbers, such as telephone numbers for correctional
        institutions and inmate telephones, state officials' telephones, and others
        that may be established by the institution.

5   Other long distance carriers, via 950, toll free, 10XXX, or other means.

6   International calls.

7   "Wild-Card Numbers" – allowing all callers to dial specific, approved
        telephone numbers regardless of location or any other restrictions. If a
        specific number is allowed and set up for a particular inmate, WorldCom
        will utilize a "speed dial" type number for those instances where an
        inmate is allowed to call a number not on their call list. Wild Card
        Numbers are pre-programmed in the form of Speed Dial Numbers.

LazerPhone can block a virtually unlimited quantity of individual numbers, prefixes, and
area codes. Each call is checked through the LazerPhone validation system. If the
number has been blocked, the inmate is informed "You may not dial this number," and
the call is terminated.

INDIVIDUAL DESTINATION BLOCKING CAPABILITIES

In addition to the system-wide database and the facility-based blocking capability, IDOC
personnel will be able to block individual destination numbers. IDOC system users will
be able to block individual numbers via the edit destination number screen shown in
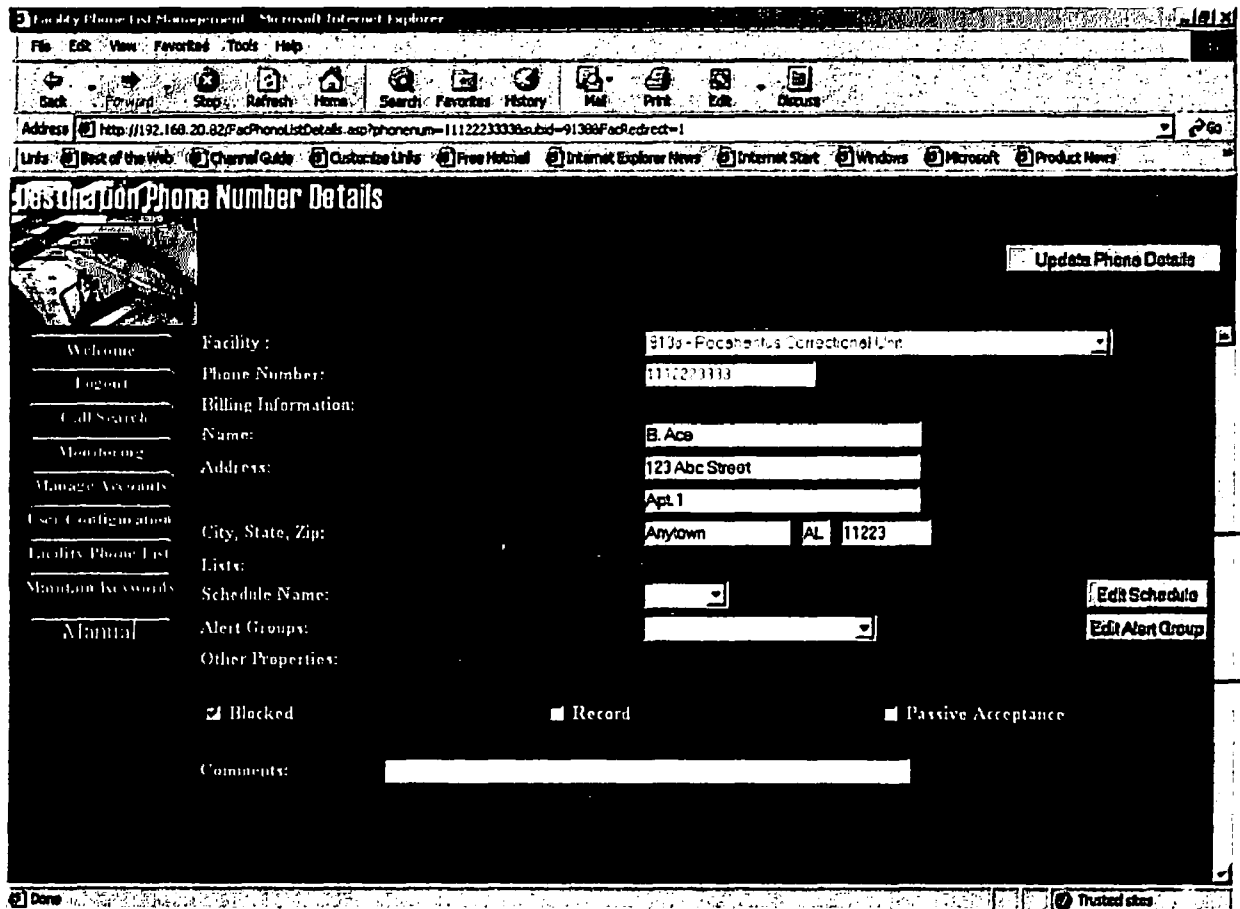Figure 3.3.3-1.

FIGURE 3.3.3-1. EDIT DESTINATION NUMBER SCREEN.

By checking the "Blocked" box, this number cannot be called from any LazerPhone inmate telephone station within the facility. An inmate PIN can be configured with only an allowed list, blocked list, or a call anyone list exclusively.

TIMING BASED RESTRICTIONS

LazerPhone has the ability to selectively time calls of various types, e.g., to attorneys, clergy, family, etc., by different time frames by individual PINs, system, or specific telephone numbers. These numbers are placed on a predefined schedule via the edit destination number functionality noted in Figure 3.3.3-1, outlined in red.

Programmable "time-out" announcements as approved by IDOC are available and can be customized scripts as desired. These can be played as a voice overlay during the call at the one minute, 30 second, 15 second, or all three times prior to the call time threshold. The voice overlay will be heard as, "You have 1 minute remaining on this call.""

VELOCITY BASED RESTRICTIONS:

In addition to the above features, WorldCom's solution for inmate call processing allows IDOC to institute velocity based call restrictions based on the number of calls than can be placed during a given time frame. As shown in Figure 3.3.3-2, the inmate in this example is restricted to six calls for each 24-hour period.

FIGURE 3.3.3-2. VELOCITY BASED CALL RESTRICTIONS.

3.3.4. SPECIFIC AUTHORIZATIONS

3.3.4.1 Personal Identification Numbers (PIN)

All systems must provide the ability to assign a unique Personal Identification Number (PIN) to each inmate. It must be possible to assign these numbers at the central intake processing stage, and for the same number to be associated with an inmate for his or her entire stay at any DOC location, whether continuous or not. It must also be possible for a specific institution to not use the identifier requirement in call processing on specific designated telephones. Currently the ICC is the only institution using Personal Identification Numbers. The establishment and maintenance of the PINs will be borne by the Proposer in communication with the locations electing to utilize PINs.

While the DOC Inmate number is an easy means of assigning a PIN, it presents problems due to its availability to not only the inmate but to others at the location. The Department would like to consider some other means for

individually identifying the inmate in the calling environment, but whatever method is selected it must be simple to administer at each site, involve very little staff activity and cannot be tied to any physical item which must be used or maintained by the individual inmate. Security of these Personal Identifiers is also a concern for the Department.

Describe how a PIN function can benefit the Department. Also describe the process followed to assign the identifier used in the proposed system and how it is both unique and secure. Discuss the merits of the proposed identifier in discouraging fraud, or assisting with other internal population management problems. Describe the capabilities of the system for establishing blocks, and how this programming is changed. Provide information on other customer applications relative to the assignment of Personal Identifiers.

WorldCom Response: WorldCom understands and will comply.

Assigning PINS to the inmate population provides several benefits to the IDOC. It provides additional investigative information. The investigator and facility personnel will have an inmate PIN profile to attach to the Call Detail Record. Inmate PINs also allow additional security by allowing the facility to limit calling activity based on the PIN and what security level the inmate is assigned and disciplining the inmate calling privileges based on PIN. The inmate name voice file is also pre-corded and configured to each PIN and the same voice file is played based on the PIN entered upon initiation of the call. In addition, call search and the investigative "hot tools" offered with the LazerPhone system are PIN driven. All of the reporting procedures are described in RFP response 4.7.5.1 under Usage Reports and in the LazerPhone Attachment 7.

WorldCom's current customer base and experience has been that inmate telephone PINs are typically issued in the following three (3) ways:

- DOC assigned inmate ID number only
- DOC assigned inmate ID number plus a "X" digit PIN number
- Inmate's Social Security Number (SSN)

The PIN number is either generated or assigned by the DOC or though the proposed WorldCom LazerPhone random number PIN generation feature. In some cases the DOC already has assigned a PIN number to each inmate that he/she is already aware of and uses when making Canteen purchases.

For those inmates that do not have a Social Security number, one of WorldCom's customers elected to simply append to their DOC assigned inmate number the necessary number of "0s" so that the result is a nine digit telephone system PIN. WorldCom's other customer actually made arrangements with a local Social Security Administration Office

in which they submitted the necessary documents resulting in those inmates becoming registered with the Social Security Administration getting assigned a Social Security Number.

If the IDOC is implementing an inmate PIN system for the first time and elects to assign each inmate a PIN number verses allowing them to choose a PIN, generally the PIN number is randomly generated and assigned using the LazerPhone PIN number generation feature. The inmates will receive, via inmate mail process, a print out of the current PIN and calling instructions.

WorldCom's proposed LazerPhone system does have an automated feature that during the first initial call attempt using a specific and valid DOC assigned inmate ID number the inmate is prompted to enter a "X" digit PIN number of their choice that will then be required for all future call attempts.

WorldCom's typical correctional inmate calling services customer base who utilize the inmate PIN application are such that PIN and or allowed call list administration can be performed by one administrator for approximately every 14,000 inmates. The PIN administrator is usually located either at the customer's new inmate "intake" facility, the customer's central office location or another centralized location. Some of WorldCom's customers perform their own inmate PIN administrative activities using internal staff while in other cases WorldCom provides staff to perform the task. The issuing of telephone PINs along with PIN administration is generally a simple process depending on the customer's internal policies and procedures along with the customer's support to insure that they are followed. Figure 3.3.4-1 illustrates the inmate PIN profile and options that are available.

When an inmate transfers to a different institution, that inmate's PIN account will also be transferred. This feature will reduce the number of administrative requests when an inmate is transferred to a new facility. The Portable PIN feature allows information to automatically be moved with the inmate. This inmate information includes inmate PIN, identifying information and the allowed call list, if applicable. This automated process ensures that the inmate has phone privileges, if desired, from the moment he/she attempts to place a phone call from the new facility. This process also ensures that all block numbers move with the inmate automatically rather than waiting for the blocked numbers to be re-loaded into the new facility's blocked database.

FIGURE 3.3.4-1. INMATE ACCOUNT INFORMATION.

WorldCom has an established methodology for providing the PIN information to the offender. Sample PIN information forms and instructions are included in Attachment 6. Upon contract award and execution, WorldCom will consult with the IDOC to insure the process is mutually understood and workable within the regulations of the facilities and within the inmate population. WorldCom is proposing to provide an in-state PIN administrator that will handle a majority of the daily responsibilities of PIN administration.

The LazerPhone system provides many levels of security to that assists in circumventing PIN sharing. Every call placed requires the inmate to enter his or her PIN number. In addition, each inmate PIN number has a pre-recorded name file associated with it that is played to the called party upon the initiation of each call attempt. This can be recorded by site personnel or by the inmate upon their first call attempt. This also prevents inmates from passing message via this window where an inmate historically would be prompted to announce their name prior to each call attempt. Call recordings and call detail searches will also reveal if PIN sharing is present and can uncover the level of this activity. Inmate accounts can be configured to limit the amount of calls that could be

Inmate Phone Service for

placed if an inmate was found to be PIN sharing. This would be accomplished through an account suspension for a pre-defined period.

In addition, IDOC assigned PINS can be restricted to using designated individual inmate phones, groups of phones within a housing unit, or limited to specific phones within a wing or housing unit. Inmate PINs or actual phones can be programmed to a "schedule" thus limiting calling accessibility by inmate telephone and PIN sharing is limited across housing units with a facility.

As stated previously, LazerPhone has the capability of using the inmate's pre recorded name instead of allowing the inmate to speak into an 'open microphone' during the 4 second window. This prevents the inmate from stringing multiple calls together to deliver one message without actually connecting with the called party. When the inmate enters his/her PIN, LazerPhone will automatically interject the pre recorded name file in all subsequent phone calls. The PIN administrator has the ability to require the inmate to actually to speak his/her name to ensure complete accuracy.

WorldCom cannot endorse complete assurance that the inmate PIN used to complete a call is actually the party assigned to that PIN that is completing the call. Unless enforced by the State, allowed call list fraud and simply handing the receiver to another inmate are the some of the most common ways that inmates use to make fraudulent phone calls.

To reiterate, while these features are excellent tools in curtailing this activity, WorldCom cannot guarantee that inmate fraud will be eliminated it altogether and will work with the IDOC to uncover and eliminate this activity to the fullest extent possible.

3.3.4.2 Inmate Database – Allowed Call Lists

All systems must be capable of establishing a list of specific telephone numbers for each inmate (i.e.. each PIN or other identifier) to allow inmates to reach only these specific numbers. These specific authorizations may not supersede the blanket restrictions. It must also be possible for a specific institution to not use the authorized list. It is acceptable to propose the use of speed calling codes.

The establishment and maintenance of these lists will be borne by the Proposer in communication with the locations electing to utilize such lists. Presently the ICC is the only location using Allowed Call Lists.

Describe your inmate database functions and the entire process of administering the database in detail. How many authorized numbers per inmate will be included? Can some locations bypass the inmate database while others use it? Does the system use speed calling?

WorldCom Response: This requirement was delete per Amendment #5 released on October 29, 2001.

3.3.4.3. Specific Calling Restrictions

Whether or not an inmate database is used, it must be possible to block calls by specific identifiers, to block groups of identifiers from placing calls from specific telephones or groups of telephones, etc.

If there is an inmate database, the system should also allow a specific inmate or group of inmates to be restricted as to call duration, number of calls per day or per week, type of call and hours during which calls can be made.

Describe the call restriction possibilities offered by your proposed system. Mention all limitations in the programming capabilities offered.

WorldCom Response: WorldCom understands and will comply.

LazerPhone offers several options with regard to call restrictions that are non-PIN specific. These are described in detail in the following paragraphs.

SYSTEM-WIDE CALL BLOCKING DATABASE

During installation, WorldCom will create a system-wide "Call Blocking" database of numbers that inmates will not be able to call. This will include the numbers provided by the IDOC such as residential or business lines of judges, sheriffs, facility personnel, jury members, attorneys, and witnesses. Call blocking tables with thousands of entries are not uncommon. Blocked numbers can consist of an entire area code, an entire exchange code within an area code, or specific telephone numbers. All 800, 900, 972, 976, and 550 area codes will be blocked throughout the life of the contract. Numbers may be deleted or added to the "Call Blocking" table by authorized personnel using an administrative workstation.

The database query functionality inherent on the central servers also provides added security. When a remote IDOC facility updates information in the blocking database, the central server will query this information from that location. This query will allow all IDOC remote sites to have access to statewide blocking information.

FACILITY-SPECIFIC BLOCKING CAPABILITIES

The LazerPhone system will be able to establish blanket restrictions for all calls at each facility, including but not limited to the following:

8   Operator and directory service numbers, including 0, 00, 411, NPA-555, etc.

9   Specific NPA's, such as 550, 700, 900, 976.

10   911 and other emergency service numbers.

11   Specific numbers, such as telephone numbers for correctional institutions and inmate telephones, state officials' telephones, and others that may be established by the institution.

12   Other long distance carriers, via 950, toll free, 10XXX, or other means.

13   International calls.

14   "Wild-Card Numbers" – allowing all callers to dial specific, approved telephone numbers regardless of location or any other restrictions. Although any offender can call these numbers, the calls are still subject to being recorded and monitored and will appear in call detail recordings.

LazerPhone can block a virtually unlimited quantity of individual numbers, prefixes, and area codes. Each call is checked through the LazerPhone validation system. If the number has been blocked, the inmate is informed "You may not dial this number," and the call is terminated. Wild Card Numbers that the IDOC grants access to can be programmed in the LazerPhone system in the form of "Speed Dial" numbers. A typical example would be to point a speed dial number to State snitch line for inmates to dial which terminates to predetermined voice mail to leave evidence for investigative purposes. The line could be configured for passive acceptance to the local investigator's office at no charge to the state.

INDIVIDUAL DESTINATION BLOCKING CAPABILITIES

In addition to the system-wide database and the facility-based blocking capability, IDOC personnel will be able to block individual destination numbers. IDOC system users will be able to block individual numbers via the edit destination number screen shown in Figure 3.3.4.3-1.
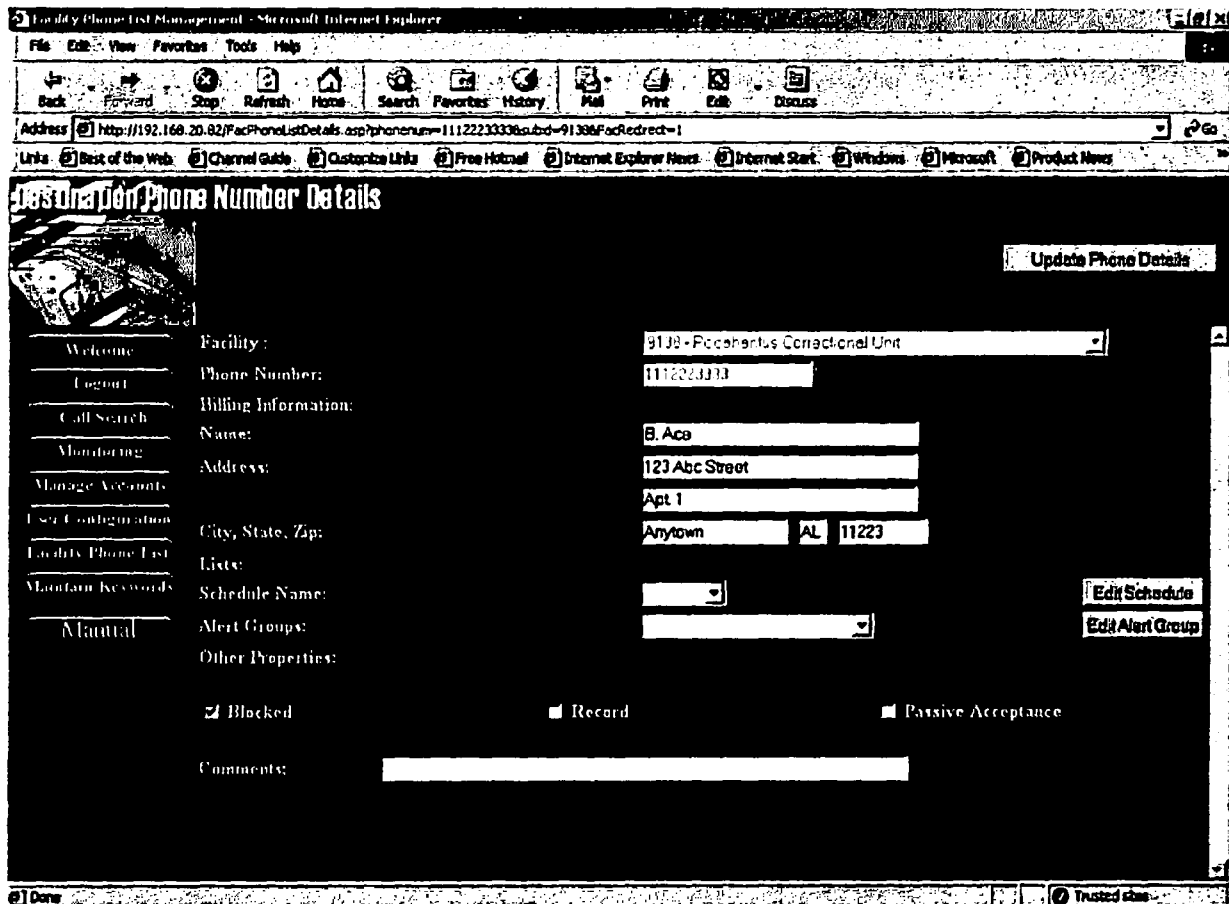
FIGURE 3.3.4.3-1. EDIT DESTINATION NUMBER SCREEN.

By checking the "Blocked" box, this number cannot be called from any LazerPhone
inmate telephone station within the facility. An inmate PIN can be configured with only
an allowed list, blocked list, or a call anyone list exclusively.

TIMING BASED RESTRICTIONS

LazerPhone has the ability to selectively time calls of various types, e.g., to attorneys,
clergy, family, etc., by different time frames by individual PINs, system, or specific
telephone numbers. These numbers are placed on a predefined schedule using the Edit
Schedule button found on the edit destination number functionality noted in Figure
3.3.4.3-1.

Programmable "time-out" announcements as approved by IDOC are available and can be
customized scripts as desired. These can be played as a voice overlay during the call at
the one minute, 30 second, 15 second, or all three times prior to the call time threshold.

The voice overlay will be heard as, *"You have 1 minute remaining on this call."* Figure 3.3.4.3-2 shows how this option is configurable based on the IDOC requirement.

FIGURE 3.3.4.3-2 VOICE OVERLAY OPTION.

VELOCITY BASED RESTRICTIONS:

In addition to the above features, WorldCom's solution for inmate call processing allows IDOC to institute velocity based call restrictions based on the number of calls than can be placed during a given time frame. As shown in Figure 3.3.4.3-3, the inmate is restricted to by the number of calls based on a pre-determined number of hours.

FIGURE 3.3.4.3-3. - SPECIFIED PARAMETER CALL RESTRICTIONS.

3.3.4.4. Attorney Calls

There is a process in place for establishing a "properly placed attorney call" within the network. Once in place, these calls appear in the call detail recording records but are automatically blocked from either being monitored or recorded. The current vendor is responsible for administering and maintaining this database on a network-wide basis. The Proposer will be expected to continue this procedure.

Currently attorney numbers are entered into a Database in the PIII T-NETIX, Inc Phone System. The attorney numbers are taken from a list of the Idaho State Bar Association of all Idaho Attorneys. Additional attorney numbers are added to this database by the contractor when requested by the Department. 3-Way Termination Program is turned off as well, (so calls to attorney's offices can be transferred and allow the attorney to take the call in his/her office without being cut off). The current list of attorney numbers must be loaded into the Proposers system prior to any Inmate phone calls being made.

Describe how attorney calls should be handled if your proposed system(s) are implemented? Describe in your proposal how you will certify monthly that properly placed attorney calls are not being recorded.

WorldCom Response: WorldCom understands and complies.

SYSTEM-WIDE CALL BLOCKING DATABASE

During installation, WorldCom will create a system-wide "Call Blocking" database of numbers that inmates will not be able to call. This will include the attorney numbers provided by the IDOC, the existing inmate attorney database as entered by the incumbent provider or a State Bar Attorney Database. In addition, telephone numbers such as residential or business lines of judges, sheriffs, facility personnel, jury members, attorneys, and witnesses can also be included. Call Blocking tables with thousands of entries are not uncommon. Blocked numbers can consist of an entire area code, an entire exchange code within an area code, or specific telephone numbers. All 800, 900, 972, 976, and 550 area codes will be blocked throughout the life of the contract. Numbers may be deleted or added to the "Call Blocking" table by authorized personnel using an administrative workstation or can be sent to the PIN administrator for entry into the database.

The database query functionality inherent on the central servers also provides added security. When a remote IDOC facility updates information in the blocking database, the central server will query this information from that location. This query will allow all IDOC remote sites to have access to statewide blocking information.

INDIVIDUAL DESTINATION BLOCKING CAPABILITIES

In addition to the system-wide database and the facility-based blocking capability, IDOC personnel will be able to block individual destination numbers. IDOC system users will be able to block individual numbers via the edit destination number screen shown in Figure 3.3.4.4-1.
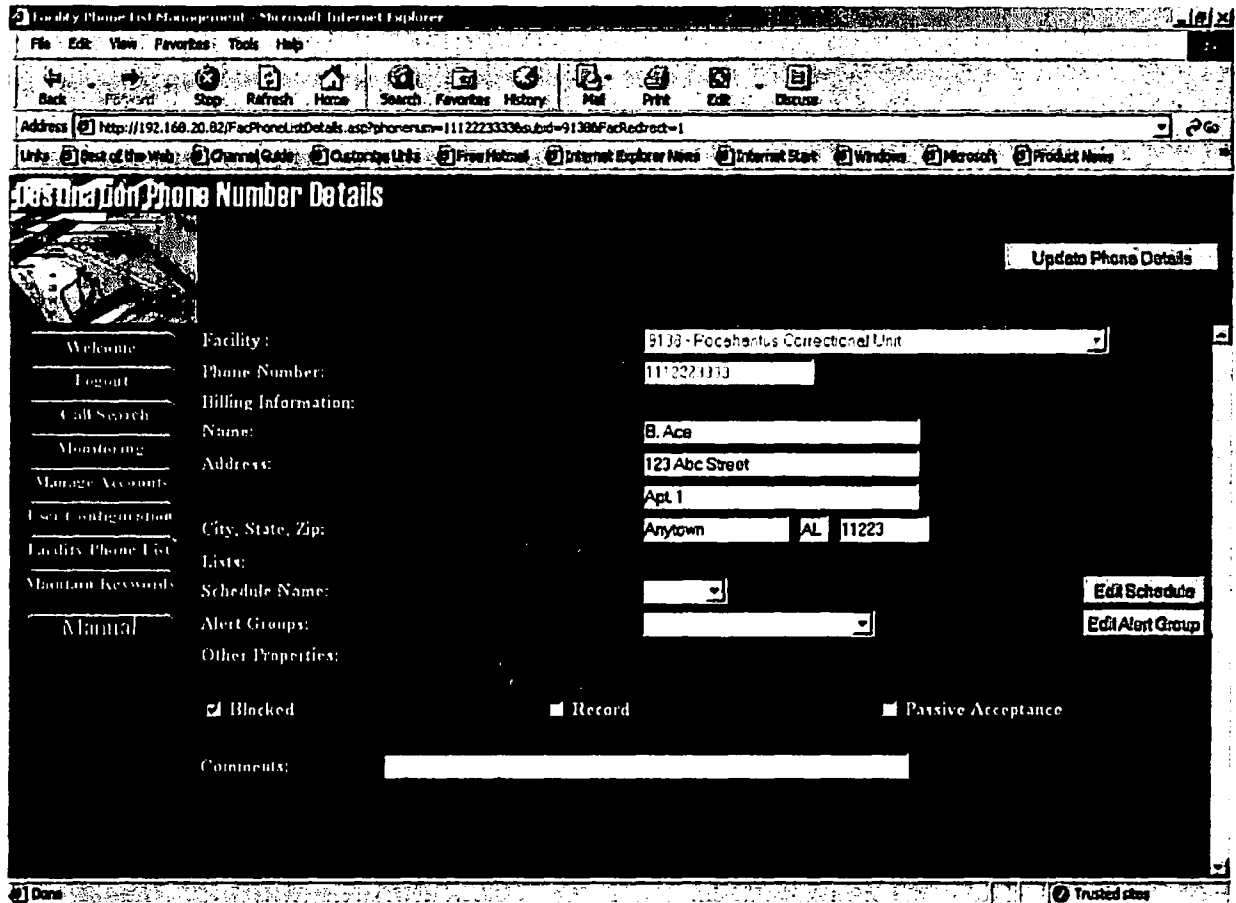
FIGURE 3.3.4.4-1. EDIT DESTINATION NUMBER SCREEN.

Certifications on attorney call database will be provided on a monthly basis by
WorldCom and its subcontractor, Global Tel*Link. WorldCom and Global Tel*Link,
will run a monthly report against the state provided attorney database and/or the attorney
database to assure that no calls to those previously identified numbers have been
recorded. These reports will be sent to the address referenced previously in RFP
requirement 3.1.2.

3.3.5 CUT-OFF

3.3.5.1 Automatic Cut-Off

All systems must permit the automatic, regular immediate cut-off of all inmate
telephones at once, groups of telephones (e.g. an entire building or wing), or
individual telephones, and the ability to pre-select hours of operation by
telephone or group of telephones.

WorldCom Response: In addition to the manual cut-off switches, the proposed LazerPhone system offers several methods and options in which the inmate phones can shut down either individually, in groups or the entire system/facility.

PROGRAMMABLE ON/OFF ADMINISTRATION

Phone Scheduler

The ON/OFF times can be customized for an individual phone, groups of phones, inmate PIN, and/or destination number. LazerPhone can automatically cut off or turn on at various preset times of the day -- by individual phone, groups of phones, or all phones. With the software and workstation provided, authorized IDOC staff may group individual phones into "cell blocks", individual inmate PINs, or other methods they choose to use. The phones can be programmed to turn on and off automatically with an easy "point and click" method.

The system proposed by WorldCom will enable the State to establish system (facility)-wide on/off time periods for all the inmate phones in 30-minute increments by day of week as well as holidays, starting at 00:00 hours through 23:59 hours. The proposed system will provide the flexibility for IDOC to create a customized list of holidays and to modify the inmate telephone on/off times from the standard day-of-week configuration. Each designated holiday can have its own programmed telephone on/off times. Figure 3.3.5.1-1 illustrates the scheduling screen for programmable on/off administration.
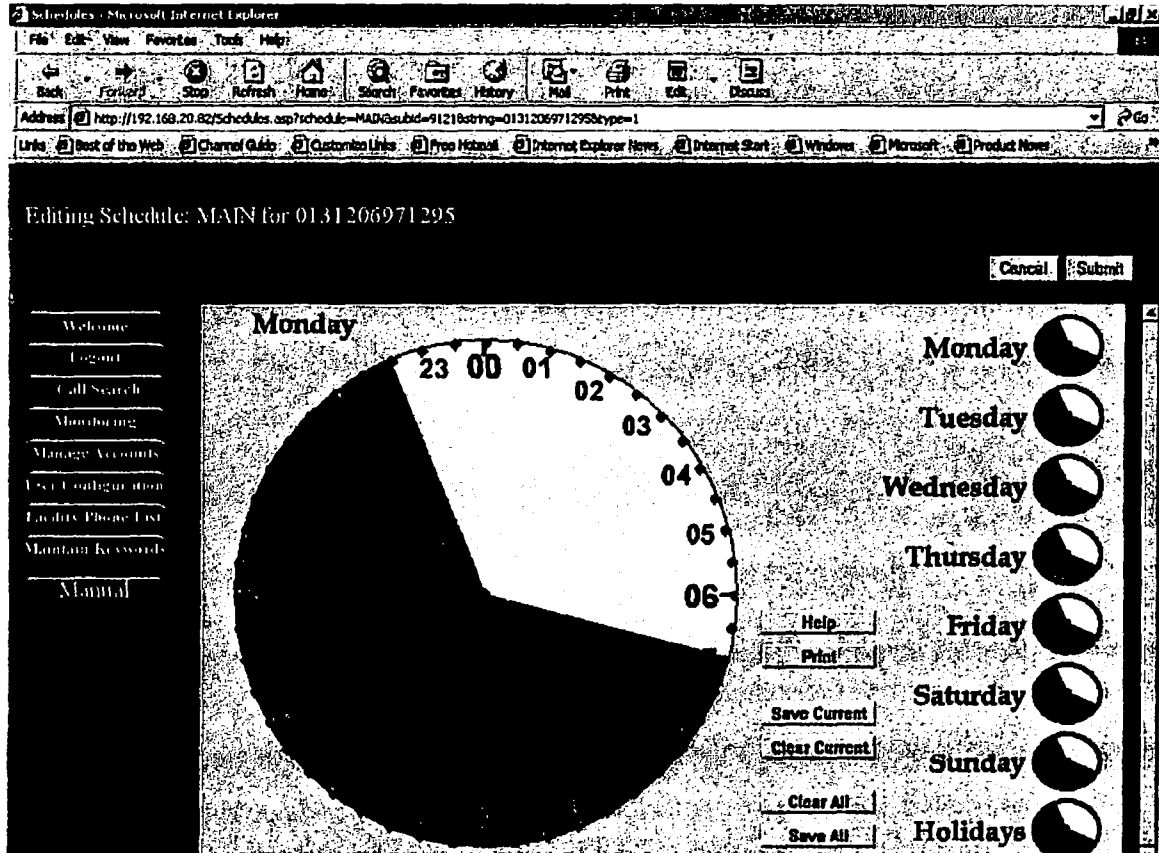
FIGURE 3.3.5.1-1. PROGRAMMABLE ON/OFF SYSTEM ADMINISTRATION.

Individual inmate stations can be assigned to a specific on/off schedule using a similar screen in Figure 3.3.5.1-1.

PROGRAMMABLE INMATE STATION ON/OFF TIMES

KwicKill

In addition to the scheduled on/off option and the inmate station scheduling, the LazerPhone allows the system user to terminate a call in progress instantly. From the system workstation, the user selects the inmate station via the "Monitor Lines" screen. Then, the user simply right clicks on the highlighted station and selects "Cut Call". Figure 3.3.5.1-2 illustrates how the KwicKill option appears to the system user.

FIGURE 3.3.5.1-2. CALL MONITORING SCREEN.

3.3.5.2 Manual Cut-Off Switches

All systems, including CWCs must also permit the manual, immediate cut-off of all telephones, groups of telephones, or individual telephones. These switches are generally in-place at each facility location. Generally they are located in the Central Control area of the site. The Proposer will be required to maintain these in-place switches or replace them at their discretion. If they are replaced, however, the operational functionality must be maintained.
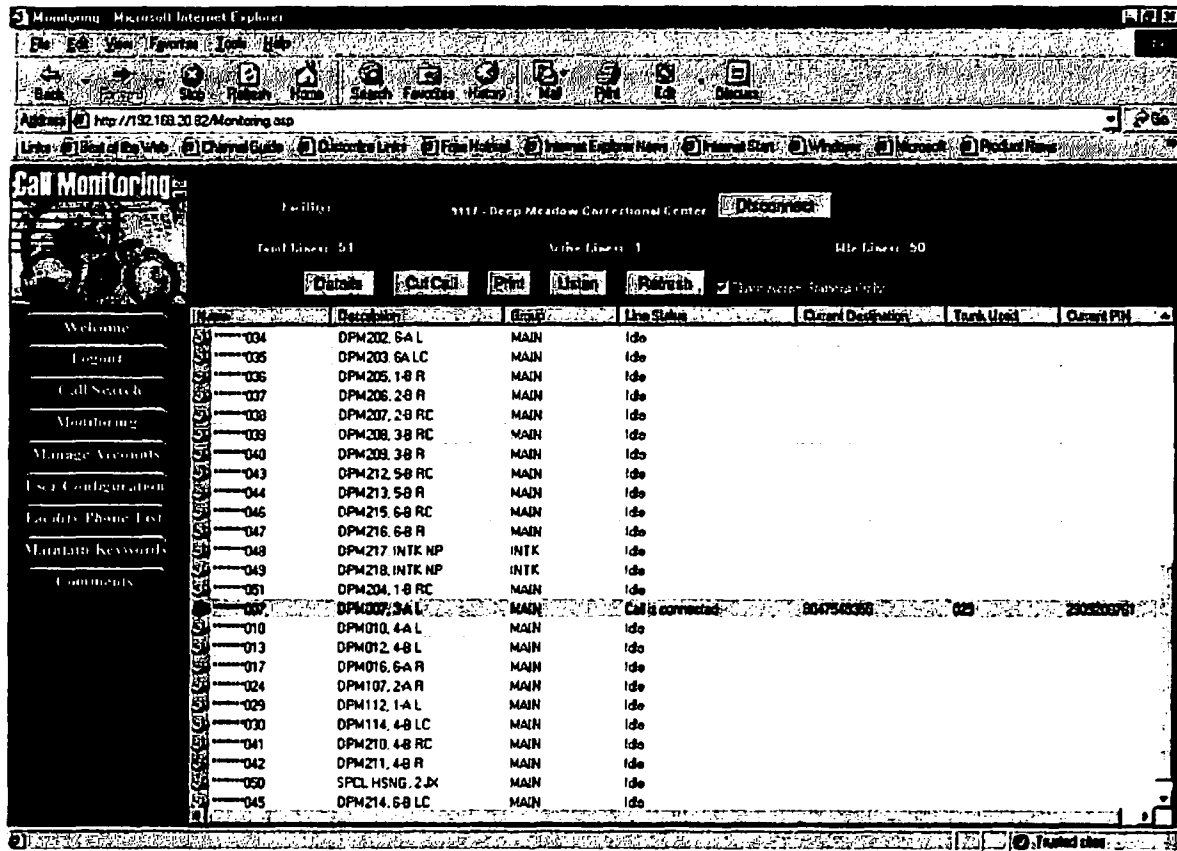
Confirm that the proposed system will meet all the requirements above. Describe in detail how the various cut-off features work, the physical controls to be provided, any interactions between multiple cut-off locations, and any additional programmable cut-off features offered by your system.

WorldCom Response: WorldCom understands and will comply.

WorldCom will provide, install and maintain a manual individual toggle type cut-off switch for each inmate telephone station along with call monitoring equipment that will be located in desired locations as directed by IDOC and or facility staff. It is understood that this location is typically in the Unit Control Room of the Housing Unit where the

inmate phone is physically located. WorldCom will insure that each existing and newly installed inmate telephone cut-off switch is clearly labeled in a manor that is meaningful to facility staff as to the location description of the inmate telephone that it controls. Along with the cut-off switches each of the eight IDOC locations will have "live" call-monitoring equipment with the appropriate audio listening device, whether it be speakers or a speakerphone, and inmate telephone selector mechanism for those inmate phones that the location is responsible for supervising. If the switches are replaced, the operation will remain the same as the existing service that was replaced,

Inmate phones can also be disconnected at the termination location where the inmate cross connects are located. At this location, amphinol cables on the 66 block terminations can be easily disconnected as necessary.

3.4. ACCEPTANCE OF CALLS BY CALLED PARTIES

3.4.1. AUTOMATED ATTENDANT

Calls must be announced by a pre-recorded announcement identifying the inmate by name, identifying the location originating the call and notifying the called party that the accepted calls, other than a properly placed attorney call, are subject to being recorded and monitored. No exceptions and no manual or other transfers to any live attendant will be permitted. The exact content of all announcements will be approved by the Department.

The inmate and the called party must be completely isolated during the announcement, and not connected until called party has accepted the call. Ideally it should also be immediately apparent to the called party that the announcement is recorded rather than live.

Describe your system's announcement capabilities in detail. How will isolation be assured?

WorldCom Response: WorldCom has read and understands.

All domestic call types are processed via LazerPhone's automated voice prompts and announcements are programmed in two languages: English and Spanish. Inmates can choose their preferred language using one dual-tone multi-frequency (DTMF) tone. International calls, where allowed by inmate, calls will be processed via a live operator.

The system-generated instructions will follow the call flow described below:

- When an inmate lifts the handset, the system provides the following prompt:
  - o In English: "Press or dial one for English"
  - o In Spanish: "Press or dial two for Spanish. " Marque dos para Espanola."
- Depending on the language selected, the inmate will then hear the remainder of the call flow in English or Spanish

The same format is followed in other available languages, until the inmate chooses a language selection.

SYSTEM ANNOUNCEMENTS

The LazerPhone system will use its automated operator system to process all calls and will provide notification to an inmate of call status (i.e. ringing, busy, etc.)

The proposed LazerPhone system uses a number of user-friendly voice prompts and message announcements for call processing and information to inmates and called parties. The following describes the call set-up process that the inmate will hear, a list of the return message announcements, and the call announcement and acceptance announcement heard by the called party. WorldCom understands that IDOC will determine the exact content of the announcements and messages played to the called party.

LOCAL, INTRALATA, INTERLATA INTRASTATE, INTERSTATE CALL TYPES
This is MCI WorldCom. This call originates from an Idaho Department of Corrections Facility and may be recorded or monitored. You have a collect call from <inmate's name or pre-recorded name> an inmate at <FACILITY NAME>. The maximum cost for this call is $ X.XX" for the first minute and $X.XX for each additional minute plus any applicable State or Federal Universal Fees. For customer assistance and collection or complaint procedures, dial 1-800-444-3333, otherwise, if you wish to accept this call, dial "0" and wait for your party to connect. If you wish to block any future calls of this nature, press or dial "7" for further information. For future Idaho inmate collect calls, you may press "0" at any time during the call process to accept the call and by-pass these announcements.

Although the prompt asks the called party to press or dial "0" for refusal, should any number other than "5," "7," or "9" be pressed or dialed, the call will not be connected. If the called party makes no response, the message will repeat three times and, if no response is made, the call will be terminated.

During call set up and call acceptance, the inmate will not be permitted to hear the progress of the conversation per the IDOC requirement and will not be able to speak with the called party until positive acceptance has been received.

Figure 3.4.1-1 depicts the option of allowing the inmate to hear the call process. By simply, leaving the "Allow inmate to hear call progress" box blank, the inmate will not hear anything until the called party has positively accepted the call.

FIGURE 3.4.1-1. ALLOW INMATE TO HEAR CALL PROCESS.

CALL TREATMENTS

Presented below are the some the standard messages inmates will receive under specific conditions:

- When the destination number is busy: *"The called number was busy; please try your call later."*
- When the called party does not answer, ring/no answer: *"The called party did not answer; please try your call later."*
- The called party does not press or dial the DTMF to accept the call: *"The called party did not accept your call."*
- If the called party has previously requested a block on the destination number: *"The called party has placed a block on this number."*

Isolation is clearly maintained between the inmate and the called party.

3.4.2 INITIAL ACCEPTANCE

Positive acceptance of the call by the called party is required. If there is no response by the called party, this must be automatically interpreted as a denial, and the call must be immediately disconnected. Presently the acceptance is accomplished by dialing a key on the accepting telephone. Also during the announcement, the called party must have the ability to deny the call and block their telephone number from being called again. During the call set-up process the actual cost of the call must be announced to the called party, before call acceptance, so this can be considered in accepting a call. The inmate should be informed by the system if the call is not accepted, for whatever reason.

Describe in detail the acceptance process you propose. How will acceptance be indicated from a touch-tone telephone? From a rotary dial telephone? How long will the system wait for a positive

*announcement before disconnecting? Is this interval programmable?
What will happen if the call goes to a computer, fax machine, automated
attendant or ACD, voice mail system, etc.*

WorldCom Response: WorldCom understands and complies.

LazerPhone's automated voice prompts and announcements are programmed in two
languages: English and Spanish. Inmates can choose their preferred language using one
dual-tone multi-frequency (DTMF) tone. All rates will be played for all call types prior
to acceptance. See Figure 3.4.2-1 this feature.

FIGURE 3.4.2-1. - PLAY RATES OPTION.

The system-generated instructions will follow the call flow described below:

- When an inmate lifts the handset, the system provides the following prompt:
  - o In English: "Press or dial one for English"
  - o In Spanish: "Press or dial two for Spanish. " Marque dos para Espanola."
- Depending on the language selected, the inmate will then hear the remainder of
  the call flow in English or Spanish

The same format is followed in other available languages, until the inmate chooses a
language selection.

SYSTEM ANNOUNCEMENTS

The LazerPhone system will use its automated operator system to process all calls and
will provide notification to an inmate of call status (i.e. ringing, busy, etc.)

The proposed LazerPhone system uses a number of user-friendly voice prompts and message announcements for call processing and information to inmates and called parties. The following describes the call set-up process that the inmate will hear, a list of the return message announcements, and the call announcement and acceptance announcement heard by the called party. WorldCom understands that IDOC will determine the exact content of the announcements and messages played to the called party.

LOCAL, INTRALATA, INTERLATA INTRASTATE, INTERSTATE CALL TYPES

This is MCI WorldCom. This call originates from an Idaho Department of Corrections Facility and may be recorded or monitored. You have a collect call from <inmate's name or pre-recorded name> an inmate at <FACILITY NAME>. The maximum cost for this call is $ X.XX" for the first minute and $X.XX for each additional minute plus any applicable State or Federal Universal Fees. For customer assistance and collection or complaint procedures, dial 1-800-444-3333, otherwise, if you wish to accept this call, dial "0" and wait for your party to connect. If you wish to block any future calls of this nature, press or dial "7" for further information. For future Idaho inmate collect calls, you may press "0" at any time during the call process to accept the call and by-pass these announcements.

Although the prompt asks the called party to press or dial "0" for refusal, should any number other than "5," "7," or "9" be pressed or dialed, the call will not be connected. If the called party makes no response, the message will repeat three times and, if no response is made, the call will be terminated.

During call set up and call acceptance, the inmate will not be permitted to hear the progress of the conversation per the IDOC requirement and will not be able to speak with the called party until positive acceptance has been received. Typically this process takes less than 60 seconds or less depending on how many options the called party chooses to select. In the event the called party chooses to by-pass all offered options, the call will be cut-through to the inmate upon after the option to accept the call is played to the called party and positive acceptance call via the DTMF digit is pressed.

It should be noted that the Federal Communications Commission has instituted a mandatory requirement that Interstate calls be provided the rate option prior to any other instruction in the call process along with a customer service option.

Rotary dial phones may accept calls and hear other options via a voice response prompt statements of "YES" or "NO".

As the example above indicated, LazerPhone has the capability of using the inmate's pre recorded name instead of allowing the inmate to speak into an 'open microphone' during the 4 second window. This prevents the inmate from stringing multiple calls together to

deliver one message without actually connecting with the called party. When the inmate enters his/her PIN, LazerPhone will automatically interject the pre recorded name file in all subsequent phone calls. The PIN administrator has the ability to require the inmate to actually to speak his/her name to ensure complete accuracy.

Calls terminating to computer, fax machine, automated attendant or ACD, voice mail system will not be accepted. The number of rings to a destination number is configurable and is typically set at six (6). If IDOC requires additional ring time, WorldCom will adjust as needed.

If a destination number goes off-hook, the called party announcement listed above is played. If there is no response at this time, the announcement will play a second time. At this time, if not options are chosen, the call will disconnect. If an invalid option is chosen, the call will also disconnect.

CALL TREATMENTS

Presented below are the some the standard messages inmates will receive under specific conditions:

- When the destination number is busy: *"The called number was busy; please try your call later."*
- When the called party does not answer, ring/no answer: *"The called party did not answer; please try your call later."*
- The called party does not press or dial the DTMF to accept the call: *"The called party did not accept your call."*
- If the called party has previously requested a block on the destination number: *"The called party has placed a block on this number."*

3.4.3. CONTINUING ANNOUNCEMENT – BRANDING

Recorded voice overlay announcements are required, notifying the called party that the call is originating from a <u>specific correctional facility</u>. The content of these announcements will be approved by the Department.

In addition, with time limits imposed on call duration, the system must provide an advance warning that the call is about to end. Presently announcements are made at two-minutes remaining, one-minute remaining and immediately prior to disconnection.

State how the voice overlay will be recorded in your system. How will you ensure that ongoing conversations are not interrupted during the announcements? What kind of final warning tone or announcement will be used? Is the time before disconnect programmable?

WorldCom Response: WorldCom understands and complies.

VOICE OVERLAY

The LazerPhone system can be configured to play periodic overlay announcements throughout an inmate's calls. These announcements can include any information requested by the IDOC such as, "This call is from an inmate at the Idaho Department of Corrections." Virtually any scripting required by the IDOC is available and will be approved by the IDOC prior to implementation and can be played at random intervals during the call process. The decibel level of these announcements if fully configurable and may be adjusted so as not intrude on the conversation but to also insure the called party hears this announcement so they are aware of the call origination location.

Courtesy Warning Messages are fully programmable in 30 second or 1 minute increments prior to call disconnect at the end of the allowed call time. In addition a warning message can be played also just prior to the end of the call. See Figure 3.4.3-1.

FIGURE 3.4.3-1. SYSTEM STATION CONFIGURATION

3.4.4. BILINGUAL ANNOUNCEMENTS

Inmates and called parties must be able to select the use of Spanish or English for all announcements.

Detail how this process will work. What codes would be required? Does your system offer multi-lingual announcements?

WorldCom Response: WorldCom understands and complies.

LazerPhone's automated voice prompts and announcements are programmed in two languages: English and Spanish. Inmates can choose their preferred language using one dual-tone multi-frequency (DTMF) tone.

The system-generated instructions will follow the call flow described below:

- When an inmate lifts the handset, the system provides the following prompt:
  - In English: "Press or dial one for English"
  - In Spanish: "Press or dial two for Spanish. " Marque dos para Espanola."
- Depending on the language selected, the inmate will then hear the remainder of the call flow in English or Spanish

The same format is followed in other available languages, until the inmate chooses a language selection. Additional languages are available. One additional language would be offered to the IDOC at no charge during the base contract and extension option years. A total of 9 languages choices are offered.

3.5. CONTROL OF CALL PARAMETERS BY DEPARTMENT

3.5.1. FUNCTIONS DETERMINED BY DEPARTMENT (SAME FOR ALL INSTITUTIONS)

- Hours of operation (for example, services shut down during the night hours.)
- Maximum call duration.
- Assignment of inmate identifiers.
- English and/or Spanish commands.
- Branding Announcements
- Disconnect Announcements
- Three-Way call detection.
- All functions also controllable by institution.

Confirm that all of these functions will be provided in the proposed system.

WorldCom Response: WorldCom understands and complies.

All of the above listed functions are available and can be controlled by the facility personnel in most cases via the LazerPhone system. Some features require configuration changes by WorldCom personnel because of the software configuration. These features can be readily changed by contacting the WorldCom NCC located in Gainesville, FL via the toll-free number. All of these functions have been discussed in full detail previously in this RFP. These features and functions can be configured by each facility, by a group of specific facilities or on a statewide, IDOC basis.

In addition, a full description of the LazerPhone features offered is described in complete detail in Attachment 7.

3.5.2. FUNCTIONS CONTROLLABLE BY INSTITUTION

- Hours of operation by telephone and group of telephones.

- Three-Way call detection treatment.
- Specific call length.
- Allowed Call Lists.
- Specific system cut-off timers.
- Daily, Weekly call limits (not counting properly placed attorney calls).
- Time-Out between calls, by PIN, including any switchhook activity attempted by the inmate placing the call.

   Confirm that all of these functions will be provided in the proposed system.

WorldCom Response: WorldCom has read and understands.

All of the above listed functions, including hours of operation by telephone and group of telephones, 3-Way call detection treatment and call length are features that are available via the LazerPhone system and have been discussed in full detail previously in this RFP. These features and functions can be configured by each facility, by a group of specific facilities or on a statewide IDOC basis.

Allowed Call Lists requirements were removed as a requirement via Addendum 5 released on October 29th, 2001.

Time based restrictions are discussed in detail below.

Phone Scheduler

The ON/OFF times can be customized for an individual phone, groups of phones, inmate PIN, and/or destination number. LazerPhone can automatically cut off or turn on at various preset times of the day -- by individual phone, groups of phones, or all phones. With the software and workstation provided, authorized IDOC staff may group individual phones into "cell blocks", individual inmate PINs, or other methods they choose to use. The phones can be programmed to turn on and off automatically with an easy "point and click" method.

The system proposed by WorldCom will enable the State to establish system (facility)-wide on/off time periods for all the inmate phones in 30-minute increments by day of week as well as holidays, starting at 00:00 hours through 23:59 hours. The proposed system will provide the flexibility for IDOC to create a customized list of holidays and to modify the inmate telephone on/off times from the standard day-of-week configuration. Each designated holiday can have its own programmed telephone on/off times.

In addition, an inmate phone can be place on a schedule to allow for specific times of use. The phone instrument can be disabled between calls via the reactivation between calls feature to prevent an inmate from strong-arming the individual phone station.

VELOCITY BASED RESTRICTIONS:

WorldCom's solution for inmate call processing allows IDOC to institute velocity based call restrictions based on the number of calls than can be placed during a given time frame (in hours) as shown in Figure 3.5.2-1.

FIGURE 3.5.2-1. VELOCITY CONFIGURATION

In addition, a full description of the LazerPhone features offered is described in complete detail in Attachment 7.

3.5.3 ACCESS TO FUNCTION PROGRAMMING

At a minimum, institutions/centers should be able to perform programming changes on site or to obtain changes in programming of functions within four hours of submitting the requested changes to the Proposer by telephone, e-mail or facsimile.

*Specify this equipment, software and network/access facilities provided
to support this requirement. Summarize the range of functions available
to an individual location. Detail the formal training which will be
provided to Department staff, at each location, relative to this
programming.*

WorldCom Response: WorldCom understands and complies.

WorldCom agrees that it will be responsible the proposed inmate call control system and will provide all necessary labor, transportation, parts and materials to maintain the inmate pay telephones, manual cut-off keys and the complete LazerPhone call control, recording and monitoring equipment and platform. All the inmate pay telephones and associated equipment will be maintained such that it is good working order as well as in compliance with the manufacturers specifications and any preventative maintenance guidelines. Each of the 8 Correctional Facilities can be configured as a unique entity based on the individual requirements of that site or as a state wide IDOC network or a combination thereof. All features related to the daily operation of the system can be managed from a Central location, on site at the facility or by the Inmate PIN Administrator provided by WorldCom.

WorldCom will maintain all inside plant cable as well as any outside plant cable used to support the inmate pay telephones and the related IRS equipment and platform solution, regardless of whether it was installed by WorldCom or the re-use of existing available cable facilities of the IDOC.

WorldCom, along with it's subcontracted maintenance vendor, AllCom, will maintain and warehouse and maintain and inventory of spare parts for each component of the Inmate Phone System (IPS) at a central location in the State of Idaho. In addition, WorldCom's equipment vendors and manufacturers, Global Tel*Link and PBG will also warehouse and maintain a complete inventory of available spare and replacement parts and components. If a necessary repair component cannot be obtained from WorldCom's or AllCom's Idaho in-state inventory, WorldCom will locate the necessary component through its' inventory maintained in other states or manufacturer resources and have it shipped either priority overnight or via commercial airline carrier "next flight out".

Frequently replaced components, such as telephone handsets, dial pads, hook switches, station boards, 48-volt power supplies, etc. will be warehoused at the County Correctional Facility or other mutually agreed upon location for immediate access by the on site vendor.

WorldCom will provide IDOC and its' facility staff with a toll free telephone number that is answered on a 7x24x365 basis to report troubles or submit service requests, receive repair status updates and make general inquiries and software or database changes. This number will provide IDOC with single point of contact to report any service-related

issues, inquire about a repair status and will be available for any other inquiries. The toll free telephone number will point to WorldCom's Inmate and Public NCC (Network Control Center) located in Gainesville, FL. The NCC's technical staff are well versed in WorldCom inmate calling platform(s) as well as the public payphone calling solution and have experience in handling all types of inquiries and service requests. The NCC will have remote access and visibility to the on-premise LazerPhone system(s) that includes remote system diagnostic capabilities and can make changes on-line as requested if applicable to the IDOC program.

Upon WorldCom either being contacted by IDOC to request a software or database configuration, the NCC staff will immediately open a trouble ticket. Most feature functions of the system can be readily changed within 30 minutes. For normal configuration changes, WorldCom will complete those changes within the requested 4-hour time frame. In the event that the requested change cannot be completed within this time frame, WorldCom will schedule a maintenance window with the IDOC facility to complete the desired change during non-peak traffic times, typically during the overnight hours.

USER PROFILE AND ACCESS LEVELS

The LazerPhone system can be remotely accessed to perform administrative functions. Access to any LazerPhone system will be limited to authorize State employees through the use of authentication log-on screens and password protection. A user's level of access is controlled by the user's password security level. LazerPhone requires two sets of passwords. One set will be used to access the local system and the second set will be used to access the remote system. Each password set will have specific security levels controlling the user's access level. LazerPhone provides an extra layer of password protection when a user remotely accesses call data. This will allow IDOC to control the level of access within a facility and between facilities. For example, a system user at facility A could be limited to that facility only, or could be allowed to access information at facility B if allowed by Facility B's system administrator. However, IDOC could provide certain staff members with "Superuser" password status that permits unencumbered access at all IDOC facilities. Remote access provides authorized users the ability to perform the same functions offered by LazerPhone and generate all reports remotely as if they were on-site.

FIGURE 3.5.3-1. USER CONFIGURATION SCREEN

Figure 3.5.3-1 displays how easy it is to configure a password and the access granted to that password. A black check mark allows the user full viewing and editing rights. A gray checkmark allows view only rights while no checkmark restricts the user from viewing or editing the function.

A snapshot of all system users is also available to see when the user record was created and when the user last logged into the LazerPhone system. A user profile can be easily edited by clicking on the user name listed in the NAME column below, see Figure 3.5.3-2.

FIGURE 3.5.3-2. USER PROFILE.

WorldCom understands the important role training will play in ensuring the success of the IDOC's Program. This section presents WorldCom's recommended training offerings for IDOC department personnel, including specialized equipment and services training.

Written documentation and instructions will be provided to the IDOC to distribute to the inmate population and will provide easily understood common questions and answers on the call control system upon cutover to the new platform. In addition, the WorldCom IDOC site administrator, WorldCom DOC NCC service reps and the WorldCom IDOC account team will be readily available to answer any questions that may arise on any aspect of the LazerPhone system.

WorldCom will use proven methodologies to meet the training requirements of the inmate call control program. The instructional strategy will incorporate classroom sessions, performance aids and handouts, and training manuals. The purpose of the training is to ensure that designated IDOC personnel can effectively operate the systems and equipment delivered under WorldCom's technical solution. The training classes will be designed to give trainees a complete and comprehensive understanding of the system's

features, including hands-on training with live equipment. Trainees will be given user guides and other literature relevant to the system and the equipment that is installed.

WorldCom will provide all end-user training on-site at all facilities where LazerPhone is installed. WorldCom proposes to complete initial Inmate Telephone System training sessions on-site upon successful implementation of the project and the network. This hands on training will provide each trainee with a comprehensive understanding of the LazerPhone features including, completing investigations, resolving inmate complaints and being able to troubleshoot problems.

A. Training of IDOC Personnel

Training under the Idaho Department of Correction's Program will be managed by Mr. Tracy Stewart, the WorldCom Project Field Operations Manager. WorldCom project management personnel will coordinate all training for IDOC personnel.

WorldCom will provide training for various levels of Department staff, including full-time system administrators, part-time system administrators, special investigators, and data entry specialists. The training will include hands-on demonstrations of the equipment and services offered under the contract. Each training session will address basic and enhanced services, focusing on the unique requirements and needs of the personnel attending training.

Following system installation, WorldCom, Global Tel*Link and AllCom staff will provide on-site training using the LazerPhone equipment installed at each facility as the training tools. The LazerPhone user's manual will supplement the on-site LazerPhone equipment, including a live PC demonstration. Actual facility data captured by the system will be used to enhance the training environment.

All trainers will be certified on the systems' latest software and hardware versions. When the manufacturers revise the software, the trainers from the WorldCom Team will receive refresher training to ensure they have the most up-to-date information on the LazerPhone.

There may be instances where advanced training, beyond that provided in the initial training program, will be required for IDOC administrative or investigative personnel to accomplish certain objectives. Advanced training may include learning how to use special system features or combinations of features and capabilities not included in the basic training. WorldCom will provide this to Department personnel as required. The training location will depend on a number of variables, including the number of personnel to be trained and the individual needs of the trainees. Depending on these circumstances, training could be provided at either an off-site location or a specific Department facility.

B. Overview Of IDOC LazerPhone Training

The LazerPhone training sessions will cover the following topics for the LazerPhone platform:

Basic Features: phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, and identify problems. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: reports by frequently called number, hot number alert lists, destination number, origination number, and three-way call attempt reports. Selected personnel will receive training on how to generate customized reports.

Recording and Monitoring: investigative information gathering from the LazerPhone data and live monitoring features, including recording, playback, and keyword search. This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the LazerPhone's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a "hot" or "alarmed" telephone number database, visual system alarm, remote call out notification alarming and monitoring, and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as central statewide investigations.

System Overview and Technical Support: a complete description of the system, including how the LazerPhone is configured across the IDOC network, which operations take place at the correctional facility, which operations take place at the central server, and the role of the WAN. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: a complete demonstration of the online help menu.

C. Training Objectives

After the initial training is complete, users will be able to understand the operation of the system and/or perform the following functions:

- Access WorldCom's dedicated customer center in Florida to report troubles, escalate any concerns and request additional training assistance whether it be remote or on site.

- Understand the security and fraud prevention features provided included with the LazerPhone platform.

- Understand the operating procedures of the inmate monitoring equipment provided to all institutions.

- Understand how to use the LazerPhone recording and monitoring equipment and what the benefits are to the user, 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.

- Understand how to create, delete, and modify inmate records including modifying inmate restriction levels such as when the inmate may place telephone calls.

- Understand how to generate appropriate system reports.

- Understand how to maintain inmate call alert levels and respond accordingly when these levels are exceeded.

- Understand how to initiate LazerPhone restrictions, including the shutting down of individual inmate telephones, groups of inmate telephones, or an entire facility's LazerPhone.

- Understand how to establish time of day, day of week and time limits based on selective criteria including the inmate PIN and inmate telephone.

- Understand how to use the online help function resident on each LazerPhone workstation. Online help is available via Winhelp, which is simple for users of all abilities.

D. Class Size

WorldCom recommends that the on-site initial training class not exceed more that 8 participants so that each participant receives ample system hands-on time. Should any site have additional staff that require training, WorldCom will work with the IDOC to schedule additional training sessions.

E. Refresher Training

Refresher training is available to IDOC at any time, upon request. The IDOC site PIN administrator will provide this refresher training. Each site where LazerPhone equipment is located will receive follow-up training sessions throughout year. The LazerPhone refresher training curriculum will be the same as the training that is delivered at the time of system installation. The refresher training sessions can, however, be tailored for each audience to ensure the most appropriate topics are covered. To request refresher training,

WorldCom recommends that users contact the toll free number of our Network Control Center in Florida. This reduces the number of contact numbers needed to reach WorldCom for support. Once a request is received WorldCom staff will contact the appropriate trainer for the region and schedule the refresher training.

F. Remote Training Support

The WorldCom staff located in the customer service center in Florida is highly knowledgeable on the operation of LazerPhone this offers IDOC with an additional level of support. WorldCom's partnership with Global Tel*Link provides yet another benefit to IDOC. By exclusively supporting Global Tel*Link products, WorldCom staff is quite knowledgeable on the features and functions of LazerPhone. As with refresher training, IDOC should contact the Florida customer service center for support.

G. Training Materials

WorldCom requests that IDOC personnel treat all training materials as confidential and proprietary, and only share or provide the information contained with authorized individuals. Additionally, WorldCom requests that as staff changes occur during the course of the contract that all training documentation materials, manuals and user guides are passed along to the succeeding personnel who will be working with the Inmate Telephone System. WorldCom will provide additional training documentation, manuals, and user manuals for the term of the contract. Attachment 8 provides supplemental information that WorldCom will make readily available to the IDOC, inmates, and/or inmate families where applicable.

3.5.4 EASE OF USE

Software functions, including such items as control of call parameters, inmate database changes, and generating reports, should be as simple to learn and operate as possible.

Describe the nature of the user interface provided for software functions. What is the training time required to become fluent in the operation of functions the institutions may need to access for themselves?

WorldCom Response: WorldCom understands and complies.

WorldCom is proposing the most advanced tape-less integrated inmate telephone call control system available today. The LazerPhone system developed and manufactured by WorldCom's teaming partner, Global Tel*Link, provides some of most feature-rich investigative tools with readily configurable systems combined with a Windows based software which is easily navigated to provide quick and instantaneous retrieval of Call Detail Records and Inmate Conversation Recordings. The system is fully scalable and is

readily expanded if additional phones are installed and/or traffic volumes increase and the need to additional call recording storage media is required.

The features of the LazerPhone system are fully configurable and can be programmed via "point and click" type operations at the user workstations. Training typically takes ½ to a full day depending on the level of PC skills of the user. More extensive "superuser" training is available for instances where advanced training, beyond that provided in the initial training program, will be required for IDOC administrative or investigative personnel to accomplish certain objectives. Advanced training may include learning how to use special system features or combinations of features and capabilities not included in the basic training. WorldCom will provide this to Department personnel as required and time frames will be directly dependent on what materials will need to be covered. Ease of use is rapid depending on how familiarized the user is with system operation. A user manual will be provided to each IDOC facility personnel authorized for system operation.

In addition, all system operation questions can be filtered through the WorldCom NCC. The NCC technician can take "control" of the workstation via remote access and walk the IDOC user through the prompts related to the operational question posed at the time of the call.

3.6. CONTROL OF FRAUD AND ABUSE

3.6.1. SINGLE DESTINATION

All systems must deny access to three-way, conference calling, call forwarding, transferring at either the originating or called location and identified fraudulently established ("bum-out") telephone numbers. Systems should provide options for the treatment of call attempts for these conditions. 3-Way Termination Program must be turned off for properly placed attorney calls, (so calls to attorney's offices can be transferred and allow the attorney to take the call in his/her office without being cut off).

Describe in detail how the proposed system controls these events. Do you guarantee 100% denial of all such calls? What limitations does the proposed system have in this regard? What are your future plans to further develop this capability if it is not 100% now?

WorldCom Response: WorldCom understands and complies.

Three way calls are detected and processed by an exclusive LazerPhone hardware and software design. Current technology in the Public Switched Telephone Network only provides audible indications on the line when call forwarding or a three-way call is attempted. Since three-way calling requires a hook-flash of a specified minimum and maximum duration and since the three-way calling is usually accompanied by silence

from the called party end of the line, the system detects these signals and responds according to system programming. These responses can be a voice prompt informing the parties the call is from an inmate, a flag on the call recording indicating that a three-way call was detected, termination of the call, or a combination of these. The system is dependent on the noise on the line and other signals that can sound like three-way call attempts or the lack of signaling during a three-way call attempt, e.g., connecting two lines through a dual line phone or a digital PBX. Some of the problems that exist with the current technology are: (1) call waiting may sound like a three-way call, which makes differentiation virtually impossible resulting in erroneous disconnects; (2) call forwarding may not be detected at all; and (3) noise or conversation on the line may mask the signaling normally heard during a three-way call attempt.

Global Tel*Link continues to develop additional methods to detect three-way calls. Research has identified that on a large number of three-way call attempts a secondary ring is heard. A trap for secondary ring has been implemented, and provides several options as to action. An additional feature uses LazerPhone's voice recognition technology to flag the record when such phrases as "Call this number" or "Dial this number" are encountered during a monitored call. WorldCom and Global Tel*Link research and call traffic analysis has found that approx. 80-85% or more of three way call attempts have secondary ring on the third party call attempt. When the call is flagged, the IDOC can almost be 100% assured that this is three way calling attempt and can choose to mark and disconnect the call.

The LazerPhone system has three disposition options when a three-way call is identified. The call can proceed and the call detail record is marked with a special indicator, the call can proceed and the investigator is notified of the three-way call event, or the call can be disconnected. In addition, the IDOC can request that called parties who abuse three-way calling, have the particular called party number blocked in the facility database listing.

Based on its extensive experience within the industry, WorldCom has some state DOC customers recommending to their investigative staff that the call be permitted to continue, with a marking of the call detail record as depicted above. This permits investigators to collect valuable evidence that ordinarily wouldn't be available if the call was immediately disconnected. WorldCom's solution includes comprehensive call recording at each facility permitting archival of three way calls for investigative work long after the call was completed. However, if IDOC simply wants all three-way call events to be disconnected, WorldCom will comply. WorldCom can play an announcement to the called party that the call is being disconnected because of an identified three-way call event. Figure 3.6.1-1 illustrates a flagged call example of a three-way call highlighted in red.

FIGURE 3.6.1-1. THREE WAY CALL DETAIL

WorldCom provides the following fraud detection and prevention capabilities, in addition
to the three-way call detection just described:

- Positive call Acceptance
- Line Information database (LIDB)

CONSTRAINTS ON THREE-WAY CALL DETECTION

Local Exchange Carrier Central Office features provided by the local dial tone switches
are becoming increasingly difficult to detect because of tremendous advancements in
central office switches and networks. Additionally, the local telephone line is
increasingly being used for data connections to the Internet or Intranets. With the advent
of this technology and multiple uses for local telephone lines, the local service providers
design the networks and purchase switches to make these optional features as seamless as
possible to enhance the voice conversation and maximize data throughput on data
connections. However, these design advancements make detection of central office
features more difficult, and in some cases impossible, to detect.

Finally, the 3-way feature is offered and controlled by the LEC and is an available tariff offering to most subscribers. WorldCom could not legally stop the subscriber from obtaining this service. WorldCom can enforce the DOC policy to mark and also disconnect these types of calls as appropriate.

WorldCom is continually working with Global Tel*Link and our own internal Fraud and Detection support services group to do everything to detect 3-way calling where possible. In fact, many states are in fact allowing these types of calls because of the additional investigative information that is obtained from the 3 way calls. Global Tel*Link continues to develop additional methods to detect three-way calls. Research has identified that on a large number of three-way call attempts a secondary ring is heard. A trap for secondary ring has been implemented, and provides several options as to action. As stated, an additional feature uses LazerPhone's voice recognition technology to flag the record when such phrases as "Call this number" or "Dial this number" are encountered during a monitored call.

3.6.2 ALARMS

Systems should be able to notify a staff person, at the location where the cut-off controls are installed, in the event that a specific inmate is making a call, or is making a call to a specific number, if either of these have been programmed for alarm status. Such attempts should also be highlighted in call detail recording and on the recording/monitoring platform used.

How are flags established and changed? Describe what happens when pre-programmed event takes place. What action can be taken by the staff person? What different conditions can be alarmed?

WorldCom Response: WorldCom understands and complies.

Investigators who desire to monitor the conversations of an inmate under investigation will have a powerful tool and resource with the LazerPhone platform. Rather than being tied to their desk waiting for the inmate to place a call Hot Number reporting will allow investigators to receive notification, via the administrative workstation reporting function, telephone call, or pager when a call is placed. LazerPhone allows investigators to enter a variety of parameters, for example, inmate PIN, originating phone number, or destination phone number.

Whenever activity is detected by the inmate or on the phone, the management control center computer will dial up to three administrative phones (programmed as requested by the facility administrators). It will report the number the call is being made from, the number being dialed, and, if PINs are in use, the inmate making the attempt. LazerPhone will make three attempts to complete these calls. For complete information regarding the steps required to set up Hot Number Reporting Function, please see SAMPLE documentation in Attachment 5.

The LazerPhone system will allow live monitoring of inmate calls in progress and will retrieve archived information from remote locations via telephone. The LazerPhone system can support bridging of third parties from remote locations. To ensure system security, the LazerPhone system is controlled by a multi-option security profile for each system user. This allows multiple users to access only those functions corresponding to their security levels. A user log system is also provided to track system entries or unauthorized access.

LazerPhone will allow IDOC personnel to monitor inmate calls by telephone number in real time by specific PIN as entered by IDOC Site Administrators or IDOC personnel. When an inmate dials an "alert PIN number" the system will notify IDOC personnel in one of two methods. The first method is by the IDOC personnel having entered up to 3 notification numbers associated with this alert PIN number. The system will attempt to contact each of the three notification numbers and, if answered, provide a one-way conference into the call.

The second method is by a visual alert at the workstation. An officer at the workstation will then be able to point and click on the phone that is dialing the alert PIN number. This will provide live monitoring of the call. LazerPhone allows for live monitoring locally, within a single IDOC site, or remotely, from the IDOC Headquarters to any IDOC site. Figures 3.6.2-1 and Figure 3.6.2-2 illustrate call searches that have been sorted by Inmate PIN and the destination number.

FIGURE 3.6.1-1. HOT NUMBER SEARCH BY PIN
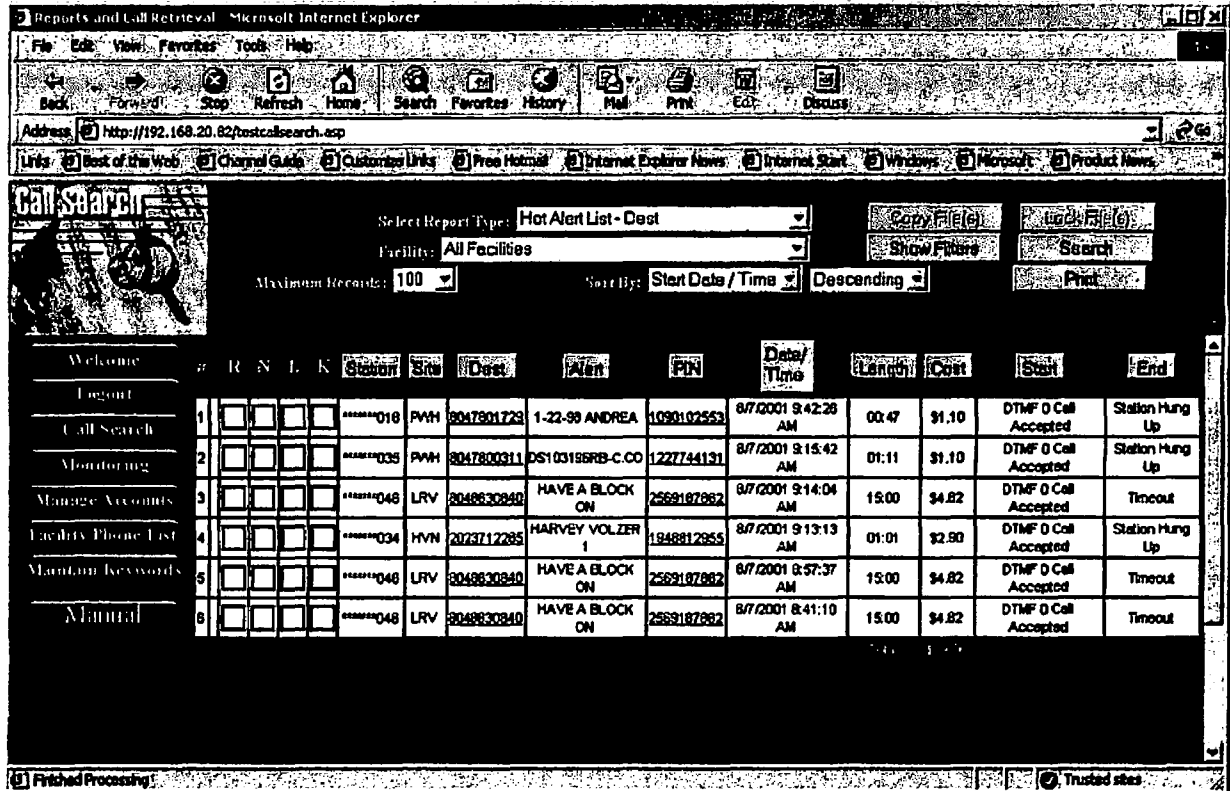
FIGURE 3.6.2-2. HOT NUMBER SEARCH BY DESTINATION NUMBER

Reports can be generated for calls that are flagged or generated on an ad hoc basis. Please refer to RFP Response to 4.7.5.1 and attachment 7 for a complete description of the LazerPhone reporting capabilities.

3.6.3. MONITORING AND RECORDING REQUIREMENTS

3.6.3.1. Selective Listening/Recording/Playback

All systems must be capable of permitting monitoring and recording of all calls from any inmate telephone (other than properly placed attorney calls), with the exception of CWC phones. The minimum requirement consists of all the following:

- Manual set-up of the monitoring connection on an as-needed basis. This must be accomplished from a recording/monitoring system, generally located in the Security Control at the site.
- All equipment to perform the monitoring and recording from the location where the connection is established.
- Monitoring and recording must be able to be done on all telephone calls simultaneously.
- All Institutions must have this capability.
- CWC Inmate phones must have the same capabilities as the Inmate phone system for the Institutions, with the exception of monitoring and recording. These functions will not be required at the CWC's.

Describe your recording, monitoring, playback and control equipment in detail, including both a needed materials list and functional descriptions. What recording media would be utilized? What training would be provided on the equipment installed to familiarize staff with its overall operation, maintenance and playback capabilities?

WorldCom Response: WorldCom understands and complies.

WorldCom is proposing the most advanced tape-less integrated inmate telephone call control system available today. The LazerPhone system developed and manufactured by WorldCom's teaming partner, Global Tel*Link, provides some of most feature-rich investigative tools with readily configurable systems combined with a Windows based software which is easily navigated to provide quick and instantaneous retrieval of Call Detail Records and Inmate Conversation Recordings. The system is fully scalable and is readily expanded if additional phones are installed and/or traffic volumes increase and the need to additional call recording storage media is required.

RECORDING

The LazerPhone system's integrated Call Recording function will provide the IDOC with the capability to selectively record calls from any IDOC facility. The selective call recording includes the ability to record both sides of a conversation on multiple telephone calls simultaneously. Because WorldCom will also provide a WAN connection to each of the sites, retrieval of any call made from any location can be achieved from any workstation connected to the network regardless of the location. Call search can include, at a minimum, inmate PIN, date/time of call, and dialed number. WorldCom has proposed a call storage capacity of 1 year. Based on WorldCom's understanding of the RFP requirements, the system has been sized to record all number of calls. All call with the exception of attorney calls will be recorded.

The following paragraphs provide further detail on how each of these features functions.

LAZERPHONE INTEGRATED RECORDING

The LazerPhone system is the industry's most advanced, fully integrated call control, call processing and recording platform. One of the key advantages of this fully integrated solution is that it offers a single user interface. The LazerPhone system processes calls, records calls, and stores all call detail, allowing IDOC staff to use just one administrative workstation to search call detail records and listen to a selected conversation regardless of where the call was made within the system. This eliminates the cumbersome processes associated with ancillary call recording systems, which often involve locating the conversation on the call-processing platform and then searching for the record. Additionally, by reducing the number of hardware components, WorldCom has

eliminated additional points of failure as well as the necessity to routinely synchronization two or more separate systems. This enhances trouble resolution by minimizing the number of hardware and software components to research in the event of a service-impacting event.

The system footprint is two feet wide by two feet deep and four to six feet tall depending on the number of trunk lines at the facility. This relatively small space of the LazerPhone call control system requirement allows the precious correctional facility space to be used for other needs.

SELECTIVE INMATE RECORDING

As stated above, the LazerPhone system allows user-selectable call recording if desired. Recording may be de-activated by inmate PIN or by specific telephone number for calls placed to attorneys, other privileged communications or for the convenience of the State. The LazerPhone recording feature can be activated or deactivated for individual PINs via the recording/monitoring section of the change inmate screen as shown in Figure 3.6.3.1-1. This simple point-and-click method of selective recording will save administrative time and confusion.
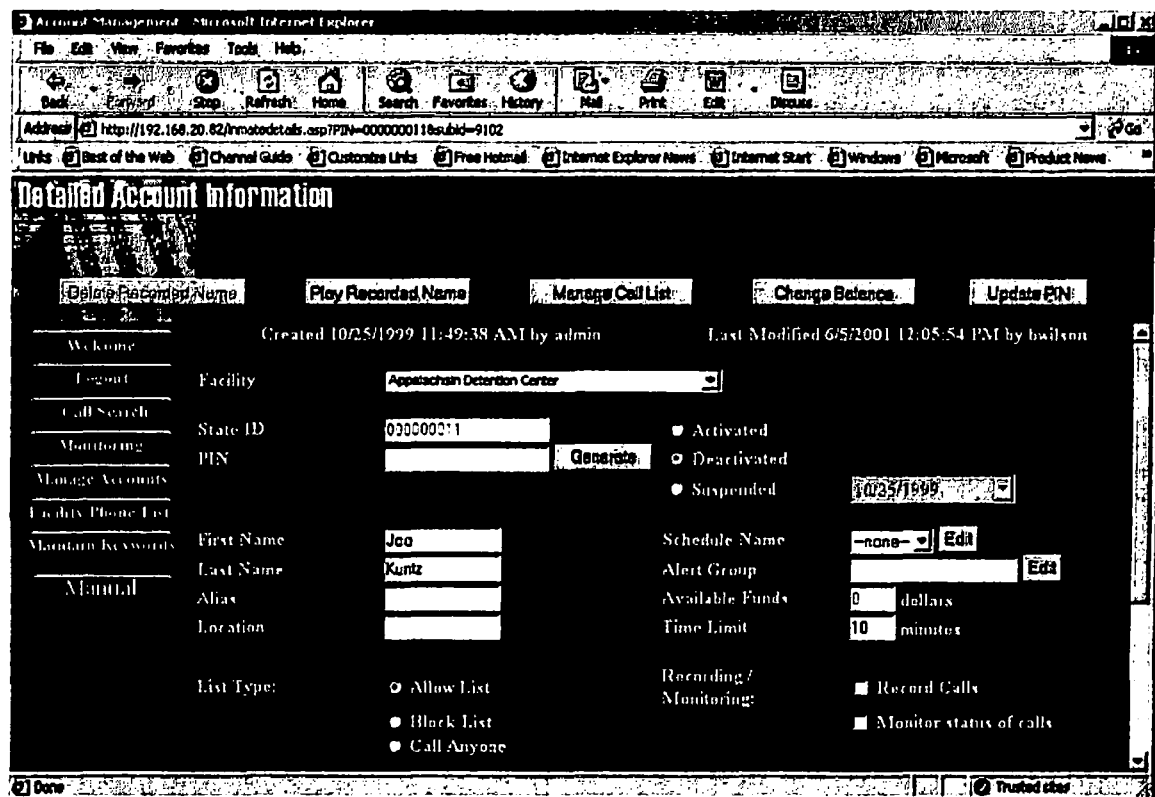

FIGURE 3.6.3.1-1. RECORDING FEATURE.

CALL STORAGE

Call recordings are stored on a RAID 5 Disk Array that consists of five separate hard drives. This redundant design helps prevent data loss. A recorded call could continue to be played back in its entirety even in the event one of the drives failed. Recorded calls are stored in a non-volatile, power independent memory that ensures data integrity, even under severe conditions. The LazerPhone hard drive system features expandable memory capabilities and simple call archiving methods. The system features 100% real-time call recording capability, and will be able to record all inmate calls placed from any inmate phone located within any IDOC facility. WorldCom will size the system to hold three months of recorded inmate calls on-line at each facility, and allow for the ability to select and permanently lock specific recordings into memory and/or off-load them onto a CD via the read/write CD-ROM drive incorporated within the user workstation. The RAID 5 storage system has a number of advantages over other storage mediums currently available:

First, RAID 5 storage allows faster data transfer. This is important during peak periods of phone use and investigative activity. Global Tel*Link's experience indicates that there is a much higher rate of retrieval of recorded calls within the first ninety days after the call is made. Therefore, having these calls on the faster media makes sense.

Second, RAID 5 storage provides superior redundancy. If one of the hard drives in the array were to fail, no data would be lost. The drive would be replaced and the missing data would self re-generate. This is the same method used in the data management control centers with large information storage requirements.

Third, and this is one of the key benefits of WorldCom's solution, RAID 5 storage allows for virtually instantaneous retrieval of conversations from the hard drive. Because LazerPhone system is based on digital hard disk storage, as opposed to digital audiotapes, search time is significantly reduced because the system does not have to fast forward through tapes. Additionally, WorldCom's WAN architecture allows authorized users to retrieve conversations from other IDOC facilities quickly and easily.

Locating selected conversations is facilitated by the call search screen shown in Figure 3.6.3.1-2. Authorized users enter in the specific date and time of the call, in addition to any other valuable information, such as inmate PIN as shown in Figure 3.6.3.1-2, or the destination number and LazerPhone will return all call records and audio conversations matching the input criteria. Once the conversation is located, the user simply clicks on the CD icon next to the record, and playback of the recorded conversation begins immediately.
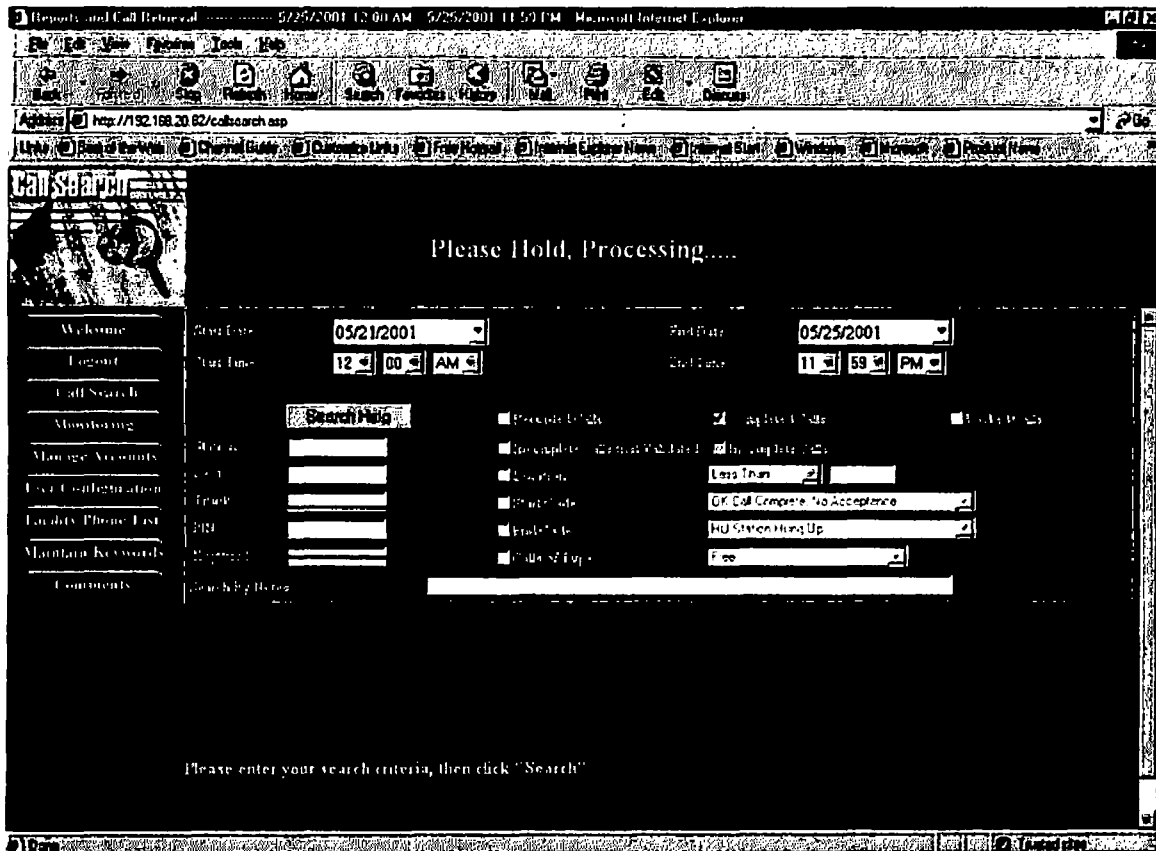
FIGURE 3.6.3.1-2. CALL SEARCH SCREEN BY PIN

Based upon the data provided by this RFP, WorldCom has configured each LazerPhone system to hold a minimum of 90 days of voice recordings at each facility. It is important to restate that LazerPhone uses a tapeless recording medium: RAID5 disk arrays. There are no digital audiotapes to replace on a consistent basis to achieve the three months of recording media. Additionally, LazerPhone uses a re-writeable disk array, as opposed to other storage media, such as CD-ROM, which uses a write once disk. The benefit to the IDOC is the flexibility of this system to automatically write over conversations after they have been archived. With other storage media it is necessary to replace the digital audiotapes or replace the CD-ROM write once disk to create additional recording space. WorldCom's solution requires no intervention for continuous recording.

LazerPhone offers two methods for archiving critical conversations, as shown in Figure 3.6.3.1-3. First, authorized users may 'lock' a file to the hard drive by selecting the "L" field of the record that needs to be locked or unlocked. A lock illustration appears for each recording that is locked. When a call recording is locked, that recording cannot be deleted until the recording is unlocked. In order to unlock a file, a user with the next

highest security clearance must unlock the file eliminating the possibility of a single user unlocking a file with critical evidence.

FIGURE 3.6.3.1-3. CALL SEARCH SCREEN

The second method that can be used to permanently archive a conversation is to transfer the conversation to a CD-ROM. Each administrative workstation includes a read/write CD-ROM drive. The authorized user would simply click on the icon depicted above, insert the CD in the CD-ROM drive, and a copy would be made to the CD-ROM. Global Tel*Link understands the importance of maintaining a chain of evidence in call recording. Global Tel*Link has developed a method for securing recordings against challenges to the authenticity of the date, time and telephone number(s) involved. Global Tel*Link encrypts this information for each call and then encloses the call in a "Security Envelope". Any alteration to the call or its encrypted information can be detected immediately. The security of the envelope is checked each time the call is played back. Global Tel*Link will provide expert testimony, free of charge, regarding the authenticity of one of its recordings. Figure 3.6.3.1-4 depicts recorded voice file properties.
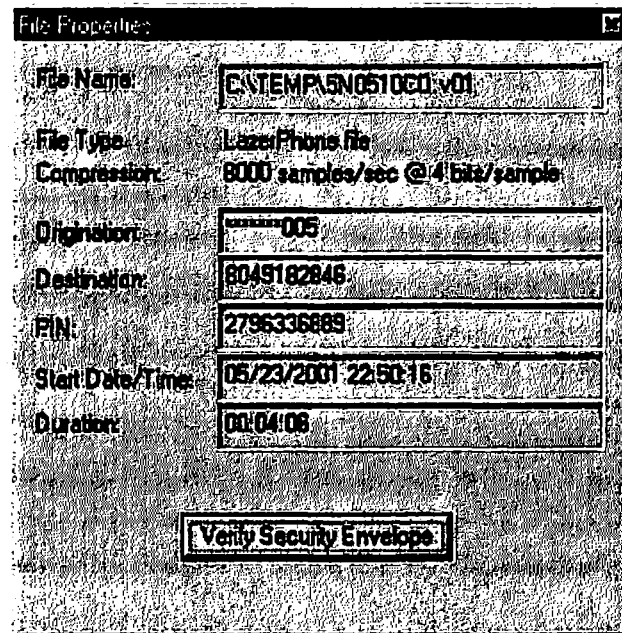
FIGURE 3.6.3.1-4. RECORDED VOICE FILE PROPERTIES

ENHANCED INVESTIGATIVE CAPABILITIES

In addition to the call storage and searching capabilities described above, the LazerPhone platform provides the investigative capabilities described below.

Comprehensive recording provides a tremendous wealth of information for current and future investigations. This vast amount of information can be overwhelming without specific tools to locate the critical piece of data.

The LazerPhone system was designed with the investigator in mind. The philosophy behind the design is: How do we streamline the investigative process and make the investigator more efficient? LazerPhone includes several tools to filter out unwanted conversations resulting in a more efficient use of investigator's time and efforts. These tools include Key Word Search and Visual Playback. Remote Call Sending and Hot Tools were discussed in full detail previously in this RFP.

Key Work Search and Visual Playback are described in detail below.

KEY WORD SEARCH

LazerPhone has the unique ability to search call records for user-designated key words, such as drug lingo and escape conversations. This feature allows law enforcement

personnel to quickly search all inmate conversations for any key words. This feature is not only an invaluable investigative tool; it also assists in the prevention of drug smuggling and distribution, inmate escape, and numerous other types of inmate fraud and crime. Key Word Search allows the user to effectively reduce the total number of call files that have to be monitored to locate pertinent conversations. It also has the capability to take the researcher to the location in a conversation where the system thinks the word occurred. This greatly reduces the amount of time required to retrieve valuable information. It is important to note that key word search is not 100% effective; however, as speech recognition technology improves, system upgrades will be uploaded to existing systems at no additional cost to the State.

Using the keyword management screen shown in Figure 3.6.3.1-5, system administrators can add, delete, and modify keywords. All additions, deletions and modifications take effect immediately.
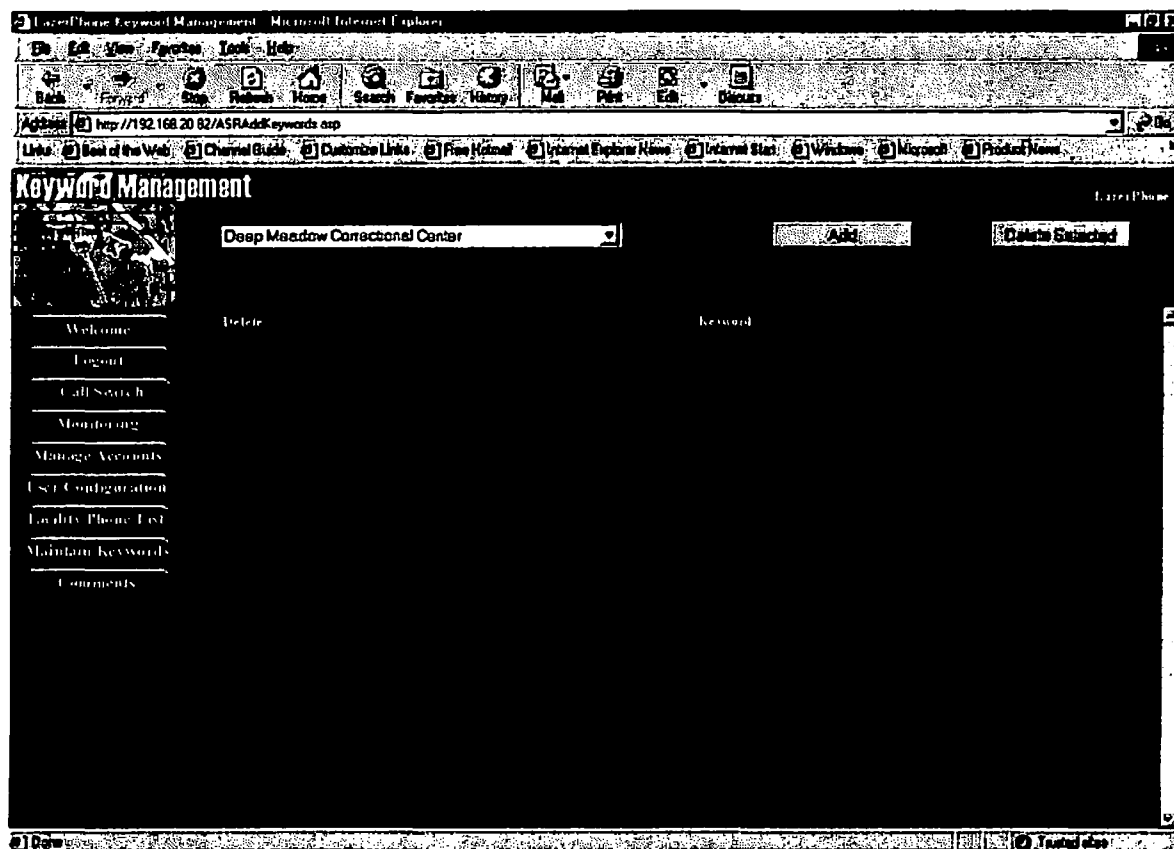
FIGURE 3.6.3.1-5. - KEYWORD MANAGEMENT.

VISUAL PLAYBACK

The LazerPhone recording module allows for complete control of all playback functions by system users via the workstation. The following LazerPlayer screen shown in Figure 3.6.3.1-6 allows users to play, stop, or pause the playback of recorded calls using the buttons as indicated. Because LazerPhone uses digital recording mediums, forwarding or reversing to the desired location within the conversation is virtually instantaneous compared to taped-based systems, which require the tape to forward through meters and meters of tape. The user simply moves the slide bar to the desired location, to fast forward or to rewind portions of the recorded call.
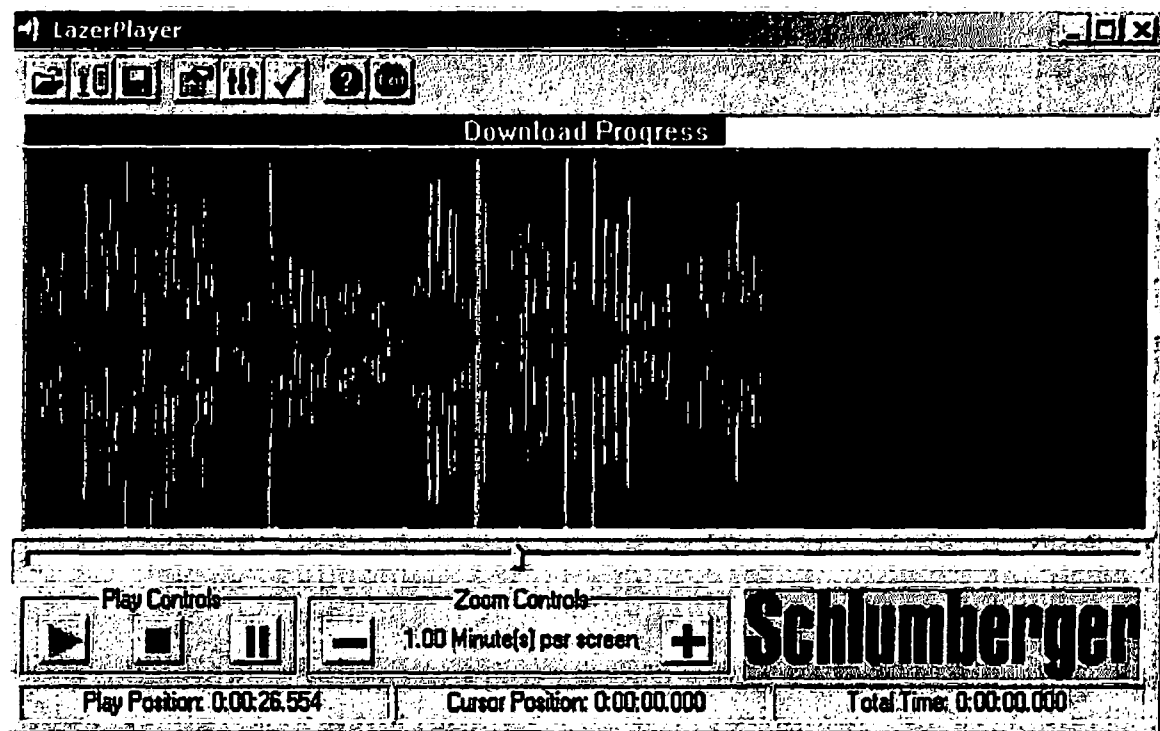
FIGURE 3.6.3.1-6 – LAZER PLAYER VISUAL PLAYBACK.

CALL MONITORING

In addition to allowing for Call Recording, LazerPhone allows for simple and user friendly method for Call Monitoring. Each user workstation will be provided with Sound Blaster SBS20 speakers. The speakers include stereo headphone jack, a single-touch mute button, as well as separate bass, treble, and volume controls. Each set of speakers will include the necessary AC adapter and speaker cables. The amplified speakers will deliver quality, dependable sound to IDOC personnel when monitoring live calls in process or playing back recorded calls.

Figure 3.6.3.1-7 depicts the active and inactive channels at a selected facility. This screen depicts the phone in use as evidenced by the colored icon (red is active while yellow is inactive), the status of the call such as connected or in progress and the destination number dialed. Merely selecting a channel will immediately connect the authorized user to the conversation for silent audio monitoring.
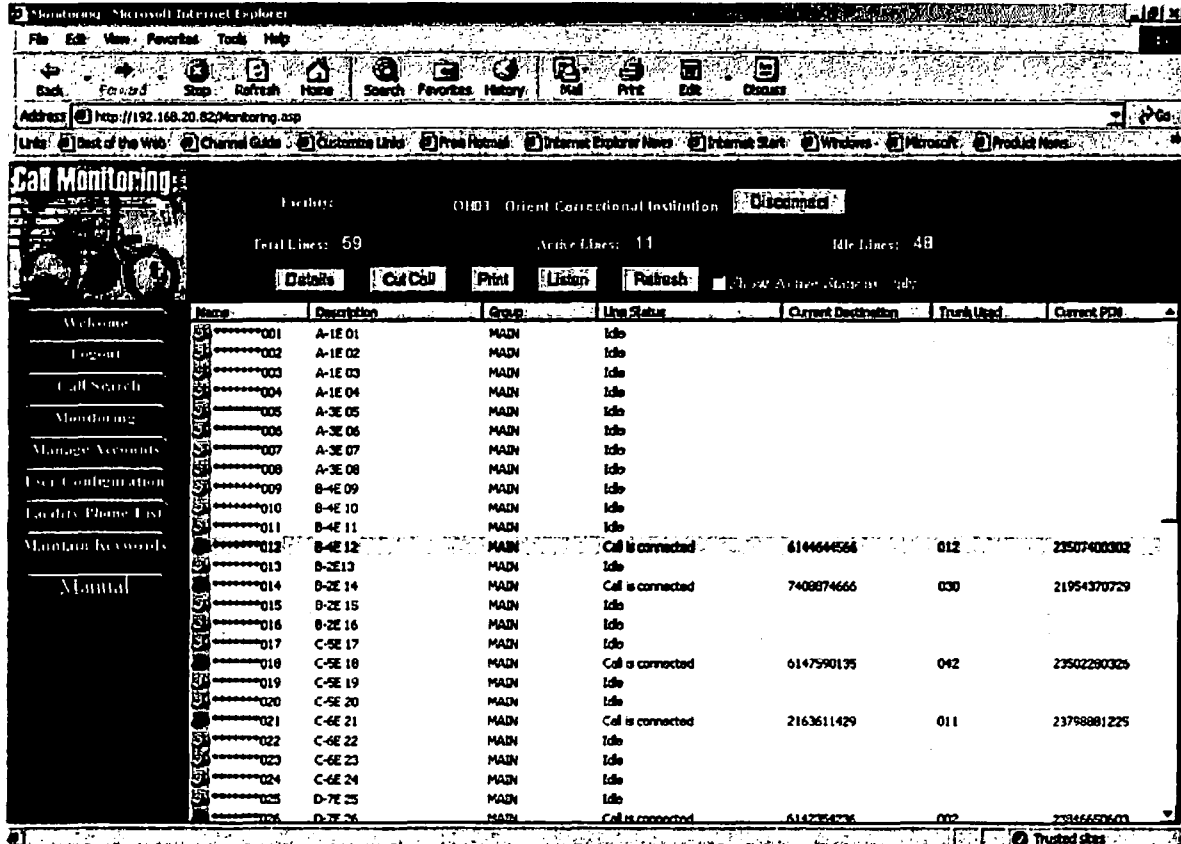
FIGURE 3.6.3.1-7. INMATE TELEPHONE MONITORING

The LazerPhone system will allow live monitoring of inmate calls in progress and will retrieve archived information from remote locations via telephone. The LazerPhone system can support bridging of third parties from remote locations. To ensure system security, the LazerPhone system is controlled by a multi-option security profile for each system user. This allows multiple users to access only those functions corresponding to their security levels. A user log system is also provided to track system entries or unauthorized access.

LazerPhone will allow IDOC personnel to monitor inmate calls by telephone number in real time by specific PIN as entered by IDOC Site Administrators or IDOC personnel. When an inmate dials an "alert PIN number" the system will notify IDOC personnel in one of two methods. The first method is by the IDOC personnel having entered up to 3

notification numbers associated with this alert PIN number. The system will attempt to contact each of the three notification numbers and, if answered, provide a one-way conference into the call. The second method is by a visual alert at the workstation. An officer at the workstation will then be able to point and click on the phone that is dialing the alert PIN number. This will provide live monitoring of the call. LazerPhone allows for live monitoring locally, within a single IDOC site, or remotely, from the IDOC Headquarters to any IDOC site.

For the eight IDOC adult correctional facilities, WorldCom will provide two workstations for the IDOC personnel and one workstation for the WorldCom PIN administrator. If the IDOC requires additional workstations, WorldCom will work with the IDOC to provide user access profiles and authorization for users.

Remote or dial up access is also available with this software for off-site access to the Inmate Call Control system. If IDOC desires a remote dial access to the call control system, WorldCom will provide a laptop computer to be used for the Department of Corrections personnel. The laptop computer will be utilized exclusively for remote access to the LazerPhone call control system. Only applicable LazerPhone software for remote access will be loaded for this application.

Unauthorized software cannot be permitted to be uploaded to this PC due network vulnerabilities and the possibility of infection from network virus that may be spread from the public data and switched network.

All inmate payphone stations will include verbiage that with the notice that "All inmate calls may be monitored and/or recorded at any time" at the end of the dialing instructions on each phone. Additional signage will be installed as required by IDOC.

The LazerPhone system's feature functionality disallows for comprehensive real time monitoring and recording of any call terminating to legal counsel. WorldCom will upload the published Idaho State Attorney Bar public phone listing into each facility call control system database prior to shipment and installation. In addition, system users and PIN administrators can enter additional legal counsel numbers as they are made aware of such numbers in the inmate allowed call lists or the facility block listing via the workstation on the inmate call control system.

In Figure 3.6.3.1-8, shown below, the user profile has been disallowed from monitoring calls as the "Listen" button above is not highlighted indicating this user has not been given the authority to monitor calls. If monitoring access had been granted to this user, the "Listen" button would be highlighted in black.

FIGURE 3.6.3.1-8. CALL MONITORING SCREEN.

WorldCom will provide training for various levels of Department staff, including full-time system administrators, part-time system administrators, special investigators, and data entry specialists. The training will include hands-on demonstrations of the equipment and services offered under the contract. Each training session will address basic and enhanced services, focusing on the unique requirements and needs of the personnel attending training.

There may be instances where advanced training, beyond that provided in the initial training program, will be required for IDOC administrative or investigative personnel to accomplish certain objectives. Advanced training may include learning how to use special system features or combinations of features and capabilities not included in the basic training. WorldCom will provide this to Department personnel as required. The training location will depend on a number of variables, including the number of personnel to be trained and the individual needs of the trainees. Depending on these circumstances, training could be provided at either an off-site location or a specific Department facility.

Overview of IDOC LazerPhone Training

The LazerPhone training sessions will cover the following topics for the LazerPhone platform:

Basic Features: phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, and identify problems. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: reports by frequently called number, hot number alert lists, destination number, origination number, and three-way call attempt reports. Selected personnel will receive training on how to generate customized reports.

Recording and Monitoring: investigative information gathering from the LazerPhone data and live monitoring features, including recording, playback, and keyword search. This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the system's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a "hot" or "alarmed" telephone number database, visual system alarm, remote call out notification alarming and monitoring, and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as central statewide investigations.

System Overview and Technical Support: a complete description of the system, including how the LazerPhone is configured across the IDOC network, which operations take place at the correctional facility, which operations take place at the central server, and the role of the WAN. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: a complete demonstration of the online help menu.

Training Objectives

After the initial training is complete, users will be able to understand the operation of the system and/or perform the following functions:

- Access WorldCom's dedicated customer center in Florida to report troubles, escalate any concerns and request additional training assistance whether it be remote or on site.

- Understand the security and fraud prevention features provided included with the LazerPhone platform.

- Understand the operating procedures of the inmate monitoring equipment provided to all institutions.

- Understand how to use the LazerPhone recording and monitoring equipment and what the benefits are to the user, 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.

- Understand how to create, delete, and modify inmate records including modifying inmate restriction levels such as when the inmate may place telephone calls.

- Understand how to generate appropriate system reports.

- Understand how to maintain inmate call alert levels and respond accordingly when these levels are exceeded.

- Understand how to initiate LazerPhone restrictions, including the shutting down of individual inmate telephones, groups of inmate telephones, or an entire facility's Inmate Telephone System.

- Understand how to establish time of day, day of week and time limits based on selective criteria including the inmate PIN and inmate telephone.

- Understand how to use the online help function resident on each LazerPhone workstation. Online help is available via Winhelp, which is simple for users of all abilities.

Additional information and detail on LazerPhone system training is provided in RFP requirement 3.5.3.

3.6.3.2. Remote Monitoring Locations

The Department would like to consider implementing the capability of monitoring calls or reviewing previously recorded calls from locations other than the Control Centers.

Describe these capabilities within your system, including both a needed materials list and functional descriptions.

WorldCom Response: WorldCom understands and complies.

All functions of the LazerPhone are fully programmable remotely via direct WAN access on site and/or via remote dial up access. In addition, WorldCom will provide the IDOC staff remote dial software via a laptop PC to the LazerPhone call control system upon request at no charge to the IDOC. The software can be configured to allow full or limited access to the LazerPhone call control system based on password hierarchy.

At the eight IDOC adult correctional facilities, WorldCom will provide two workstations for the IDOC personnel and one workstation for the WorldCom PIN administrator. If the

IDOC requires additional workstations, WorldCom will work with the IDOC to provide user access profiles and authorization for users.

Remote or dial up access is also available with this software for off-site access to the Inmate Call Control system. If IDOC desires a remote dial access to the call control system, WorldCom will provide a laptop computer to be used for the Department of Corrections personnel. The laptop computer will be utilized exclusively for remote access to the LazerPhone call control system. Only applicable LazerPhone software for remote access will be loaded for this application.

Unauthorized software cannot be permitted to be uploaded to this PC due network vulnerabilities and the possibility of infection from network virus that may be spread from the public data and switched network.

USER PROFILE AND ACCESS LEVELS

The LazerPhone system can be remotely accessed to perform administrative functions. Access to any LazerPhone system will be limited to authorize State employees through the use of authentication log-on screens and password protection. A user's level of access is controlled by the user's password security level. LazerPhone requires two sets of passwords. One set will be used to access the local system and the second set will be used to access the remote system. Each password set will have specific security levels controlling the user's access level. LazerPhone provides an extra layer of password protection when a user remotely accesses call data. This will allow IDOC to control the level of access within a facility and between facilities. For example, a system user at facility A could be limited to that facility only, or could be allowed to access information at facility B if allowed by Facility B's system administrator. However, IDOC could provide certain staff members with "Superuser" password status that permits unencumbered access at all IDOC facilities. Remote access provides authorized users the ability to perform the same functions offered by LazerPhone and generate all reports remotely as if they were on-site.

Figure 3.6.3.2-1 displays how easy it is to configure a password and the access granted to that password. A black check mark allows the user full viewing and editing rights. A gray checkmark allows view only rights while no checkmark restricts the user from viewing or editing the function.
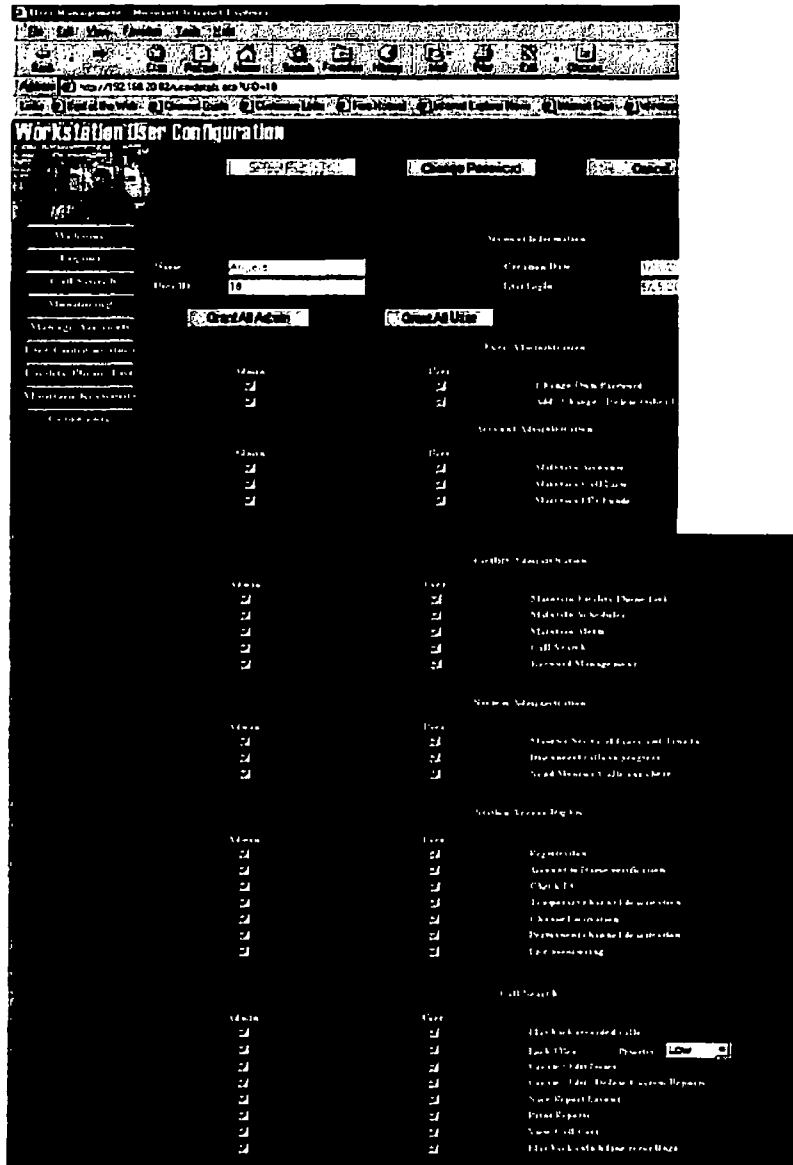
FIGURE 3.6.3.2-1. USER PROFILE

3.6.4. SYSTEM SECURITY

Passwords or security codes are required for the on-site terminals, and security measures must also be implemented for all levels of the central call processing equipment. The purpose of these security measures is to control unauthorized access to the system, the telephones, the call details, and the databases.

Detail what measures exist at the institutional level and for the central processing locations to assure security and denial of unauthorized entry. How will any attempts into the system be detected? What will happen when such an entry is detected?

WorldCom Response: WorldCom understands and complies.

Users that attempt to login in without a correct username and password will be denied access to the LazerPhone network. All usernames and passwords are case sensitive. All invalid attempts to gain access will be logged.

USER PROFILE AND ACCESS LEVELS

The LazerPhone system can be remotely accessed to perform administrative functions. Access to any LazerPhone system will be limited to authorize State employees through the use of authentication log-on screens and password protection. A user's level of access is controlled by the user's password security level. LazerPhone requires two sets of passwords. One set will be used to access the local system and the second set will be used to access the remote system. Each password set will have specific security levels controlling the user's access level. LazerPhone provides an extra layer of password protection when a user remotely accesses call data. This will allow IDOC to control the level of access within a facility and between facilities. For example, a system user at facility A could be limited to that facility only, or could be allowed to access information at facility B if allowed by Facility B's system administrator. However, IDOC could provide certain staff members with "Superuser" password status that permits unencumbered access at all IDOC facilities. Remote access provides authorized users the ability to perform the same functions offered by LazerPhone and generate all reports remotely as if they were on-site.

FIGURE 3.6.4-1. USER PROFILE.

Figure 3.6.4-1 above displays how easy it is to configure a password and the access granted to that password. A black check mark allows the user full viewing and editing rights. A gray checkmark allows view only rights while no checkmark restricts the user from viewing or editing the function.

A snapshot of all system users is also available to see when the user record was created and when the user last logged into the LazerPhone system. A user profile can be easily edited by clicking on the user name listed in the NAME column below.

3.7. OPTIONS

3.7.1. PHONE CARDS

The proposal must present the department an option of Inmate phone cards for institutions. This will be exclusive of the phone cards required for the CWCs.

Describe how phone cards work, to include price, calling rates and any other information. Security is of great interest to the Department and must be considered with this option. You may propose and justify alternatives to this option. Include in your response details of this plan, including past experience using phone cards in institutions/CWCs.

WorldCom Response: WorldCom understands and complies.

WorldCom's proposed integrated inmate call system offers a pre-paid application. Please note that this solution would require the use of Personal Identification Numbers (PINs) by the inmate population. Upon contract award and execution, WorldCom will consult with the State of Idaho and the Department of Corrections personnel on the methodology pre-paid functionality and what the role of the IDOC will be and determine how inmate account balance information is obtained if pre-paid is desired. WorldCom submits "Keep-In-Touch" WorldCom's Prepaid service option. The "Keep-In-Touch" Prepaid service option is resident on the proposed LazerPhone platform and can be implemented at any time during the term of the contract. Keep-In-Touch was designed with the following key factors in mind:

15 Provide the Inmate with an alternative to the traditional collect call service.

16 Provide ability for Inmate to purchase at Point-of-Sale locations within a State facility.

17 Provide same level of Security and Control as the Collect Call Service.

18 Provide prepaid benefit without the Card.

In the narrative below WorldCom has provided a detailed service overview of the service. Information regarding rate, payment, and commission schedules would be is available if the IDOC desires to implement this service. Upon contract award, WorldCom will work with the IDOC to determine how best to implement this service option and/or customize any specific features to ensure for maximum benefit to the IDOC, the inmates, and the friends and family of the Inmates.

SERVICE OVERVIEW:

"Keep-In-Touch" is effectively a Prepaid Card service without the Card. Inmates have the ability to prepay for calls through the purchase of "Vouchers" and have the monies posted to their personal PIN account through a cashing of the voucher process. The same PIN number that is used to make collect calls is used for the "Keep-In-Touch" service. This avoids confusion that can occur when using separate PIN numbers are used for pre-paid and collect. Additionally, because the Vouchers are posted to an account, the inmate can add funds to his/her prepaid PIN account at any time by simply purchasing additional Vouchers.

To facilitate the sale of the Vouchers, WorldCom will work with the IDOC to set up Point-of-Sale locations within the facilities, such as within the canteen. WorldCom will provide a maximum of one terminal and printer per facility. The terminal will be connected directly to the LazerPhone platform via the WorldCom provided WAN. Upon purchase of a voucher by an inmate, the sales clerk will log into the security profile and LazerPhone system and retrieve a voucher in the requested pre-set denomination amount. Vouchers can be available in denominations of $10, $15, $20, $30, or at an amount determined by the IDOC. The vouchers given to the inmates will be labeled "Keep-In-Touch Prepaid Voucher". Each voucher will include the facility name, the voucher number, the denomination amount, an expiration date (the expiration refers to cashing the voucher only, not using the funds for calls), a control number (to be used by WorldCom for tracking purposes) and Inmate cashing instructions.

Once in the inmate's possession, the voucher can then be taken to any inmate phone and posted to his/her PIN account through the following cashing process. After choosing a language, the inmate selects menu option 5 to cash the voucher. After pressing 5 at the inmate phone keypad, the inmate enters his/her existing PIN and the voucher number noted on the "Keep-In-Touch Prepaid Voucher". If the PIN is valid and the voucher has not been previously used, the value of the voucher is transferred to the inmate's existing PIN account. The voucher has now been "cashed" and the Keep-In-Touch Prepaid Voucher form is now worthless, as its value has been transferred to the inmate's PIN account. The inmate may hang up now and place pre-paid calls using only their PIN - the voucher number is no longer needed.

Because the inmate's existing PIN is utilized, the exact same call control restrictions that that apply to Inmate's PIN for placing collect calls will apply to the Keep-In-Touch Prepaid calls. Restrictions such as allowed call lists, and time or use limitations will apply. Positive acceptance of pre-paid calls can also be required. The called party will be prompted with a scripting similar to the collect call prompting such as:

"This is WorldCom you have received a Pre-paid call from "pre-recorded inmate name" located at "facility name" a State of Idaho Department of Corrections facility. You will not be charged for this call, to allow the call to be connected please press 5, to deny the call dial 9 or simply hang up."

Any of the other features that the IDOC had chosen to implement such as overlay messages, call limits, and announcement that the call will be recorded will apply to the pre-paid calls.

VOUCHER COST, PAYMENT AND COMMISSION CALCULATION:

As noted above, Vouchers can be sold in pre-determined amounts such as $10, $15, $20, $30 or a dollar amount set by the IDOC. Following purchase of a Voucher the inmate transfers the amount to his/her PIN account using the "cashing" process described above.

With regard to payment for sold Vouchers, WorldCom will, at the end of each billing month, calculate the total amount of Vouchers sold by the IDOC. WorldCom will then forward an invoice for payment by the State for this total amount. Although WorldCom recommends that the IDOC thoroughly research this alternative, WorldCom can and will work with the IDOC to customize and implement a pre-paid application should the State of Idaho choose the take this approach. WorldCom has taken this customized design approach because it is the best way to meet our customer's individual needs. WorldCom is also currently researching, developing and testing several alternative pre-paid applications and upon completion of any one of these applications, WorldCom will allow the IDOC the option to implement the solution that best meets the needs of the State.

Many of WorldCom's State and County customers have expressed a desire to implement Debit or Pre-Paid calling programs. In most every case the ultimate goal has been to lower the cost of the calls charged to the inmate and the inmate's family. Because of the administrative costs and processes that can be associated with these programs, rather than providing the inmates with a low cost debt program and a higher cost collect program, these same State and Counties have simply chosen to lower collect call costs through the lowering of commissions. It has been WorldCom's experience that a comparison between the two alternatives often shows that the end result is effectively the same. The lower per call cost to the inmate and the inmate's family is achieved, and the State or County still receives about the same commission revenue without the additional administration cost and burden.

3.7.2. INMATE PHONE ACCOUNTS

The proposal must present the department an option of Inmate phone accounts.

*Include in your response details of this plan, including past experience
Inmate Phone Accounts in institutions/CWCs. You may propose and
justify alternatives to this option.*

WorldCom Response: WorldCom understands and complies.

WorldCom respectively submits its "Keep-in-Touch" solution proposed in RFP response 3.7.1.

Section 4
Implementation and Ongoing Service Requirements

In this section, please respond as completely as possible to each numbered point. Follow the instructions in RFP Section 1.1. Proposals will be scored on *how* and *how* well your proposal fulfills these requirements compared to other proposals, so a response of "complies" or "agreed" or some such word phrase will not be sufficient to obtain more than the minimum score.

Some specific questions are noted in italics below.

In addition, note that the State desires a complete and well-worked-out implementation plan to review in evaluating proposals. Please add whatever information reflects your project management process best and provide a clear sense of how the implementation will be accomplished. Be as specific as possible.

WorldCom Response: WorldCom understands and complies.

WorldCom's proposed call control solution will take no longer than 90 business days to install. Typical installations with this number of sites and lines normally require 30-45 business days to complete. Upon contract award and execution, WorldCom will consult with the IDOC to determine the exact cut over schedule.

WorldCom will make every effort to coordinate the installation with the incumbent vendor to insure as little down time as possible.

All sites will be prepped and pre-configured prior to the actual conversion. The conversion plan will include milestones and goals for completion.

IDOC will have final approval of all timelines for installation

4.1   IMPLEMENTATION REQUIREMENTS
4.1.1. INSTALLATION PROJECT SCHEDULED REQUIREMENTS

The Department desires that installation be accomplished as soon as possible after contract award to be completed by a mutually agreed upon date. Determination will be made on a site-by-site implementation versus a system-wide implementation. Factors that will influence the installation schedule from the State's side include:

- Expiration of the existing contract. This will continue on a month-to-month basis until installation is complete.
- If the entire system does not cut over at the same time, the installation at ISCI should be given an early priority, followed by the other institutions roughly in order of their size.
- Continuity of service must be maintained at all locations during the installation process, and the plan must be designed to minimize disruption at any single site or network-wide.

WorldCom's proposed call control solution will take no longer than 90 business days to install. Typical installations with this number of sites and lines normally require 30-45 business days to complete. Upon contract award and execution, WorldCom will consult with the IDOC to determine the exact cut over schedule and make every effort to ensure ISCI is installed as a first priority.

WorldCom will make every effort to coordinate the installation with the incumbent vendor to insure as little down time as possible.

All sites will be prepped and pre-configured prior to the actual conversion. The conversion plan will include milestones and goals for completion.

IDOC will have final approval of all timelines for installation

4.2. OTHER IMPLEMENTATION REQUIREMENTS
4.2.1. COMPLETE INSTALLATION

> Complete installation is required, including all equipment, software, and facilities, cabling training, database, support organization, etc. The contractor will be responsible for building the initial database of inmate numbers and programming all variable call parameters.

WorldCom Response: WorldCom understands and complies.

WorldCom will provide all materials and labor for complete installation of all IDOC facility call control systems. WorldCom will provide an in-state PIN administrator that will be responsible for building the initial inmate PIN database, the requested block number facility database and the attorney database.

4.2.2. SITE CONDITIONS

> Contractors are responsible for adapting to all existing site conditions. The Department will have final approval of all installation methods and materials. Any damage to State premises or property must be repaired and restored to its original condition at Contractor's expense.

WorldCom Response: WorldCom has read, understands and will comply with the understanding that the State's approval of WorldCom's installation methods and materials will not be unreasonably withheld.

4.2.3. COMPLIANCE WITH LAWS, RULES AND REGULATIONS

> Contractor, its employees and others acting under its direction or control and independent contractors, shall at all times observe and comply with all applicable rules and regulations of the Department that are generally

applicable, now existing or hereafter adopted, respecting operations and activities in and about property occupied by the Department.

WorldCom Response: WorldCom understands and complies.

All WorldCom personnel and its subcontractor personnel, will observe and comply with present and future all State of Idaho and Department of Corrections policies and procedures.

WorldCom and its teaming partners will provide IDOC with personal information for all team members who will perform on-site activities at an IDOC location or facility. WorldCom assumes and agrees that all persons may be required to obtain a security clearance from IDOC prior to being allowed to enter any IDOC facility, and that IDOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at the IDOC's sole discretion.

4.2.4. IMPLEMENTATION PLAN

Present a summary Implementation Plan for fully functional service that meets all the requirements of this RFP. Identify tasks and milestones. List time intervals for each milestone, in days from award. Describe project management approach method and status reports that will be provided to the Department. A detailed Plan will be required from the selected Proposer before award.

WorldCom Response: WorldCom understands and will comply.

WorldCom will consult with IDOC upon contract award and execution on all installation, testing and complete implementation intervals. Installations for the IDOC and the Community Correctional Center facilities should not exceed 90 business days. This installation interval is directly dependent on what additional inside plant cable facilities need to be installed and what firm delivery date is provided by the LEC for access facilities. Installations for comparable DOC projects are typically completed within 30-45 business days. WorldCom will make every effort to complete site installations as soon as the LEC facilities required are delivered and tested successfully. If all installations are not going to meet the 90 business day milestone date due to LEC facility issues, WorldCom will provide supporting documentation as to what issues are pending resolution delaying the network and system implementation.

WorldCom as the nations' premier inmate payphone and inmate services provider has considerable experience in installing, implementing, and maintaining inmate payphones and inmate calling systems including the solution to which it is purposing. WorldCom currently has numerous contracts with county jails and state Department of Corrections

Agencies where it is providing and has successfully deployed the same platform solution and features to which it is proposing.

WorldCom's installation timeline is based on its' vast experience installing inmate payphones and inmate calling systems. WorldCom and its teaming partners, AllCom and Global Tel*Link are very familiar with the proposed inmate payphones as well as the proposed platform for IDOC and will use this knowledge to plan a low-risk implementation that will minimize disruption to existing services. Identifying and securing the resources of leading corporations is only the first step in the successful execution of the proposed inmate payphone program. These companies have come together as an integrated team with defined roles and direction to ensure their resources are used the most effectively and efficiently. As the prime contractor and integrator of the project, WorldCom possesses the project control, scheduling, coordination and escalation techniques that will drive this efficiency.

Once this contract is awarded and fully executed, WorldCom will submit to the State of Idaho and the Idaho Department of Corrections, an actual implementation plan including a milestone chart that will be developed in association with IDOC that will reflect the state's requirements. WorldCom and its' teaming partners will meet with IDOC to develop a detailed implementation plan within 10 days after notification of contract award and execution. Within 5 to 7 days of award, WorldCom will convene the first of several regularly scheduled implementation meetings with IDOC to review each facility and the activities needed to be performed, and establish a schedule for the inmate phone conversion. WorldCom's proposed implementation plan will then be submitted to IDOC for review and approval and will identify the installation team members and include the persons and organizations responsible for each phase of the installation.

WorldCom has prepared the sample and proposed implementation plan below that includes completion time frames for each activity and a complete schedule of events in a chart and narrative form. The schedule includes, but is not limited to: purchase and receipt of equipment, site preparation, site inspection, utility coordination, cable plant installation as required, equipment installation, software installation, system testing, training, cutover, and acceptance testing. WorldCom, upon successful contract award and execution, will work with IDOC to develop and even more detailed implementation including assignments of responsibility, start dates, estimated duration, milestones and interdependencies. WorldCom estimates that the inmate payphone and system installation, testing, certification and conversion for all of the IDOC facilities will take 90 business days or less.

INMATE PAYPHONE IMPLEMENTATION PLAN AND SCHEDULE

TABLE 4.2.4-1. INMATE PAYPHONE INSTALLATION ACTIVITIES

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1st implementation meeting held	1	3
3	Obtain any necessary security clearances and ID badges for site survey and install staff	2	3
4	Schedule site surveys	3	2
5	Begin detailed site surveys	5	5
6	Inmate Payphone equipment orders placed for all site locations	2	10
7	Establish a coordinated inmate payphone change-out and new line/circuit installation schedule with existing IDOC service provider. lines/circuits.	20	10
8	Order and install necessary pubic payphone access lines/circuits.	30	10
9	Begin pre-install activities for inmate payphone equipment that may be necessary or possible	20	20
10	Develop and produce inmate payphone signage instruction cards	10	30
11	WorldCom receive delivery of inmate payphones and related installation and mounting hardware	2	35
12	2nd implementation meeting held (if needed)	1	40
13	Begin installations – coordinated telephone change-out with existing service provider	20	40
14	Test and turn-up of inmate payphones – at same time of coordinated telephone change-out	30	60
15	Install Telephone signage and instruction cards-performed at same time inmate payphone is being installed	30	60
16	Post cutover meeting	1	90
17	Installation and conversion complete	1	90

The following numbered paragraphs provide a detailed description of the tasks listed in Table 4.2.4-1

1. **Formal contract award and execution:** IDOC and WorldCom execute contract for Inmate Payphones and related services.

2. **First implementation meeting:** The first of several meetings held between IDOC, WorldCom's account and project management team, and representatives from AllCom. The purpose of the first meeting is to establish an overall implementation plan, including a schedule for each location having inmate payphones and any special requirements.

3. **Obtain security clearances or ID badges for site survey and installation staff:** WorldCom and its teaming partners will provide IDOC with personal information for all team members who will perform on-site activities at an IDOC location or facility. WorldCom assumes and agrees that all persons may be required to obtain a security clearance from IDOC prior to being allowed to enter any IDOC facility, and that IDOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at the IDOC's sole discretion.

4. **Schedule site surveys:** WorldCom and its' teaming partners will work with IDOC staff to schedule detailed site surveys of each of its' locations where is has inmate payphones.

5. **Begin detailed site surveys:** The WorldCom implementation team along with its' teaming partner AllCom will perform detailed surveys of the IDOC locations having or requiring inmate payphones. During the site surveys WorldCom will meet with facility staff to verify the location(s) of all existing pubic phones, review the up-coming change-out activities that will be performed and asses any hardware and cabling activities that need to be performed.

6. **Equipment orders placed for the inmate payphones, related hardware and enclosures for all the IDOC locations:** WorldCom will submit formal orders to the inmate payphone equipment and hardware manufacturers.

7. **Establish a implementation and change-out plan and schedule with the existing inmate payphone service provider:** WorldCom will contact and work with IDOC's existing inmate payphone service provider to establish a coordinated plan and schedule to change-out the existing inmate payphone equipment and access circuits with minimal, if any disruption of service or to IDOC staff.

8. **Order and installation of the necessary inmate payphone access circuits:** WorldCom will issue the necessary internal and external telephone access circuit orders to support the inmate payphones.

WorldCom's intention is to order new access circuits verses reusing the existing provider's to minimize any service disruptions as well potential confusion to users as to the service provider and long distance carrier.

9. **Begin pre-install activities of the inmate payphones equipment:** WorldCom's installation and implementation team begin performing pre-installation cabling, payphone equipment hardware that be necessary or possible in preparation of the actual existing equipment change-out activities.

10. **Develop and produce inmate payphone signage and instruction cards:** WorldCom will develop and produce signage and dialing instructions cards for the inmate phones. These cards will identify WorldCom as the service provider as well as the long distance carrier and will meet all of the necessary UT PSC and FCC requirements.

11. **WorldCom to receive delivery of inmate payphone equipment:** Payphone equipment and related installation and mounting hardware to be delivered to WorldCom's maintenance contractor's location in preparation of installation activities.

12. **2nd implementation meeting:** Second implementation meeting held between IDOC staff, WorldCom's account and project management team, and representatives from AllCom. The purpose of the meeting is to review and provide IDOC with a formal implementation status update, identify and discuss any areas or items of concern that may require additional attention or discussion and clarification.

13. **Begin installation:** Coordinated inmate payphone change-out and installation activities begin and will be performed and completed on a facility-by-facility basis.

14. **Test and turn-up system(s):** Testing and turn-up will occur at the same time of the coordinated change-out of the physical inmate payphone equipment. As each existing inmate payphone is changed-out the new WorldCom phone will be connected to WorldCom's access circuit and testes to ensure that each are working operating correctly.

15. **Install telephone signage and instruction cards:** During the physical payphone change-out and installation process a telephone signage card will be installed each phone identifying WorldCom as the service and long distance provider.

16. **Post cutover meeting:** A post cutover meeting will held between IDOC, WorldCom's account and project management team, and representatives from AllCom. The purpose of this meeting will be to review and discuss the inmate payphone service and equipment change-out activities that been completed. The meeting will also provided a forum to identify any unresolved issues and establish a plan and time frame for resolution.

17. **Installation and conversion complete:** All installation, testing and cutover activities have been completed with IDOC's agreement and acceptance.

WorldCom has a close working relationship with the proposed equipment manufacturers, Global Tel*Link; ProTel; and Phillips & Brooks/Gladwin, and will work with them to ensure that the equipment is delivered and installed in a timely fashion. WorldCom will assume the risk of loss and/or damages during shipment, unloading and installation for all the proposed equipment to be provided by WorldCom. The WorldCom Team service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials and all other extraneous materials at WorldCom's expense.

The proposed inmate call control systems and all other related hardware, software, inmate telephones and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of IDOC and its staff.

WorldCom, Global Tel*Link and AllCom have dedicated corrections market specialists who have extensive experience successfully installing and maintaining inmate call control systems. Upon contract award, WorldCom, Global Tel*Link and AllCom will each provide a dedicated implementation and installation team, which will oversee all installation, testing, turn-up and conversion activities. Each member of WorldCom's installation team will adhere to and follow all related IDOC policies and procedures. They will also see that all activities are performed in such a manner that any disruptions are minimal, and that installation and cut over time frames are met.

INMATE TELEPHONE SERVICES IMPLEMENTATION PLAN AND SCHEDULE

WorldCom is prepared to begin the installation and turn-up of the new proposed LazerPhone system(s) within 90 days of formal contract execution and an IDOC approved implementation plan and schedule. System-wide installation and conversion is estimated to take 90 days or less, and includes site surveys, ordering of any additional telephone facilities, installation and testing of call processing equipment, and conversion to the new system. The following timelines provide a more detailed account of the steps necessary to perform system wide and individual facility installation.

TABLE 4.2.4-2. INMATE PHONE INSTALLATION – SYSTEM-WIDE ACTIVITIES

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1st implementation meeting held	1	3
3	Obtain security clearances for site survey and install staff	2	3
4	Schedule site surveys	1	2
5	Perform detailed site survey of inmate facility(s)	1	4
6	Equipment orders placed for the IDOC inmate facilities	2	6
7	Order and install access circuits for the IDOC inmate locations/sites	40	5
8	Record facility name(s) and any facility specific announcements	10	30
9	Develop and produce telephone signage instruction cards	10	30
10	Begin pre-install activities for system equipment	5	40
11	Deliver equipment to inmate facility(s)	2	42
12	2nd implementation meeting held (if needed)	1	45
13	Begin installations	5	45
14	Test and turn-up system(s)	5	60
15	Install Telephone signage and instruction cards	5	60
16	Training of IDOC staff	1	70
17	Post cutover meeting	1	90
18	Installation and conversion complete	1	90

The following numbered paragraphs provide a detailed description of the tasks listed in Table 4.2.4-2.

1. Formal contract award and execution: IDOC and WorldCom execute contract for system equipment and related services.

2. **First implementation meeting:** The first of several meetings held between IDOC staff, WorldCom's account and project management team, and representatives from AllCom and Global Tel*Link. The purpose of the first meeting is to establish an overall implementation plan, including a schedule for each site, and any special requirements.

3. **Obtain security clearances for site survey and installation staff:** WorldCom and its teaming partners will provide IDOC with personal information for all team members who will perform on-site activities at an IDOC facility. WorldCom assumes and agrees that all persons must obtain a security clearance from IDOC prior to being allowed to enter any IDOC facility, and that IDOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at the IDOC's sole discretion.

4. **Schedule site surveys:** WorldCom and its' teaming partners will work with IDOC staff to schedule detailed site surveys of each of its' inmate correctional facilities.

5. **Begin detailed site surveys:** The WorldCom implementation team along with its' teaming partners will perform detailed surveys of the IDOC inmate facilities. During the site surveys WorldCom will meet with facility staff to verify the location(s) of where the inmate telephones and call processing equipment is to be located. WorldCom will also verify and work with facility staff to insure that the locations meet the various equipment environmental conditions, security requirements and assess the system cabling activities that need to be performed.

6. **Equipment orders placed for all IDOC inmate facilities:** WorldCom will submit formal orders to the equipment manufacturers (i.e. Global Tel*Link, Protel and PBG).

7. **Order access circuits:** WorldCom will issue the necessary internal and external telephone access circuit orders to support the inmate phone system(s) and remote system dial-up access and remote diagnostic lines. The typical lead time for orders for digital access loops is 28 to 40 calendar days, and 5 to 12 days for individual analog business lines it will use for back-up remote dial-in access.

8. **Record facility names and any facility specific announcements:** WorldCom will work with IDOC staff to identify site name(s) that are to be used and any other site specific recording announcements that are to be played to called parties. WorldCom will then have these announcements professionally recorded and loaded into the site's system(s) so that they are ready at the time of installation, testing and cut-over.

9. **Develop and produce telephone signage instruction cards:** WorldCom will have telephone signage and dialing instruction "window" cards produced. Each inmate

telephone installed will have a "window" card providing users with dialing instructions.

10. **Begin pre-install activities for system equipment:** WorldCom's installation and implementation team will perform pre-installation cabling and related activities to ensure sites are ready for system equipment when it is delivered to the site.

11. **Develop and produce telephone signage instruction cards:** WorldCom will have telephone signage and dialing instruction cards and literature produced and given to each site upon system implementation that will be installed during system testing and cutover.

12. **Install and turn-up of the centralized data base server equipment:** WorldCom and Global Tel*Link will install and turn-up the Wide Area Network (WAN) servers that will be located in Mobile, AL and Houston, TX. The WAN server is the equipment that provides the capability of any of IDOC authorized users the ability view and extract inmate call records and recordings placed from any of the IDOC facilities inmate telephones.

13. **Deliver equipment to inmate facilities:** The inmate call control system(s), associated hardware, software will be delivered to the inmate facilities.

14. **2ⁿᵈ implementation meeting:** Second implementation meeting held between IDOC, WorldCom's account and project management team, and representatives from Global Tel*Link and AllCom. The purpose of the meeting is to review and provide IDOC with a formal implementation status update, identify and discuss any areas or items of concern that may require additional attention or discussion and clarification.

15. **Begin installation:** Installation activities of the inmate call control systems, associated hardware and software begins at the IDOC inmate facilities.

16. **Test and turn-up system(s):** After system(s) installation, WorldCom will thoroughly test the system. Once they are successfully tested and the certification procedures are complete, the system will be available for IDOC's acceptance and use. WorldCom will hold an initial one-day user training class for IDOC staff. The class will meet for one full day during which time IDOC staff will receive hands-on training on the system equipment's features and functionality. WorldCom will provide training and system operations manuals to class participants.

17. **Install telephone signage and instruction cards:** At the time that system(s) are being tested and certified for cutover telephone signage and instruction cards will be installed.

18. **Training of IDOC staff:** Immediately upon cutover to the new system WorldCom along with the equipment manufacturer will hold a one-day training call for IDOC's authorized staff that will be working with the proposed inmate calling system. The training will be conducted in a classroom style environment and each participant will be provided with training materials and a user's guide.

19. **Post cutover meeting:** A post cutover meeting will held between IDOC, WorldCom's account and project management team, and representatives from Global

Tel*Link and AllCom. The purpose of this meeting will be to discuss additional system equipment testing activities (if required) IDOC's acceptance of the system. The meeting will also provided a forum to identify any unresolved issues and establish a plan and time frame for resolution.

20. **Installation and conversion complete:** All installation, testing, cutover, training of IDOC staff and system acceptance by IDOC are completed.

WorldCom has a close working relationship with the proposed equipment manufacturer, Global Tel*Link, and will work with them to ensure that the equipment is delivered and installed in a timely fashion. WorldCom will assume the risk of loss and/or damages during shipment, unloading and installation for all the proposed equipment to be provided by WorldCom. The WorldCom Team will be responsible for the removal of all packing crates, boxes, paper, packing materials and all other extraneous materials at WorldCom's expense.

The proposed inmate call control systems and all other related hardware, software, inmate telephones and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of IDOC and its staff.

WorldCom, Global Tel*Link and AllCom have dedicated corrections market specialists who have extensive experience successfully installing and maintaining inmate call control systems. Upon contract award and execution, WorldCom, Global Tel*Link and AllCom will provide a dedicated implementation and installation team, that will oversee all installation, testing, turn-up and conversion activities. Each member of WorldCom installation team will adhere to and follow all related IDOC policies and procedures. They will also see that all activities are performed in such a manner that any disruptions are minimal, and that installation and cut over time frames are met.

4.2.5. IMPLEMENTATION PROJECT MANAGEMENT

Provide the name and a detailed resume of the implementation project manager. Describe the project team and resources for the initial installation.

The Department will appoint a project coordinator to supervise the initial implementation. A coordinator at each institution/center will also be named. Contractor will coordinate all work through these designated contacts.

WorldCom Response: WorldCom has read and complies

Upon successful contract award WorldCom with work with IDOC personnel and under mutual agreement will establish a Project Manager dedicated to the IDOC.

Mr. Tracy Stewart will over see the project installation and implementation of the Inmate Telephone System. Mr. Stewart has directed Operations for WorldCom's inmate services in the Central and Midwestern United States since 1990. He currently supports many of WorldCom's existing inmate services customer's including Colorado Department of Corrections, Wyoming Department of Corrections, Minnesota Department of Corrections, Missouri Department of Corrections, Illinois Department of Corrections, Arkansas Department of Corrections and Ohio Department of Corrections. The dedicated Project Manager will report to Mr. Stewart. Mr. Stewart's resume can be found in Attachment 9.

In addition, WorldCom has a dedicated correctional market staff in place that will support the IDOC WorldCom project that will be accessible to IDOC staff by voice, pager, facsimile, and electronic mail communication. A toll-free number to contact WorldCom's NCC and Help Desk will be made available to IDOC following contract award.

A complete description of the WorldCom Account team has been provided in RFP Response to item 4.6.

4.2.6. TESTING AND ACCEPTANCE

Testing must be conducted and successfully passed at each institution and for the complete system.

Tests shall be conducted over a period of 30 consecutive days, beginning at the time the installation is completed. The Department shall review each set of test results and issue a written notice of acceptance, or direct that the testing period be extended.

Failure of any part of the test for a third time will be grounds for termination of the contract.

Proposals must list and describe a set of technical and performance tests that will constitute this requirement. All major standards, functions and service reporting requirements must be included in their testing requirements. Describe what will be measured, exactly how these measurements will be made, and what documentation will be provided to the State. The Department may add to or modify the list before award.

WorldCom Response: WorldCom understands and complies.

WorldCom has prepared the sample proposed implementation plan in RFP Response 4.2.4 that includes completion time frames for each activity and a complete schedule of events in a chart and narrative form. The schedule includes, but is not limited to: purchase and receipt of equipment, site preparation, site inspection, utility coordination,

cable plant installation as required, equipment installation, software installation, system testing, training, cutover, and acceptance testing. WorldCom, upon successful contract award and execution, will work with IDOC to develop and even more detailed implementation including assignments of responsibility, start dates, estimated duration, milestones and interdependencies. WorldCom estimates that the inmate payphone and ITS installation, testing, certification and conversion for all of the IDOC facilities will take 90 business days or less.

All sites will be tested for a period no less than 30 calendar days and will be required to have written acceptance of the test completed by IDOC personnel. Final test schedules and check lists will be submitted by WorldCom and approved by IDOC upon contract award and executed.

Tables 4.2.6-1 through 4.2.6-5 provide the SAMPLE checklists that have been developed and used to successfully guide the installation and testing activities to insure that the systems are configured and operating properly prior to cutover. These check lists may be modified to included additional IDOC requirements. All checklists will be forwarded to IDOC personnel for written approval upon completion of system testing and verification.

TABLE 4.2.6-1. FACILITY PRE-INSTALLATION WORK

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
Check – LP Station Blocks Mounted.			
Check – All inmate housings (stations) are in place and operational.			
Check – Create and/or verify Station ID list with Punch work using LP PIKA Punch down document. (Be ready to punch the stations in this order.)			
Check – T1's and or local lines are in place and operational. Smart jack(s) or cable(s) located where LazerPhone cabinet will reside.			
Check – Proper power outlets supplied (2 – 110VAC 20A dedicated circuits on generator power, MANDATORY) – floor space adequate, environmental requirements met.			
Check – Network connection in place for LazerPhone System cabinet from Network to LazerPhone System. (CAT 5 UTP)			
Check – Network connection in place for LazerPhone Workstation from LazerPhone System cabinet to workstation. (CAT 5 UTP) Mount wall jack at W/S and terminate at jack. No termination at LP system cabinet. Leave 30' cable at LP system cabinet.			
Check – Analog backup line in place at LazerPhone System cabinet. Analog line terminated in surface mount wall jack. Line tested and labeled.			
Check – Manual cut off switches in place?			
SIGNATURE BLOCK			

Global Tel*Link FSE   X _____   Date _____

GTL Project Mgr.   X _____   Date _____

W Project Mgr.   X _____   Date _____

TABLE 4.2.6-2. PHYSICAL SET-UP CHECKLIST

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
Check – UPS is fully charged and operational. (plugged in)			
Check – Cabling from LP Rack to station punch blocks via 25' WIP cable(s)			
Check – T1's are connected to T1 cards in the LP system rack. From smart jack to back of LP Controller. All cables labeled and properly secured.			
Check – Set up LP workstation in predetermined location. Connect all peripherals and all cables labeled and properly secured.			
Check – Connect network cable to workstation. Use patch cord to connect W/S to jack.			
Check – Controller – Connect network to LazerPhone hub			
Check – Analog backup lines has been tested and hooked to LP controller. Perform dial-up test (access number will be supplied) and verify modem tone.			

SIGNATURE BLOCK			
Global Tel*Link FSE X		Date	
GTL Project Mgr. X		Date	
W Project Mgr. X		Date	

TABLE 4.2.6-3. POWER UP CHECKLIST

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
Test – LP System – Perform start-up test and confirm all machines start up correctly.			
Test – LP System – 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			
Test – LP workstation – UPS test (utilize UPS test switch and confirm system stays on)			
SIGNATURE BLOCK			
Global Tel*Link FSE X _____ Date _____			
GTL Project Mgr. X _____ Date _____			
W Project Mgr. X _____ Date _____			

TABLE 4.2.6-4. SOFTWARE CHECK & TESTS

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
Check – All computers for correct name and IP address. Check/Verify correct IP and Subnet Mask and Default Gateway.			
Check – All computers – Network properly installed and working			
Check – All system clocks are updated properly.			
Check – Mass Storage Computer – Check/Verify the stripe set is intact and can be read from and written to. Check network connection (can see other PC's)			
Check – ASR computer – Check/Verify ASR settings are correct and module is operational. Check network connection (can see other PC's).			
Check – Controller – Verify the proper operation of the software modules. (KERNEL, CALLPROC, IV, SMDR Manager, Rasassis, REGMOD, LPMig32-Migration, LPHouse-Housekeeping.)			
Check – Controller – Verify ISP information for the following: GLOBAL (backup validation) and test.			
Check – Controller – Configure or Verify Inmate Stations. Use LPMS			
Check – Controller – Configure or Verify Trunk			

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
settings (T1)			
Check – Controller – Housekeeping set to contracted days.			
Test – Workstation – Test LPMS, test Read-Writeable CD ROM device, tape deck, print test page.			
Check – Facility PIN swap over			
Test – Make test calls from station blocks and inmate phones and map station IDs.			
Check – Facility branding			

SIGNATURE BLOCK

Global Tel*Link FSE   X _____   Date _____

GTL Project Mgr.   X _____   Date _____

W Project Mgr.   X _____   Date _____

TABLE 4.2.6-5. LAZERPHONE CUTOVER/ACCEPTANCE CHECKLIST – L2

Tests and Checks Performed	Checked ✓	Tech's Initials	Date
Re-verify system functionality by performing a few test calls.			
Perform Station cross connect punch work – verify stations are operational.			
Test – Restart and confirm all modules start			
Test – Make test call from each station, verify voice prompts and dial test number – Check facility branding			
Test – LP Workstation – Use LPMS, lock a few files and attempt to retrieve them.			
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			
Check – All ASR engine settings are current.			
Check – Calls are being scanned by ASR. (Are any showing up a color?)			
Test – Perform live monitoring.			
Test – Perform dial up live monitoring.			
Test – Printing reports to printer.			

SIGNATURE BLOCK		
Global Tel*Link FSE X	Date	
GTL Project Mgr. X	Date	
W Project Mgr. X	Date	

4.2.7. INITIAL TRAINING

Contractor must provide initial training prior to cut over on the use of all equipment and functions available to the Department, institutions, and inmates. Up to five (5) employees from central office and five (5) from each institution shall be provided complete system training, on-site at each location. This training may, at the Department's request, include train-the-trainer training to allow Department personnel the ability to train subsequent staff. Trainees must receive a certificate on completion of this training. Copies of these certificates will be sent to the appropriate facility head, to the Contract Office, and to the Training Bureau at Central Office in Boise.

Training must include all inmate functions, system administration functions, report generation and use, recording/monitoring, vendor support procedures, and other subjects needed for a full and complete implementation. Appropriate written materials for both training and ongoing reference are required.

Inmate training must be presented to inmates immediately impacted by any system change as well as for future inmates.

Proposals should detail the following:

- *Type(s) of training, contents of training sessions and materials;*
- *Amount(s) of training: number of sessions, lengths of sessions, maximum number of people per session;*
- *Certificates of training*
- *User manuals*

WorldCom understands the important role training will play in ensuring the success of the IDOC's Program. This section presents WorldCom's recommended training offerings for IDOC department personnel and as needed, the inmate population, including specialized equipment and services training.

Written documentation and instructions will be provided to the IDOC to distribute to the inmate population and will provide easily understood common questions and answers on the call control system upon cutover to the new platform. In addition, the WorldCom IDOC site administrators, WorldCom DOC NCC service reps and the WorldCom IDOC account team will be readily available to answer any questions that may arise on any aspect of the LazerPhone system for IDOC personnel and will be available to assist the inmate population with dialing instructions and any other questions they may have. At a minimum, training will be provided semi-annually to each IDOC facility. Certificates will be provided to each IDOC attendee upon successful completion of the training course. Certificate copies will be forwarded to the IDOC Central Office contact as designated.

WorldCom will use proven methodologies to meet the training requirements of the inmate call control program. The instructional strategy will incorporate classroom sessions, performance aids and handouts, and training manuals. The purpose of the training is to ensure that designated IDOC personnel can effectively operate the systems and equipment delivered under WorldCom's technical solution. The training classes will be designed to give trainees a complete and comprehensive understanding of the system's features, including hands-on training with live equipment. Trainees will be given user guides and other literature relevant to the system and the equipment that is installed.

WorldCom will provide all end-user training on-site at all facilities where LazerPhone is installed. WorldCom proposes to complete initial Inmate Telephone System training sessions on-site upon successful implementation of the system. This hands on training will provide each trainee with a comprehensive understanding of the LazerPhone features including, completing investigations, resolving inmate complaints and being able to troubleshoot problems. In addition, if periodically scheduled software upgrades result in

user functionality changes and operations, training will be provided as each site is upgraded. All software upgrades will be approved and scheduled by IDOC personnel.

A. Training of IDOC Personnel

Mr. Tracy Stewart, the WorldCom Project Field Operations Manager, will manage training under the Department's Inmate Phone Service Program. WorldCom project management personnel will coordinate all training for IDOC personnel.

WorldCom will provide training for various levels of Department staff, including full-time system administrators, part-time system administrators, special investigators, and data entry specialists. The training will include hands-on demonstrations of the equipment and services offered under the contract. Each training session will address basic and enhanced services, focusing on the unique requirements and needs of the personnel attending training.

Following system installation, WorldCom, Global Tel*Link and AllCom staff will provide on-site training using the LazerPhone equipment installed at each facility as the training tools. The LazerPhone user's manual will supplement the on-site LazerPhone equipment, including a live PC demonstration. Actual facility data captured by the system will be used to enhance the training environment.

All trainers will be certified on the systems' latest software and hardware versions. When the manufacturers revise the software, the trainers from the WorldCom Team will receive refresher training themselves to ensure they have the most up-to-date information on the system.

There may be instances where advanced training, beyond that provided in the initial training program, will be required for IDOC administrative or investigative personnel to accomplish certain objectives. Advanced training may include learning how to use special system features or combinations of features and capabilities not included in the basic training. WorldCom will provide this to Department personnel as required. The training location will depend on a number of variables, including the number of personnel to be trained and the individual needs of the trainees. Depending on these circumstances, training could be provided at either an off-site location or a specific Department facility.

B. Overview Of IDOC Inmate Telephone System Training

The training sessions will cover the following topics for the LazerPhone platform:

> *Basic Features:* phone settings, system settings, PIN administration, blocking features, on/off phone settings, system shutdown, and restoration procedures. This portion of the training will ensure that the trainees have a fundamental

understanding of the operation of the system, including how to access and exit the system, verify inmate accounts/PINs, verify telephone numbers on an inmate's allowed call list, set calling parameters and restrictions, and identify problems. This component also describes how the inmates will be instructed, via automated system prompts and announcements, how to use the system to make calls.

Call Detail Reporting Features: reports by frequently called number, hot number alert lists, destination number, origination number, and three-way call attempt reports. Selected personnel will receive training on how to generate customized reports.

Recording and Monitoring: investigative information gathering from the LazerPhone data and live monitoring features, including recording, playback, and keyword search. This portion of the training, along with the training on the system's reporting features, will provide the elements required for a complete investigation. This component will completely describe the system's investigative tools and operations—use of the call recorder, call monitoring capability, establishing a "hot" or "alarmed" telephone number database, visual system alarm, remote call out notification alarming and monitoring, and the interpretation of investigative reports. Investigation coverage also will describe facility-based investigations as well as central statewide investigations.

System Overview and Technical Support: a complete description of the system, including how the system is configured across the IDOC network, which operations take place at the correctional facility, which operations take place at the central server, and the role of the WAN. A discussion of the technical support procedures for the LazerPhone, including after-hours outage reporting, remote upgrading, software manipulation, service, and maintenance. This component also will describe the problem reporting and resolution path, and access to the Help Desk.

Online Help: a complete demonstration of the online help menu.

C. Training Objectives

After the initial training is complete, users will be able to understand the operation of the system and/or perform the following functions:

- Access WorldCom's dedicated customer center in Florida to report troubles, escalate any concerns and request additional training assistance whether it be remote or on site.

- Understand the security and fraud prevention features provided included with the LazerPhone platform.

- Understand the operating procedures of the inmate monitoring equipment provided to all institutions.

- Understand how to use the LazerPhone recording and monitoring equipment and what the benefits are to the user, 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.

- Understand how to create, delete, and modify inmate records including modifying inmate restriction levels such as when the inmate may place telephone calls.

- Understand how to generate appropriate system reports.

- Understand how to maintain inmate call alert levels and respond accordingly when these levels are exceeded.

- Understand how to initiate system restrictions, including the shutting down of individual inmate telephones, groups of inmate telephones, or an entire facility's system.

- Understand how to establish time of day, day of week and time limits based on selective criteria including the inmate PIN and inmate telephone.

- Understand how to use the online help function resident on each LazerPhone workstation. Online help is available via Winhelp, which is simple for users of all abilities.

D. Class Size

WorldCom recommends that the on-site initial training class not exceed more that 8 participants so that each participant receives ample system hands-on time. Should any site have additional staff that require training, WorldCom will work with the IDOC to schedule additional training sessions.

E. Training Materials

WorldCom requests that IDOC personnel treat all training materials as confidential and proprietary, and only share or provide the information contained with authorized individuals. Additionally, WorldCom requests that as staff changes occur during the course of the contract that all training documentation materials, manuals and user guides are passed along to the succeeding personnel who will be working with the Inmate Telephone System. WorldCom will provide additional training documentation, manuals, and user manuals for the term of the contract. Attachment 8 provides supplemental information that WorldCom will make readily available to the IDOC, inmates, and/or inmate families where applicable.

4.2.8. ONGOING TRAINING

In addition to the required initial training at the time of implementation, which is described in Section 4.2.7, ongoing training is a support group responsibility. Ongoing training is required for institution staff and central office staff. All training materials utilized by the Contractor must be supplied on an ongoing basis, revised and reissued whenever changes in service or systems operation

are made. This training must be provided semi-annually to each institution. Trainees must be provided a certificate on completion of this training. Copies of these certificates will be sent to the appropriate facility head and to the Contract Office at the IDOC Central Office in Boise.

Describe how these training requirements will be accomplished and the method which will be utilized to notify the Department and individual sites on changes impacting the service or operation.

WorldCom Response: WorldCom understands and complies.

If periodically scheduled software upgrades as well as possible development solely for the IDOC, result in user functionality changes and operations, training will be provided 1-2 business days following each site upgrade. All software upgrades will be approved and scheduled by IDOC personnel.

Refresher Training

Refresher training is available to IDOC at any time, upon request. IDOC site administrators located at the IDOC facilities will provide this refresher training. Each site where system equipment is located will receive semi-annual follow-up training sessions throughout year. The system refresher training curriculum will be the same as the training that is delivered at the time of system installation. The refresher training sessions can, however, be tailored for each audience to ensure the most appropriate topics are covered. To request refresher training, WorldCom recommends that users contact the toll free number of our Network Control Center in Florida. This reduces the number of contact numbers needed to reach WorldCom for support. Once a request is received WorldCom staff will contact the appropriate trainer for the region and schedule the refresher training.

Certificates will be provided to each IDOC attendee upon successful completion of the training course. Certificate copies will be forwarded to the IDOC Central Office contact as designated.

Remote Training Support

The WorldCom staff located in the customer service center in Florida is highly knowledgeable on the operation of LazerPhone this offers IDOC with an additional level of support. WorldCom's partnership with Global Tel*Link provides yet another benefit to IDOC. By exclusively supporting Global Tel*Link products, WorldCom staff is quite knowledgeable on the features and functions of LazerPhone. As with refresher training, IDOC should contact the Florida customer service center for support.

4.2.9. ATTENDING MEETINGS

Upon the request of the Department, the Contractor shall provide phone related consultant services, to include attendance when requested at meetings at no additional cost to the Department.

WorldCom Response: WorldCom understands and complies.

WorldCom will provide consulting services to the State of Idaho and the Department of Corrections upon request and attend meeting to discuss proposals and solutions as mutually agreed for all issues related to the LazerPhone inmate phone system.

4.2.10. INMATE PHONE MEETINGS

Inmate Phone Meetings will be held quarterly between the Proposer Representative(s), the Departments Contract Office, Field and Community Services representative, and the Division of Prisons representative. These meetings will be held at the IDOC Central Office. The Departments Contract Officer will provide a schedule of these meetings to the Contractor.

Proposals must indicate their full acceptance and understanding of this responsibility.

WorldCom Response: WorldCom understands and complies.

Quarterly meetings will be held between WorldCom and IDOC personnel ensure that the facility needs are being met and exceeded and to allow for discussion of any outstanding issues and to provide a forum for updates of any software releases and new options available on the proposed system.

4.3 CONTRACT ADMINISTRATION REQUIREMENTS

4.4 PRIME CONTRACTOR

As indicated earlier in this RFP, the Department intends to make a single award to a prime contractor for this service. The prime contractor will have complete responsibility for the performance of all aspects of this contract, including portions provided by subcontractors.

Proposals must indicate their full acceptance and understanding of this responsibility. No cost allowances will be made to compensate for Proposers who fail to sufficiently plan for fully carrying out all objectives and tasks under this contract.

WorldCom Response: WorldCom understands and will comply. All cost related to this proposal will be the sole responsibility of WorldCom.

4.5. DOC CONTRACT ADMINISTRATION

4.5.1. CONTRACT RESPONSIBILITY

Responsibilities for contract oversight will be by the IDOC, Division of Institutional Services' Contract Office. Warden/CWC Managers of each institution/CWC shall be responsible for the daily operation of the Inmate Phone System and cooperation with the Contractor at their facility.

WorldCom Response: WorldCom has read and understands.

4.6. SUPPORT REQUIREMENTS

The Contractor's responsibilities will be carried out through a support group which can be a portion of an existing organizational unit that serves other correctional customers, or a new organizational unit created for the State, or both. The following describes briefly the basic functions this support group must provide.

> Proposals must describe in detail the establishment, location(s), staffing, operation, supervision, and responsibilities of this support function. Describe the organizational relationships within the support group, between the prime contractor and all subcontractors/service providers, and between the support group and other parts of the Contractor's organization. Provide evidence that service standards and quality, continuity and transparency, and adequacy of staffing and other resources will be maintained over the life of the contract. Also address the various specific responsibilities listed below.

WorldCom Response: WorldCom has read understands and will comply.

Upon successful contract award WorldCom with work with IDOC personnel and under mutual agreement will establish a formal written policies for the IDOC project and note all WorldCom Account Team members and subcontractor personnel and provide contact information for each member. In addition, all problem/trouble reporting and resolution process and procedures will also be communicated and supporting documentation will be provided.

MANAGEMENT APPROACH

A critical program such as the inmate and public pay telephone for IDOC demands that the successful bidder have a careful plan for managing all aspects of the resulting contract. As the current inmate phone service provider for many of the nation's largest DOC projects, WorldCom's has an existing and seasoned Account Team in place that is solely dedicated to providing and managing its' Inmate Services line of business and who serve as the single point of contact for IDOC.

The key members of the WorldCom Account Team include the Sr. IDOC Account Manager, Steve Viefhaus; Account Managers, Marty Recker and Keith Eismann; the Field Operations and Senior Program Manager, Mr. Tracy Stewart. In addition upon successful contract award WorldCom will name a IDOC Inmate Payphone program technical support manager, and will secure at least two (2) full time personnel, a PIN Administrator and a Service Technician who will be located at mutually agreed locations within the State of Idaho. The on-site personnel will be solely dedicated to supporting IDOC and WorldCom's Inmate Calling Services program and related services.

Mr. Viefhaus, Mr. Eismann and Mr. Recker will be IDOC's contracts for all business issues while Mr. Stewart and the to be named program technical support manger will be IDOC's contacts for all technical, systems, day to day operations and trouble resolution issues. Mr. Viefhaus and Mr. Eismann both have in excess of 15 years with WorldCom and have been supporting the proposed solutions since its inception in 1989. Mr. Recker has 5 years of experience with WorldCom and 15 years of telecommunications experience.

Mr. Stewart has directed Operations for WorldCom's inmate services in the Central and Midwestern United States since 1990. He currently supports many of WorldCom's existing inmate services customer's including Colorado Department of Corrections, Wyoming Department of Corrections, Minnesota Department of Corrections, Missouri Department of Corrections, Illinois Department of Corrections, Arkansas Department of Corrections and Ohio Department of Corrections.

This team will be accessible to IDOC staff by voice, pager, facsimile, and electronic mail communication. A toll-free number to contact WorldCom's NCC and Help Desk will be made available to IDOC following contract award.

The IDOC account team is a part of WorldCom's Digital Government Enterprises (DGE) organization, under the direction of Ms. Nancy Collins, Director of (DGE). Its Law Enforcement Division, under the direction of Senior Manager Steve Viefhaus, is composed of telecommunications professionals who have implemented and supported inmate telephone systems for WorldCom customers since 1989. The Law Enforcement Division includes marketing and technical professionals who understand IDOC's mission requirements and possess the required skills to support all aspects of the inmate telephone services contract.

WorldCom will employ Global Tel*Link (GTL) and AllCom Communications as subcontractors for the IDOC contract. Both GTL and AllCom have been selected

because of their expertise in the field of department of corrections/inmate phone installation and maintenance.

WorldCom has a long and successful history in working with these subcontractors, providing the integrated LazerPhone inmate call control equipment for call processing. The following paragraphs provide more detailed information about GTL and AllCom.

GLOBAL TEL*LINK

Global Tel*Link (GTL) is a subsidiary of Schlumberger an $8.1B worldwide leader in technology applications with corporate headquarters in New York and Paris. This firm has extensive experience implementing integrated inmate telephone systems with the same scope and complexity as the Idaho Department of Corrections Program.

GTL has been actively involved in the development, manufacturing, marketing and support of automated inmate telephone systems since 1989. Global Tel*Link was specifically founded with the intent of providing inmate telephone services and, to date, this remains its singular activity. The company currently provides telephone service to more than 77,000 inmates; with more than 2.5 million call records a month processed through the IT department. Over its 10 year operating history, GTL has been responsible for the installation of over 5,300 lines of inmate telephone systems at 161 city, county, and state correctional facilities.

The same experienced Global Tel*Link professionals who implemented those systems will support WorldCom in implementing and managing the IDOC system. Global will manufacture the LazerPhone call processing equipment and software; provide call monitoring and recording equipment; assist in the implementation of the equipment; provide training assistance; and offer on-going second level maintenance and engineering support.

Global Tel*Link is located at:
Schlumberger/Global Tel*Link
2609 Cameron Street
Mobile, AL 36607
Tel. 334-479-4500

ALLCOM COMMUNICATIONS

AllCom will provide on-site installation, maintenance and PIN administration for The Idaho Department of Corrections inmate phone system along with maintaining the inmate and coin phones. Since 1997 AllCom's project management personal has provided expert maintenance service to WorldCom in support of correctional contracts located

throughout the United States. AllCom has developed an excellent rapport with each client and, possesses a thorough understanding of security policies and procedures. AllCom management personal has been involved in inmate telecommunications contracts, including those for the State Department of Corrections in Missouri, Kentucky, Florida, Illinois and Louisiana as well as various County corrections programs. AllCom's project management team and personnel have extensive experience in installing telecommunications systems and products from virtually all products levels.

AllCom is located at:

AllCom, Inc.

2313 Markoe Ave.

Wentzville, MO 63385

636-987-2087

4.6.1. CUSTOMER SERVICE

Customer Service will be provided to designated Department and institution staff upon request, including, but not limited, to the following:

- Receiving and processing orders for adds, moves and changes; scheduling work, updating records, updating systems to include central processors, software, firmware and other operational components.
- Responding to trouble calls, requests for information, and other service issues.
- Immediately tracing recent calls placed from specific telephones, in case of an emergency.
- Changes in databases, system parameters or call parameters.
- Maintaining Allowed Call Lists
- Providing points of contact and customer service for inquiries made by called parties relating to operational issues and billing.
  Describe how these requirements will be met.

WorldCom Response: WorldCom understands and will comply.

WorldCom's dedicated Idaho IDOC Program Manager along with WorldCom's Account Team will serve as IDOC's primary points of contact for all inquiries or issues surrounding the inmate telephone system. This includes but is not limited to requests for adds, moves changes, system updates, database changes, system or call parameter changes and the scheduling work to be performed. In addition, WorldCom's in-state IDOC Program manager will be responsible for managing and overseeing that all service requests and trouble calls are responded to and resolved in a timely basis in accordance to IDOC's requirements along with day-to day service management.

WorldCom's Government Markets Organization also has a dedicated Customer Support, Trouble Reporting, Resolution Management, Inmate Systems Monitoring and Customer

and Called Party Service Center that is solely dedicated to supporting WorldCom's Department of Corrections and Inmates Services customers ("DOC Service Center). The DOC Service Center will serve as IDOC facility staff first level and primary point of contact for all service requests and trouble reporting. WorldCom's DOC Service Center is located in Lake Butler, Florida, and provides 24 hours a day, 7 days a week, 365 days a year coverage. WorldCom's DOC Service Center Management and Field Operations staff constantly monitor all trouble reports and service requests to insure that they are being handled appropriately, in timely manor and that all major or emergency service requests are handled immediately.

In addition WorldCom's DOC Service Center also has a Customer Service group that is dedicated to providing assistance to the families and friends of inmates to whom are receiving or desiring to receive calls. WorldCom, through its experience, knows how important it is to have a dedicated group along with a direct toll-free number that the families and friends of inmates can call to address billing concerns, receive rate information, correctly answer or provide direction to inquiries, make call block or unblock requests. This group of people is solely dedicated to providing customer service for WorldCom's inmate services products. Thus, they are familiar with the various types of concerns and issues that inmate families and friends may encounter with receiving or not being able to receive calls and are able to offer immediate assistance or direction.

WorldCom's IDOC Account Team will develop and maintain a "Site Profile" information packet that will be provided to each of the IDOC facilities and IDOC's Central Office point-of-contact. This Site Profile packet will contain detailed instructions regarding contact people for reporting service related troubles or submit database update requests. It will also list the various members of WorldCom's IDOC Account Team, the escalation points for contact and their contact information. Prior to completing the installation and turn-up of the proposed inmate phone system solution at each site, WorldCom will provide and review the "Site Profile" packet with the site's designated key or assigned staff. In addition, WorldCom will provide the institution's Main or Central Control Center with a Site Profile packet. That way, during non-business hours facility staff will have access to a central reference document on how to contact WorldCom to report any service related issues, initiate a service request, request an emergency call search and or trace, along with WorldCom's IDOC Project Manager and Account Team points of contact and escalation.

As changes occur during the term of the contract each IDOC facility as well as the IDOC Telecommunications Manager will be provided with the updated Site Profile information. During the term on the contract WorldCom will periodically review the Site Profile information it has for each site with the Department's Telecommunication Manager as part of its service review meetings and or on an as requested basis.

4.6.2. CONSULTING

Contractor will provide additional consulting services to the Department or individual site regarding inmate telephone service, as requested.

WorldCom Response: WorldCom understands and complies.

WorldCom will provide consulting services to the State of Idaho and the Department of Corrections upon request and attend meeting to discuss proposals and solutions as mutually agreed for all issues related to the LazerPhone inmate phone system.

4.6.3. PROGRAMMING AND DATA ADMINISTRATION

Initial and ongoing management of all databases created for the State will be fully supported and maintained by the Proposer.

WorldCom Response: WorldCom understands and complies.

The IDOC Site administrator and the WorldCom Florida NCC will be available to assist with the establishment and/or migration from the current systems to the WorldCom solution. WorldCom will fully support and maintain these databases for the life of the contract.

In the event a data exchange is unsuccessful from the incumbent database, WorldCom technical support personnel and system administrator(s) will manually gather the information for all inmates and input the data into the new system. If the incumbent information is readily available, this process is anticipated to take 10 business days or less. It is important to note that these steps are done in conjunction with the physical installation of the equipment.

4.6.4. MAINTENANCE, REPAIR AND INSTALLATION

Full maintenance services are required in connection with all services and equipment provided under this contract. Specific maintenance requirements are provided in further detail in RFP Section 4.8.

Additions, changes and moves of premise equipment will be ordered in writing by the Department. Work must be completed within 15 days, except for new institutions, for which dates will be established on a case-by-case basis. Removals will be completed within 10 days of order.

WorldCom Response: WorldCom understands and complies.

WorldCom will obtain written approval for all additions, changes and moves of LazerPhone premise equipment by the State of Idaho and the Department of Corrections. Work will be completed within 15 days unless otherwise notified base on the request and if Local Access Facilities (LEC) are required, except for new institutions, for which dates will be established on a case-by-case basis.

All Removals requests of equipment will be completed within 10 days of order.

WorldCom will provide documentation upon installation of work completed as requested by the IDOC.

4.7. SUPPORT GROUP ORGANIZATION

4.7.1. CONTRACT MANAGEMENT

> The Proposer must assign a dedicated contract manager for the life of the contract. Provide the name and a detailed resume of the dedicated contract manager
>
> *Proposals should describe the management and supervision of the Support Group provided to the State. Provide information about the facilities, work locations and other resources that support this group.*

WorldCom Response: WorldCom understands and complies.

Mr. Marty Recker will responsible for the contract management for the life of the term. Mr. Recker will be over see the account team insure contract compliance while being supported by Mr. Tracy Stewart who will be responsible for the day-to-day operation of the IDOC project.

Mr. Stewart has directed Operations for WorldCom's inmate services in the Central and Midwestern United States since 1990. He currently supports many of WorldCom's existing inmate services customer's including Colorado Department of Corrections, Wyoming Department of Corrections, Minnesota Department of Corrections, Missouri Department of Corrections, Illinois Department of Corrections, Arkansas Department of Corrections and Ohio Department of Corrections.

Mr. Recker's resume can be found in Attachment 9.

In addition, WorldCom has a dedicated correctional market staff in place that will support the IDOC WorldCom project that will be accessible to IDOC staff by voice, pager, facsimile, and electronic mail communication. A toll-free number to contact WorldCom's NCC and Help Desk will be made available to IDOC following contract award.

A complete description of the WorldCom Account team has been provided in RFP Response to item 4.6.

4.7.2. CENTRALIZED STAFFING

The responsibilities must be fulfilled by a combination of centralized Contractor staff and available on-site Contractor staff.

The centralized staff will provide on-line "Help Desk", 24 hours a day, 365 days a year; consulting assistance; maintenance, repair and installation; reporting, and overall management. Central staff will provide all database administration and call parameter change functions for all locations, as requested.

Describe your organization's capability to meet this requirement.

WorldCom Response: WorldCom understands and complies.

WorldCom will provide IDOC and its' facility staff with a toll free telephone number that is answered on a 7x24x365 basis to report troubles or submit service requests, coordinate the database administration and call function changes, receive repair status updates and make general inquiries. This number will provide IDOC with single point of contact to report any service-related issues, inquire about a repair status and will be available for any other inquiries. The toll free telephone number will point to WorldCom's Inmate and Public NCC (Network Control Center) located in Gainesville, FL. The NCC's trouble handling and technical staff are well versed in WorldCom inmate calling platform(s) as well as the public payphone calling solution and have experience in handling all types of inquiries and service requests. The NCC will have remote access and visibility to the on-premise LazerPhone system(s) that includes remote system diagnostic capabilities and can make authorized changes for the IDOC as needed.

A complete description of the proposed WorldCom trouble reporting procedures is included in RFP response(s) 4.8.1, 48.3 and 4.8.4.

4.7.3. ON-SITE STAFFING AVAILABILITY

The Proposer must have certified and trained staff available, within the state, with the capability of being on any site within four (4) hours of placing a call for assistance. Additionally, these individuals must have the equipment and capability to remotely begin problem resolution, upon notification.

Describe proposed staff deployment upon the award of this contract. Describe the technical and support capabilities of these individuals and the procedure for contacting them. Also describe any escalation procedure which will be in-place.

WorldCom Response: WorldCom understands and complies.

WorldCom will provide IDOC and its' facility staff with a toll free telephone number that is answered on a 7x24x365 basis to report troubles or submit service requests, receive repair status updates and make general inquiries. This number will provide IDOC with single point of contact to report any service-related issues, inquire about a repair status and will be available for any other inquiries.

Upon WorldCom either being contacted by IDOC to report a service impacting issue and/or requesting a service visit or WorldCom proactively identifying a service related or service impacting issue, the WorldCom Florida NCC staff will immediately open a trouble ticket. Within a few minutes of opening a trouble ticket, the NCC will attempt to access the on-premise LazerPhone system and perform remote diagnostics. If the issue cannot be resolved remotely and or on-site assistance is necessary a technician will be contacted and will resolve the ticket at the IDOC site. Depending on the severity of the trouble a technician will be on-site well within 4 hours required for an emergency/critical issue. WorldCom's standard response time for a critical trouble is to either have it repaired or resolved remotely within 2 hours and if on-site repair activity is necessary to have a technician on site within 4 hours. For normal service calls, WorldCom's standard response repair is to have it repaired or resolved within 8 business hours. Maintenance technicians are and will available around-the-clock, 365 days a year.

WorldCom, along with it's subcontracted maintenance vendor, AllCom, will maintain and warehouse and maintain and inventory of spare parts for each component of the Inmate Phone System (IPS) at a central location in the State of Idaho available to the field technician that will solely dedicated to the IDOC project. In addition, WorldCom's equipment vendors and manufacturers, Global Tel*Link and PBG will also warehouse and maintain a complete inventory of available spare and replacement parts and components. If a necessary repair component cannot be obtained from WorldCom's or AllCom's Idaho in-state inventory, WorldCom will locate the necessary component through its' inventory maintained in other states or manufacturer resources and have it shipped either priority overnight or via commercial airline carrier "next flight out".

Additionally, frequently replaced components, such as telephone handsets, dial pads, hook switches, station boards, 48-volt power supplies, etc. may be if warehoused at the Correctional Facility if allowed or other mutually agreed upon location for immediate access by the on site vendor.

The WorldCom Account Team will be guided by management practices that have been successfully applied to other WorldCom contracts across the US. The IDOC Account Team will benefit from a high level of corporate visibility with clear lines of authority.

The table below provides contact information for WorldCom's service and management personnel and escalation procedures for IDOC staff to escalate issues, including inadequate response to service calls, frequent repetition of the same service problem, and inadequate repairs or resolution activities performed. In an effort to fully team with IDOC and provide a winning Inmate Calling Services solution, WorldCom invites the Department to contact any member of the WorldCom service and management team identified in the following table if at any time it wishes to express a concern or discuss an issue. The identified escalation time intervals are the internal intervals WorldCom will employ to rapidly escalate tickets up through management levels.

TABLE 4.7.3-1 ESCALATION INTERVALS

Name/Title	Phone	Toll Free (Pager)	Routine Service Call Escalation	Major Emergency Service Call Escalation
John Croft, Gainesville, FL NCC Center Manager	877-372-1014	1-800-724-3624 PIN 1798403	4-8 business hours	Immediate
* To be determined upon successful contract award IDOC Inmate & Coin Payphone Program Manager	TBD	TBD	8 business hours	Immediate
Tracy Stewart, St. Louis, MO Central Region Field Operations & Sr. Program Manager	800 799 8914 x33549	1-800-724-3624 PIN 1568842	12 business hours	4 hours
Marty Recker, St. Louis, MO Account Manager	800 799 8914 x33460	800-624-2929 PIN 2161866	16 business hours	4 hours
Gary Cato, Atlanta, GA Vender Management and Applications Development Manager	770-625-6991	800-203-8365	16 business hours	8 hours
Steve Viefhaus, St. Louis, MO National Inmate Services Senior Manager	800 799 8914 x3457	800-408-5836	24 business hours	8 hours
Bill DeBord, St. Louis, MO Director Government Markets	800 799 8914 x3454	800-455-4915	32 business hours	12 hours

4.7.4. RESOLUTION OF COMPLAINTS

Provide a specific plan for resolution of complaints, troubles, etc. that are not handled in normal intervals. Identify by name, position title and telephone number every level above the Support Group director. Indicate specifically what will trigger the involvement of the next level.

The WorldCom Account Team will be guided by management practices that have been successfully applied to other WorldCom contracts across the US. The IDOC Account Team will benefit from a high level of corporate visibility with clear lines of authority.

The table below provides contact information for WorldCom's service and management personnel and escalation procedures for IDOC staff to escalate issues, including inadequate response to service calls, frequent repetition of the same service problem, and inadequate repairs or resolution activities performed. In an effort to fully team with IDOC and provide a winning Inmate Calling Services solution, WorldCom invites the Department to contact any member of the WorldCom service and management team identified in the following table if at any time it wishes to express a concern or discuss an issue. The identified escalation time intervals are the internal intervals WorldCom will employ to rapidly escalate tickets up through management levels.

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Bill DeBord , St. Louis, MO Director Government Markets	800 799 8914 x3454	800-455-4915	32 business hours	12 hours

4.7.5. DETAILED REPORTING REQUIREMENTS

Proposals must describe all reports listed below, with the expectation that Department personnel will be trained to produce reports in addition to being provided by the Contractor. Underlying data must be maintained for the life of the contract.

WorldCom Response: WorldCom understands and complies.

All Call Detail will be available via the proposed LazerPhone system on-line via the workstation terminal for the life of the contract. Training will be provided for IDOC personnel to create reports including the available standard reports along with ad hoc reports.

A complete description of LazerPhone's reporting capabilities is described below.

4.7.5.1. Usage Reports

The following reports will be available;

- Call detail reports and regular reports of all calls placed from inmate telephones.
- Describe standard reports that can be obtained, how they can be obtained, and how often they can be produced. Provide examples of standard reports that are available.
- Ad hoc reports are needed of calls made, with sorts by calling number, called number, inmate, date, time, call duration, etc. Describe what data elements can be used to sort, levels of sorting, how such reports are obtained, response time for obtaining them, and provide typical reports.
- On-line queries of call records are required. The system must be able to sort call records by called number and determined on a real-time basis, the inmate who made the call and the telephone from which it was made. The system must also be able to sort call records by caller or by telephone and determine on a real-time basis the numbers called and other call details.
- Retrieval of individual call detail records or series of call record is required over a user-defined period of time based on called number in order to obtain an immediate trace on harassment calls.

LazerPhone Reporting Capabilities

The LazerPhone System provides powerful, detailed, accurate reporting capabilities – all in real time. Queries to the LazerPhone System via the call search screen create powerful, informative reports using the facility's call detail information. These queries can be submitted using both general and specific call detail information using the wide variety of "filter" parameters available and can be performed anytime without any limit on the number of sequential queries. Reports can show call detail information as well as statistical information stored on the facility's LazerPhone System. The call search screen offers various standard system reports that can be generated for specific periods of time with or without an assortment additional parameters such the telephone, originating

inmate telephone, inmate PIN number and other filters. The following is a sample of the results of a query performed using the system's "call search" application requesting a standard call detail report. The parameters selected for this report was a single day (date) and all call attempts made between 12:00 midnight and 11:59:59 p.m. None of the additional optional parameters or "filters" available were chosen in this example.
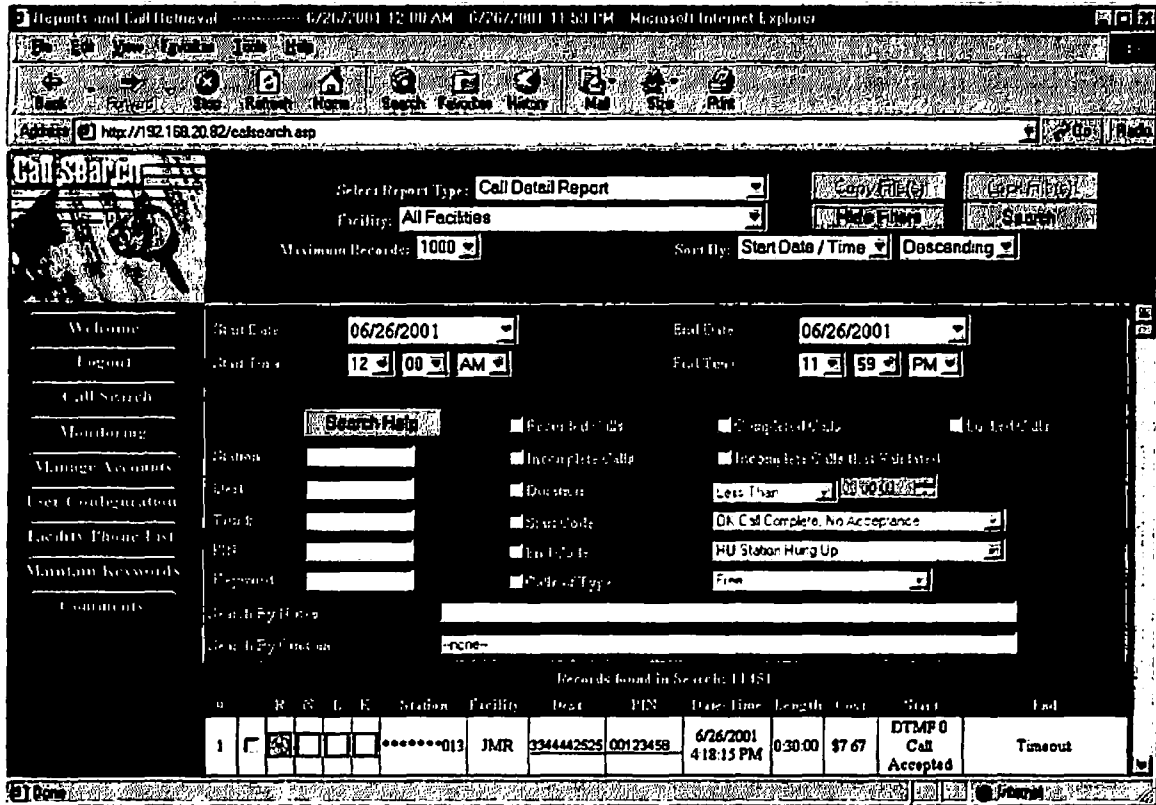

FIGURE 4.7.5.1-1. SAMPLE CALL DETAIL SCREEN

The fields illustrated on the above CALL SEARCH SCREEN query are in the CALL DETAIL REPORT format and are defined as follows:

Field	Definition
Rec#	The unique number identifying each record
R	A recorded conversation is attached to this record
N	A RICH Notes record is attached to this record
L	This record is locked and will not be deleted until unlocked
K	This record contains Key Word(s) as previously defined by a system user
Station	Telephone number of the inmate telephone where the call originated

Field	Definition
Facility	Indicates the location of the inmate telephone station within the facility (such as pod #)
Dest.	Telephone number of the called party
PIN	The inmate PIN entered at the start of the call
Date/Time	The date and time the call began
Length	The total length of the inmate call
Cost	The total amount billed to the called party
Start Code	Defines the action that occurred to initiate call
End Code	Defines the action that terminated the call

Each query performed via the **CALL SEARCH SCREEN** can be sorted by any of the above-listed fields. To sort the search screen by a specific field, the system user simply clicks the column header of the chosen field. If the column header is red, the report is sorted in ascending order. If the column header is blue, the report is sorted in descending order.

The LazerPhone system provides a variety of reporting options in a user-friendly Windows environment. Facility administrators will be able to run all LazerPhone reports on-site. Standard reports available using this screen are:

- Call Detail Report
- Trunk Activity Report
- Frequency Report (by Origination Number)
- Frequency Report (by Destination Number)
- Frequency Report (by Trunk ID)
- Frequency Report (by PIN, if applicable)
- Call Traffic Analysis
- Last 100 Calls Report
- Audit Log Report
- Debit Mode Reconciliation Report (if applicable)
- Ad Hoc Reports

The audit log report is available as a standard report at the call search screen.

FIGURE 4.7.5.1-2. AUDIT LOG REPORT SCREEN

The results of the **AUDIT LOG REPORT** will provide results as follows:

- Number of login records found in the search.
- The date and time when the user logged in or logged off.
- The name of the user.
- The descriptive action that was accomplished during each attempt in gaining access to the LazerPhone system.

System administrators can generate LazerPhone reports at routine intervals according to individual facility needs such as daily, weekly, monthly, quarterly, yearly, etc. Via the LazerPhone report call search screen, system administrators at each facility will have the capability of viewing, printing or saving reports. In addition to the standard printed report format, the following reports may be viewed in chart form:

- Frequency Report (by Origination Number)
- Frequency Report (by Destination Number)
- Frequency Report (by Trunk ID)
- Frequency Report (by PIN)
- Call Traffic Analysis

If printed as a chart, the report may be appear in the following formats: line, bar, horizontal bar, area, or point. The call search screen – call traffic analysis shown below can also be illustrated in chart form as shown in the chart window screen inset. The chart can also be viewed as a line chart, horizontal bar, area chart or point chart.
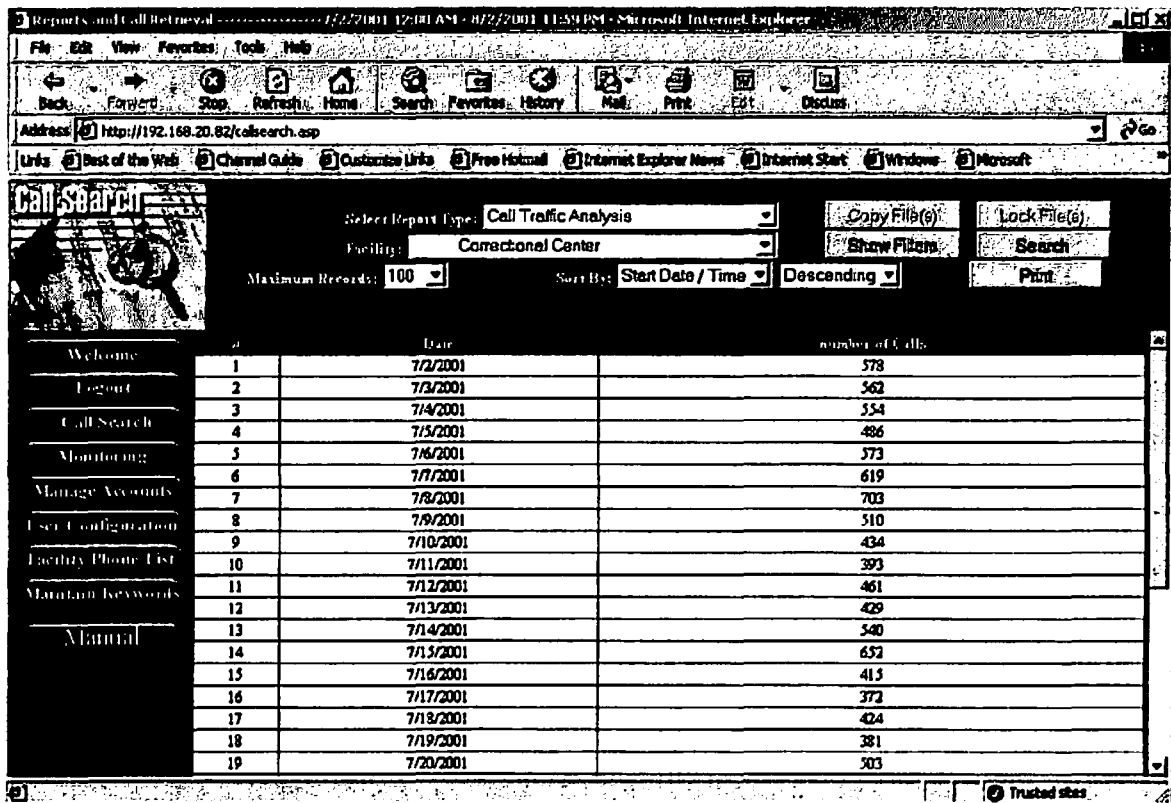

FIGURE 4.5.7.1-3. CALL TRAFFIC ANALYSIS

A custom report wizard is also available via the LazerPhone call search screen.

By depressing the custom report wizard button, system users can create specialized reports using only the necessary parameters. As illustrated below, system users have a variety of options when creating a specialized report. For example, users can select tables of information as well as specific fields and filters. In addition, users can specify specific filters to be used in the report and users can choose the sorting method (such as ascending or descending) of the report.

FIGURE 4.5.7.1-4CUSTOM REPORT

All custom reports can be saved and added to the report drop down menu available at the LazerPhone call search screen toolbar. Once saved, these reports can be run at any time. These reports can also be edited or removed (deleted) as necessary.

Call Search Example showing "Locked" Call Recordings

The LazerPhone recording module allows users to lock individual call recordings from the call detail report screen. System users simply click the "L" field of the record that needs to be locked or unlocked. A lock illustration appears for each recording that is locked. When a call recording is locked, that recording cannot be deleted until the recording is unlocked.

FIGURE 4.5.7.1-5. CALL SEARCH SCREEN

4.7.5.2. Performance Reports

Reports on system and contractor performance will be required on a monthly basis, initially, and then as agreed upon. These reports must include the following at a minimum: overall system operation by location and system-wide, maintenance and trouble events and resolutions, equipment in service, consumer complaints, unauthorized calls or call attempts detected and database activity. These reports should be submitted to the Department's Contract Office.

WorldCom Response: WorldCom understands and will comply.

WorldCom will provide systems and contractor performance reports, and will submit them on a monthly basis to IDOC's Department Contract Office or as mutually agreed upon for the term of the contract. WorldCom will work with IDOC to come up with a mutually agreeable report format and content including but not limited to the overall systems operation by location and on a state-wide basis, all maintenance and trouble events and their resolutions, equipment in service, customer complaints, unauthorized

calls or call attempts and database activity. WorldCom's IDOC Account Team will report those consumer complaints or subscriber claims of unauthorized calls of which the Account Team is aware. Many times consumers and telephone service subscribers will contact one of WorldCom's Consumer Customer Service Centers and resolve or attempt to resolve their complaint. In these instances WorldCom's IDOC Account team may be unaware the occurrence and would be unable to report them unless the issue were escalated to the IDOC Account Team.

4.8. MAINTENANCE REQUIREMENTS
4.8.1. COMPLETE MAINTENANCE

As stated earlier, Proposers must provide complete maintenance for all parts of the system provided to the State, including but not limited to labor, parts, materials, software, repair or replacement of equipment, and transportation, for the life of the contract. In addition:

- Maintenance must be provided at no cost to the State at any time, including charges from Local Exchange Carriers for facility isolation services.
- Maintenance must include any wiring owned by the State, and replacement as needed of any equipment or wiring now owned by the State. This includes all equipment acquired by the State at the termination of the existing contract. Specifically, an existing monitoring/playback unit must be maintained at each location for use with historic tapes, unless an agreed upon alternative for using historical call information is accepted by the Department (i.e.: converting historical tapes to current technology media maintaining the full integrity of these records).
- Sufficient staffing must be maintained to respond to multiple events and sites simultaneously.
- A regularly scheduled preventative maintenance program must be established for each location. This work must be performed to assure the Department of the proper operation of the entire system.

  Indicate understanding and acceptance of this requirement. Give details on quantities and locations of maintenance personnel available to service the equipment provided under this contract. Also include a list of the performance standards the Contractor is offering in conjunction with the proposal.

WorldCom Response: WorldCom understands and will comply.

WorldCom will provide complete maintenance to the IDOC.

Maintenance

WorldCom is proposing a "turn-key" maintenance solution of the LazerPhone inmate telephone system and inmate telephones where by is assumes responsibility for the complete maintenance of all parts, labor, materials, software, repair/replacement equipment and transportation for the life of the contract. WorldCom will utilize a single subcontract vendor, AllCom Telecommunications, Inc., who will be responsible for performing all on-site equipment and system maintenance. Under WorldCom's

agreement with AllCom, AllCom will maintain the inmate telephones, station cabling, inmate communications access lines, as well as the LazerPhone call control, recording and monitoring systems equipment at each IDOC institution. By using a single on-site maintenance vendor, WorldCom eliminates any possible confusion and finger pointing that can occur with multiple vendor maintenance solutions. The maintenance provided and preformed by WorldCom and AllCom will include the replacement and repair of any telephone or data communications wiring owned by IDOC and used to support the inmate telephones or telephone systems equipment. AllCom will establish and maintain an in-state maintenance technician along with an inmate PIN Administrator who can and will service as an additional maintenance resource as needed. The AllCom in-state personnel and maintenance location(s) will be located in such a manner that IDOC's maintenance and repair response time requirements are adhered to. To augment the in-state Idaho resources available AllCom currently has approximately 20 field service and installation technicians located throughout the United States that are dedicated to supporting WorldCom's various other DOC inmate services contract and who are familiar and certified on the proposed LazerPhone platform solution. These additional resources could be deployed to support any maintenance or installation activities at the IDOC sites if necessary. AllCom Inc. headquarters is located in Wentzville, Missouri and is full service interconnecting company providing installation and maintenance services for telecommunications and Internet service providers throughout the United States.

Global Tel*Link and WorldCom also have maintenance facilities and staff throughout the United States that could be made available for assistance and dispatch to any of the IDOC sites, should the need ever arise.

Sparing

WorldCom and AllCom will warehouse and maintain spare parts for each component of the LazerPhone platform and inmate telephones at a central location in Idaho. WorldCom's equipment vendors, Global Tel*Link and PBG, will also warehouse and maintain a complete inventory of available spare and replacement parts and components and if necessary will have it shipped via priority overnight to the nearest maintenance location or IDOC facility. In addition if a necessary repair component for some reason can not be obtained from WorldCom's, Global Tel*Link or PBG inventory, WorldCom will make all reasonable attempts to locate the necessary component through other potential resources and have it shipped via priority overnight to the nearest maintenance location or IDOC facility.

Frequently replaced components, such as telephone handsets, dial pads, hook switches, 48-volt power supplies, etc., will be warehoused both AllCom in-state Idaho maintenance locations. Both of AllCom's in-state service personnel will also carry an on-hand supply of commonly used components in their maintenance vehicles.

Preventative Maintenance

LazerPhone contains numerous automated preventative maintenance software applications. These applications are regularly run as part of Global Tel*Link's nightly "after hours" activities, thereby eliminating most on-site systems and software preventative. WorldCom will establish a regular preventative program for each IDOC location. Upon installation, tests will be performed to insure that the entire system is operating properly, including testing of the UPS equipment.

Attachment 2 contains a sample version of the Preventative Maintenance checklist that WorldCom along with its maintenance vendors and the LazerPhone equipment manufacture, Global Tel*Link, has created and be using as a tool for IDOC.

Performance Standards and Objectives

The LazerPhone platform is designed to operate 7x24x365. Of course, IDOC will have complete control over the times and dates when phones are operational. WorldCom and LazerPhone have calculated an average up time of our platforms of 99%. This calculation is determined by measuring the total time phones are unavailable for use, not including *force majeure* events, divided by the total time the phones are available for use.

1   Trouble Reporting, Maintenance and Account Team staff availability: 24 hours per day, 365 days per year

2   Average Speed of Answer for calls placed to Trouble Report Center by staff: 30 seconds

3   Customer status updates & contact: once ever 2 hours, once an hour for second stage escalations or an IDOC deemed emergency issue.

4   Level 1 Trouble Verification & Remote Diagnostics Performed: within 1 hour of receiving a call, proactive trouble identification for a "major" trouble or emergency and within 2 hours for a "minor" troubles

5   Dispatch and on-site arrival of maintenance technician: within 4 hours of notification of a "major" or emergency trouble and within 8 hours of a "minor" trouble.

6   Trouble Resolution: satisfactory completion of repairs required within twenty-four hours for all "major", emergency and "minor" troubles.

4.8.2. QUALIFICATIONS

Proposers must be authorized to provide service and repair, and individual maintenance technicians must be fully trained and certified as qualified, by the manufacturers of all equipment provided or used by the State.

Proposals should warrant the qualification and certification of all technicians, whether provided by the prime or a sub-contractor, and must provide evidence of manufacturer authorizations, upon request. Should sub-contractor relationships change during the term of the contract, the Department must be notified of the pending change and reserves the right to approve the change before it occurs. If such a change is being proposed, information on the new sub-contractor must be provided equivalent to the specifications in the original Request for Proposal. Any approved change must come with the assurance of no loss of performance during the change or for the remainder of the term of the contract.

WorldCom Response: WorldCom understands and complies.

All on site and remote maintenance technicians will be certified on the systems' latest software and hardware versions and properly instructed on how to trouble shoot and maintain all of the proposed LazerPhone software and hardware components. Warranties of Certification will be provided upon contract award and execution.

When the manufacturers revise the software, the trainers from the WorldCom Team will receive refresher training themselves to ensure they have the most up-to-date information on the ITS and provide any re-fresher training to IDOC personnel.

All subcontractors utilized for the IDOC Inmate Telephone Services will be subject to approval by the State of Idaho and the Department of Corrections. In the event, a subcontractor change is required during the contract term, WorldCom will guarantee the same level of service as proposed in this RFP.

4.8.3. PROBLEM REPORTING

Maintenance problems will be reported by authorized individuals at each institution. The Department will provide the successful contractor with a list of authorized employees. Requests will be telephoned, e-mailed or submitted by facsimile to the 24-hour Help Desk. All reports will be logged in at the time they are received.

Describe the Contractor's process for meeting this requirement.

WorldCom Response: WorldCom understands and complies.

All maintenance issues may be submitted to the WorldCom NCC 24 hour Trouble Center via the toll free number, facsimile or e-mail. All logged tickets will be documented via the Ticket Manager system described below.

TROUBLE TICKETING

WorldCom uses a customized mainframe-based trouble reporting and ticket system to closely track, monitor and manage the trouble resolution process. All service related troubles, whether reported by the customer or identified proactively, are entered into WorldCom's internal mainframe-based Ticket Manager and a Service Inquiry ticket is opened. The Ticket Manager will automatically assign a unique trouble ticket number for trouble resolution tracking and reporting purposes.

The Status Inquiry ticket contains a complete description of the service issue and is used to transfer information between the NCC and WorldCom and its teaming partners responsible for testing and repair. Information contained in the Status Inquiry ticket includes:

- Description of the problem
    - Diagnostic test results
    - Resolution information
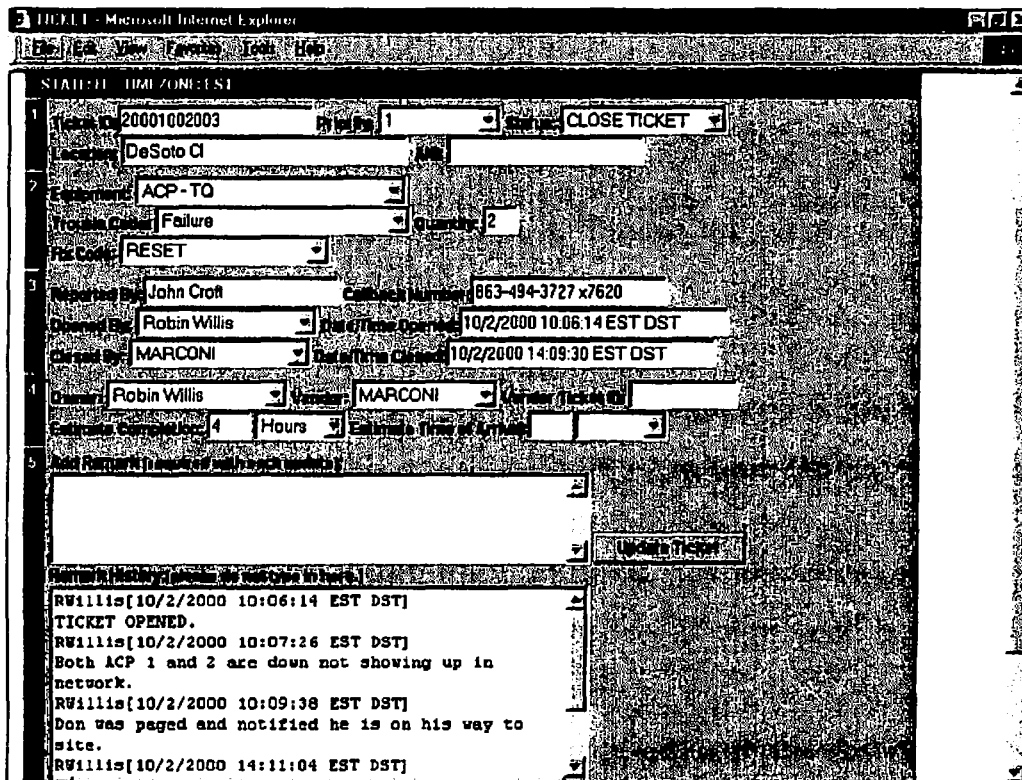
FIGURE 4.8.3-1. WORLDCOM'S ONLINE TICKET MANAGER SYSTEM

Figure 4.8.3-1 illustrates a sample trouble ticket. All information from this ticket can be modified and uploaded into a report form for submittal the IDOC on a monthly basis.

4.8.4. RESPONSE

4.8.4.1. Definition of Response

> Response to a maintenance call means that diagnostic or repair work has been initiated, and technician assistance is on-site at the location where the probable cause of failure is located, with appropriate tools, equipment and parts. Remote troubleshooting is acceptable following an initial report, however, on-site technical assistance must adhere to the definitions listed.

WorldCom Response: WorldCom understands and will comply.

When IDOC staff reports a trouble occurrence to WorldCom's DOC Service Center, the staff will attempt to diagnose and correct the problem remotely and if necessary, will dispatch a trained maintenance technician to the IDOC facility. Maintenance technicians are available around-the-clock, 365 days a year and are capable of being on-site at any of the IDOC facility sites within four (4) hours.

As the prime contractor, WorldCom will be the single POC for IDOC for trouble resolution related to the Inmate Telephone System, physical inmate phones, cabling and all related voice and data access circuits. As delineated in the paragraphs below, WorldCom has proven processes and personnel in place to support IDOC.

- When IDOC alerts WorldCom to a trouble call, or when WorldCom identifies a problem through its proactive monitoring systems, the DOC Service Center will open a Service Inquiry (SI) ticket. The ticket number will be immediately provided to IDOC for tracking and inquiry purposes.

- The DOC Service Center will dispatch a maintenance technician to the IDOC facility for any troubles related to the on-premises equipment, the local access circuits, or WorldCom network services. A maintenance technician will be notified and dispatched within one hour for "major" or emergency service requests and within 2 hours for "minor" repair requests. The IDOC technician will have, maintain and carry with them the appropriate tools, equipment and parts in order to satisfactory perform and complete virtually any and all repairs necessary. For major system failures, critical situations or emergency service requests, a technician will be on-site within four (4) hours and within (8) hours for minor repair or routine maintenance service requests.

In most cases, WorldCom will be able to resolve routine issues via dial-up access into the Inmate Telephone System equipment, rather than having to be dispatched to the site directly. However, all response times and on-site technical assistance will comply with the requirements as defined in this RFP section 4.8.4.

4.8.4.2. Applicable Hours

Scheduled maintenance and minor repairs may be performed during business hours, which are 7:30 a.m. to 4:30 p.m., Monday through Friday local time. Major repair services must be available from 6:30 a.m. to 10:30 p.m., seven (7) days a week, three hundred and sixty five (365) days a year. In addition, the Department reserves the right in extraordinary situations to declare an emergency and to require repair services at any time.

WorldCom Response: WorldCom has read, understands and will comply with these established IDOC time parameters.

WorldCom maintenance and repair personnel are available around-the-clock, 365 days a year and are capable of being on-site at any of the IDOC facility sites within four (4) hours. When IDOC staff reports a trouble occurrence to WorldCom's DOC Service Center, the staff will first attempt to diagnose and if possible correct the problem remotely and if necessary, will dispatch a trained maintenance technician to the IDOC facility.

As the prime contractor, WorldCom will be the single POC for IDOC for trouble resolution related to the Inmate Telephone System, physical inmate phones, cabling and all related voice and data access circuits. As delineated in the paragraphs below, WorldCom has proven processes and personnel in place to support IDOC.

- When IDOC alerts WorldCom to a trouble call, or when WorldCom identifies a *problem* through its proactive monitoring systems, the DOC Service Center will open a Service Inquiry (SI) ticket. The ticket number will be immediately provided to IDOC for tracking and inquiry purposes.

- The DOC Service Center and WorldCom within the first hour will attempt to diagnose the trouble and identify if is something such as a software or hardware issue that can be corrected or resolved remotely. If it is or appears that it may require any type of on-site repair or assistance a maintenance technician will be notified and dispatched within one hour for "major" or emergency service requests and within 2 hours for "minor" repair requests. Upon WorldCom's DOC Service Center staff contacting the IDOC technician, the IDOC facility will be contacted by either the technician or a member of the DOC Service Center staff providing them with a current status report of activities performed thus far, advise them that the dispatch of an on-site technician has occurred and their estimated time of their arrival. World Com will make sure and confirmation that the time is agreeable with facility staff or re-schedule to a time when it would be.

- For major system failures, critical situations or emergency service requests, a technician will be available to be on-site within four (4) hours of the time the trouble was initially reported and within (8) hours for minor repair or routine maintenance service notifications or requests.

- The IDOC technician(s) will have, maintain and carry with them the appropriate tools, equipment and parts in order to satisfactory perform and complete virtually any and all repairs necessary.

In most cases, WorldCom will be able to resolve routine issues via dial-up access into the Inmate Telephone System equipment, rather than having to be dispatched to the site directly. However, all response times and on-site technical assistance will comply with the requirements as defined in this RFP section 4.8.4.

4.8.4.3. Minor Repairs

A minor problem is defined as up to 25% of the service at a single facility out of service. Response to a minor problem is required within eight (8) hours from reporting, and satisfactory completion of the repairs is required within twenty-four (24) hours from reporting.

WorldCom Response: WorldCom understands and complies.

When IDOC staff reports a trouble occurrence to WorldCom's DOC Service Center or WorldCom proactively identifies a service impacting issue, WorldCom's staff will attempt to diagnose and correct the problem remotely and whenever necessary will dispatch a trained maintenance technician to the IDOC facility. WorldCom's DOC Service Center staff and Maintenance technicians are available around-the-clock, 365 days a year and are capable of being on-site at any of the IDOC facility sites within eight (8) hours for all "minor" troubles with satisfactory completion of repairs or resolution within twenty-four (24) hours as defined.

As the prime contractor, WorldCom will be the single POC for IDOC for trouble resolution related to the Inmate Telephone System, physical inmate phones, cabling and all related voice and data access circuits. As delineated in the paragraphs below, WorldCom has proven processes and personnel in place to support IDOC.

- When IDOC alerts WorldCom to a trouble call, or when WorldCom identifies a problem through its proactive monitoring systems, the DOC Service Center will open a Service Inquiry (SI) ticket. The ticket number will be immediately provided to IDOC for tracking and inquiry purposes.

- The DOC Service Center will dispatch a maintenance technician to the IDOC facility for any troubles related to the on-premises equipment, the local access circuits, or WorldCom network services. For "minor" repair requests or WorldCom's proactive detection of a "minor" service impacting event, a maintenance technician will be notified and dispatched within 2 hours. The IDOC technician will have, maintain and carry with them the appropriate tools, equipment and parts in order to satisfactory perform and

complete virtually any and all repairs necessary. For "minor" system repairs or routine service requests, a technician will be on-site within eight (8) hours from the time that the report was either received from IDOC staff or proactively detected by WorldCom.

In some cases, WorldCom will be able to resolve routine issues via dial-up access into the Inmate Telephone System equipment, rather than having to be dispatched to the site directly. However, all response times and on-site technical assistance will comply with the RFP requirements as defined.

4.8.4.4. Major Repairs

A major problem is defined as over 25% of the service at a single facility out of service, or a failure in any call processor or node from any cause, or a failure in call restriction functions, or any other condition that renders the system incapable of performing all its normal functions. Response to a major problem is required to begin resolution within one (1) hour via remote access with arrival on-site within four (4) hours from reporting. Satisfactory completion of the repairs is required within twenty-four (24) hours from reporting.

WorldCom Response: WorldCom understands and will comply.

When IDOC staff reports a trouble occurrence to WorldCom's DOC Service Center or WorldCom proactively identifies a service impacting issue, WorldCom's staff will attempt to diagnose and correct the problem remotely and whenever necessary will dispatch a trained maintenance technician to the IDOC facility. WorldCom's DOC Service Center staff and Maintenance technicians are available around-the-clock, 365 days a year and are capable of being on-site at any of the IDOC facility sites within four hours for all "major" troubles with satisfactory completion of repairs or resolution within twenty-four (24) hours as defined.

As the prime contractor, WorldCom will be the single POC for IDOC for trouble resolution related to the Inmate Telephone System, physical inmate phones, cabling and all related voice and data access circuits. As delineated in the paragraphs below, WorldCom has proven processes and personnel in place to support IDOC.

- When IDOC alerts WorldCom to a trouble call, or when WorldCom identifies a problem through its proactive monitoring systems, the DOC Service Center will open a Service Inquiry (SI) ticket. The ticket number will be immediately provided to IDOC for tracking and inquiry purposes.

- The DOC Service Center will dispatch a maintenance technician to the IDOC facility for any troubles related to the on-premises equipment, the local access circuits, or WorldCom network services. For "major" repair requests or WorldCom's proactive detection of a "major" service impacting event, a maintenance technician will be notified

and dispatched within 1 hour. The IDOC technician will have, maintain and carry with them the appropriate tools, equipment and parts in order to satisfactory perform and complete virtually any and all repairs necessary. For "major" system repairs or routine service requests a technician will be on-site within four (4) hours from the time that the report was either received from IDOC staff or proactively detected by WorldCom.

In some cases, WorldCom will be able to resolve routine issues via dial-up access into the Inmate Telephone System equipment, rather than having to be dispatched to the site directly. However, all response times and on-site technical assistance will comply with the RFP requirements as defined.

4.8.4.5. Escalation

An escalation plan must be proposed that will be effective in the case that any of the above conditions are not met within the required time allowances.

WorldCom Response: WorldCom understands and complies.

The WorldCom escalation plan submitted in RFP Response to requirements 4.7.3 and 4.7.4 fully describes current proven, effective escalation procedures that are in place.

WorldCom will work with the State of Idaho upon contract award to tailor the existing maintenance and escalation policies and procedures to meet the Department of Corrections infrastructure.

4.8.4.6. Status Reporting

Any time a repair problem is pending, reports are required to be made to the reporting institution every two (2) hours. If a problem is in first stage escalation, reports are required to be made to the reporting institution and to the Department every two (2) hours. If a problem is in second stage escalation or later, or is deemed by the Department to be an emergency, reports are required to be made to the reporting institution and to the Department every hour, until resolution is achieved.

Indicate your acceptance of these requirements and detail your maintenance and repair plan. You may propose and justify alternatives to these requirements, although the State reserves the right to reject such alternatives. Include in your response details as to what, if any, test equipment and spare parts you propose to locate on site at the institutions/centers.

WorldCom Response: WorldCom understands and complies.

WorldCom's DOC Service Center located in Gainesville, Florida and or WorldCom's IDOC Program Management staff will contact the IDOC institution and provide an

updated resolution report once every 2 hours, as a norm anytime a repair issue is pending. In addition, any time a pending service related issue is in a first stage or level escalation WorldCom will also contact and provide the IDOC Department of Corrections with and updated resolution status report ever 2 hours. In the event of a 2nd level and higher escalation or IDOC classified "emergency" issue WorldCom's staff will contact the reporting institution as well as the IDOC Department of Corrections on an hourly basis with an updated status report until the issue is has been resolved.

Each of WorldCom's dedicated in-state technicians will have and maintain the necessary test equipment and maintenance tools to fully support all components of the proposed LazerPhone system and inmate telephone station equipment. A complete description of WorldCom's trouble reporting procedures, trouble handling, trouble resolution, maintenance technician tools and sparing of repair parts is listed in WorldCom's response to sections 4.8.1 through 4.8.4.4.

WorldCom agrees that the IDOC reserves the right to approve or disapprove these procedures. Upon contract award and execution, WorldCom will consult with IDOC and or the state to insure that its requirements are met and will modify existing procedures to meet the State and Department of Corrections requirements for status reporting.

Section 5
Contractual Requirements

Please refer to RFP Section 1.3 for the instructions on submitting a response to this section.

5.1. CONTRACT TERM

The initial contract term will be two (2) years from the date of award, with the option for three (3) additional one (1) year extensions. **Please note, per the questions and answered released by the State, this requirement has been changed to the following: "The initial contract term will be three (3) years from the date of award, with the option for three (3) additional one (1) year extensions."

WorldCom Response: WorldCom understands and complies.

5.2. CONTRACT AWARD AND EXECUTION

In the event of contract award, the contents of this RFP (including all attachments), RFP addenda and revisions; the complete proposal of the successful Proposer, and any additional terms agreed to in writing by the agency and the Proposer shall become part of the contract. Failure of the successful Proposer to accept these as a contractual agreement may result in a cancellation of award.

The following priority for contract documents will be used if there are conflicts or disputes:

- Final signed contract, including any additional terms or attachments.
- Written proposal including written questions/clarifications.
- Request for Proposals, plus any addenda issued by the State.

WorldCom Response: WorldCom has read, understands and will comply.

5.3. OTHER CONTRACTUAL CONDITIONS
5.3.1. ACCEPTANCE OF PROPOSALS CONTENT

The entire contents of the proposal of the successful Proposer will become contractual obligations if procurement action ensues.

WorldCom Response: WorldCom has read, understands and will comply.

5.3.2. CONTRACT TERMS AND CONDITIONS DEFINED

The state reserves the right to incorporate the standard state contract provisions into any contract negotiated with any proposal submitted responding to this RFP. Failure of the successful Proposer to accept these obligations in a contractual agreement may result in cancellation of the award.

WorldCom Response: WorldCom has read, understands and will comply with the understanding that, pursuant to RFP Section 1.4.4, WorldCom may, in its proposal, request additions or modifications to the contractual language of the RFP. Thus, Paragraph 19 of the State's Standard Conditions and Instructions to Vendors, which states that such terms will not be evaluated or considered, does not apply to this procurement.

5.3.3. CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

By signing this proposal, the Proposer certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this procurement:

- The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other respondent or with any competitor;
- Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening in the case of an advertised procurement, or prior to award in the case of a negotiated procurement, directly or indirectly to any other Proposer or to any competitor; and
- No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
- Each person signing this proposal certifies that:
- He/she is the person in the Proposer's organization responsible within that organization for the decision as to the prices being offered herein; or
- He/she is not the person in the Proposer's organization responsible within that organization for the decision as to the prices being offered herein, but that he/she has been authorized in writing to act as agent for the persons responsible for such decisions.

WorldCom Response: WorldCom understands and complies.

5.3.4. INDEPENDENT CONTRACTOR

Contractor shall act as an independent contractor insofar as the performance of services hereunder is concerned. To that end, Contractor shall employ, direct and/or contract with such personnel as it requires to perform said services; shall secure any and all permits that may be required in order to perform the services herein contemplated; shall exercise full and complete authority over its employees; shall comply with the Worker's Compensation, employer's liability and other Federal, State, County and Municipal laws, ordinances, rules and regulations required of an employer performing services as herein contemplated; and shall make all reports and remit all withholding or other deductions from the compensation paid its personnel as may be required by any Federal, State, County or Municipal law, ordinance, rule or regulation. Neither Contractor nor any person employed by the Contractor to perform services under this agreement shall be deemed to be an agent or employee of the Department. Further, neither Contractor nor any employees of the Contractor shall be entitled to participate in any retirement or pension plan, group insurance program, or other programs designed to benefit employees of the Department.

WorldCom Response: WorldCom has read, understands and will comply.

5.3.5. SINGLE CONTRACT

The State intends to award a single contract as a result of this RFP. However, sub-contractor relationships are encouraged. Sub-contractors must be specified in the proposal and in the event of the award, will be required to abide by all terms and conditions of the contract. The primary contractor will be responsible for total contract compliance and performance whether or not sub-contractors are used.

WorldCom Response: WorldCom understands and complies.

WorldCom, as prime contractor for the State of Idaho, will be solely responsible for contract compliance and performance for all services related to Inmate Telephones for the Idaho Department of Corrections.

WorldCom will employ Global Tel*Link (GTL) and AllCom Communications as subcontractors for the IDOC contract. Both GTL and AllCom, have been selected because of their expertise in the field of department of corrections/inmate phone installation and maintenance.

WorldCom has a long and successful history in working with GTL to provide the integrated LazerPhone inmate call control equipment for call processing. The following paragraphs provide more detailed information about GTL.

GLOBAL TEL*LINK

Global Tel*Link (GTL) is a subsidiary of Schlumberger an $8.1B worldwide leader in technology applications with corporate headquarters in New York and Paris. This firm has extensive experience implementing integrated inmate telephone systems with the same scope and complexity as the Idaho Department of Corrections Program.

GTL has been actively involved in the development, manufacturing, marketing and support of automated inmate telephone systems since 1989. Global Tel*Link was specifically founded with the intent of providing inmate telephone services and, to date, this remains its singular activity. The company currently provides telephone service to more than 77,000 inmates; with more than 2.5 million call records a month processed through the IT department. Over its 10 year operating history, GTL has been responsible for the installation of over 5,300 lines of inmate telephone systems at 161 city, county, and state correctional facilities.

The same experienced Global Tel*Link professionals who implemented those systems will support WorldCom in implementing and managing the IDOC system. Global will manufacture the LazerPhone call processing equipment and software; provide call monitoring and recording equipment; assist in the implementation of the equipment; provide training assistance; and offer on-going second level maintenance and engineering support.

Global Tel*Link is located at:
Schlumberger/Global Tel*Link
2609 Cameron Street
Mobile, AL 36607
Tel. 334-479-4500

ALLCOM COMMUNICATIONS

AllCom will provide on-site installation, maintenance and PIN administration for The Idaho Department of Corrections inmate phone system along with maintaining the inmate and coin phones. Since 1997 AllCom's project management personal has provided expert maintenance service to WorldCom in support of correctional contracts located throughout the United States. AllCom has developed an excellent rapport with each client and, possesses a thorough understanding of security policies and procedures. AllCom management personal has been involved in inmate telecommunications contracts, including those for the State Department of Corrections in Missouri, Kentucky, Florida, and Louisiana as well as various County corrections programs. AllCom's project management team and personnel have extensive experience in installing telecommunications systems and products from virtually all product levels.

AllCom is located at:

AllCom, Inc.

2313 Markoe Ave.

Wentzville, MO 63385

636-987-2087

5.3.6. IDAHO PUBLIC UTILITY COMMISSION

Proposers must currently be in good standing with the Idaho Public Utility Commission

WorldCom Response: WorldCom has read and understands.

5.3.7. ASSIGNMENT OF CONTRACT OR SUB-CONTRACTS

The Contractor may not sub-contract any part of this Contract without prior consent of the Administrator, Division of Purchasing within the Department of Administration and the Director of the Idaho Department of Corrections. Contractor will provide copies of all subcontracts to the Administrator of Institutional Services.

WorldCom Response: WorldCom understands and complies.

5.3.8. NO OBLIGATION TO BUY

State of Idaho reserves the right to refrain from contracting with any vendor or to contract only for any part(s) of the proposed systems and services.

WorldCom Response: WorldCom has read and understands.

5.3.9. PROPRIETARY INFORMATION

Any information contained in the proposal, which the Proposer feels, should be considered proprietary must be clearly designated. Marking of the entire proposal as proprietary will be neither accepted nor honored. No information submitted as part of the proposal will be returned.

WorldCom Response: WorldCom has read and understands.

5.3.10. MULTIPLE PROPOSALS

Multiple proposals are permitted but the State prefers that each Proposer submit its single best offering. If the Proposer believes the scope or requirements in the RFP are not in the best interest of the State as presented, the Proposer is obligated to raise these points during the Proposer questions period.

WorldCom Response: WorldCom has read and understands.

5.3.11.   *PROPOSAL PROPERTY OF STATE OF IDAHO*

All materials submitted in response to this request become the property of
State. Selection or rejection of a response does not affect this right.

WorldCom Response: WorldCom understands and complies.

5.3.12.   *COST OF PREPARING PROPOSALS*

The State is not liable for any costs incurred by proposers in preparing or
presenting proposals and demonstrations in response to this RFP.

WorldCom Response: WorldCom understands and complies.

5.3.13.   *EMPLOYMENT*

The Contractor will not engage the services of any person or persons now
employed by the state, including any department, commission or board thereof,
to provide services relating to this agreement without the written consent of the
employer of such person or persons and of the agency.

WorldCom Response: WorldCom understands and complies.

5.3.14.   *HOLD HARMLESS*

The Contractor will indemnify and save harmless the state and all of its officers,
agents and employees from all suits, actions, or claims of any character
brought for or on account of any injuries or damages received by any person or
property resulting from the operations of the Contractor, or any of its Vendors,
in prosecuting work under this agreement.

WorldCom Response: WorldCom has read and understands, and in accordance with
RFP Section 1.4.4, WorldCom respectfully proposes the following alternative, which
includes the exclusion of consequential damages of Idaho's Standard Contract Terms and
Conditions (Paragraph 10, "Save Harmless"):

"The Contractor will indemnify and save harmless the state and all of its officers, agents
and employees from all suits, actions, or claims of any character brought for or on
account of any injuries or damages received by any person or property resulting from the
negligent or other tortuous acts or omissions of the Contractor, or any of its Vendors, in
prosecuting work under this agreement. IN NO EVENT WILL THE CONTRACTOR
BE LIABLE FOR INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL
DAMAGES."

5.3.15. BACKGROUND INVESTIGATION

All Contractor employees and subcontractors must pass a background investigation conducted by the Department or its designee to be eligible for engagement by the Contractor within Department facilities. The Department will charge the Contractor actual cost for each background check it conducts for the Contractor. Such investigation shall be the equivalent of investigations required of all Department personnel.

WorldCom Response: WorldCom understands and complies.

WorldCom and its teaming partners will provide IDOC with personal information for all team members who will perform on-site activities at an IDOC location or facility. WorldCom assumes and agrees that all persons may be required to obtain a security clearance from IDOC prior to being allowed to enter any IDOC facility, and that IDOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at the IDOC's sole discretion.

Upon contract award and execution WorldCom's account team will provide WorldCom's invoicing information for all costs associate with background checks and requirements.

5.3.16. COMPLIANCE WITH LAWS, RULES AND REGULATIONS

Contractor, its employees and others acting under its direction or control and independent contractors, shall at all times observe and comply with all applicable rules and regulations of the Department that are generally applicable, now existing or hereafter adopted, respecting operations and activities in and about property occupied by the Department.

WorldCom Response: WorldCom has read, understands and will comply to the extent that such rules and regulations of the Department do not conflict with federal rules and regulations WorldCom must follow as a carrier subject to the Communications Act of 1934, as amended, and as interpreted and applied by the Federal Communications Commission.

5.3.17. COMPLIANCE AUDITS

To insure there is quality of service, and contract compliance, the Department will conduct contract audits on an as-needed basis and at least semi-annually.

WorldCom Response: WorldCom understands and complies.

5.3.18. CONFLICT OF INTEREST

The Proposer warrants that, except for bona-fide employees or selling agents maintained by the Proposer for the purpose of securing business, no person or

selling agency has been employed or retained to solicit the contract upon an agreement or understanding for commission, percentage or contingency.

WorldCom Response: WorldCom has read, understands and will comply.

5.3.19.   RECORD KEEPING AND RETENTION

The Contractor shall establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. All procedures must be in accordance with federal, state, and local ordinances.

The agency shall have the right to audit, review, examine, copy and transcribe any pertinent records or documents relating to any contract resulting from this RFP held by the Contractor. The Contractor will retain all documents applicable to the contract for a period of not less than five (5) years after final payment is made.

WorldCom Response: WorldCom understands and complies.

WorldCom will retain all documentation that is applicable for the life of the contract and a minimum of 5 years after the contract if as the incumbent, WorldCom is not awarded a subsequent contract.

5.3.20.   TERMINATION OF AGREEMENT

This agreement may be terminated at any time at the State's sole discretion by delivering 90 days written notice to the Contractor. Upon termination, the Agency's liability will be limited to the pro rate cost of the services performed as of the date of termination plus expenses incurred with the prior written approval of the agency.

WorldCom Response: WorldCom has read, understands and will comply with the understanding that, pursuant to RFP Section 5.3.25, the State may not exercise such termination option until three months following the date of Contract execution.

5.3.21. LIQUIDATED DAMAGES

Failure of the Contractor to provide the service or submit information required by this Contract may result in the State requiring liquidated damages, and not as a penalty. The amount of the liquidated damages that may be withheld shall be determined by the Director and shall be proportionate to the level of service that is deficient or otherwise not in accordance with the Contract and in no event shall exceed $1,000.00 per day. When liquidated damages are imposed by the State, the State shall notify the Contractor in writing that liquidated damages are being imposed, the amount thereof, and the grounds for imposing such damages upon the Contractor. Failure by the State to require payments, or failure of the Contractor to cure any deficiency or correct any problem, shall not be a waiver of any right of the State to terminate this Contract or to exercise any other remedy provided by this Contract or law to the State.

This item was deleted per Amendment 5 released on October 29th, 2001.

5.3.22. NOTIFICATION/RESOLUTION OF DEFICIENCY

The Contractor will have 30 days from the date of the written notification to rectify the deficiency. If after 30 days, the Department is not satisfied that Contractor has resolved the deficiency (or made substantial progress toward resolving such deficiencies as defined by Department personnel), Contractor agrees, notwithstanding any other provision of this Contract, to pay the Department the sum determined by the Director for each day that the Contractor fails to provide services under this Contract which are acceptable to the Department. It is understood and agreed that said amount is to be paid as liquidated damages, and not as a penalty, in view of the difficulty of affixing actual damages under this Contract. Contractor shall not be liable for liquidated damages when the Contractor's failure to provide acceptable services under the Contract arises as a result of any reason beyond its control, including without limitation, strikes or labor disputes by Department Staff, inmate disturbances, acts of God, or any other similar causes beyond the reasonable control of either party. In any case, however, Contractor shall be obligated to notify the Department in writing immediately upon its determination that it cannot provide said services. Nothing in this subsection shall be interpreted to preclude the Department from recovering damages from Contractor under any other provision of this Contract or exercising any other remedy at law or equity; nor shall the Department be precluded from terminating this Contract for breach.

WorldCom Response: WorldCom has read, understands and will comply, with the understanding that, upon award of the Contract, the Parties will determine a reasonable "not to exceed" amount for liquidated damages assessed pursuant to this provision.

5.3.23. Letter of Intent

The Proposer shall provide a letter of intent, from an insurance company authorized to do business in the State of Idaho, which states its intent to insure the Proposer pursuant to the terms of the contract.

WorldCom Response: WorldCom has read, understands and will comply. If awarded the Contract, within five (5) days of notification of award, WorldCom will provide certificates of the insurance required by the specifications naming the State of Idaho as co-insurers, and will maintain the insurance during the life of the contract.

5.3.24. LITIGATION

The Proposer shall provide a list of all litigation the company has been or is currently involved in during the last three years. Information with respect to the amount of professional and liability and other insurance, lawsuits (including all cases that were settled and the amounts of settlement are required), and risk management plan. If this information is not available under the freedom of information act and/or a state public records disclosure act, then provide case name, case number and court.

WorldCom Response: WorldCom is involved in litigation and arbitration at all times due to the number of customers, suppliers, and competitors that it has. Consequently, the State's request to compile a list of pending lawsuits and all suits within the past three years is an extremely arduous, burdensome and time consuming task. Although WorldCom cannot provide such a list, WorldCom is not aware of any outstanding action that would, if successful, have a material adverse impact on WorldCom's ability to perform under the terms of this RFP. In addition, WorldCom makes the affirmative declaration and commitment that WorldCom shall provide the State notice of any action against WorldCom that could, if successful, have a material adverse impact on the telecommunications services proposed.

5.3.25. TERMINATION

After a period of three months (90 days) from the effective date of execution of the Contract, the Contract may be terminated by the Idaho Department of Correction upon 90 days written notice to the Contractor. Written notice shall be served upon the Contractor by certified mail.

WorldCom Response: WorldCom has read, understands and will comply.

Section 6
Oral Presentation

The Department may invite selected Proposers who have a reasonable opportunity to benefit from the addition of the points to present oral presentations. The Proposers will conduct oral presentations for the Department. Oral presentations will be evaluated and the points added to the other evaluation scores. The oral presentation must further explain the proposal. The cost(s), if any, will be the responsibility of the Proposer. Topics should include, but are not limited to the following:

- Start-Up Program (transition)
- Section 3, Functional and Technical Requirements
- Section 4, Implementation and On-Going Service Requirements
- Demonstration Of System and Equipment

WorldCom Response: WorldCom has read and understands.

Attachments

The following attachments are included:

1. PBG Phone model 7042 technical information

2. Sample maintenance checklist

3. TDD Ultratec Superprint model 4425 technical information

4. Protel 4000 series coin phone technical information

5. Hot Number Reporting Features

6. Sample PIN Information forms

7. LazerPhone Features

8. Sample supplemental information for inmates and families

9. Resumes for Marty Recker and Tracy Stewart

10. WorldCom Annual Report

Coinless Telephones

Manufacturer: *Phillips Brooks Gladwin*

Form
Coinless Telephone

Construction
14 gauge cold rolled steel

Dimensions
22-1/4in. H x 9-1/4in. W x 2-1/2in. D

Finishes
- Scratch resistant powder coat paint finish

Applications

- Prisons, inmate facilities, halfway houses	- Hotels, house phones, pool phones
	- Truck, travel stops
- Airports, courtesy phones, taxi phones	- Hospitals, psychiatric wards
- Universities, schools	- Any high traffic area subject to abuse and vandalism

Features / Benefits

| Features	Benefits
- Heavy duty (14 gauge) steel housing	- Available in stainless steel or powder coat blue
- Sealed magnetic hookswitch	- Eliminates maintenance calls
- Heavy chrome metal keypad	- Withstands abuse and vandalism
- Built-in volume control and background noise reduction circuitry	- Meets ADA requirements for volume amplification and eliminates the cost of confidencer handsets with built-in technology
- Conformal coating of electronics	- Repels moisture
- Solid state electronic dial with modular handset and other connections	- Prevents corrosion for outdoor use
- Armored handset cord with steel lanyard and retainer bracket	- Reliability and easy maintenance
- Built-in instruction card window space	- Prevents handset removal
- Line powered	- Install your custom dialing instructions
- Utilizes external processor for all restrictions and routing	- No A/C required
- Mounts directly to wall, available with backboard or adapter for existing backboard	- Works with all PBXs, call controllers, and dialers
- Designed, engineered, and manufactured in the USA by PBG, Inc.	- Wall mount in any location or application

Advanced technology at your fingertips

Superprint Series

Put the power of advanced technology to work for you with the Superprint 4425. This feature-packed TTY includes sophisticated capabilities, giving you more choices than ever!

It features direct connect with two built-in telephone jacks and advanced calling features like auto-busy redial, three way calling, and TTY transfer.

Call progress tells you if the phone you are calling is ringing or busy.
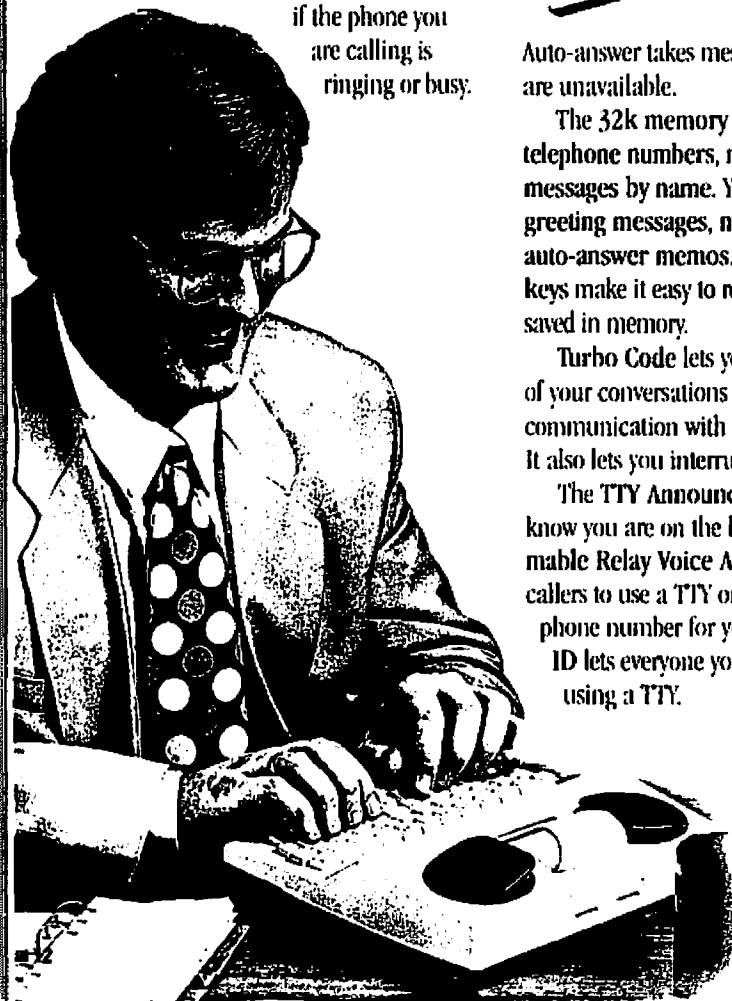
Auto-answer takes messages for you when you are unavailable.

The 32k memory lets you save hundreds of telephone numbers, memos, and auto-answer messages by name. You can personalize greeting messages, memos, and outgoing auto-answer memos. Convenient arrow keys make it easy to review information saved in memory.

Turbo Code lets you control the speed of your conversations and enjoy "real-time" communication with other Turbo Code TTYs. It also lets you interrupt one another.

The TTY Announcer lets hearing people know you are on the line. The User-programmable Relay Voice Announcer tells hearing callers to use a TTY or use relay, and gives the phone number for your relay service. Auto ID lets everyone you call know that you are using a TTY.

Superprint 4425

FEATURES

Superprint 4425:
- Built-in, 24-character printer
- 3 selectable print sizes
- 32k memory
- Date/time printed at the beginning of each call
- Turbo Code* & Auto ID™
- User-programmable Relay Voice Announcer
- Direct connect* (with 2 jacks) to standard telephone line
- Built-in ring flasher
- Call progress
- Auto-busy redial, Wait for Response & 3-way calling

Direct connect available in Superprint 4425 only

- Auto-answer capabilities (with programmable message)
- Remote message retrieval
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memo
- Tone or pulse dial
- Keyboard dialing, follow-on dialing, TTY transfer
- Memory dialing/redial
- TTY Announcer™
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)

Superprint 4425
#746-000200...$499.00
#746-000100 (with ASCII code)...........$548.95

Superprint 4425A with ASCII code and port for use with Large Visual Display or external printer
#746-001100..$587.95

Available Options
- Extended warranty
  1 yr #EXSP4425 ....$45.00
  2 yr #EXSP44252 ....$90.00
- Dust cover
  #500-000400 ....$7.95
- Soft carrying case
  #CC3000...$19.95

Superprint 4225: A more basic model, with memory but without direct connect features, is also available.

Superprint 4225 (acoustic only)
#746-002400..$449.00

Available Options
- Extended warranty
  1 yr #EXSP4225 ....$45.00
  2 yr #EXSP42252 ....$90.00

Superprint 4225

▶Welcome to the 21st Century!

Protel's Sentinel™ Series Payphones – Tomorrow's "Smart" Payphones, Today.
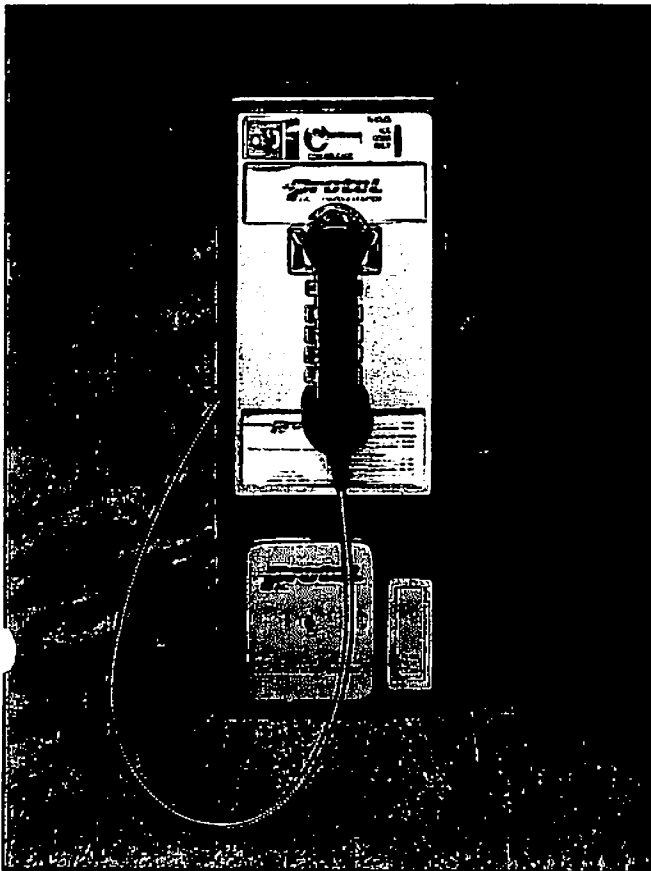
The Model 7000 is the foundation of Protel's Sentinel™ Series "smart" payphone product line. Especially designed for the Independent Payphone Provider (IPP) / Payphone Service Provider (PSP), the Model 7000 combines microprocessor-based intelligence with a flexible modular design to adapt to the challenges of a diversifying payphone industry.

The base Model 7000 offers a feature-rich smartphone at an affordable price. The addition of available plug-in option boards allows you to tailor the Model 7000 to your specific payphone requirements without removing the telephone from service.

Protel's long history of providing payphones with the lowest life cycle cost in the industry continues with the Model 7000. Available as a complete telephone utilizing Protel's rugged HABITAT® payphone housing or as a retrofit kit for your existing GTE-style housing, the Model 7000 is your vehicle into the 21st Century.
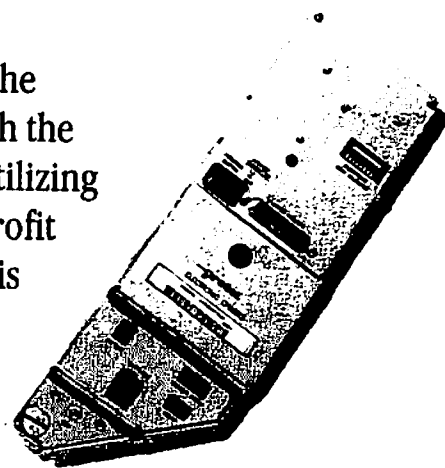
Electronic Chassis

Protel ®
INC. *INNOVATION IS OUR BUSINESS*

Features of the Sentinel™ Series Model 7000

◆ **CALL REVENUE AND COST VERIFICATION/ CALL DETAIL RECORDING**

The Model 7000 records information about each call made from the payphone. This information can be used to aid in verifying Dial Around Compensation, Operator Service Provider commissions, long distance bills, local measured usage charges, call volume discounts and other call-related items.

◆ **IN-SERVICE ABILITY TO UPGRADE**

You can buy what you need today, and sleep easy knowing that you can upgrade your Model 7000 payphones in the future as your needs change. The Model 7000, with its affordable, feature-rich base chassis, is designed to allow you to add additional features by installing optional plug-in electronic circuits. With the Model 7000, you will be able to adapt your payphones and your route to the growth of your business.

◆ **ASSET MANAGEMENT TOOLS/ ELECTRONIC SERIALIZATION**

Tracking your payphone assets is easier than ever before with the Model 7000 electronic serialization. Each Model 7000 chassis and each available option board contains a nonerasable electronic serial number and automatically reports the location of each chassis and option board to the management software, providing positive board identification.

◆ **PAYPHONE MANAGEMENT SOFTWARE**

Protel's PC-based payphone route management software provides a method to keep you up-to-date on your telephone's performance. The software easily communicates with your phones to give them call rating and routing information, operating parameters, collect call data records, and generate a variety of useful management reports.

◆ **LEAST COST ROUTING/CALL PROFIT MAXIMIZATION/ CALL REROUTING CAPABILITY**

Using the Model 7000 call routing features, you can route your long distance calls to the least-cost carrier and at the same time, route your operator-assisted calls to the Operator Service Provider offering you the best options in commissions and services. In fact, you can even utilize multiple carriers and OSPs.

◆ **SERVICE MANAGER™ AUTOMATIC TROUBLE OPERATOR**

Increase customer satisfaction and decrease the cost of providing refund service with the Model 7000 Service Manager™ Automatic Trouble Operator. This allows a trouble operator to verify coin deposits, issue credits and/or dial a destination number while on the line with a caller, eliminating costly refund checks for 211 service calls and increasing instant customer satisfaction.

◆ **STORE & FORWARD CAPABILITY**

The Model 7000, when used with Protel's ExpressNet III® payphone management software, is equipped with all the call processing and billing collection tools you need to establish your own Store & Forward Operator Service Provider right in the telephone. And with Protel telephones, you choose your own validation, billing and collection partners to maximize your profits.

◆ **PROTECTIVE COVER**

Minimize unintentional chassis damage with the Model 7000 protective chassis cover. You'll be pleased with this protective cover, which surrounds the electronic components to protect electronic devices from mishandling and abuse.

◆ **REDUCED SERVICE COSTS/ DOWNLOADABLE MEMORY**

The Model 7000 includes downloadable memory, which eliminates the need for costly site visits to change operational programs that may be required to keep up with the changing payphone business.

◆ **IN-SERVICE UPGRADE MEMORY**

Socketed memory devices and configuration jumpers allow you to upgrade memory capacity of the Model 7000 without removing the telephone from service. The changing payphone business may some day demand features that require more memory than is used today. With the Model 7000, you will be ready to respond to those demands.

◆ **COMPLETE PAYPHONES OR RETROFIT KITS**

The Model 7000 is available as a complete telephone utilizing Protel's rugged HABITAT® housing, or as a retrofit kit which easily mounts into your existing GTE-style cabinet.

◆ **ADDITIONAL FEATURES**

- Modular design simplifies field installation
- Trouble diagnostics assist service dispatch and telephone service
- Voice error messages assist telephone service
- Cash box status and reporting
- Anti-fraud design
- Compatible with external vault alarm switch
- Communicates with Protel's payphone management software
- Missing handset detection circuitry
- Voice prompts enhance user friendliness
- Automatically corrects protocol dialing errors, increasing customer satisfaction
- Compatible with external volume control switch
- UL-recognized on-board self-resettable surge protector
- Standard built-in electronic ringer
- DTMF and pulse dialing capability
- Patented and proven line-powered technology
- UL listed
- FCC registered

MODEL 7000 OPTION BOARDS AND ACCESSORIES

- Electronic Coin Scanner (ECS II) Interface
- Mars Electronics® MS-16 Interface
- Bell 212-A (1200 baud) DPSK Modem Interface
- Coin Line Interface
- Mechanical Double Gong Ringer

protel® INC.   **INNOVATION IS OUR BUSINESS**

ISO 9001-1994

Hot Number Report

Features and Report Examples of the
Hot Number Reporting Feature of the
LazerPhone Call System

Schlumberger
Global Tel*Link

WORLDCOM

Setting up a Hot Number.

Step 1: Log into the LazerPhone system.

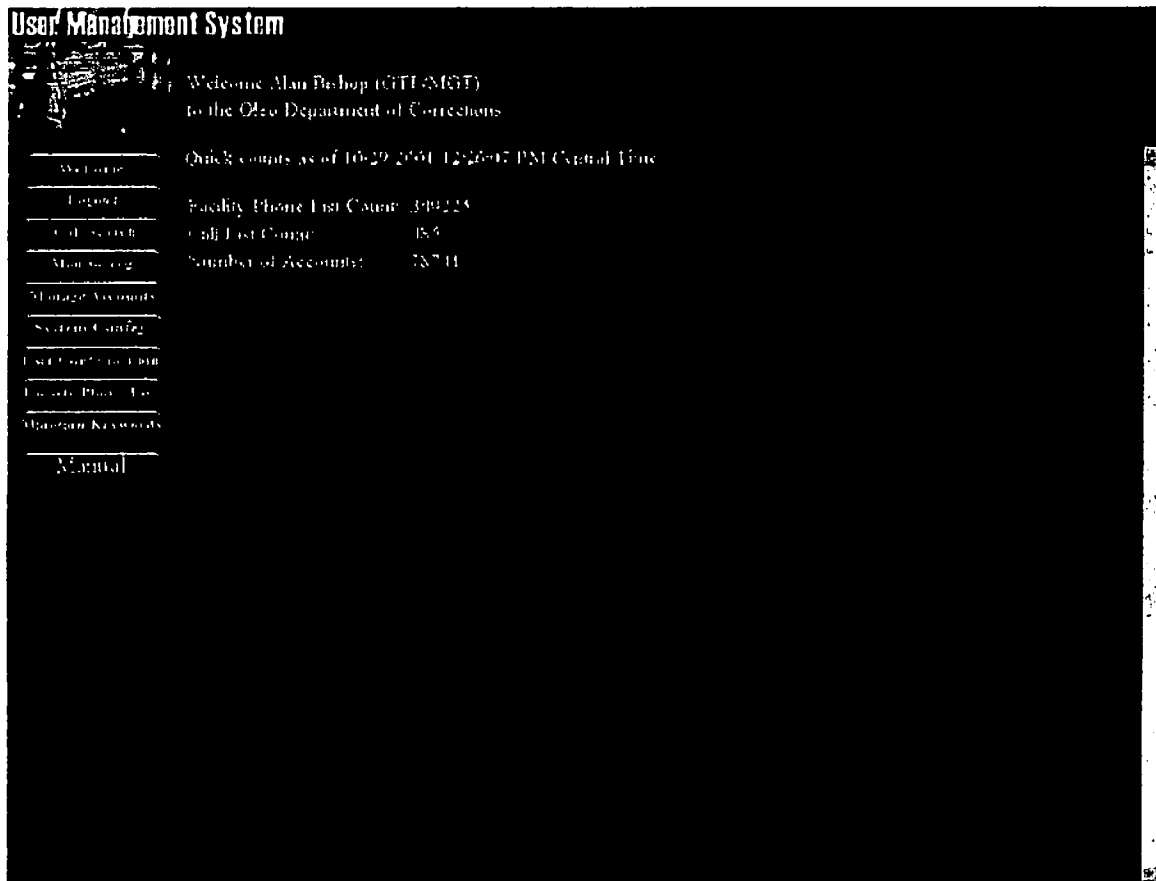**Step 2:** Enter into the "Facility Phone List" (See Figure 1)

Figure 1

Step 3: Once the facility phone list screen appears, the user will notice that the grid contains no data. A search will need to be executed on the phone number being flagged for "Hot" number notification. The system saves all phone numbers that inmates attempt to call.

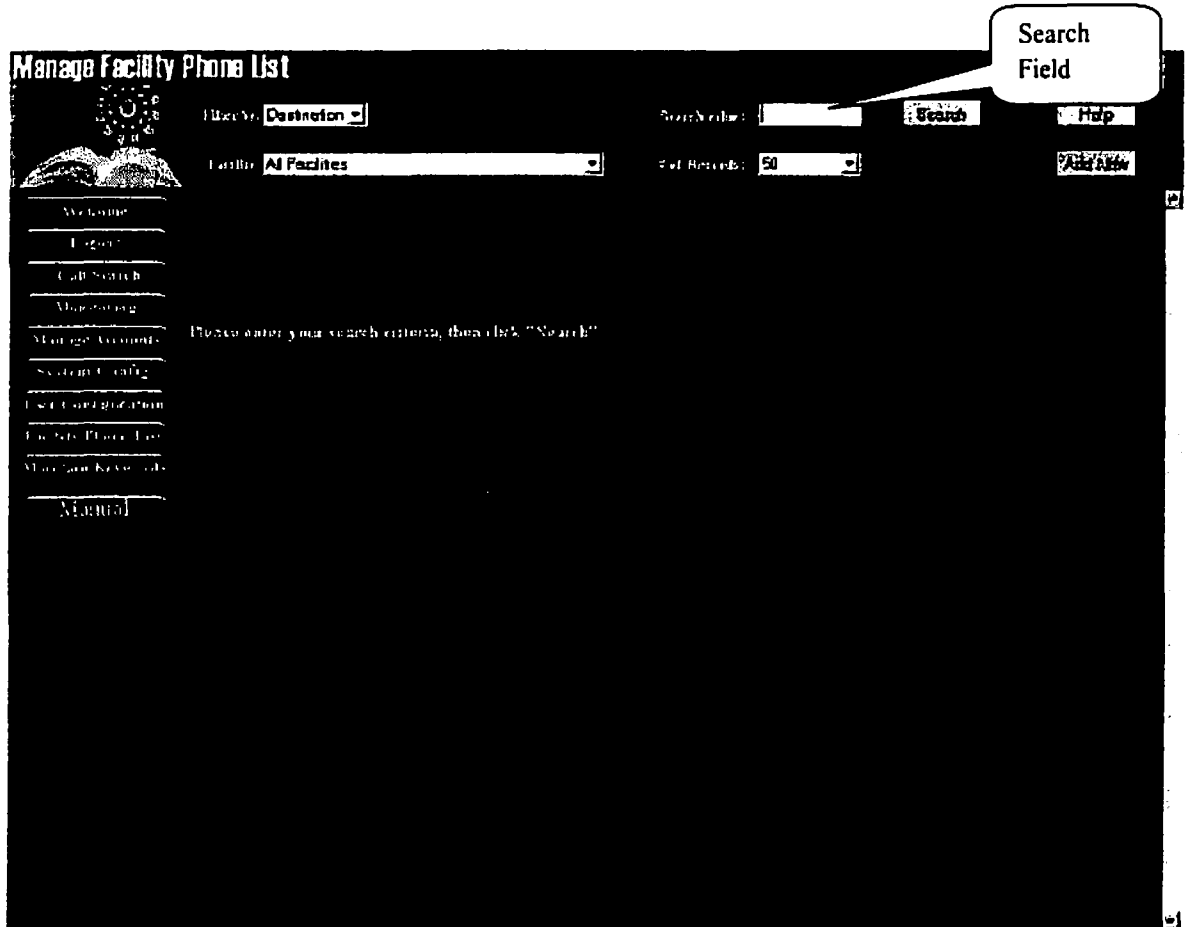Press the "Search" button as shown in Figure 2.

Figure 2

Step 4: The search screen appears and the user will enter the phone number

Figure 3

Step 5: Press "Ok" after entering the phone number.

Step 6: If the selected phone number has been attempted before, the system will show the number in the Facility Phone list grid. If no call attempt has been logged for the number, the user will be required to add a new number. Please see instructions in "Adding a new Phone Number."

If the search results show a number in the grid, proceed to Step 7.

Step 7: Identify the number desired set at Hot on the facility phone list grid and double click with the mouse to enter the properties for that number as noted in Figure 4.

Manage Facility Phone List

Facility Code	Phone Number	Creation Date	Modification Date
OH04	2012226608	11/3/2000 6:09:32 PM	11/3/2000 6:09:32 PM
OH04	2023222404	10/31/2000 9:47:36 AM	10/31/2000 9:47:36 AM
OH04	2023334125	11/13/2000 7:39:00 PM	11/13/2000 7:39:00 PM
OH04	2023357112	11/13/2000 7:39:52 PM	11/13/2000 7:39:52 PM
OH04	2023337766	11/13/2000 7:41:14 PM	11/13/2000 7:41:14 PM
OH04	2024123564	11/13/2000 7:27:17 PM	11/13/2000 7:27:17 PM
OH04	2024216638	11/11/2000 2:41:37 PM	11/11/2000 2:41:37 PM
OH04	2025635335	10/26/2000 7:37:30 PM	10/26/2000 7:37:30 PM
OH04	2026366150	11/2/2000 2	
OH04	2027245513	11/11/2000 2	
OH04	2027267861	10/29/2000 8	
OH04	2027283342	11/11/2000 2	
OH04	2027284412	11/11/2000 2	
OH04	2027284423	11/11/2000 2	
OH04	2027285531	11/13/2000 7:37:30 PM	11/13/2000 7:37:30 PM
OH04	2027235544	11/13/2000 7:37:48 PM	11/13/2000 7:37:48 PM
OH04	2029856000	11/2/2000 5:10:44 PM	11/2/2000 5:10:44 PM
OH04	2034360300	11/2/2000 2:04:15 PM	11/2/2000 2:04:15 PM
OH04	2053222402	10/31/2000 8:54:00 AM	10/31/2000 8:54:00 AM
OH04	2053222404	10/31/2000 9:46:37 AM	10/31/2000 9:46:37 AM
OH04	2053722072	10/24/2000 7:57:01 PM	10/24/2000 7:57:01 PM
OH04	2055663000	11/2/2000 2:01:20 PM	11/2/2000 2:01:20 PM
OH04	2055929290	10/29/2000 12:27:55 PM	10/29/2000 12:27:55 PM
OH04	2055929292	11/3/2000 1:13:39 PM	11/3/2000 1:13:39 PM
OH04	2057671392	10/31/2000 9:27:27 PM	10/31/2000 9:27:27 PM

Double Click here for properties on this number.

Figure 4

Step 8: Once the phone number properties screen appears, the user can add and set the number to be part of an alert list. By placing an alert list on a phone number, the LazerPhone system flags the number as "Hot" in the system, letting the system know that is should be part of the Hot number report. Figure 5 illustrates a number that is already set to the alert list of "Matt". Figure 5 also shows where to click to modify the assigned alert list on that number. If a number is not set to any alert list this field will be blank, when a user enters the property screen.

Note: The user can also fill in any billing or comment information by using this edit function. For example, in Figure 5, the name of the subscriber was added to the billing information section of the profile.
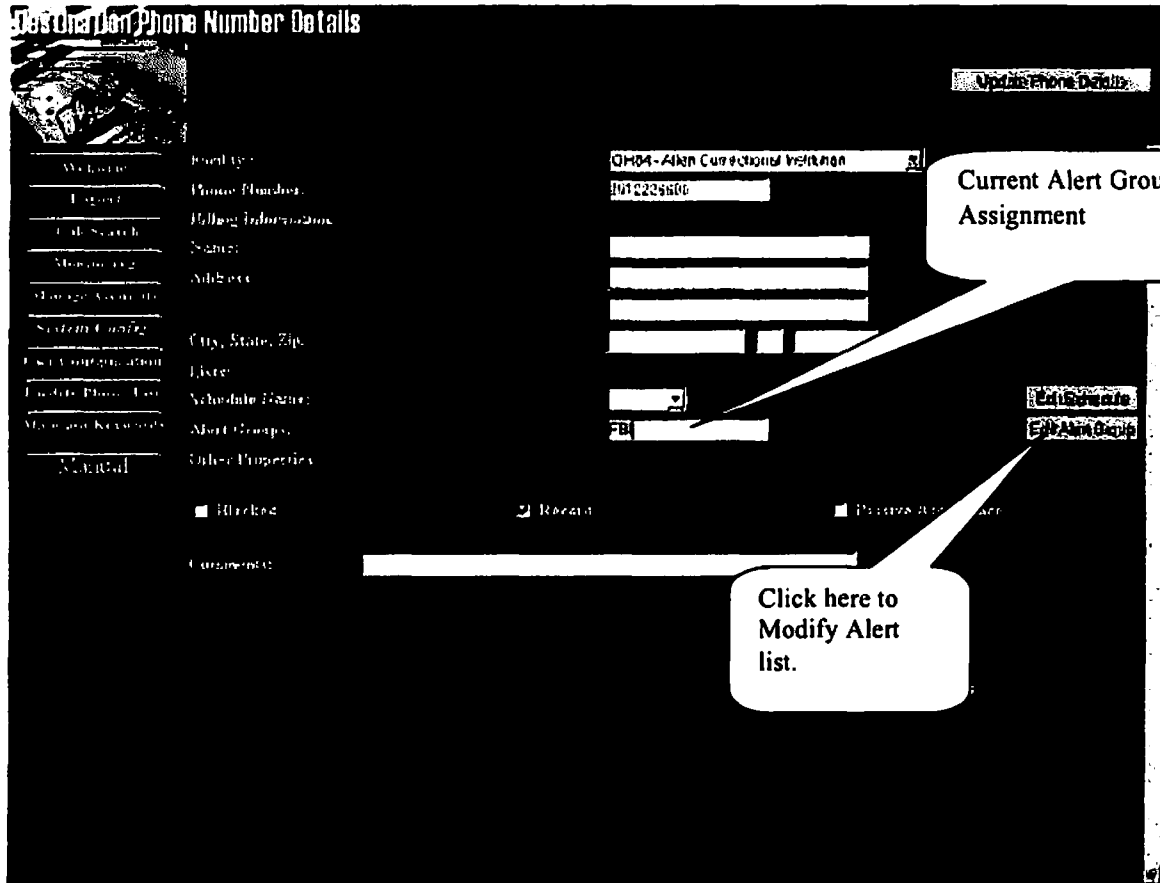
Figure 5

Creating a new alert list:

If an Alert List has not been created in the pull down menu, or the user desires to create a new alert group, enter the name of the Alert Group group desired. After creating the Alert Group Name, press the "Edit Alert Group" button as illustrated in Figure 6.
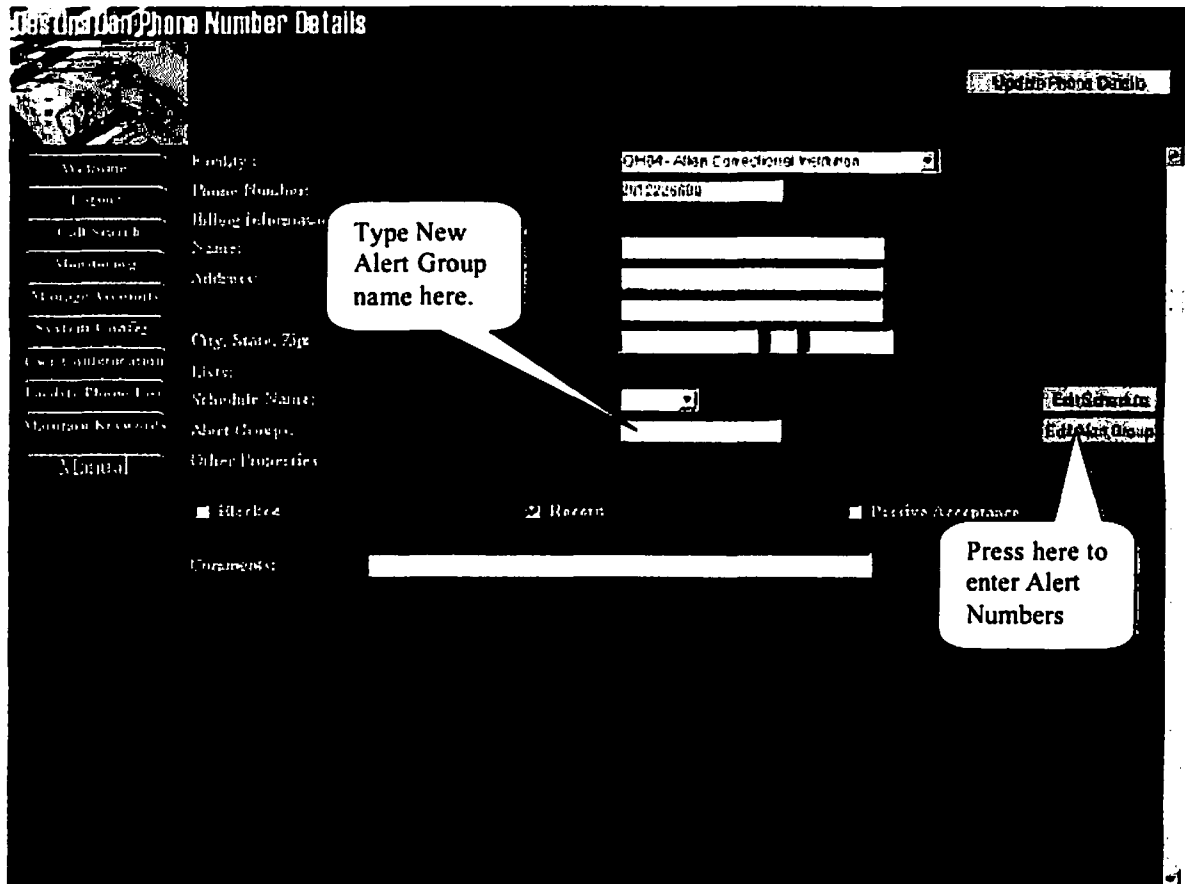
Figure 6

After pressing the "Edit Alert Group" a menu will prompt the user to verify the information.

While the "Edit Alert Group" screen is visible, the user may click on the alert number field, and enter the number for notification of the system when dialed. This will allow monitoring of a particular call. Notification phones numbers are required to be entered as 1+AreaCode+XXX+XXXX.

Figure 7 illustrates the entry of the alert numbers. If a pager is number is entered as an alert choice, click the "Pager" button to the right of the alert number field. The system will ring the pager with the phone number that the inmate is attempting to call.

If the user does not wish the system to engage Alert Notification via desk phone or pager when an inmate dials a number, the destination number is entered in the alert field as AREACODE+XXX+XXX. The LazerPhone system will simply flag the inmate call record. This feature is useful for employee lists and large alert groups for which the user wants to run reports on each day, week or month.

Figure 7

A PIN number prompt requested will be requested by LazerPhone if an inmate dials a "Hot" number. User PINs are assigned in the user profile screen via the LazerPhone workstation. If the system does not receive a valid PIN number when ringing a phone, it will proceed on to the next alert number in the list. When combining Alert Number and an Alert Number Pager, the pager number will be required to be listed at the end of the alert list of numbers.

Adding a new Phone number to the Facility Phone list.

Step 1: Press the blue plus sign button on the facility phone list screen.

Step 2: When the "Add Destination Number" screen appears, enter the number in the phone number field as illustrated in Figure 8.

Figure 8

Proceed back to Step 7 in the "Setting up a Hot Number" instructions and enter any billing information or assign an alert list to the new number if desired.

Running Hot Number Report

Step 1: From the main LazerPhone screen enter the report utility by clicking on the Report Button as illustrated in Figure 9.
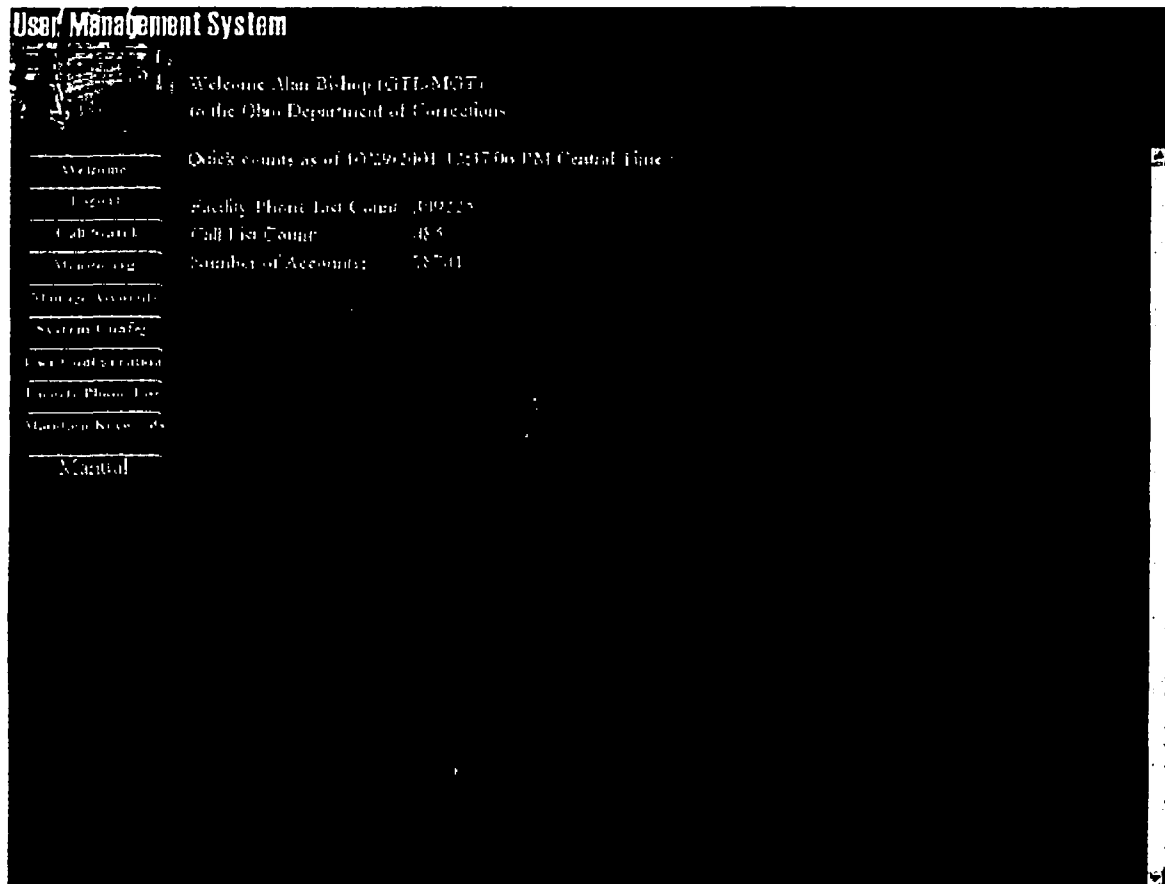

Figure 9

Step 2: Once in the Report Utility, click on the pull down button on the right side of the report field. By default the system shows this as "Call Detail Report".

After clicking on the pull down button, several report choices appear. Click on the "Hot Number Report".
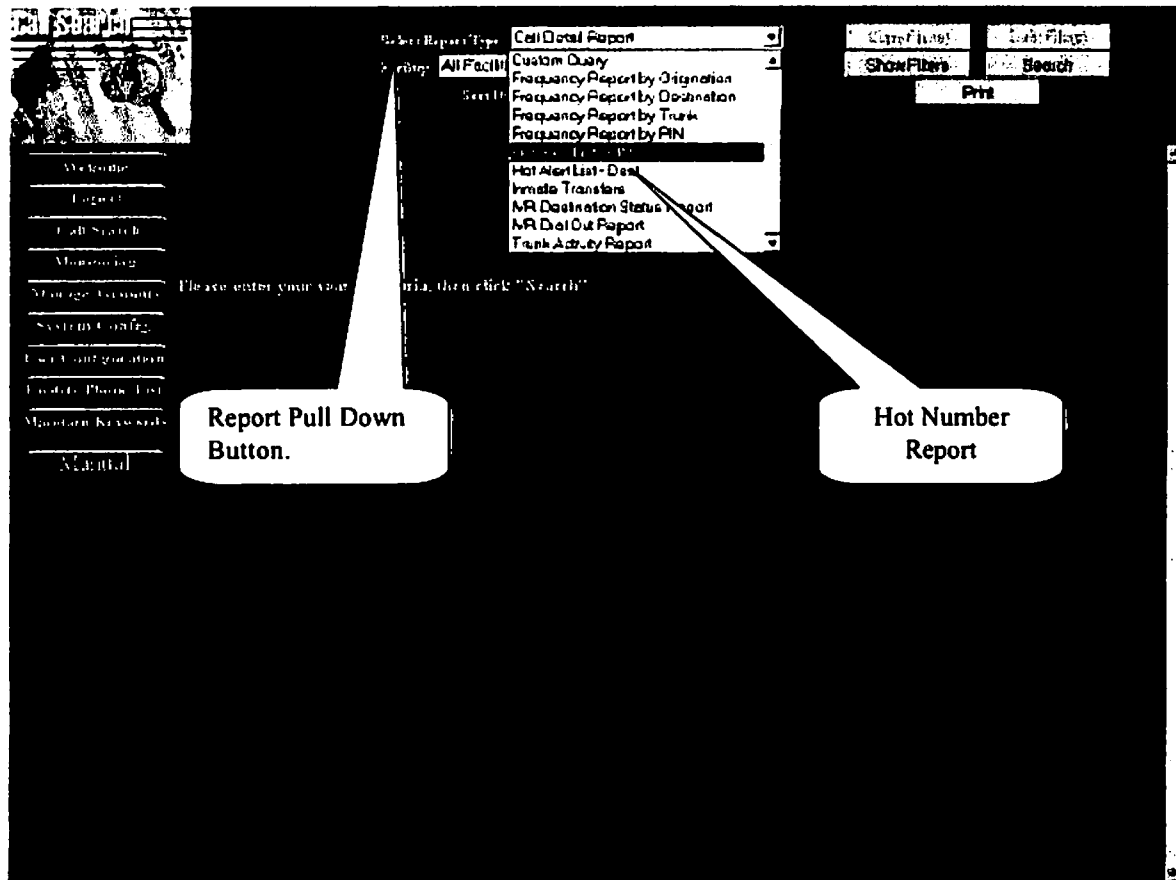
Figure 10 illustrates selecting the "Hot Number Report"

Figure 10

Step 3: Enter the start and end date. Then enter the start and end time. The report queries all call records that are flagged as "Hot" for the date and time span entered. A report will be generated by clicking the "Search!" Button.

Figure 11 illustrates the Hot Number Report Results. Columns can be resized and shifted as needed.

The far right hand column indicates the alert list that the number was in. This assists the user in identifying in which alert list the number is located.

Figure 11

One additional feature of the report is the ability to identify a "hot" number on the report according to inmate PIN information. If the user wishes identify the inmate for the particular call detail record, select the call record by clicking on the call record. This will highlight the specific call record. As shown in Figure 12 the Inmate PIN will appear and if the user double clicks the specific PIN, details about the selected inmate will appear.
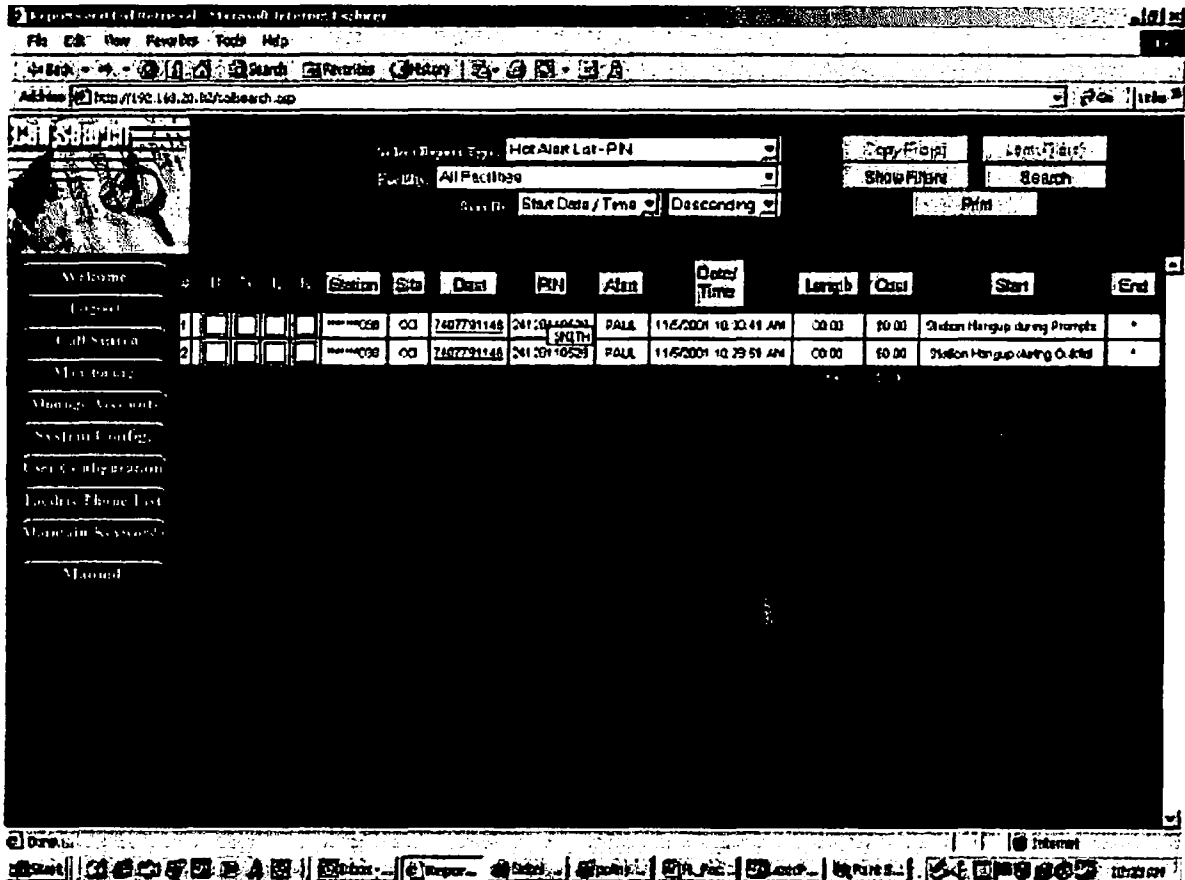

Figure 12

IDC PIN Administration General Information Guidelines (SAMPLE)

1. If an inmate has already submitted a number and it is not working the inmate needs to fill out a Inmate Phone Trouble Reporting Sheet. This form should be filled out in its entirety. The recording the inmate receives must be on the form. This will help the Pin Administrator isolate the problem.

2. In cases of emergencies, numbers may be added in lieu of the ___ day changes to admin policy. An Inmate Phone System sheet must be properly filled out and faxed to the Pin Administrator at _____. Over the phone additions cannot be processed.

3. Any person wanting their number deleted from an inmates calling list must mail or fax a letter to the phone coordinator at the unit where the inmate is housed. The phone coordinator then:

   a) Faxes a copy to the Pin Administrator for deletion.
   b) Original letter is filed in inmates jacket.
   c) Inmate is notified of deletion to prevent him/her from filing a troublereporting sheet.
   d) Inmate is notified that disciplinary action may be taken for reentering the deleted number.

   The PIN Administrator cannot delete or add numbers over the phone.

Inmate Phone System Sheets

1. In order to police the system for fraudulent information and insure valid data is entered in the calling database the Inmate Phone System sheets need to be checked for the follow information.

   a. Forms need to be filled out in ink (blue or black) and legible. Red ink is not allowed.
   b. All inmate information (Unit, Date, Inmates Name, Inmate's IDC Number, and SSN) must be filled in.
   c. The name and address for every number requested must be included.
   d. Attorney numbers require a copy of the letter from the inmates' attorney. It must be on the attorney's letterhead stating the number allowed for the inmate.

   If the form does not meet this criteria it must be returned to the inmate for correction and then resubmitted.

2. In accordance with IDC policy, request for addition or deletion of numbers is only allowed every _____ days. f an inmate submits a phone sheet within the _____day window of his/her last submission the phone sheet will be returned with a yellow memo stating when they will be eligible to submit a new list. IDC personnel may exempt the policy for that sheet by signing the attached memo and returning it to PIN Administration. *Attorney numbers are the only exemption to this policy and may be submitted at any time.*

3. Only the Inmate Phone System sheet will be accepted for the addition and deletion of numbers.

4. Once all the required information has been checked and validated the sheets must be stamped with a unit stamp or signed and dated before being submitted to PIN Administration.

Phone Blocks Policies and Guidelines (SAMPLE)

1.   There are several types of blocks that may be placed on the Inmate Phone System.

     a)   Self-imposed block - when a subscriber wishes not to receive calls from a correctional facility. The inmate receives recording *"Inmate calls to this number can not be processed."*

     b)   Local block is when a local telephone service provider blocks the line from receiving calls. The inmate receives the recording *"Collect calls to this number can not be processed."*

     c)   HIGH TOLL FRAUD block - This can be placed on automatically when a certain number of calls within a given time frame is reached or when a bill has not been paid. The inmate receives the recording *"Inmate calls to this number can not be processed."*

2.   **Self Imposed blocks** are requested by the customer. If a customer calls the unit requesting a block they should be told to contact the WorldCom High Toll Fraud at 1-800-231-0193 and request a block be placed from correctional facilities. This will block **all calls** from correctional facilities handled by WorldCom throughout the United States. If they wish to block calls from only one inmate they must submit a letter to the unit where the inmate is incarcerated.

3.   **Local Exchange Carrier Blocks** must be resolved between the customer and the local telephone provider. In cases where the customer and the local provider have stated there are no blocks, contact the PIN Administrator for assistance.

4.   **WorldCom Blocks** will be handled in the following manner:

     a)   Return trouble reporting sheet to inmate and instruct them to notify the person to call WorldCom High Toll Fraud at 1-800-231-0193 and ask for High Toll Fraud.

     b)   When the public calls the unit and complains that WorldCom says there is no block, the phone coordinator needs to make a test call to see what recording is being received.

     c)   If the test call results in *"Inmate calls to this number can not be processed"* the phone coordinator needs to call WorldCom and verify.

          i)   If WorldCom verifies that there is not a block on the telephone number, fnd out when the block was removed. Inform WorldCom service rep that a test call was ran and a WorldCom block recording was received and to please correct the problem.

     d)   If problem persist - contact PIN Administration for assistance.

INMATE PHONE SYSTEM (SAMPLE)
INMATE COLLECT CALL PHONE NUMBER REQUEST
Use only blue or black ink when filling in this form

UNIT:		DATE:
INMATE'S NAME:		
INMATE'S DOC NUMBER:	SSN:	

NEW/ADDITIONAL PHONE NUMBERS

INMATES ARE ALLOWED A TOTAL OF 20 ACTIVE PHONE NUMBERS.
ANY PHONE NUMBER YOU REQUEST PAST THIS 20, **WILL NOT BE ADDED.**
(Use additional sheet, if required)

AREA CODE + NUMBER	NAME/ADDRESS
( )	
( )	
( )	
( )	
( )	
( )	
( )	
( )	
( )	
( )	

DELETIONS

AREA CODE + NUMBER	NAME/ADDRESS
( )	
( )	
( )	
( )	
( )	

ATTORNEY NUMBERS
Attorney Numbers must be submitted by attorney on letterhead stationary

AREA CODE + NUMBER	NAME/ADDRESS
( )	
( )	

Must be signed or stamped by unit before being processed by Pin Administration

APPROVED BY:

DATE ENTERED:

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LazerPhone

An Integrated Call Control, Monitoring, and   Recording Platform

This purpose of this document is to describe the integrated call control, monitoring, and recording features of the Global Tel*Link LazerPhone platform. This document is presented as follows:

- Overview of the LazerPhone platform

- Description of the partnership between WorldCom and Global Tel*Link

- Description of LazerPhone's Call Control Functions

- Description of LazerPhone's Call Monitoring and Recording Tools

- Description of LazerPhone's Reporting Capabilities

- Description of LazerPhone's Administrative Features

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

LazerPhone – An Advanced System for the Correctional Market

Combining the latest telecommunication technology and state-of-the-art digital voice recording, LazerPhone is the one of the most advanced systems for correctional facilities on the market. Based on the easy-to-use MS Windows NT platform, LazerPhone is a centralized, PC-based integrated telephone system incorporating digital recording with sophisticated communication features providing complete control.

LazerPhone is a fully integrated call processing, monitoring, and recording platform. The platform is essentially a special-purpose, fully digital private branch exchange (PBX) that is located in each facility. All components of the system are contained in the same cabinet to minimize the amount of space required for installation and system deployment. Because of its easy-to-use Web-based platform, changes to system features and functionality are typically made remotely without replacement of hardware components or on-site visits by the WorldCom Team.

One of the key advantages of WorldCom's fully integrated solution is that it offers a single user interface: LazerPhone processes calls, monitors calls, records calls, and stores all call detail records and audio conversations. This single user interface allows facility personnel to use just one administrative workstation to search call detail records and listen to selected inmate conversations, eliminating the cumbersome step of locating the conversation on the call-processing platform and then searching for the record on the call-recording platform. Additionally, by reducing the number of hardware components, i.e., a separate recording platform and serial cable connecting the call processor and call recorder, WorldCom has eliminated system points for failure. This elimination enhances trouble resolution by minimizing the number of hardware and software components to troubleshoot during a service-impacting event.

With its on-line real time capability, LazerPhone provides an unprecedented power to monitor, block, and terminate calls, if necessary, as they occur. It reduces inmate fraud, prevents witness intimidation, and thwarts escape attempts, all with a click of the mouse. The software resident in the platform controls the processing of calls originating from the inmate telephone to a called party's destination number. The system either allows or blocks such calls once the call has been routed, in real time, through a validation system where several parameters are checked, system diagnostics are run, and certain fraud and bad debt prevention features are performed.

Once a number has been called, it is logged into by the system permanently along with the called party's name and address. This information, when combined with the system's extensive database options, enables LazerPhone to instantly generate detailed reports, sorting and analyzing calls according to date, time, call frequency and duration, blocked numbers and much more. Armed with these statistics, correctional facilities can detect irregularities and stop trouble before it starts.

WORLDCOM

The Partnership between WorldCom and Global Tel*Link

WorldCom entered into an exclusive marketing partnership with Global Tel*Link in 1998. Essentially this means that WorldCom and Global Tel*Link exclusively offer a joint solution to State Department of Corrections (DOCs) across the country. WorldCom does not offer any other provider's solution to State DOCs, nor does Global Tel*Link offer their solution to any other prime contractors to State DOCs. WorldCom selected Global Tel*Link as its exclusive partner for a number of key reasons, including:

- Technology Leader
- Scalable and Flexible Platform
- Research and Engineering Company
- Financial Strength.

Prior to entering into this agreement with Global Tel*Link, WorldCom utilized a multi-vendor approach, which gave it the opportunity to work with most of the providers in the industry. WorldCom's long experience in the market has allowed it to observe the common downside of many of the industry's providers: lack of financial strength. Many of the providers are 'boutique' in nature, with limited financial resources. The consequences of a provider failing due to financial decline have a profound impact on their ability to meet customer requirements.

Quite to the contrary is Global Tel*Link. They are a wholly owned subsidiary of Schlumberger Technologies, an $8B worldwide leader in advanced technology applications such as point of sale devices and oil exploration. Global Tel*Link has the backing of a healthy parent, which ensures the viability of their existence for the next five years and beyond, while providing the resources for research and development to advance LazerPhone beyond the current state-of-the-art. Another key benefit is the ability to tap into Schlumberger's extensive engineering and development resources when necessary. If the Global Tel*Link team needs additional expertise, these resources are available at any time to assist with a solution in mind.

Together, WorldCom and Global Tel*Link provide a host of important benefits including:

- **Combined Experience and Expertise.** The strategic partnership represents one of the strongest financial, operational, and technologically driven teams in the industry, ensuring leading edge solutions and providing reliable service.
- **Network Design and Implementation.** WorldCom professionals employ industry-leading hardware and software resources to assess existing services and design feature-rich, custom

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

wide area networks. WorldCom's network links all facilities to redundant database servers to protect mission-critical investigative data for current and future needs.

- **Network Monitoring and Management.** WorldCom offers an end-to-end network monitoring and management solution. The Site Monitor tool continuously monitors the health of the customized network and the LazerPhone system, providing automatic notification when a service-impacting event is detected.

- **Facilities-Based Services.** WorldCom offers facilities-based local service in many locations, transported on one, seamless nationwide network, as well as a complete portfolio of voice and data services. This provides a seamless solution without the need to assemble multiple partners, thereby avoiding the addition of unnecessary complexity to the service offering.

- **Continuous Product Improvement.** WorldCom and Global Tel*Link have a commitment to research and engineering. The company is constantly evaluating the needs of the corrections market and enhancing the LazerPhone platform accordingly. Quarterly software updates are offered to every WorldCom-provided system.

LazerPhone Call Control Functions

The following section provides an overview of some of the LazerPhone features and functions that can be performed from each workstation provided that the user has the appropriate security access level. The call control features described in this section include:

- Alert System
- Call Allow Lists
- Call Security and Blocking
- Call Velocity
- Conference Calling
- Integrated E-Mail
- KwicKill
- Message Interjection
- Name Recording
- Phone Scheduler

- PIN Control
- Phone Activation / Deactivation
- Programmable Call Duration
- Rate Quote
- Restricted Incoming Calls
- Rich Notes
- Speed Dial
- User Security Profiles

Alert System

Authorized system users can enter HOT numbers via the WorldCom-provided on-site computer. Facility administrators can enter the desired phone numbers, i.e., an investigator's mobile phone, in the screen shown below. If an inmate attempts to dial a designated hot number, LazerPhone will automatically dial up to three administrative phones—as programmed by the facility administrators—and report 1) the number the call is being made from, 2) the number being dialed, and, if PINs are in use, 3) the inmate making the attempt (by his or her PIN number). LazerPhone will make three attempts to complete these alert notification calls. Each set of three administrative phones will be assigned to a designated group Exhibit 1 illustrates the screen that is displayed when facility administrators want to add numbers to the alert group.
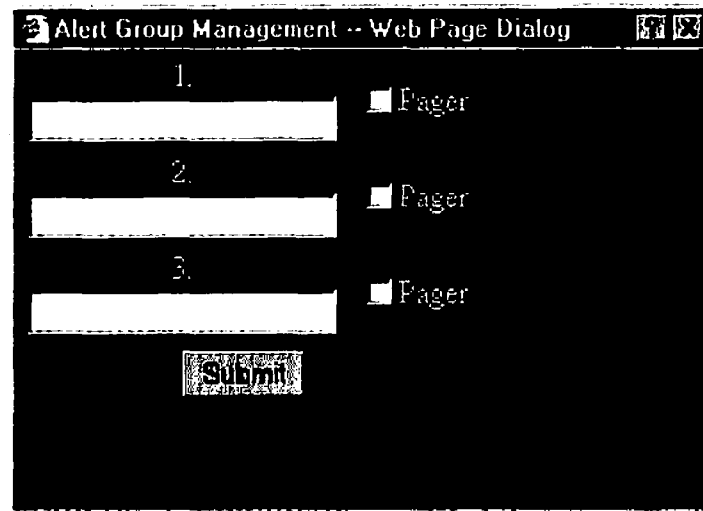
Exhibit 1. Alert System.

When a designated HOT PIN is used in a call attempt, LazerPhone automatically dials up to 3 pre-programmed phones and reports the origination number, destination number, and the inmate making the attempt (if PINs are in use).

When any inmate attempts to place a call from a designated HOT inmate telephone station, LazerPhone automatically dials up to 3 administrative phones and reports the origination number, destination number, the inmate making the attempt (if PINs are in use).

Call Allow Lists

LazerPhone can support the use of "call allow" lists—this is sometimes easier than the endless entering and updating of blocked numbers. LazerPhone can restrict each inmate to as many or as few call allow numbers as the facility administrator requests. If a called number is not on the inmate's approved call allow list, the LazerPhone software will not allow the call to be completed.

Call Security and Blocking

Each LazerPhone system located on-site at each facility controls all call attempts originating from each of the inmate phones located in or tied to that facility. Call blocking is performed at and by the system(s) located at each unit/facility.

LazerPhone supports the restriction of calling to select area codes, exchanges, single numbers, or a range of numbers. LazerPhone can block up to three million individual numbers, prefixes, and

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

area codes. Every inmate call is checked against the Line Information Database (LIDB) and an internal database of other blocked numbers, as described below. If the number has been blocked, the inmate is informed "You may not dial this number," and the call is terminated.

All inmate collect calls are screened against the LIDB, a nationwide database maintained by local exchange carriers of numbers that are blocked from receiving collect calls. The LIDB contains numbers blocked at the owner's request, as well as public payphone numbers, cellular numbers, and certain other blocked numbers.

LazerPhone will not allow inmates to place calls to any unauthorized number. Prefixes such as 700, 800, 888, 887 (toll free) and 900, as well as 976, 911, and Directory Assistance numbers (e.g. 411, 555-1212, and NPA-555-1212) are automatically blocked.

The system also blocks operator calls, whether initiated by dialing O-, 10XXX, 1010XXX, 950-XXXX, 1-800), or some other sequence.

In addition, all incoming calls are blocked, and inmate telephones in each facility are automatically blocked from the other inmate phones, including those in other facility sites. LazerPhone also offers called parties the option to add their number to the blocked number list.

LazerPhone automatically disables DTMF (Touch-Tone) generation from the inmate phone during a call set up and tear down. An exclusive electronic circuit design eliminates fraud through secondary dial tone, chain dialing, hand-held DTMF dialers, hook/switch dialing and access to unbillable numbers (i.e., payphones). All calls must return to primary dial tone (i.e. the inmate must hang up) before another call can begin. LazerPhone requires that an inmate telephone must be returned to an on-hook condition before another call attempt can be placed. The system time required between calls, on hook condition, is a configurable setting that can be changed via the workstation by an authorized user with the appropriate level of security access.

Call Velocity

An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set in minutes, hours, days, weeks, months, and years. The change inmate screen, as shown below in Exhibit 2, includes the inmate's velocity settings.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Created 2/1/2000 8:00:00 AM by SYSTEM   Last Modified 8/16/2001 10:13:45 AM by stirks

Facility   Diagnostic Unit ▼

State ID   000000001   ○ Activated
PIN   000000   [Generate] ● Deactivated
                                           ● Suspended   [08/22/2001 ▼]

First Name   TEST   Schedule Name   [-none- ▼] [Edit]
Last Name   TEST   Alert Group   [   ] [Edit]
Alias   [   ]   Available Funds 0   dollars
Location   [   ]   Time Limit   15   minutes

List Type: ○ Allow List   Recording / Monitoring: ■ Record Calls
                  ● Block List   ■ Monitor status of calls
                  ● Call Anyone

■ Uses Self Learning PIN   Self Learning Start Date : [02/01/2000 ▼]
                                          End Date : [03/02/2000 ▼]
                                    Number of Days : 30

■ Use Velocity?   Velocity Start Date : [02/01/2000 ▼]
                                     Number of calls : 0
                                Reset period (Hours) : 0

Velocity Start Date : [02/01/2000 ▼]
Number of calls : 0
Reset period (Hours) : 0

Exhibit 2. Call Velocity Screen.

Conference Calling

LazerPhone allows authorized users, with the appropriate security profile, to break in on an inmate call in progress and talk to both parties (inmate and called party). To conference in on an inmate call in progress, the authorized system user simply keys in "**CONF" (**2663).

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Integrated Email

WorldCom will keep the facility up to date on customer and technical support issues via the LazerPhone integrated e-mail system. This is also the facility's continuous link for service or information requests.

Authorized system users depress the email button from the main menu to create a new email message. The message is automatically sent to the WorldCom technical support team.

KwicKILL

LazerPhone allows authorized system users to terminate a call in progress instantly. From the WorldCom-provided system workstation, the user selects the inmate station via the line-monitoring screen. Then, the user simply right clicks on the highlighted station and selects "Disconnect." When live monitoring a call in progress from a remote telephone, the authorized user can simply key in "**KILL" (**5455) and instantly terminate the call.

Message Interjection

LazerPhone can interject messages into an ongoing telephone call at random intervals (i.e., "this call is from an XXXXXX Correctional Institution") at predetermined intervals.

Name Recording Capability

LazerPhone can allow the inmate to pre-record his or her name as part of the automated operator call announcement that is played to the called party. Once an inmate's name has been recorded, the system adds the recording to the inmate's profile and the inmate does not need to re-record his or her name during any future calls attempts. The initial recording of the inmate's name can be done in two different ways. The first method is to automatically prompt inmates to make the recording during their first call attempt with a valid PIN. This method can be restricted to specific inmate telephone(s) located within the facility. The second method is to have the facility administrators record the inmate's name. This method could be performed at a dedicated phone connected to the on-site system, or at an administrative workstation equipped with a microphone.

In the event an inmate's name needs to be re-recorded, an authorized user can access the "Change Inmate" menu, enter the inmate's PIN, select the "Message Recorded Name" and chose the record name option.

Phone Scheduler

The ON/OFF times can be customized for an individual phone, groups of phones, inmate PIN, and/or destination number. LazerPhone can automatically cut off or turn on at various preset times of the day -- by individual phone, groups of phones, or all phones. Authorized users may group individual phones into "cell blocks", individual PINs (if PINs are in use), or any other method desired. The phones can be programmed to turn on and off automatically with an easy "point and click" method.

The system can establish system (facility)-wide on/off time periods for all the inmate phones in 30-minute increments by day of week as well as holidays, starting at 00:00 hours through 23:59 hours. LazerPhone can provide the flexibility to create a customized list of holidays and to modify the inmate telephone on/off times from the standard day-of-week configuration. Each designated holiday can have its own programmed telephone on/off times.
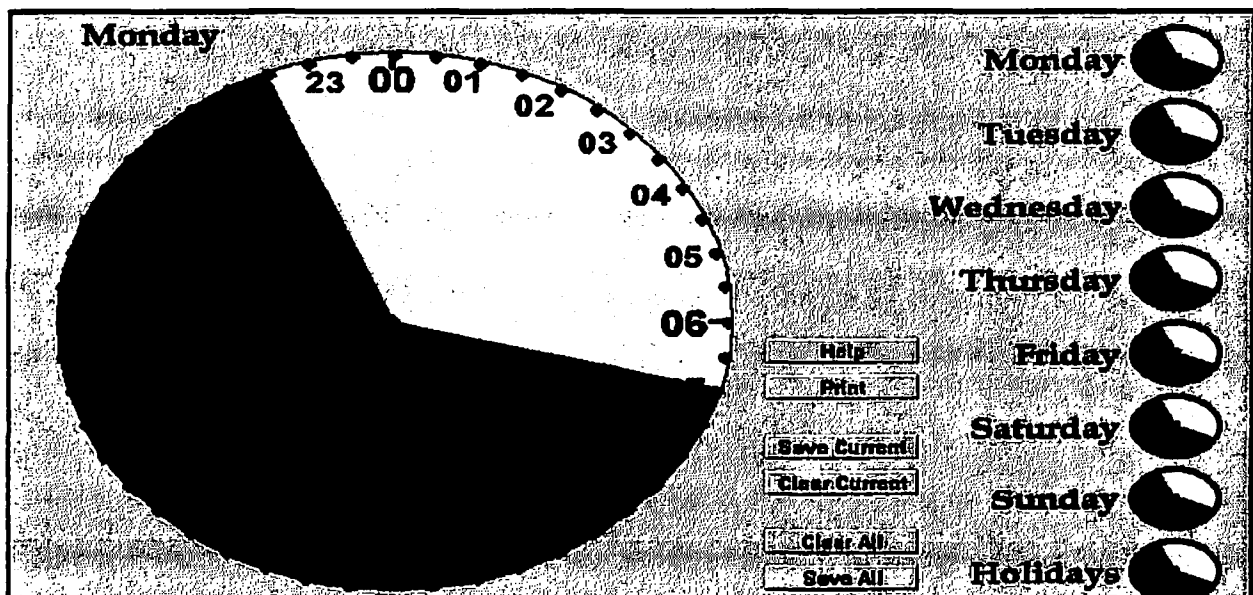
Exhibit 3. Programmable On/Off System Administration.

PIN Control

LazerPhone can provide PIN numbers for each inmate from six digits to sixteen in length. PINs are variable in length and are easily updated via user-friendly, Web based software. The facility administrator may assign PINs or allow the LazerPhone system to generate them, thereby eliminating the possibility of duplicate numbers. Whether assigned randomly by the system or

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entered manually by the facility administrator, authorized users can view the inmate names and corresponding PINs via the following LazerPhone screen.

Exhibit 4. Inmate PIN Configuration Screen.

Authorized system users can select a specific inmate, as shown above in Exhibit 4. The change inmate screen shown in Exhibit 5 appears. Inmate information is stored via the LazerPhone system and presented on this screen, including identification information, PIN information, call control parameters, recording and monitoring specifications, velocity settings, and availability settings.

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Facility	Diagnostic Unit	

State ID	000000001		○ Activated
PIN	000000	General	● Deactivated
			● Suspended

First Name	TEST	Schedule Name	—none—	Edit
Last Name	TEST	Alert Group		Edit
Alias		Available Funds	0	dollars
Location		Time Limit	15	minutes

List Type:	○ Allow List	Recording / Monitoring:	■ Record Calls
	● Block List		■ Monitor status of calls
	● Call Anyone		

■ Uses Self Learning PIN   Self Learning Start Date : 02/01/2000

End Date : 06/02/2000

Number of Days : 30

■ Use Velocity?   Velocity Start Date : 02/01/2000

Number of calls : 0

Reset period (Hours) : 0

Exhibit 5. Change Inmate Screen.

Phone Activation/Deactivation

Authorized users are able to activate or deactivate inmate telephones connected via the LazerPhone system at the telephone set.

Programmable Call Duration

LazerPhone can be programmed to limit the duration of completed/accepted calls from 1 to 255 minutes, in one-minute intervals. Time restrictions can be set in a facility by groups of phones that are logical to the facility e.g., cellblock, building, inmate PIN. LazerPhone can be configured to inject a brief warning tone 30 seconds prior to the expiration of the programmed time limit. The system can be used to establish and control the maximum allowed call duration time based on a hierarchy of precedence inmate PIN, facility, individual phone. For example, an inmate who may have earned special privileges could have a time limit of 30 minutes; the inmate phones in the honor dorm could have a time limit of 20 minutes; and the institution could have a

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time limit of 10 minutes. Therefore, the inmate with special privileges would be allowed to place a call up to 30 minutes from any inmate phone in the facility; any call made using the phones in the honor dorm, regardless of the inmate PIN, would have a 20-minute call limit; and calls from all other inmate phones, regardless of the inmate PIN, used would a 10-minute call limit.

The call control portion of the change inmate screen is used to set an individual inmate PIN call duration (Exhibit 6). Call duration can be set for each inmate station via the station setup screen. The call maximum call length set for the station shown in Exhibit 6 is 15 minutes.

Created 2/1/2000 8:00:00 AM by SYSTEM   Last Modified 8/16/2001 10:13:45 AM by sricks

Facility   Diagnostic Unit

State ID   000000001   ○ Activated
PIN   000000   Generate   ● Deactivated
                                                ● Suspended   03/02/2001

First Name   TEST   Schedule Name   —none—   Edit
Last Name   TEST   Alert Group   Edit
Alias   Available Funds   0   dollars
Location   Time Limit   15   minutes

List Type: ○ Allow List   Recording / Monitoring: ■ Record Calls
                  ● Block List   ■ Monitor status of calls
                  ● Call Anyone

■ Uses Self Learning PIN   Self Learning Start Date : 02/01/2000
                                                 End Date : 03/02/2000
                                           Number of Days : 30

■ Use Velocity?   Velocity Start Date : 02/01/2000
                                         Number of calls : 0
                                   Reset period (Hours) : 0

Exhibit 6. Setting Timing Restrictions by Inmate PIN.

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Rate Quote

LazerPhone has the capability to quote Interstate rates to the called parties *before* they accept a collect call. The called party is given the option to hear the rates before positively accepting the call.

Restricted Incoming Calls

WorldCom can restrict incoming calls in three ways. First, WorldCom can restrict the telephone lines and access circuits connected to the inmate telephone system to outbound calling only. Telephone lines and access circuits will not be able to receive any type of incoming calls. Second, the LazerPhone system can be configured to process outbound calls only, and not permit inbound calls. Finally, the inmate telephones lack a ringer or any other signal indicating an incoming call.

Rich Notes

The rich notes tool allows authorized users to attach a note document to any call record, such as the case number or other pertinent information. This note document supports Rich Text Format, which means that the user can use any font, color, or paragraph alignment style desired. Also, the rich note can be saved to disk and used in word processing programs like Microsoft Word and still retain the original formatting. It also can be saved as plain text.

When an authorized user creates a rich note for a call record, the rich note editor appears. This editor functions as a mini word processor, allowing the user to add text, color, fonts, etc. The rich note is automatically created with the user's name and the time/date the note was created on the first line. This user identification and timestamp line cannot be edited by the user. Keyword searches may be performed on the information contained within a rich note.

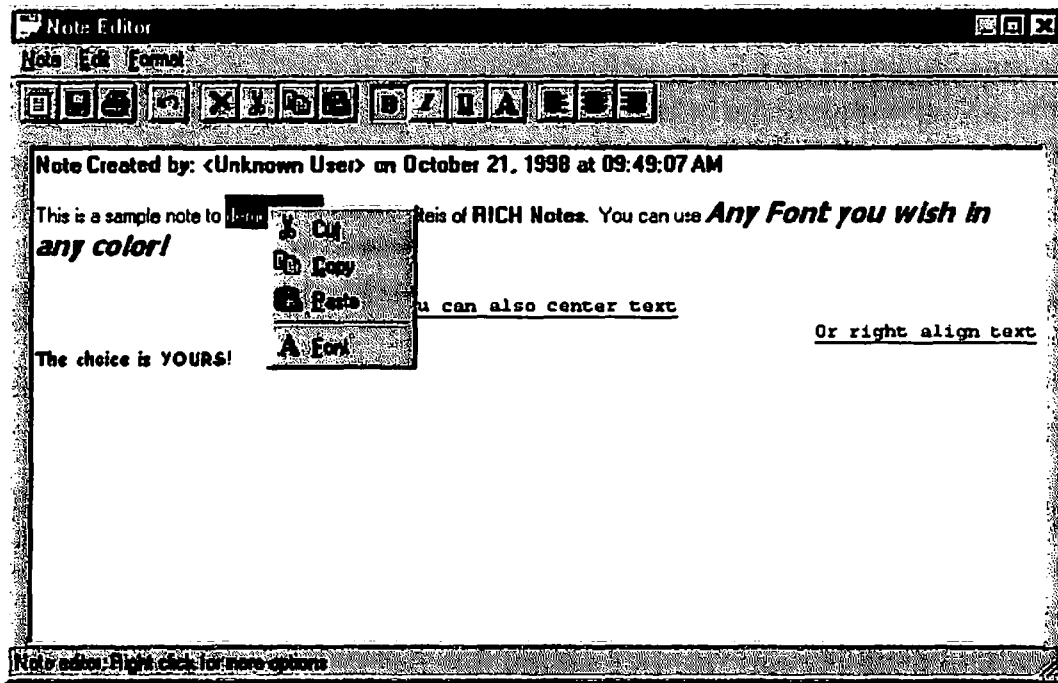Exhibit 7 provides an example of a rich note using various fonts, colors, font sizes, and text enhancements:

Exhibit 7. Rich Notes Example.

Speed Dial

LazerPhone allows for simple programming of speed dial numbers. Lazerphone's inherent speed dial feature is convenient for placing calls to frequently used phone numbers, such as those to the local public defender's office. All speed dial numbers are programmed as a 4 DTMF tone code.

User Security Profiles

LazerPhone is controlled by a multi-option security profile that is assigned to each system user. This allows multiple users to access the system from the same workstation but only view those functions associated with their security level. A user log account is maintained to track system access, including unauthorized access attempts. The facility administrator can assign and control access to all system options, as shown in the configure user options in Exhibit 8.

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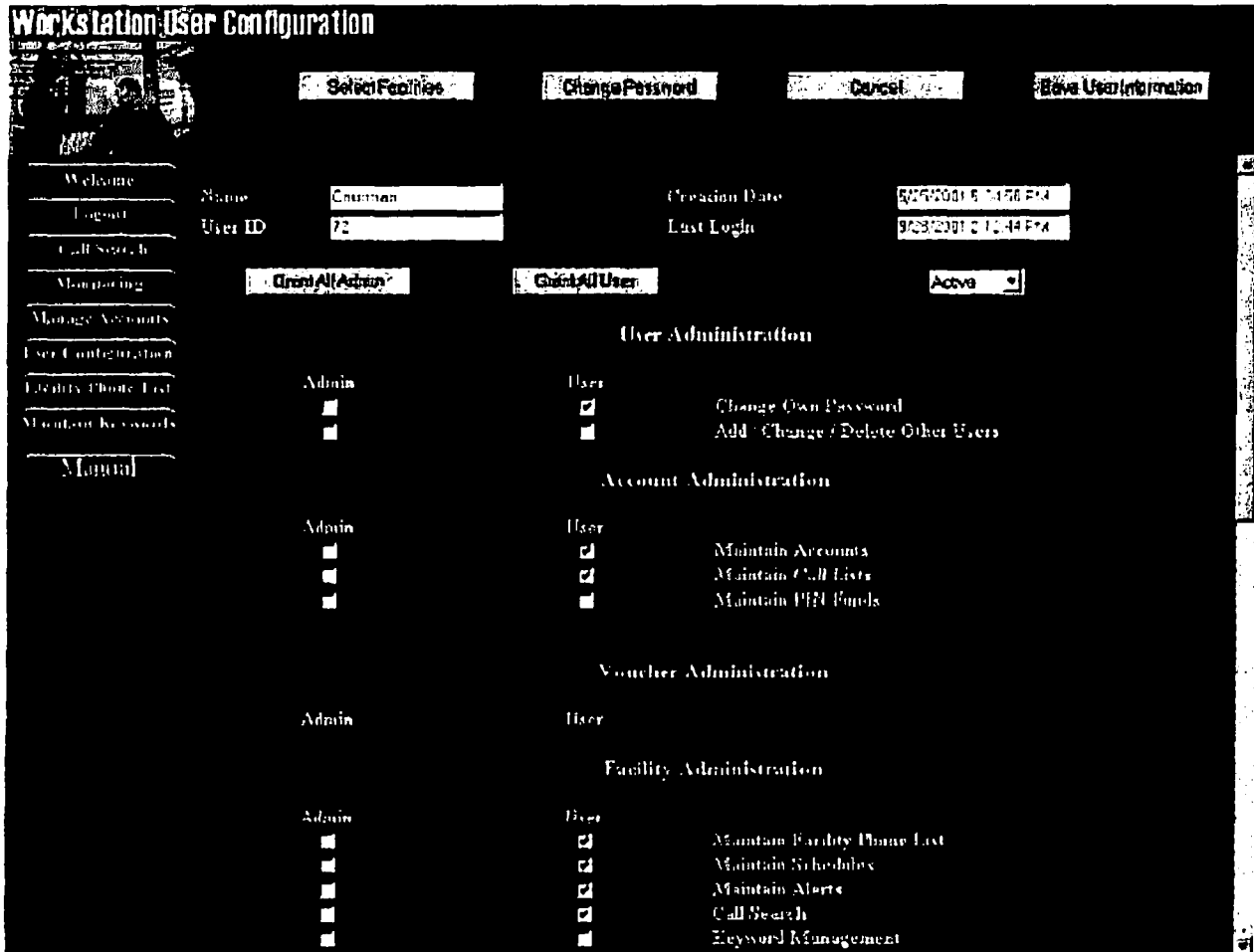
Exhibit 8. Configure User Options Screen.

LazerPhone requires two sets of passwords. One set is used to access the local system and the second set is used to access the remote system. Each password set has specific security levels controlling the user's access level. LazerPhone provides an extra layer of password protection when a user remotely accesses call data. This allows the State to control the level of access within a facility and between facilities. For example, an authorized system user at Facility A could be limited to that facility only, or could be allowed to access information at Facility B if allowed by Facility B's facility administrator. However, the State could provide Internal Affairs investigators with a "Superuser" password status that would permit them unencumbered access to all correctional facilities.

LazerPhone provides further security via the audit log report available at the call search screen shown in Exhibit 9. The results of the audit log report will provide the following information:

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- Number of login records found in the search.

- The date and time when the user logged in or logged off.

- The name of the user.

- The descriptive action that was accomplished during session.

Select Report Type:	Audit Log Report ▼	Copy File(s)	Lock File(s)
Facility:	Deep Meadow Correctional Center ▼	Show Filters	Search
Maximum Records: 100 ▼	Sort By: Log Date / Time ▼ Descending ▼		Print

48	Portia\MCI	7/31/2001 2:43:59 PM	Added new Allow List Number for 296568 at 9117 8045284838
49	Portia\MCI	7/31/2001 2:43:58 PM	Added new Allow List Number for 296568 at 9117 8048475549
50	Portia\MCI	7/31/2001 2:43:58 PM	Added new Allow List Number for 296568 at 9117 8048474179
51	Portia\MCI	7/31/2001 2:43:57 PM	Changing Inmate Balance for 296568 at 9117 N - offset 0
52	Portia\MCI	7/31/2001 2:43:57 PM	Added new Pin 296568 at facility 9117 LEVAR
53	Sharee\MCI	7/31/2001 2:37:47 PM	Changed Allow List Number details for 294206 at 9117 8047338663
54	Sharee\MCI	7/31/2001 2:33:24 PM	Changed Allow List Number details for 294562 at 9117 7572000776
55	Sharee\MCI	7/31/2001 2:32:21 PM	Changed Allow List Number details for 293296 at 9117 7188589117
56	Sharee\MCI	7/31/2001 2:29:46 PM	Changed Allow List Number details for 288899 at 9117 2567400271
57	Portia\MCI	7/31/2001 2:26:26 PM	Added new Allow List Number for 296623 at 9117 7572455913
58	Portia\MCI	7/31/2001 2:26:26 PM	Changing Inmate Balance for 296623 at 9117 N - offset 0
59	Portia\MCI	7/31/2001 2:26:26 PM	Added new Pin 296623 at facility 9117 WILLIAM
60	Joyce\MCI	7/31/2001 2:16:01 PM	Changed Pin 296238 - at facility 9117 HERBERT
61	Sharee\MCI	7/31/2001 2:15:00 PM	Changed Allow List Number details for 292765 at 9117 8049773740
62	Sharee\MCI	7/31/2001 2:14:36 PM	Changed Allow List Number details for 292765 at 9117 8049773740
63	Sharee\MCI	7/31/2001 2:13:57 PM	Changed Allow List Number details for 292765 at 9117 8049730623
64	Sharee\MCI	7/31/2001 2:13:35 PM	Changed Allow List Number details for 292765 at 9117 5405432096
65	Sharee\MCI	7/31/2001 2:12:38 PM	Changed Allow List Number details for 292765 at 9117 8045896743
66	Sharee\MCI	7/31/2001 2:12:23 PM	Changed Allow List Number details for 292765 at 9117 8045101068

Exhibit 9. Audit Log Report via Call Search Screen.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

LazerPhone Call Monitoring and Recording Tools

Call Monitoring. LazerPhone includes built-in monitoring capabilities. An authorized user is able to select inmate telephone conversations—in real time—for listening during recording without interruption to the recording process. Additionally, a unique feature of the LazerPhone system is that it allows authorized users to program and perform remote "live" call monitoring via a line or cellular telephone. The selective monitoring capability allows monitoring to be disallowed by inmate PIN and by destination number. This feature ensures attorney/client privacy.

LazerPhone allows authorized users to listen to both the caller and the called party, with no loss of volume or clarity on the phone line. Neither the inmate nor the called party is aware that the call in progress is being monitored. When an authorized user enters a call already in progress, it does not change the audible signal or frequency. Via the line monitor screen, depicted in Exhibit 10, authorized system users can highlight what inmate station to monitor in real time from the system workstation:

Name	Description	Group	Line Status	Current Destination	Trunk Used	Current PIN
••••••001	BCK902 BLDG A1	MAIN	Idle			
••••••002	BCK002 BLDG B2	MAIN	Idle			
••••••003	BCK003 BLDG A3	MAIN	Idle			
••••••004	BCK004 BLDG A4	MAIN	Call is connected	5404343795	021	2008745130
••••••005	BCK005 BLDG B1	MAIN	Call is connected	7575875305	045	2956588826
••••••029	BCK901 BLDG B2	MAIN	Idle			
••••••007	BCK007 BLDG B3	MAIN	Idle			
••••••008	BCK008 BLDG B4	MAIN	Idle			
••••••009	BCK009 BLDG C1	MAIN	Idle			
••••••010	BCK010 BLDG C2	MAIN	Idle			
••••••011	BCK011 BLDG C3	MAIN	Idle			
••••••012	BCK012 BLDG C4	MAIN	Idle			
••••••013	BCK013 BLDG D3	MAIN	Idle			
••••••014	BCK014 BLDG D2	MAIN	Idle			
••••••015	BCK015 BLDG D3	MAIN	Getting PIN	3019513433	002	2318733300
••••••016	BCK016 BLDG D4	MAIN	Idle			

Exhibit 10. Call Monitoring Screen.

Call Recording. LazerPhone allows real time recording of individual calls, storage of such calls on site, and the ability to off-load a specific call to a recording medium (tape or CD) that retains a chain of evidence admissible in a court of law. On site call storage is available. The recording feature can be deactivated on a per number dialed and/or per PIN basis.

LazerPhone is the most advanced modular recording system available on the market today. LazerPhone utilizes "tapeless" recording of inmate calls. Call records are stored on a RAID 5 Disk Array that consists of five separate hard drives. The redundant design helps prevent data loss. A recorded call could continue to be played back in its entirety even in the event one of the drives failed. Recorded calls are stored in a non-volatile, power independent memory that ensures data integrity, even under severe conditions. LazerPhone's hard drive system features expandable memory capabilities and simple call archiving methods. The system features 100% real-time call recording capability, and is able to record all inmate calls placed from any inmate phone located within a facility.

The RAID 5 storage system has a number of advantages over other storage mediums currently available. First, RAID 5 storage allows faster data transfer. This is important during peak periods of phone use and investigative activity. Global Tel*Link's experience shows that there is a much higher rate of retrieval of recorded calls within the first ninety days after the call is made. Therefore, having these calls on the faster media makes sense. Second, RAID 5 storage provides superior redundancy. If one of the hard drives in the array were to fail, no data would be lost. The drive would be replaced and the missing data would self re-generate. This is the same method used in the data management control centers with large information storage requirements.

Recorded conversations stored in the LazerPhone system can be easily transferred to an analog tape recorder so that conversation may be used for evidentiary purposes. A portable cassette recorder is simply connected to the LazerPhone workstation and as the conversation is played back the portable system records the conversation. In addition, the LazerPhone system can be equipped with a CD ROM drive, allowing recorded conversations to be transferred to a CD-ROM for later playback. WorldCom and Global Tel*Link understand the importance of maintaining a chain of evidence in call recording. Global Tel*Link has developed a method for securing recordings against challenges to the authenticity of the date, time and telephone number(s) involved. Global Tel*Link encrypts this information for each call and then encloses the call in a "Security Envelope". Any alteration to the call or its encrypted information can be detected immediately. The security of the envelope is checked each time the call is played back. WorldCom and Global Tel*Link will provide expert testimony, free of charge, regarding the authenticity of one of its recordings.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Detailed below are some of the features and capabilities of LazerPhone's recording module.

- Keyword Search
- Call Lock
- Selectable Recording
- Control of Playback Functions
- Call Send Feature

Keyword Search

LazerPhone has the unique ability to search call records for user-designated key words such as drug lingo and escape conversations, to allow facility investigative staff and Internal Affairs personnel to quickly search all inmate conversations for any key words. This feature is not only an invaluable investigative tool, it also assists in the prevention and interdiction of drug smuggling and distribution, inmate escape, and numerous other types of inmate fraud and crime. Key word search allows the user to effectively reduce the total number of calls that have to be monitored to locate pertinent conversations. It also has the capability to take the researcher to the location in a conversation where the system thinks the word occurred. This greatly reduces the amount of time required to retrieve valuable information. Authorized users can search for call records by a particular word in the key word database of the LazerPhone recorder. Once a word has been entered LazerPhone will scan the key word database to see if the word has been found in any phone conversation. Following the query, all records found with the target word will be listed in the records found field of the system's call search screen shown in Exhibit 11.

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CallSearch

Select Report Type: CallDetailReport
Facility: Baskervile Correctional Center - 9108
Sort By: StartDate/Time | Descending

Copy/Print   Modify Filters
Show Filters   Search
Print

Welcome
Logout
Call Search
Monitoring
Manage Accounts
User Configuration
Facility Phone List
Monitor Recordings
Manual

Previous   Next

Total Count 111   Currently Viewing 1 to 100

#	R	N	I	S	Station	Location	Dest	PIN	Date/ Time	Length	Cost	Status	End
1					019	BSK300H-3B	8043329807	1222347864	10/9/2001 10:58:54 PM	15:00	$2.32	DTMF 0 Call Accepted	Timeout
2					017	BSK107, H3-B RIGHT	8044216870	2087161523	10/9/2001 10:53:18 PM	16:00	$2.41	DTMF 0 Call Accepted	Timeout
3					005	BSK005, H3-A CENTER	7574365184	2302821555	10/9/2001 10:50:44 PM	15:00	$3.50	DTMF 0 Call Accepted	Timeout
4					019	BSK300H-3B	8043329807	2160217757	10/9/2001 10:49:45 PM	09:05	$2.30	DTMF 0 Call Accepted	Station Hung Up
5					012	BSK102, H1-A CENTER	8043033804	1923378448	10/9/2001 10:46:38 PM	14:50	$2.62	DTMF 0 Call Accepted	Station Hung Up
6					015	BSK105, H2-B RIGHT	8023860774	2629096990	10/9/2001 10:43:20 PM	16:00	$9.20	DTMF 0 Call Accepted	Timeout
7					016	BSK106, H3-A RIGHT	5707273233	2342375342	10/9/2001 10:42:31 PM	14:00	$3.65	DTMF 0 Call Accepted	Timeout
8					012	BSK102, H1-A CENTER	8043032804	1923275448	10/9/2001 10:30:15 PM	14:57	$2.99	DTMF 0 Call Accepted	Station Hung Up
9					019	BSK300H-3B	8043329807	1222347864	10/9/2001 10:30:10 PM	15:00	$3.65	DTMF 0 Call Accepted	Timeout
10					015	BSK105, H2-B RIGHT	8023860774	2629096990	10/9/2001 10:24:13 PM	16:00	$9.30	DTMF 0 Call Accepted	Timeout
11					006	BSK006, H3-A LEFT	7574347260	1048728301	10/9/2001 10:18:12 PM	04:18	$1.05	DTMF 0 Call Accepted	Station Hung Up
12					004	BSK004, H2-A LEFT	8406346232	2736622970	10/9/2001 10:16:02 PM	14.99	$2.99	DTMF 0 Call Accepted	Station Hung Up
13					015	BSK105, H3-B RIGHT	7578503651	2309983980	10/9/2001 10:15:29 PM	00:48	$1.47	DTMF 0 Call Accepted	Station Hung Up
14					023	BSK101, H-1	7576217520	2006473848	10/9/2001 10:15:03 PM	02:46	$1.91	DTMF 0 Call Accepted	Station Hung Up
15					012	BSK102, H1-A CENTER	8043033804	1923378448	10/9/2001 10:13:52 PM	14:98	$2.65	DTMF 0 Call Accepted	Station Hung Up
16					019	BSK300H-3B	8042323007	1222347864	10/9/2001 10:13:51 PM	16:00	$2.66	DTMF 0 Call Accepted	Timeout
17					009	BSK010, H3-B LEFT	8044216870	2087143829	10/9/2001 10:13:22 PM	15:00	$2.65	DTMF 0 Call Accepted	Timeout

Exhibit 11. Key Word Search Screen.

As speech recognition technology improves, WorldCom will provide system updates and upgrades without any additional costs. Global Tel*Link is a committed to remaining on the leading edge of storage and voice recognition technologies. As computing power and voice recognition engines have improved, key word searches have become a crucial investigative tool.

Using the screen shown in Exhibit 12, system administrators can add, delete, and modify keywords. All additions, deletions and modifications take effect immediately.
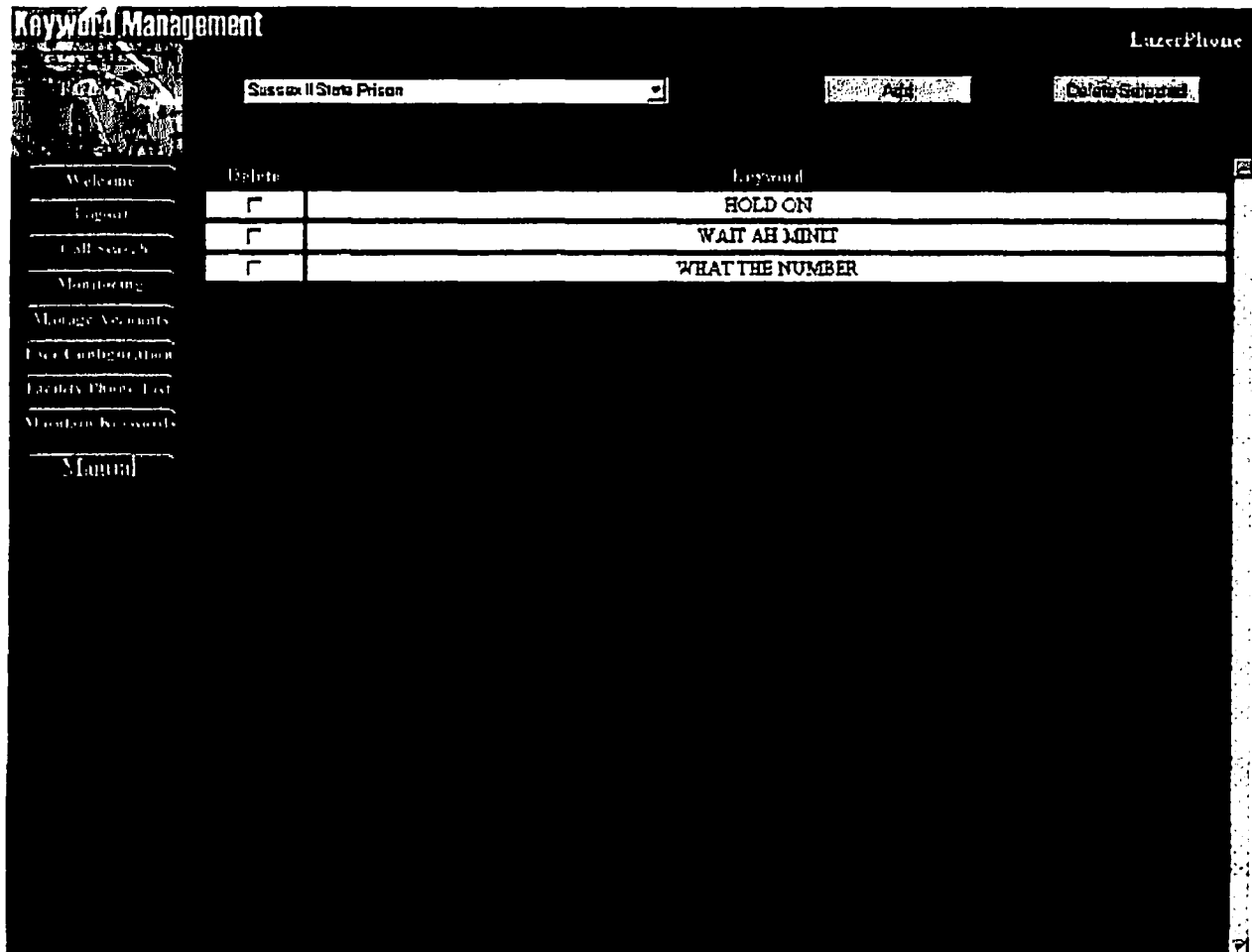
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Exhibit 12. Keyword Management Screen.

Call Lock

LazerPhone's recording module allows users to lock individual call recordings from the call detail report screen. Authorized users simply click the "L" field of the record that needs to be locked or unlocked. Exhibit 13 shows the location of the "L" field on the call detail report. When a call recording is locked, that recording cannot be deleted until the recording is unlocked.

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			Select Report Type:	Call Detail Report		▾		Copy File(s)		Lock File(s)
			Facility:	All Facilities		▾		Show Filters		Search
			Sort By:	Destination ▾	Descending ▾				Print	

Previous   Next

Total Count 7822 - Currently Viewing 1 to 100

#	R	M	L	S	Station	Site	Dest	PIN	Date/Time	Length	Cost	Start	End
1					********074	WRD	9739235088	2397765414	8/8/2001 2:32:14 PM	00:00	$0.00	No Answer	*
2					********074	WRD	9739235088	2397765414	8/8/2001 2:33:43 PM	00:00	$0.00	No Answer	*
3					********077	WRD	9739235088	2397765414	8/8/2001 2:36:53 PM	00:00	$0.00	No Answer	*
4	☐	💲			********010	DYL	9737833739	2154381510	8/8/2001 11:00:06 AM	14:18	$9.20	DTMF 0 Call Accepted	Station Hung Up
5	☐	💲			********010	DYL	9737833739	2154381510	8/8/2001 11:15:30 AM	14:59	$9.20	DTMF 0 Call Accepted	Station Hung Up
6					********2006	CSP & CWC	9738847387	2524495944	8/8/2001 2:34:51 PM	00:00	$0.00	Station Hangup during Outdial	*
7	☐	💲			********052	LUN	9738741516	2812768403	8/8/2001 11:04:12 AM	04:04	$4.70	DTMF 0 Call Accepted	Station Hung Up
8					********052	LUN	9738734960	2812768403	8/8/2001 12:35:39 PM	00:00	$0.00	Station Hangup during Prompts	*
9					********045	LRV	9734149797	2928715294	8/8/2001 12:44:45 PM	00:00	$0.00	Validation Denied	No Collect Calls
10					********013	CWD	9733999484	2855821410	8/8/2001 12:51:33 PM	00:00	$0.00	Validation Denied	BNS / Collect in Fraud Control
11	☐	💲			********039	SHN	9733724142	2817263625	8/8/2001 12:30:21 PM	14:43	$9.20	DTMF 0 Call Accepted	Called Party Hung Up

Exhibit 13. Call Lock Option via Call Detail Report

Selectable Recording

LazerPhone allows user selectable recording parameters. Designated telephone numbers to be recorded are entered into the program and LazerPhone instantaneously commences call recording. LazerPhone also allows easy "on and off" of call recording. Search and playback of recorded calls is instantly available to the user.

Control of Playback Functions

LazerPhone's recording module allows for complete control of all playback functions by system users via the WorldCom-provided workstation. The LazerPlayer screen, shown in Exhibit 14, allows authorized users to play, stop, or pause the playback of recorded calls using the buttons as indicated.

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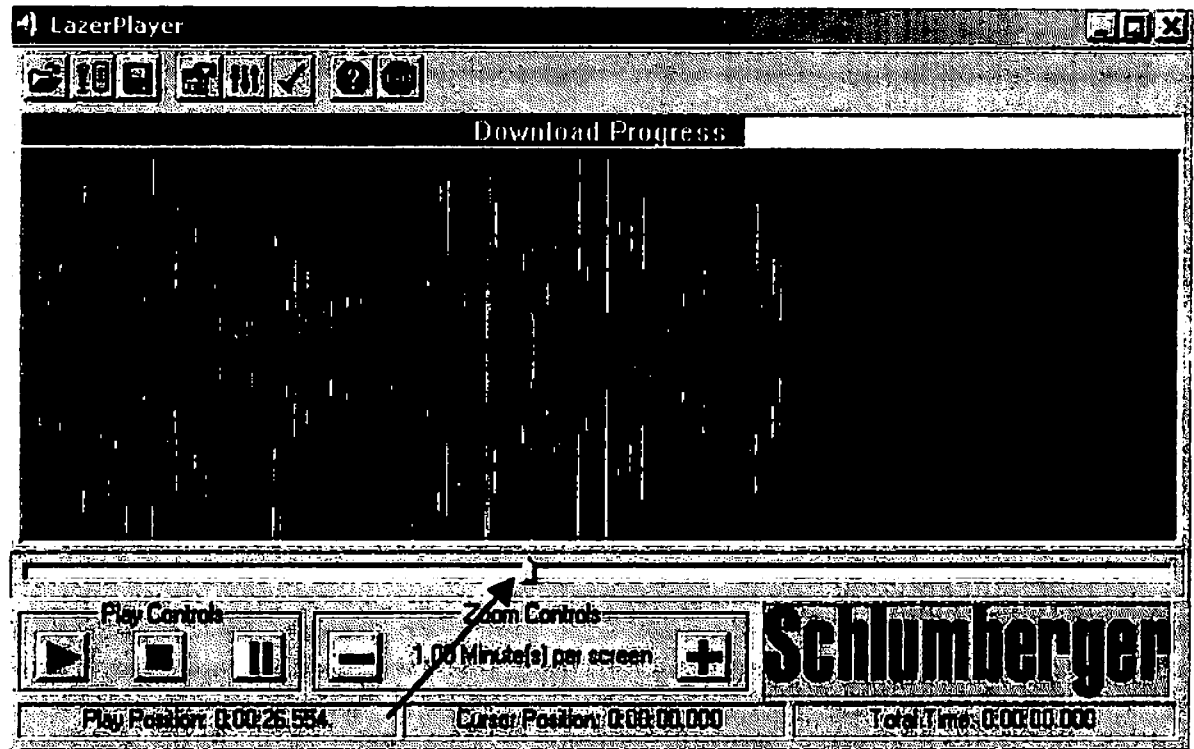
Exhibit 14. LazerPlayer Screen.

The user simply moves the slide bar to the desired location, to fast forward or to rewind portions of the recorded call

Call Send Feature

LazerPhone's recording module allows an authorized system user the capability to send the playback of a recorded conversation to any telephone number within the Continental United States.

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LazerPhone Reporting Capabilities

LazerPhone provides powerful, detailed, accurate reporting capabilities – all in real time. Queries to the LazerPhone system via the call search screen create powerful, informative reports using the facility's call detail information. These queries can request both general and specific call detail information using the variety of parameters available at this screen. Reports show call detail information as well as statistical information stored on the facility's LazerPhone system.

LazerPhone provides a variety of reporting options in a user-friendly Windows environment. Facility administrators can run all LazerPhone reports on-site. Standard reports available using the report screen include:

- Call Detail Report

- Trunk Activity Report

- Frequency Report (by Origination Number)

- Frequency Report (by Destination Number)

- Frequency Report (by Trunk ID)

- Frequency Report (by PIN, if applicable)

- Call Traffic Analysis

- Last 100 Calls Report

- Audit Log Report

- Ad Hoc Reports.

Each LazerPhone administrative workstation uses a Web-based interface to generate powerful and flexible reports on a host of activities.

The amount of information contained in each report is dependent upon the user's access level. Access levels ensure that users have access to information on a need to know basis. Designated facility personnel establish these levels during the initial installation of the system.

LazerPhone maintains a record of all call attempts including, but not limited to: accepted calls, rejected calls, calls to collect call blocked numbers, calls where the inmate hung up prior to acceptance or rejection, inmate partially dialed calls, and calls to disallowed numbers or to telephone numbers not contained on the allowed calling list.

The call detail record for every attempted inmate call contains the following information:

- The physical inmate telephone from which the attempt was made
- Date and call start/stop times
- Call duration
- Inmate PIN used
- The telephone number dialed
- Call billing type (collect or debit)
- A system-recognized attorney call
- Call "start" code
- Call termination or "end" code
- Outgoing trunk the system used for the call.

Reports for each of these categories are available real time and can be accessed with the proper security from any facility administrative workstation. This detailed information can be used not only by investigative and agency staff, but also by WorldCom to resolve system performance troubles to respond to service complaints by inmates or telephone service subscribers.

The following reports demonstrate the LazerPhone capabilities.

Record, By Day, of PIN Additions or Deletions By Facility

The following screen capture displays the addition or deletion of a PIN by facility. The report displays when the activity took place, who performed the addition or deletion, and the name of the inmate assigned to the PIN. Please note the description field contains a 'portable PIN' which is an inmate that moved to a new facility and the LazerPhone system automatically moved the inmate's PIN and allowed list to the new facility and removed it from the old facility without any system administration by WorldCom or the Facility personnel.

Each query performed via the Call Search Screen can be sorted by any of the above-listed fields. To sort the search screen by a specific field, the system administrator simply clicks the "Sort By" pull down menu, then select the field. The calls may be sorted in ascending or descending order by selecting the option beside the "Sort By" menu.

Audit Log Report

The audit log report contains information about the activities of authorized users. The audit log report contains the following information:

- The date and time when the system user logged in or logged off.

- The name of the user.

- The descriptive action that was accomplished during each attempt in gaining access to the LazerPhone system.

Exhibit 15 contains a sample screen capture of the Audit Log Report.

		Select Report Type: Audit Log Report ▼	Copy File(s)	Lock File(s)
		Facility: Deep Meadow Correctional Center ▼	Show Filters	Search
		Maximum Records: 100 ▼ Sort By: Log Date / Time ▼ Descending ▼		Print

48	Portia\MCI	7/31/2001 2:43:59 PM	Added new Allow List Number for 296568 at 9117 8045284838
49	Portia\MCI	7/31/2001 2:43:58 PM	Added new Allow List Number for 296568 at 9117 8048475549
50	Portia\MCI	7/31/2001 2:43:58 PM	Added new Allow List Number for 296568 at 9117 8048474179
51	Portia\MCI	7/31/2001 2:43:57 PM	Changing Inmate Balance for 296568 at 9117 N - offset 0
52	Portia\MCI	7/31/2001 2:43:57 PM	Added new Pin 296568 at facility 9117 LEVAR
53	Sharee\MCI	7/31/2001 2:37:47 PM	Changed Allow List Number details for 294206 at 9117 8047338663
54	Sharee\MCI	7/31/2001 2:33:24 PM	Changed Allow List Number details for 294562 at 9117 7572000776
55	Sharee\MCI	7/31/2001 2:32:21 PM	Changed Allow List Number details for 293296 at 9117 7188589117
56	Sharee\MCI	7/31/2001 2:29:46 PM	Changed Allow List Number details for 288899 at 9117 2567400271
57	Portia\MCI	7/31/2001 2:26:26 PM	Added new Allow List Number for 296623 at 9117 7572455913
58	Portia\MCI	7/31/2001 2:26:26 PM	Changing Inmate Balance for 296623 at 9117 N - offset 0
59	Portia\MCI	7/31/2001 2:26:26 PM	Added new Pin 296623 at facility 9117 WILLIAM
60	Joyce\MCI	7/31/2001 2:16:01 PM	Changed Pin 296238 - at facility 9117 HERBERT
61	Sharee\MCI	7/31/2001 2:15:00 PM	Changed Allow List Number details for 292765 at 9117 8049773740
62	Sharee\MCI	7/31/2001 2:14:36 PM	Changed Allow List Number details for 292765 at 9117 8049773740
63	Sharee\MCI	7/31/2001 2:13:57 PM	Changed Allow List Number details for 292765 at 9117 8049730623
64	Sharee\MCI	7/31/2001 2:13:35 PM	Changed Allow List Number details for 292765 at 9117 5405432096
65	Sharee\MCI	7/31/2001 2:12:38 PM	Changed Allow List Number details for 292765 at 9117 8045896743
66	Sharee\MCI	7/31/2001 2:12:23 PM	Changed Allow List Number details for 292765 at 9117 8045101068

Exhibit 15. Audit Log Report.

Frequently Called Numbers by Inmate Phone

The report shown in Exhibit 16, displays the most frequently called destination numbers. These records may be sorted by date and time and will appear in descending or ascending order.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Select Report Type:	Frequency Report by Destination ▼	Copy File(s)	Lock File(s)
Facility:	Correctional Center ▼	Show Filters	Search
Maximum Records: 100 ▼	Sort By: Start Date / Time ▼ Descending ▼		Print

Records found in Search: 139

#	Destination	Frequency
1	8049180	13
2	7578906	9
3	8049180	8
4	7039715	5
5	7573990	4
6	7574207	4
7	8043219	4
8	8045620	4
9	7578336	3
10	7578752	3
11	7036232	3
12	7033614	3
13	8045276	3
14	3014205	3
15	8047432	3
16	4105519	2
17	4107830	2

Exhibit 16. Frequently Called Numbers By Inmate Phone.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Frequently Called Numbers by PIN

This report shows the most frequently called destination numbers using sorted by PIN # 9900959.

	Select Report Type:	Frequency Report by PIN ▾	Copy File(s)	Lock File(s)
	Facility:	Correctional Institution ▾	Show Filters	Search
Maximum Records:	100 ▾	Sort By: Start Date / Time ▾ Descending ▾		Print

Records found in Search: 83

#	PIN	Frequency
1	24048560914	11
2	24069310307	10
3	24057970629	10
4	24002411116	10
5	23977370326	10
6	23955000416	9
7	24119291016	8
8	24101010212	7
9	24054210803	7
10	23731030926	6
11	24061370423	6
12	24123690507	5
13	24107830611	5
14	24060680807	4
15	24065930515	4
16	24062230226	4
17	24069421208	4

Exhibit 17. Frequently Called Numbers Sorted By PIN.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

PIN(s) in use

The following screen capture displays all active and inactive PINs, the name of the inmate assigned to the PIN, when the PINs were created and the date the PINs were last modified.

Exhibit 18. PINs in Use.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Called numbers by PIN

The following screen capture shows called numbers sorted by PIN.

Select Report Type:	Call Detail Report	▼		Copy File(s)	Lock File(s)
Facility:	All Facilities	▼		Show Filters	Search
Sort By:	Destination ▼	Descending ▼		Print	

Previous   Next

Total Count 7822   Currently Viewing 1 to 100

#	R	N	L	K	Station	Site	Dest	PIN	Date/Time	Length	Cost	Start	End
1		☐ ☐ ☐ ☐				******074	VVRD	9739235086	2397765414	8/8/2001 2:32:14 PM	00:00	$0.00	No Answer	*
2		☐ ☐ ☐ ☐				******074	VVRD	9739235086	2397765414	8/8/2001 2:33:43 PM	00:00	$0.00	No Answer	*
3		☐ ☐ ☐ ☐				******077	VVRD	9739235086	2397765414	8/8/2001 2:36:53 PM	00:00	$0.00	No Answer	*
4	Г	🔄 ☐ ☐ ☐				******010	DYL	9737833739	2154381510	8/8/2001 11:00:06 AM	14:16	$9.20	DTMF 0 Call Accepted	Station Hung Up
5	Г	🔄 ☐ ☐ ☐				******010	DYL	9737833739	2154381510	8/8/2001 11:15:30 AM	14:59	$9.20	DTMF 0 Call Accepted	Station Hung Up
6		☐ ☐ ☐ ☐				******2006	CSP & CWC	9736847387	2524495944	8/8/2001 2:34:51 PM	00:00	$0.00	Station Hangup during Outdial	*
7	Г	🔄 ☐ ☐ ☐				******052	LUN	9738741516	2812766403	8/8/2001 11:04:12 AM	04:04	$4.70	DTMF 0 Call Accepted	Station Hung Up
8		☐ ☐ ☐ ☐				******052	LUN	9736734960	2812766403	8/8/2001 12:35:39 PM	00:00	$0.00	Station Hangup during Prompts	*

Exhibit 19. Called Numbers by PIN.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Duration of Calls

The following screen capture displays all calls sorted by duration.

Exhibit 20. Calls Sorted By Duration.

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Date and Time of Call

The following screen capture displays all calls sorted by originating date and time.

Select Report Type:	Call Detail Report	▼	Copy File(s)	Lock File(s)
Facility:	Correctional Center	▼	Show Filters	Search
Maximum Records: 100 ▼	Sort By: Start Date / Time ▼	Descending ▼		Print

Records found in Search: 214

#	R	N	L	K	Station	Location	Dest	PIN	Date / Time	Length	Cost	Start	End
1					*******012	DRF	7575453	1602028578	8/1/2001 12:07:07 PM	0:00:00	$0.00	Validation Denied	No Collect Calls
2					*******013	DRF	5403421	2847915856	8/1/2001 12:00:00 PM	0:00:00	$0.00	Station Hangup during Prompts	*
3					*******001	DRF	7578258	1102862932	8/1/2001 11:59:30 AM	0:00:00	$0.00	Validation Denied	Destination not in Inmate Allow List
4					*******002	DRF	4122418	2266034575	8/1/2001 11:58:43 AM	0:00:00	$0.00	No Answer	*
5					*******021	DRF	7574813	2617584444	8/1/2001 11:58:29 AM	0:00:00	$0.00	No Answer	*
6					*******021	DRF	7574053	2931444530	8/1/2001 11:27:05 AM	0:00:00	$0.00	No Answer	*
7					*******021	DRF	7574053	2931444530	8/1/2001 11:13:55 AM	0:00:00	$0.00	No Answer	*
8	☐	🔊			*******012	DRF	7574990	2617584444	8/1/2001 11:12:49 AM	0:15:00	$6.75	DTMF 0 Call Accepted	Timeout
9					*******005	DRF	8042303	2155674392	8/1/2001 11:09:13 AM	0:00:00	$0.00	Called Party Hung Up	*
10					*******021	DRF	5403620	2049900655	8/1/2001 11:02:48 AM	0:00:00	$0.00	No Answer	*
11					*******021	DRF	5403442	2049900655	8/1/2001 11:01:33 AM	0:00:00	$0.00	Called Party Hung Up	*
12	☐	🔊			*******010	DRF	7578555	2624382670	8/1/2001 10:13:10 AM	0:15:00	$6.75	DTMF 0 Call Accepted	Timeout
13					*******005	DRF	8042303	2155674392	8/1/2001 10:10:55 AM	0:00:00	$0.00	No Answer	*

Exhibit 21. Calls Sorted By Date and Time.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Call Charge- Local, Intralata, Interlata

The following screen capture displays all calls sorted by the call type of local, intralata, or interlata.

			Select Report Type: Trunk Activity Report ▾		Copy File(s)	Lock File(s)			
			Facility: Correctional Center - 9117 ▾		Show Filters	Search			
	Maximum Records: 100 ▾		Sort By: Start Date / Time ▾ Descending ▾		Print				

Total Count 115

#	Site	Trunk	Station	Dest	Date/Time	Length	Cost	Call Type	Rate Type	Val Method
1	DPM	VABCRHMX24	******024	7574660948	8/6/2001 12:52:36 PM	00:00	$0.00	Collect Station to Station	Intrastate Interlata	Internet (ISP)
2	DPM	VABCRHMX01	******026	8047140897	8/6/2001 12:51:47 PM	02:37	$1.10	Collect Station to Station	Local Call (Primary)	Internet (ISP)
3	DPM	VABCRHMX07	******040	7572658859	8/6/2001 12:51:21 PM	03:02	$3.65	Collect Station to Station	Intrastate Interlata	Internet (ISP)
4	DPM	VABCRHMX21	******021	8049182685	8/6/2001 12:51:09 PM	00:00	$0.00	Collect Station to Station	Local Call (Primary)	Internet (ISP)
5	DPM	VABCRHMX45	******024	7576225910	8/6/2001 12:50:34 PM	00:00	$0.00	Collect Station to Station	Intrastate Interlata	Internet (ISP)
6	DPM	VABCRHMX31	******007	8049188872	8/6/2001 12:50:17 PM	04:06	$1.10	Collect Station to Station	Local Call (Primary)	Internet (ISP)
7	DPM	VABCRHMX08	******008	8045622698	8/6/2001 12:49:51 PM	00:00	$0.00	Collect Station to Station	Local Call (Primary)	Internet (ISP)
8	DPM	VABCRHMX25	******024	7572488808	8/6/2001 12:49:10 PM	00:00	$0.00	Collect Station to Station	Intrastate Interlata	Internet (ISP)
9	DPM	VABCRHMX33	******010	7574687928	8/6/2001 12:49:02 PM	04:04	$4.00	Collect Station to Station	Intrastate Interlata	Internet (ISP)
10	DPM	VABCRHMX28	******024	7576277227	8/6/2001 12:47:50 PM	00:00	$0.00	Collect Station to Station	Intrastate Interlata	Internet (ISP)
11	DPM	VABCRHMX08	******038	3017723238	8/6/2001 12:47:19 PM	00:00	$0.00	Collect Station to Station	Interstate Interlata	Internet (ISP)
12	DPM	VABCRHMX16	******029	8045622698	8/6/2001 12:46:30 PM	07:55	$1.10	Collect Station to Station	Local Call (Primary)	Internet (ISP)
13	DPM	VABCRHMX05	******045	8043031487	8/6/2001 12:45:28 PM	09:00	$1.10	Collect Station to Station	Local Call (Primary)	Internet (ISP)
14	DPM	VABCRHMX38	******045	8043031487	8/6/2001 12:42:33 PM	00:00	$0.00	Collect Station to Station	Local Call (Primary)	Internet (ISP)
15	DPM	VABCRHMX41	******045	8045820357	8/6/2001 12:41:21 PM	00:00	$0.00	Collect Station to Station	Local Call (Primary)	Internet (ISP)
16	DPM	VABCRHMX35	******026	8047140897	8/6/2001 12:41:15 PM	00:00	$0.00	Collect Station to Station	Local Call (Primary)	Internet (ISP)

Exhibit 22. Calls Sorted By Call Type.

LazerPhone -- An Integrated Call Control, Monitoring, and Recording Platform

Inmate Phone By Location

The following screen capture displays all calls sorted by location of the inmate telephone within a facility.

Exhibit 23. Calls Sorted By Location of Inmate Telephone.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Traditional Call Detail Report

Queries to the LazerPhone system via the call search screen create informative reports using the facility's call detail information. These queries can request both general and specific call detail information using a variety of parameters. Reports show call detail information as well as statistical information stored on the facility's LazerPhone system. The call search screen offers various standard system reports that can be generated for specific periods of time and with an assortment of filters. Exhibit 24 is a sample of the results of a query performed using the system's call search screen, requesting the standard call detail report. This report, in call detail report format, includes calls for a single day between noon and 11:59:59 p.m. and does not include any filters.

Select Report Type: Call Detail Report

Facility: All Facilities

Sort By: Destination | Descending

Copy File(s) Log File(s) Show Filters Search Print Previous Next

Total Count 7822 - Currently Viewing 1 to 100

#	R	N	L	K	Station	Site	Dest	PIN	Date/Time	Length	Cost	Start	End
1					*****074	WRD	9739235088	2397765414	8/8/2001 2:32:14 PM	00:00	$0.00	No Answer	*
2					*****074	WRD	9739235088	2397765414	8/8/2001 2:33:43 PM	00:00	$0.00	No Answer	*
3					*****077	WRD	9739235088	2397765414	8/8/2001 2:38:53 PM	00:00	$0.00	No Answer	*
4	☐	⑤			*****010	DYL	9737833739	2154381510	8/8/2001 11:00:06 AM	14:16	$9.20	DTMF 0 Call Accepted	Station Hung Up
5	☐	⑤			*****010	DYL	9737833739	2154381510	8/8/2001 11:15:30 AM	14:59	$9.20	DTMF 0 Call Accepted	Station Hung Up
6					*****2008	CSP & CWC	9738847387	2524495944	8/8/2001 2:34:51 PM	00:00	$0.00	Station Hangup during Outdial	*
7	☐	⑤			*****052	LUN	9738741516	2812766403	8/8/2001 11:04:12 AM	04:04	$4.70	DTMF 0 Call Accepted	Station Hung Up
8					*****052	LUN	9738734960	2812766403	8/8/2001 12:35:39 PM	00:00	$0.00	Station Hangup during Prompts	*
9					*****045	LRV	9734149797	2926715294	8/8/2001 12:44:45 PM	00:00	$0.00	Validation Denied	No Collect Calls
10					*****013	CWD	9733999484	2855821410	8/8/2001 12:51:33 PM	00:00	$0.00	Validation Denied	BNS / Collect in Fraud Control
11	☐	⑤			*****039	SHN	9733724142	2817283825	8/8/2001 12:30:21 PM	14:43	$9.20	DTMF 0 Call Accepted	Called Party Hung Up

Exhibit 24. Sample Call Detail Screen.

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The fields illustrated on the above call search screen query are defined in the following table.

Exhibit 25. Call Detail Report Fields

Field	Definition
Rec#	The unique number identifying each record
R	A recorded conversation is attached to this record
N	A RICH Notes record is attached to this record
L	This record is locked and will not be deleted until unlocked
K	This record contains Key Word(s) as previously defined by a system user
Station	Telephone number of the inmate telephone where the call originated
Site	Indicates the location of the inmate telephone station within the facility (such as Housing Unit #)
Destination	Telephone number of the called party
PIN	The inmate PIN entered at the start of the call
Date/Time	The date and time the call began
Length	The total length of the inmate call
Cost	The total amount billed to the called party
Start Code	Defines the action that occurred to initiate call
End Code	Defines the action that terminated the call

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Total Calls by Facility Report

The following screen capture displays the total number of calls by facility for a given time period. This type of report is helpful for identifying low volume trends that may lead to suggestions on how to improve call volumes.

Select Report Type:	Call Traffic Analysis ▼	Copy File(s)	Lock File(s)
Facility:	Deep Meadow Correctional Center - 9117 ▼	Show Filters	Search
Sort By:	Start Date / Time ▼ Descending ▼		Print

Total Count 32

#	Date / Time	Count
1	7/31/2001	2375
2	7/30/2001	2303
3	7/29/2001	3053
4	7/28/2001	3107
5	7/27/2001	2497
6	7/26/2001	2483
7	7/25/2001	2489
8	7/24/2001	2428
9	7/23/2001	2298
10	7/22/2001	3199
11	7/21/2001	3288
12	7/20/2001	2824
13	7/19/2001	2372
14	7/18/2001	2294

Exhibit 26. Total Calls By Facility.

The above report of number of calls per day can also be viewed in chart form as shown below:

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Originating Number Call Detail Report

Exhibit 27 is a screen capture of the LazerPhone call detail report by originating inmate telephone.

Exhibit 27. Originating Number Call Detail Report.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Destination Number Report

The following screen capture displays all call records sorted by destination number.

Exhibit 28. Destination Number Report.

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Disallowed Calls by Phone

Exhibit 29 displays all disallowed calls sorted by originating inmate telephone number. The end code field shown in the last column identifies the action that terminated the call.

Select Report Type:	Call Detail Report	▼	Copy File(s)	Lock File(s)
Facility:	Deep Meadow Correctional Center - 9117	▼	Show Filters	Search
Sort By:	Start Date / Time ▼ Descending ▼		Print	

Total Count 48 - Currently Viewing 1 to 48

#	R	N	I.	K	Station	Site	Dest	PIN	Date/ Time	Length	Cost	Start	End
1	☐	☐	☐	☐	******020	DPM	7575335450	2932939889	8/9/2001 9:24:46 AM	00:00	$0.00	No Answer	*
2	☐	☐	☐	☐	******047	DPM	7038600521	2853954748	8/9/2001 9:24:11 AM	00:00	$0.00	No Answer	*
3	☐	☐	☐	☐	******014	DPM	9196838774	2935728883	8/9/2001 9:23:46 AM	00:00	$0.00	Validation Denied	No Collect Calls
4	☐	☐	☐	☐	******020	DPM	7574870579	2932939889	8/9/2001 9:23:23 AM	00:00	$0.00	Station Hangup during Prompts	*
5	☐	☐	☐	☐	******010	DPM	8042712794	2944402745	8/9/2001 9:21:44 AM	00:00	$0.00	Station Hangup during Prompts	*
6	☐	☐	☐	☐	******014	DPM	9195961337	2935728883	8/9/2001 9:21:22 AM	00:00	$0.00	Called Party Hung Up	*
7	☐	☐	☐	☐	******051	DPM	8044403469	2965325957	8/9/2001 9:20:38 AM	00:00	$0.00	Station Hangup during Prompts	*
8	☐	☐	☐	☐	******020	DPM	2025638880	2954849232	8/9/2001 9:20:02 AM	00:00	$0.00	Called Party Did Not Accept	*
9	☐	☐	☐	☐	******010	DPM	8047784986	2944402745	8/9/2001 9:19:57 AM	00:00	$0.00	Station Hangup during Prompts	*

Exhibit 29. Disallowed Calls By Inmate Phone.

LazerPhone – An Integrated Call Control, Monitoring, and Recording Platform

Disallowed Calls by Pod

The following screen capture displays all disallowed calls by phone location.

Select Report Type:	Call Detail Report
Facility:	Deep Meadow Correctional Center - 9117
Sort By:	Start Date / Time ▾ Descending ▾

Copy File(s)   Lock File(s)
Show Filters   Search
Print

Total Count 48 - Currently Viewing 1 to 48

#	R	N	L	K	Station	Site	Dest	PIN	Date/Time	Length	Cost	Start	End
1	☐	☐	☐	☐	******020	DPM	7575335450	2932939889	8/8/2001 9:24:46 AM	00:00	$0.00	No Answer	*
2	☐	☐	☐	☐	******047	DPM	7038600521	2853954748	8/8/2001 9:24:11 AM	00:00	$0.00	No Answer	*
3	☐	☐	☐	☐	******014	DPM	9198838774	2935728883	8/8/2001 9:23:46 AM	00:00	$0.00	Validation Denied	No Collect Calls
4	☐	☐	☐	☐	******020	DPM	7574870579	2932939889	8/8/2001 9:23:23 AM	00:00	$0.00	Station Hangup during Prompts	*
5	☐	☐	☐	☐	******010	DPM	8042712794	2944402745	8/8/2001 9:21:44 AM	00:00	$0.00	Station Hangup during Prompts	*
6	☐	☐	☐	☐	******014	DPM	9195981337	2935728883	8/8/2001 9:21:22 AM	00:00	$0.00	Called Party Hung Up	*
7	☐	☐	☐	☐	******051	DPM	8044403469	2985325957	8/8/2001 9:20:38 AM	00:00	$0.00	Station Hangup during Prompts	*
8	☐	☐	☐	☐	******020	DPM	2025638880	2954849232	8/8/2001 9:20:02 AM	00:00	$0.00	Called Party Did Not Accept	*
9	☐	☐	☐	☐	******010	DPM	8047784986	2944402745	8/8/2001 9:19:57 AM	00:00	$0.00	Station Hangup during Prompts	*

Exhibit 30. Disallowed Calls By Location.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Disallowed Calls by PIN

The following screen capture displays all disallowed calls by PIN.

#	R	N	L	K	Station	Location	Dest	PIN	Date / Time	Length	Cost	Start	End
1					******011	ORW	2167211930	90501751129	7/27/2001 6:47:19 AM	0:00:00	$0.00	Station Hangup during Outdial	*
2					******011	ORW	2167211930	90501751129	7/27/2001 6:48:11 AM	0:00:00	$0.00	Station Hangup during Outdial	*
3					******011	ORW	2167211930	90501751129	7/27/2001 6:49:02 AM	0:00:00	$0.00	Station Hangup during Outdial	*
4					******011	ORW	2167211930	90501751129	7/27/2001 6:49:53 AM	0:00:00	$0.00	Station Hangup during Outdial	*
5					******011	ORW	2163320069	90501751129	7/27/2001 6:50:35 AM	0:00:00	$0.00	Station Hangup during Outdial	*
6					******011	ORW	2163320069	90501751129	7/27/2001 6:51:21 AM	0:00:00	$0.00	Station Hangup during Outdial	*
7		S			******011	ORW			7/27/2001 6:53:26 AM	0:13:41	17.54	DTMF 0 Call Accepted	No 1 Detect

Select Report Type: Call Detail Report
Facility: All Facilities
Maximum Records: 100 Sort By: PIN Descending
Copy File(s) Lock File(s) Show Filters Search Print

Records found in Search: 7

Exhibit 31. Disallowed Calls By PIN.

LazerPhone — An Integrated Call Control, Monitoring, and Recording Platform

Custom Report Wizard

By selecting the custom report wizard button, authorized users can create specialized reports using only the necessary parameters. As illustrated in Exhibit 32, users have a variety of options when creating a specialized report, i.e., users can select tables of information as well as specific fields. In addition, users can choose specific filters to be used in the report as well as the sorting method, i.e. ascending or descending.

Exhibit 32. Custom Report Wizard.

All custom reports can be saved and added to the report drop down menu available at the LazerPhone call search screen toolbar. Once saved, these reports can be run at any time. These reports can also be edited or deleted as necessary.

Separate Institution Totals and Statistics

Any of the available reports can be created by facility or globally for facilities and sorted per institution.

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All Institutions Total and Statistics

As demonstrated in the provided screen prints of this section, call detail totals and statistics can be obtained for all locations.

Total Calls

Through the use of the wizard function, the total call report can be set up real time by any number of factors such as by facility, phone and inmate PIN.

Daily Statistics

Through the use of the wizard function as described above, daily statistic reports can be set up real time by any number of factors such as by facility, phone and inmate PIN.

Monthly Statistics

Through the use of the custom report wizard described above, monthly billing statistic reports can be set up real time by any number of factors such as by facility, phone and inmate PIN.

Administrative Features

The system call retrieval functions allow authorized users to search for specific conversations using the following criteria

- Start Time/End Time
- Start Date/End Date
- Inmate PIN (if applicable)
- Rich Notes
- Origination Number (inmate station)
- Destination Number
- Inmate name
- Outgoing Trunk ID
- Duration of Call

English and Spanish System Capability

LazerPhone can respond to English and Spanish speaking inmates. LazerPhone can also support up to nine additional languages.

PIN Administration

The proposed system can pre-record the inmate's name for use as part of the automated operator call announcement that is played to the called party. Once an inmate's name has been recorded, the system will retain this recording as part of the inmate's PIN and profile information and will not require nor prompt inmates to record their name during any future calls attempts.

The inmate's name can be recorded in two ways. After an inmate's PIN has been entered into the system and call attempt is made, the system will prompt the caller to state his or her name. This method can be restricted to specific inmate telephones in a facility. The second way requires a facility administrator to record the inmate's name using a specific/dedicated phone connected to the on-site system or a microphone that is connected to one of the system's administrative workstations. The system also enables an inmate's name to be re-recorded should the need arise.

LazerPhone can support most current inmate telephone PIN formats (i.e., based on social security number or a unique system-generated PIN code). LazerPhone can generate new random

and unique 6- to 16-digit PINs. Whether an inmate is assigned a PIN automatically by the LazerPhone system or manually by the customer personnel, the PIN will be activated immediately.

LazerPhone can provide automated PIN administration for each facility. Inmates can register for a telephone PIN by entering their assigned booking/facility number via the LazerPhone keypad. LazerPhone can automatically generate and issue a unique inmate PIN. Inmates will be notified of their automatically generated PIN through the facility's mail system.

All PINs are stored in a secure, centralized database. Only authorized personnel are granted access to the password protected-database, as shown in Exhibit 33. LazerPhone's database enables system or PIN administrators to quickly modify or deactivate an inmate's PIN.

Exhibit 33. PIN Administration Screen.

	Refresh	Delete Selected Numbers	Add New Numbers

Call List for tstpin ear - C080007006 - 3087

Status	Approved Status	Phone Number	Comment	Creation Date	Modification Date
Active	Approved	3344790000		6/29/2001 1:59:25 AM	6/29/2001 1:59:25 AM
Active	Approved	3344790001		6/29/2001 1:59:33 AM	6/29/2001 1:59:33 AM
Active	Approved	3344790002		6/29/2001 1:59:42 AM	6/29/2001 1:59:42 AM
Active	Approved	3344790003		6/29/2001 2:00:10 AM	6/29/2001 2:00:10 AM
Active	Approved	3344790004		6/29/2001 2:00:44 AM	6/29/2001 2:00:44 AM
Active	Approved	3344790005		6/29/2001 2:00:52 AM	6/29/2001 2:00:52 AM
Active	Approved	3344790006		6/29/2001 2:00:59 AM	6/29/2001 2:00:59 AM
Active	Approved	3344790007		6/29/2001 2:01:08 AM	6/29/2001 2:01:08 AM
Active	Approved	3344790008		6/29/2001 2:01:15 AM	6/29/2001 2:01:15 AM
Active	Approved	3344790009		6/29/2001 2:01:24 AM	6/29/2001 2:01:24 AM
Active	Approved	3344790010		6/29/2001 2:01:44 AM	6/29/2001 2:01:44 AM
Active	Approved	3344790011		6/29/2001 2:01:51 AM	6/29/2001 2:01:51 AM
Active	Approved	3344790012		6/29/2001 2:02:03 AM	6/29/2001 2:02:03 AM
Active	Approved	3344790013		6/29/2001 2:02:27 AM	6/29/2001 2:02:27 AM
Deactivated	No Response	3344799166		4/27/2001 10:22:47 AM	5/30/2001 11:32:30 AM

Exhibit 34. PIN Call Block / Allow Screen.

All or only specific LazerPhone options and services can be made available to each inmate through the assigned PIN. The following features can be customized by PIN:

- **Call Allow List.** This feature limits each inmate to have as many or as few call allow numbers as the facility administrator requests. If a called number is not on the inmate's approved list, the LazerPhone system will not allow the call to be completed. Each call allow list can store from one to one million 10-digit assignments.

- **Call Duration.** Each PIN can have a different call duration, ranging from 1 minute to 255 minutes in 1-minute increments. A warning prompt or tone will notify the inmate that the duration of the call is approaching the preset time limit.

- **Call Velocity.** An inmate can be restricted to the number of calls he/she can make during a specified time period. This time period can be set in a variety of units, include minutes, hours, days, weeks, months and years.

- **"Hot Number" by PIN.** Facility personnel can enter "hot numbers" via the on-site workstation. If an inmate attempts to dial one of these numbers, LazerPhone dials up to three administrative phones (programmed as requested by the facility administrators) and reports

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the number from which the call is being made, the number being dialed, and the inmate making the attempt (as identified by PIN). LazerPhone will make three attempts to complete these calls.

- **Call Detail Reports.** When PINs are in use, facility personnel can create reports that include inmate PINs for use in sorting or printing reports by PIN.

- **Phone Scheduler.** Each PIN can be programmed to include a specific schedule of phone usage times. An inmate can be restricted to specific time-of-day, day-of-week, or holiday calling.

LazerPhone allows facility personnel to maintain complete control of individual inmate call allow lists. The call allow list can be modified at any time by WorldCom personnel with the appropriate security profile. Information in this list includes phone number, description (such as "grandmother's home phone"), creation date/created by, modification date/modified by, and whether the number is currently approved. In addition, the inmate's PIN information allows for a block lock list in the same format as the allow list.

The name and location of the telephone number will be provided electronically to the facility. The system can be altered to give pre-approval rights before any number is added to an inmate's allow list.

LazerPhone allows from one to one million approved, allowable destination numbers per inmate PIN. Furthermore, the system allows one to one billion approved and allowable destination numbers per each facility LazerPhone installation.

Exhibit 35 depicts a screen used to generate a PIN for a new inmate. Exhibit 36 shows a configuration for an inmate PIN. Exhibit 37 is a notional list of all available PINs from which a single inmate PIN can be selected and then modified via the inmate change screen.

						Update PIN

Diagnostic Unit					

State ID		First Name	Last Name	Location	Alias		

1	Phone Number	Description	Billing Name	Address	City	ST.	Zip
2	Phone Number	Description	Billing Name	Address	City	ST.	Zip
3	Phone Number	Description	Billing Name	Address	City	ST.	Zip
4	Phone Number	Description	Billing Name	Address	City	ST.	Zip
5	Phone Number	Description	Billing Name	Address	City	ST.	Zip
6	Phone Number	Description	Billing Name	Address	City	ST.	Zip
7	Phone Number	Description	Billing Name	Address	City	ST.	Zip
8	Phone Number	Description	Billing Name	Address	City	ST.	Zip
9	Phone Number	Description	Billing Name	Address	City	ST.	Zip
10	Phone Number	Description	Billing Name	Address	City	ST.	Zip
11	Phone Number	Description	Billing Name	Address	City	ST.	Zip

Exhibit 35. Automated PIN Generation Feature.

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| d.Name | Play Recorded Name | Manage Call List | Update PIN |

Created 6/20/2000 2:10:00 PM by SYSTEM   Last Modified 7/3/2001 1:54:03 PM by bwilson

Facility   [Death Central ▼]

State ID   000000018   ○ Activated
PIN   [   ] Generate ● Deactivated
                                               ● Suspended   [06/20/2000 ▼]

First Name   IMA   Schedule Name   [—none— ▼] Edit
Last Name   TEST   Alert Group   [   ] Edit
Alias   [   ]
Location   [   ]   Time Limit   [15] minutes

List Type: ○ Allow List   Recording / Monitoring: ■ Record Calls
                        ● Block List   ■ Monitor status of calls
                        ● Call Anyone

■ Uses Self Learning PIN   Self Learning Start Date : [06/20/2000 ▼]
                                             End Date : [06/20/2000 ▼]
                                      Number of Days : [0]

■ Use Velocity?   Velocity Start Date : [06/20/2000 ▼]
                                      Number of calls : [0]
                                  Reset period (Hours) : [0]

Exhibit 36. Inmate PIN Configuration.

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| Facility | All Facilities | | |

Filter Accounts by: State ID

Value [   ] | Search | Help

☐ Active Accounts only

# of Accounts / Screen [50]

QuickEntry | Add New Account

Previous | Next

Status	State ID	PIN	Name	Location	Call User	Facility
🔲	000000000		TEST, TEST		Allow List	JC
🔲	000000001	000000	TEST, TEST		Allow List	DU
🔲	000000009	000000	pin, test		Allow List	GR
🔲	000000010	000010	PIN, TEST		Allow List	BU
🔲	000000011		Test, Pin		Allow List	CA
🔲	000000012		TEST, PIN		Allow List	CU
🔲	000000013		Test, Pin		Allow List	DR
🔲	000000014		Pin, Test		Allow List	DU

Exhibit 37. List of Available PINs from Which a Single Inmate PIN Can Be Selected and Modified.

System Failure Telephone Disconnection

Should WorldCom's system experience a catastrophic failure caused by, for example, a loss of power, all of the inmate phones are automatically disconnected and remain in an inoperable condition until such time that the system is returned to satisfactory operations.

Uninterruptible Power Source

Each LazerPhone system includes an industrial-grade uninterruptible power supply (UPS) unit that provides surge protection to the system and its components. The UPS system is capable of providing up to 30 minutes of back-up power to allow for continued processing and recording of inmate calls in the event of a commercial or back-up power failure. If the power is not restored in 30 minutes, the LazerPhone system automatically performs a clean shutdown, thereby preventing inmates from placing any calls and safeguarding all data.

To further safeguard the system from power outages, WorldCom recommends each on-site system be connected to the facility's back-up generator power system via separate and dedicated

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circuits and breaker panel. Upon restoration of commercial power or back-up power, the LazerPhone systems can automatically recover without human intervention and begin processing and recording inmate call attempts.

User-Friendly Voice Prompts

The LazerPhone system uses a number of user-friendly voice prompts and message announcements. The following describes the call set-up process that the inmate hears, a list of the return message announcements, and the call announcement and acceptance announcement heard by the called party:

> *This is WorldCom. This call is subject to monitoring and/or recording. You have a collect call from [INMATE'S PRE-RECORDED NAME]) who is an inmate at [FACILITY NAME]. If you wish to accept this call, press or dial "5" and hold; to deny, press or dial "0" and hang up. If you wish to block any future calls of this nature, press or dial "7" for further information. To hear the rates for this call, press or dial "9."*

Although the prompt asks the called party to press or dial "0" for refusal, should any number other than "5," "7," or "9" be pressed or dialed, the call will not be connected. If the called party makes no response, the message will repeat three times and, if no response is made, the call will be terminated.

During call set up and call acceptance, the inmate is placed on hold and is not able to communicate with the called party. This precludes the possibility of either the inmate conversing with the called party prior to call acceptance as well as the ability of the called party to deliver a message to the inmate.

LazerPhone can also be configured to play periodic overlay announcements throughout an inmate's calls. This announcement can include any information requested by the customer such as, "This call is from an inmate at the {correctional facility name}"

Presented below are the messages inmates receive under specific conditions:

* When the destination number is busy: "The called number was busy; please try your call later."

* When the called party does not answer, ring/no answer: "The called party did not answer; please try your call later."

* The called party does not press or dial the DTMF to accept the call: "The called party did not accept your call."

- If the called party has previously requested a block on the destination number: "The called party has placed a block on this number."

Warning Statement

LazerPhone's "warning statement" is heard by both the inmate and the called party, and states: "This call is subject to monitoring and/or recording". The statement can be in both English and Spanish. The statement is disabled, and no recording occurs, when the inmate places a call to his or her attorney of record.

LazerPhone is typically configured to provide a message similar to the following:

> *"This is WorldCom. This call is subject to monitoring and/or recording."*

> *"You have a collect call from [INMATE'S PRE-RECORDED NAME]) who is an inmate at [Facility Name]."*

> *"If you wish to accept this call, press or dial '5' and hold. To deny this call, press or dial '0' and hang up. If you wish to block any future calls of this nature, press or dial '7' for further information. To hear the rates for this call, press or dial '9'."*

Although the prompt asks the called party to press or dial "0" for refusal, if any number other than "5", "7", or "9" is pressed or dialed, the call is not be connected. If the called party makes no response the message is repeated three times and, if there is still no response, the call is terminated.

During call set up and call acceptance the inmate is placed on hold and is not able to communicate with the called party. There are two benefits to placing the inmate on hold. First, this prevents the inmate from conversing with the called party prior to call acceptance. Second, this prevents the called party from delivering a message to the inmate.

IDC <u>SAMPLE</u> Inmate Phone System Information

1. Submit new numbers only on a *Inmate Phone System Sheet.*

    a) *<u>You can only add or delete numbers every XXX days.</u>*
    b) The *Inmate Phone System Sheet* needs to be filled out in ink and readable.
    c) *<u>Do not use red ink.</u>*
    d) When submitting any number you must have the *<u>name and address</u>* for that number.
    e) You are allowed *<u>twenty</u>* numbers maximum on your calling list. This does not include attorney numbers. (SEG Units at _____ are allowed five numbers)

2. **Attorney numbers:** You must have a letter from your attorney, on attorney letterhead, requesting his/her number to be placed on your calling list. Only the numbers submitted in the attorney letter will be added.

3. If you have already submitted a number and that number is not working, fill out an *Inmate Phone Trouble Reporting Sheet.* *<u>Please write down the recording you are receiving.</u>*

4. **Dialing Instructions:** press 1 for Spanish or 2 for English, put in PIN number, then dial area code + phone number, wait for number to be processed. If prompted , state name.

5. If you receive the recording **"inmate calls to this number cannot be processed'**, the number being called has been blocked by WorldCom. The person you are trying to call should contact WorldCom at 800-231-1093.

6. If you receive the recording **"collect calls to this number cannot be processed'**, the number being called has been blocked by the local phone company. The person you are trying to call should contact their local phone company.

7. If you receive the recording **"you have entered an invalid access code"** you should fill out a *Inmate Phone Trouble Reporting Sheet* with all blanks filled in. *<u>(write down the recording)</u>*

8. If you have submitted a number and still receive the recording **"sorry this number is not on your calling list"** you should fill out a *Inmate Phone Trouble Reporting Sheet* with the number listed that is not working.

9. If you receive the recording **"please hang up and try your call again"** then the number you are calling has been disconnected or is no longer in service.

10. Call is disconnected stating **"a third party call has been detected your call will be terminated immediately"**, there are several things that can cause this to happen . Listed below are the most common.

    a) Three way calling
    b) Talking on a cordless phone or cellular phone
    c) Called party answering call waiting
    d) Called party switching to an extension number.
    e) Party line
    f) Called party is in a rural area
    g) Storm in area at time of call

Three way calling is an abuse of phone privileges and can result in disciplinary action.

TRACY STEWART

Central Region Program/Project Manager

SUMMARY OF QUALIFICATIONS AND EXPERIENCE

Mr. Stewart has worked in the Telecommunications industry for 16 years focusing in the areas of program/project management, technical sales support, customer service, toll fraud investigations and internal security. Since joining MCI in 1985, Mr. Stewart has gained experience in Operator Services for private payphones, university dorms, hotels, hospitals, and prisons. He has spent the last 11 years supporting inmate telephone call control and monitoring and recording systems. He currently oversees all installation and maintenance activities for MCI WorldCom's correctional customers in a 12-state territory.

EXPERIENCE

MCI WorldCom, Manager – Central Region Field Operations (12/96 – Present)

Mr. Stewart is responsible for MCI WorldCom's operational activities for correctional and payphone activities within the Central United States territory with active contracts in 12 states totaling over $90M in annual revenues. His responsibilities include managing a staff of Technical Support/Program Managers whom are responsible for providing day-to-day account management, technical support and customer service to specialized State Government Departments of Corrections (DOC) and Local Law Enforcement inmate calling services. He develops RFP responses for technical specifications, implementation and maintenance plans. He manages key MCI WorldCom support staff who perform implementation and maintenance activities, selects and manages MCI WorldCom contractors and equipment providers for high-tech equipment, and provides customized technical solutions and pricing input for business cases analysis. Mr. Stewart is also responsible for managing capital expenditures associated with the purchase and installation of inmate calling and recording/monitoring systems along with annual maintenance budgets. He is the second level escalation point of contact for all correctional and payphone customers located in his territory as well as telephone service subscribers to which may have issues surrounding the receipt of inmate collect/debit calls.

MCI Telecommunications, Technical Support Manager – Central Region DOCs & State Government & Universities (12/93 – 12/96)

While in this position, Mr. Stewart was responsible for the implementation and maintenance of inmate calling services contracts for state correctional and county government facilities in the States of Arkansas, Colorado, Illinois, Iowa, Missouri, Minnesota and Wisconsin. He assisted sales management and organizational support staff with technical support and sales strategies. He conducted detailed pre- and post-sale site surveys including inside and outside telephone cabling and telecommunications equipment requirements. He managed project implementation for complex service applications starting from pre-sale to completed installation, testing and certification. Mr. Stewart was responsible for initiating, negotiating, establishing, maintaining and managing contracts with outside vendors for equipment purchases and on-site facility equipment maintenance services. He directed the resolution of all service problems, account support maintenance issues and served as an escalation point of contact for customers and telephone service subscribers. He was also responsible for providing user training and support to customer staff on the use and operation of complex inmate call control, recording and monitoring equipment being provided by MCI.

MCI Telecommunications, Senior National/Government Account Support Consultant – Southern Region (12/90 – 12/93)

While in this position, Mr. Stewart supervised a staff of Account Support Consultants over a 12-state territory

responsible for providing customer service and performing and managing order entry activities for MCI's State Government and University customers. As the Senior Account Support Consultant, Mr. Stewart was directly responsible for the implementation, installation and management of large and complex customer service applications. He was also responsible for the resolution of escalated customer service issues and worked with internal MCI MIS staff to create customized ad hoc billing and usage reports to satisfy customer requirements.

MCI Telecommunications, Investigator/Staff Supervisor – Southwest Division Security & Investigations (9/85 – 12/90)

Mr. Stewart supervised a staff of five administrative personnel who were responsible for the pro-active and reactive identification of dial-up code, calling card and 1+ toll fraud activities. He was also responsible for managing internal main frame information systems user level access profiles and user IDs for all internal MCI staff located within the five state Southwest Division territory. While in this position, Mr. Stewart worked with Federal, State and Local Law Enforcement organizations in the arrest and prosecution of individuals identified as being responsible for committing toll fraud related activities. He also worked with MCI's re-sale customers in the area of toll fraud and assisted them in developing detection, alarming and reporting systems in order to minimize their financial exposure and losses.

<u>EDUCATION</u>

Southeast Missouri State University – Biology Major (1978-1980)

Florissant Valley Community College - Electrical and Telecommunications courses (1989-1991)

Marty J. Recker, Government Account Representative

SUMMARY OF QUALIFICATIONS AND EXPERIENCE

Mr. Recker has worked in the telecommunications industry for 15 years, focusing in the areas of program/project management, technical sales support, customer service, and sales management. Since joining MCI WORLDCOM in 1997, Mr. Recker has acquired extensive experience in the technical support and account management of some of MCI WORLDCOM largest government customer networks including the States of Colorado, Louisiana, Wyoming, Minnesota, Missouri and Illinois Department of Corrections. Because Mr. Recker began his career in telecommunications in customer service, provisioning and network planning coupled with technical sales support and technical sales, he has a unique understanding of each Account Team members role and responsibility. This understanding allows him the ability to effectively drive and assist in delegation of responsibilities to each of Account Team member.

MCI Worldcom, St. Louis, MO   9/2000-Present

Account Representative

- Responsible for revenue-generating activities associated with MCI WorldCom's correctional and payphone customers within multi-state region. Scope of responsibilities encompasses managing an annual revenue base in excess of $50M customer contract negotiation, and long-term account management planning.

- Work extensively with a matrix organization of pre- and post-sale technical resources and customer support consultants to ensure customer satisfaction. Responsible for coordination, implementation, and management of customer services and programs.

- Responsibilities include identifying and articulating customer requirements, preparing and delivering customer presentations, identifying and developing new revenue opportunities, responding to customer requests and providing general customer and support service.

Technical Consultant III (8/97-9/2000)

- Manage Global accounts for State government markets. Support and manage inmate collect calling platforms for 5 state region and the Ameritech franchise territory. Provide additional support for other regions during the bid process and installation and implementation as necessary.

- Include large, complex, domestic project covering all service types requiring broad band project management with bottom line accountability for the success of the implementation and customer satisfaction. Work with the local account teams and national sales management to develop full implementation plans for presentation to customers utilizing proven matrix management philosophies to build project teams from the local account team and the existing MCI infrastructure.

- Manage multiple on-going projects with very aggressive implementation deadlines and tactfully, drive resolution in a number of areas with MCIW employees and MCIW external vendors outside of their direct reporting structure and provide on-going support to the customer directly. Act as first point of escalation for trouble resolution for the customer. Responsible for bottom line revenue generation and positive margin on revenue sold.

- Independent direction from account reps and associated sales management chain to position the projects toward customer satisfaction.

- Manage and drive the RFP process including research on customer specific requirements, providing technical assistance and written responses to bids and proposals. Includes verification from sales and MCIW legal department to insure profitability and compliance.

- Manage revenue stream of $35 million dollars for MCIW Maximum Security product line over life of supported contracts

Consolidated Communications, Inc., St. Louis, MO   1/1990-8/1997

Technical Consultant (Engineering) 7/96-8/1997

- Support the entire sales force and contribute to the sale of all products and services including Switched and Dedicated Long Distance, Operator Services, Private Line-DS0, DS1, DS3, CPE, ISDN, Switched 56, Frame

Relay, Internet, Centrex-Resale and 800 Services. Provide technical support functions and direct and on-site customer support. TC position requires continuous updates on products, strategic practices, network and access cost structures.

- Assist sales rep and clients in design and implementation of commercial, university and carrier network applications as they relate to current configurations and future needs. In addition, assist with trouble shooting configurations, protocol issues and equipment sold by CCI and train sales on product fit to customer needs.

- Work with internal personnel and external vendors to satisfy customer expectations.

- Point of contact for product marketing to assist in product rollout, enhancements, pricing/cost/margin analysis and training.

- Work with Local Exchange Carriers (LEC) and Inter Exchange Carriers (IXC) for on-net and off-net applications.

- First point of contact for all other technical consultants in satellite offices when necessary.

- Work on special projects within CCI engineering for ICB applications.

Application Consultant (Marketing) 1/96-7/96

- Provide support via "Help Desk" environment to sales, customer service and marketing, operations, pricing and billing for all products and services.

- Emphasis on screening individual case basis applications and RFPs to ensure profit margin on non-standard product offerings including ISDN Primary Rate Interface, multiple 800 advanced service applications and designing off-net customer sites with partnering IXCs.

- Consulted and performed quality assurance, optimization and trouble shooting for in-house and on-site for CCI customers.

- Provided on-going application and system training and assist product marketing with technical product training for all CCI employees. Supported product development and rollout by providing customer and industry feedback to assist in keeping product line broad and competitive.

Application Development Manager (Marketing) 7/94-1/96

- Provided internal support to technical consultants and product managers for nonstandard applications.

- Assisted sales force with coordination of complex customer conversions and implementations. Provided quality assurance and troubleshooting assistance for sales reps, Network Operations Center and customer after completion of installation.

- Assisted product managers with research and development for new product offerings and writing business plans and integrated with LEC and OCC product offerings.

- In addition to regular duties, from 1/95-1/96 acted as a product manager for 800-services that included rollout of advanced services, ANI delivery, 800 overflow, area code routing, percentage allocation, DNIS and time of day routing. Managed tracking vehicles, billing requirements, training modules, order forms, procedures and vendor relationships.

- Member of Order Billing Forum that provided recommendations for activation of new Numbering Plan Areas for toll free service.

- From 1/95-1/96 acted as Carrier Product Manager for all 1+ termination, 800 and private line network services.

<u>Network Carrier Services</u>   (Operations) 1/92-7/94

- Responsible for switched services and working with carrier sales in buy and/or sell partnerships for network services.

- Maintained calling area database within DSC DEX platform and updated new codes.

- Responsible for network optimization via contract negotiation; made recommendations for selection of off-net overflow vendors through rate analysis, network performance, product offerings, forecasting and strategic alliances.

- Initiated orders to provisioning for on-net and off-net services and equal access conversions.

- Tracked and confirmed implementation of CCI name in LEC databases for PIC initiation.

- Maintained Local Exchange Routing Database and coordinated all initial SS7 and 800 upgrades to the network before 800 portability.

- Worked with marketing on network upgrades for product rollout and enhancement.

- Optimized savings of over $2 million dollars in network costs two consecutive years.

- Member of Comptel and ACTA.

- In addition to regular duties, from 12/93-7/94, provided account management services to carrier sales reps and customers for order tracking, product development, circuit installation, trouble and issue resolution. Interfaced directly with marketing to insure profit margin.

<u>Provisioning Designer</u> (Operations) 2/90-1/92

- Responsible for the design and routing of private line, dedicated long distance and infrastructure for CCI network and external customers.

- Approve and screen network orders and technical service descriptions received from Order Management and Network Planning. Ordered access from LECs and IXCs and coordinated installation dates and approved design layout records.

- Interface with Network Planning in the design and grooming of the network. Assisted on installation, issue resolution and trouble tickets with the Network Operations Center and field technicians.

- Responsible for the integrity of the facilities and engineering database. Determine circuit equipment responsibility and best designs for assigned customer accounts.

- From 2/90-7/91 acted as customer service point of contact for order status and implementation for carrier customers.

- Responsible for cost variance verification with line costing and resolution with IXCs and LECs.

<u>Digital Signal</u> , Southfield, MI   10/88-2/90

<u>Senior Network Services Coordinator</u>

- Responsible for coordination or installation and disconnect of switched and special access service for long distance carriers with other IXCs and LECs.

- Initiated ASRs to vendors and work packages to field technicians for installation. Managed 400-500 orders at any given time. Acted as customer service point of contact for long distance carriers subsequent to installation.

- Responsible for network routing of circuits and updating engineering on network and equipment capacity.

<u>Teleconnect</u>, Cedar Rapids, IA   10/87-10/88

<u>Traffic Order Specialist</u>

- Duties included ordering switched, dedicated, WATs and special access circuits throughout the US Coordinated orders with Bell operating companies, AT&T, IXCs.

- Worked closely with line costing for billing verification. Direct interface with network engineering and optimization for order status and turn-up.

Resumes – Marty Recker   **3**

- Direct contact for marketing for coordination of new market entry.

<u>References available upon request</u>

WORLDCOM

2000 Annual Report

WORLDCOM

PROPOSAL TO PROVIDE
Inmate Telephone Systems for the
Idaho Department of Corrections

Response to RFP # ITB01163

November 15, 2001

Submitted by:

MCI WorldCom Communications, Inc.
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5000 Technology Drive
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Submitted to:

Lyle Gessford, Purchasing Officer
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5569 Kendall Street
Boise, ID 83706-1231

These rates will be fixed for the initial term (thirty six months) of the contract. Future rate changes will be negotiated with the IDOC and the State of Idaho Division of Purchasing.

Please provide the total charges, including any call set-up, for the following call types. If call set-up charges are "wrapped" into per minute charges, indicate so under the appropriate heading. All call rates will remain constant for calls made during any time of day or day of week.

WorldCom Response: WorldCom understands and has complied.

Listed below WorldCom has provided a description in response to the RFP contract base term and extension years which were clarified via Amendment 5 released on October 29th, 2001.

Additionally, per RFP section 5.3.10 that allows Vendors to submit Multiple Proposals and was further clarified during the State Pre-Bid Conference held on October 19th, 2001, WorldCom respectfully submits an alternative contract term length and rate offer for review and consideration by the State.

Following paragraphs described each of the Rate Options in detail:

State Required Three (3) Year Base Term, Plus Three (3) 1-Year Renewal Options Contract Term Rate Proposal: Under this Option, WorldCom will fix the rates for the initial three (3) year base term of the agreement and will negotiate in good faith to again fix the rates in advance of any and all three (3) one (1) year renewal options taken by the State.

Alternative Rate and Term Offer: Per RFP Section 5.3.10, that allows for Vendors to Submit Multiple Proposals, WorldCom has provided a second rate and contract term offer. This rate offer provides for lower end user rates in exchange for a five (5) year, base contract term with a one (1) year renewal option. WorldCom will fix the lower end user rates for the entire five (5) year and will negotiate in good faith to again fix the rates in advance for the option year.

WorldCom understands that all future rate changes will be negotiated with the IDOC and the State of Idaho Division of Purchasing.

Inmate Rates are listed in RFP Response 7.1.2. CWC Tariff Rates are included in the tariff included in the Pricing Section of this Proposal.

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Section 7
Cost and Revenue Requirements

7.1. COST BASIS

Proposal Section 7 (all copies) must be in a separate sealed envelope from the remainder of the proposal, and no price information may appear in any other proposal section.

WorldCom Response: WorldCom understands and has complied.

7.1.1. DEPARTMENT PRIORITIES

Assuring that the functionality and contractor support required in this RFP is in place.

Assuring that the lowest possible rates are charged to the called parties for all call types. These shall include all charges, including call set-up charges and per minute charges for any call placed and accepted.

Obtaining income. The Franchise fee added into this procurement will not be used in measuring Vendor responses, nor should they be included in the responses.

Types of calls are consistent from all Department facilities. They include:

- Local (including extended community calls) calls
- IntraLATA calls
- InterLATA calls
- Interstate calls.

There are a minimal number of international call requests which are handled on a case-by-case basis. The present maximum call length for all locations is thirty (30) minutes. The number of calls placed and total minutes (for calendar year 2000), per Department location, are included in Attachment 2. List your proposed rates on the Call Cost Analysis Sheet below. These listed rates will be used in the measurement of the Vendor's RFP response and negotiated into the final contract. There will be only one set of rates for the entire Inmate Phone System for Institutions. Submit your proposed rates for calls at CWCs. These rates will not be used in scoring this RFP.

7.1.2. CALL COST

WorldCom Response: Provided below are the rates associated with each of the proposal options described in 7.1.1 above.

State Required Three (3) Year Base Term, Plus Three (3) 1-Year Renewal Options Contract Term Rates

Proposed Rates:

Call Type:	Set-Up Charge	Per Minute Rate
Local:	$1.80	N/A
IntraLATA:	$1.25	$0.15
Inter LATA:	$2.25	$0.30
Interstate:	$2.45	$0.45

Alternative Rate Proposal: Optional Five (5) Plus One (1) Year Renewal Option Contract Term Rates

Proposed Rates:

Call Type:	Set-Up Charge	Per Minute Rate
Local:	$1.75	N/A
IntraLATA:	$1.10	$0.15
Inter LATA:	$2.25	$0.26
Interstate:	$2.45	$0.45

Community Correctional Rates: In order to allow residents of the Community Correctional Centers to make un-restricted calls using un-restricted billing alternatives such as coin, pre-paid cards and 1-800-COLLECT type services, as required by the RFP, the rates charged from the Public Payphones in these centers will be per WorldCom's Consumer Tariff as amended from time-to-time. This tariff has been included in this Pricing Section of the Proposal.

Evaluation of call cost will be based on Calendar year 2000 actual usage of the
IDOC Inmate phones.

WorldCom Response: WorldCom submits, that the above referenced Calendar year
2000 call statistics provided in RFP attachment A are incorrect due to an error in
formatting. WorldCom has provided below the corrected statistics as confirmed by the
State of Idaho on November 13, 2001. WorldCom understands and accepts the State's
intent to utilize the Calendar Year 2000 actual usage of the IDOC Inmate Phones for
calculation and evaluation of the Vendors proposed rates with the understanding that the
corrected statistics will be used.

Corrected Calendar Year 2000 Actual Usage of IDOC Inmate Phones

	Calls	Minutes
Local	209,442	4,098,760
IntraLata	85,866	1,432,961
InterLata	61,379	704,152
InterState	86,256	1,033,172

Proposers must describe how time is measured for billing purposes. Explain
how partial minutes are billed. This billing for partial minutes will be used in the
call cost scoring.

WorldCom Response: As with all WorldCom Operator Services, WorldCom will bill all
Collect Inmate Service calls in whole minute increments. Partial minutes will be rounded
up to the next minute. For example, a call for 1 minute and 30 seconds would be billed as
a 2-minute call.

Per Amendment #5 issued by the State on October 29, 2001 all inmate collect calls to
attorney numbers within the local calling area as defined by the local serving exchange
carrier for each of the 8 adult IDOC facilities will be free of charge.

7.1.3. RATE BASIS

Charges for telephone calls are generally based on tariffs, regulations and/or standards as well as the Vendor cost related to providing the service. These may be under the jurisdiction of the Idaho Public Utilities Commission or the Federal Communications Commission. If this is the basis for rate calculations, used above, and the basis is reduced, any reduction must be immediately passed onto the called parties accepting calls under this contract. Such reductions must be provided to the Department in writing.

Please confirm that any rate reductions will be incorporated into the rate structure of this contract and the method of notification which will be used. Also provide a listing of applicable tariffs, regulations and standards used in the calculation of the proposed rates.

WorldCom Response: WorldCom understands and will comply

The rates proposed in response to this RFP were calculated based upon the cost of the required call process and recording equipment, services requested in the RFP to include technical requirements both mandated and desired, the franchise fees and the State's desire to offer lower fixed term rates for end users. Consideration was also given to regulations and standards set by the FCC and Idaho Public Utility Commission.

Upon contract award, WorldCom will follow the necessary procedures to file the proposed Inmate IntraState rates with the Idaho Public Utility Commission. The Public Payphone rates proposed for use in the Community Correction Centers are currently on file with the Idaho Public Utility Commission and WorldCom's proposed InterState rate offer is currently on file with the FCC.

WorldCom will notify the State in writing, in the event that changes occur that would require rate reductions during the life of the contract. End users will be notified through recorded announcement, billing notice and/or inmate mailers.

7.1.4. FRANCHISE FEE

The present contract does not generate a franchise fee for the IDOC. There will be a Franchise Fee for this contract in the amount of $92,500.00 per month. This Franchise Fee will be paid to the IDOC at the end of each month for the life of the contract. This franchise fee will be fixed for the initial term (two years) of the contract. Future adjustments will be negotiated with the contractor, IDOC and the State of Idaho Division of Purchasing. This procurement will be incorporated into the final contract.

For purpose of measuring Vendor responses to this RFP no franchise fee factors will be used. Information related to any franchise fee should not be included in any Vendor response.

WorldCom Response: WorldCom has read and understands that the franchise fee is fixed for the initial contract term, thirty six (36) months, and that any future adjustments will be mutually agreed upon by the State of Idaho Division of Purchasing the IDOC and WorldCom. As noted in section 7.1.1 above, WorldCom will also fix the franchise fee for the entire five (5) year contract term of WorldCom's Alternative Rate Proposal.

In both proposal offerings, the fee will be paid on a monthly basis to commence upon the first billing cycle release of collect calls that are sent to the end users.