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## THE STATE OF IDAHO DEPARTMENT OF CORRECTION Volume 1 – Technical Proposal

### Request for Proposal for Inmate Phone Service

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\* The following sections have been redacted due to the confidential and proprietary nature of the information they contain:

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# State of Idaho

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SIGNATURE PAGE For Use with a Manually Submitted Invitation to Bid (ITB) or Request for Proposal (RFP) Response

Bids or proposals and pricing information shall be prepared by typewriter or in ink and shall be signed in ink by an authorized representative of the submitting vendor. Two (2) copies of the bid or proposal shall be submitted, one (1) original and one (1) photocopy of the original, unless the RFP solicitation instructions specify otherwise. AT LEAST ONE BID OR PROPOSAL SUBMITTED BY THE VENDOR MUST BE AN ORIGINAL (NOT PHOTOCOPIED) SIGNATURE.

NO LIABILITY WILL BE ASSUMED BY THE DIVISION OF PURCHASING FOR A VENDOR'S FAILURE TO OBTAIN THE TERMS AND CONDITIONS AND ANY PROPERLY ISSUED SOLICITATION ADDENDUMS IN A TIMELY MANNER FOR USE IN THE VENDOR'S RESPONSE TO THIS SOLICITATION OR ANY OTHER FAILURE BY THE VENDOR TO CONSIDER THE TERMS, CONDITIONS, AND ANY ADDENDUMS IN THE VENDOR'S RESPONSE TO THE SOLICITATION.

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5569 Kendall Street  
Boise, ID 83706-1231

This ITB or RFP response is submitted in accordance with all documents and provisions of the specified Bid Number and Title detailed below. By my signature below I accept the STATE'S CONDITIONS AND INSTRUCTIONS TO VENDORS and STATE OF IDAHO STANDARD CONTRACT TERMS & CONDITIONS dated 7/1/01 as incorporated by reference into this solicitation. As the undersigned, I certify I am authorized to sign and submit this response for the Bidder or Offeror. I further acknowledge I am responsible for reviewing and acknowledging any addendums that have been issued for this solicitation.

Please complete the following information:

BIDDER/OFFEROR (Company Name) Public Communications Services, Inc. BID Number: RFP01695

ADDRESS 11859 Wilshire Blvd., Suite 600 BID Title: Request for Proposal for Inmate Phone Service

CITY, ST, ZIP Los Angeles, CA 90025

TOLL FREE (800) 350-1000 PHONE (310) 231-1000

FAX (310) 473-5401 E-Mail proposals@teampcs.com

FEIN/SSN# 95-4615-444

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

\_\_\_\_\_  
Original Signature (Manually Signed in Ink)

Tommie E. Joe  
Please type or Print Name

November 9, 2005  
Date

Chief Operating Officer  
Title

## EXECUTIVE SUMMARY

Public Communications Services (PCS) is pleased to present this offering for inmate telephone services to the Idaho Department of Correction.

### PCS HAS THE EXPERIENCE

PCS is the third largest provider of inmate telephone services nationally and is the only provider with operational systems integration with every national call platform manufacturer (Securus, GTL, etc.) and every LEC/IXC provider (Sprint, AT&T, Qwest, SBC, etc.) in the nation. As such PCS provides inmate telephone services for multiple State DOCs with such diverse clients as the City of New York (DOC Riker's Island) and the U.S. Immigration and Customs Enforcement.

A recent survey on fraud control and management of inmate telephone systems conducted by the National Sheriff's Association cited PCS as a superior national model for others to follow.

### THE BEST SYSTEM FOR IDAHO DOC

As a systems integrator, PCS is able to offer a wide variety of call processing solutions. We have worked with the Radical CATS, Securus CAM, VAC Focus 100, and other call processing platforms. For the State of Idaho, we are proposing the VAC Focus 100 system. We chose the Focus 100 for its robust feature set, ease of use, and (most importantly) its reliability. With 99.999% reliability and only 35 seconds of average down time per month, the VAC Focus 100 is the perfect solution for a state that has many facilities scattered over a wide area. This reliability will pay dividends by keeping the phones operational during the long, snowy winters when service calls to remote areas are difficult. The reliability factor is a big reason that the United States Federal Bureau of Prisons has selected VAC.

In addition to the call processor, the PCS System is overseen and supported by PCS' sophisticated and secure network operations center (NOC). The NOC will link all facilities through a Virtual Private Network. Our proposed system offers:

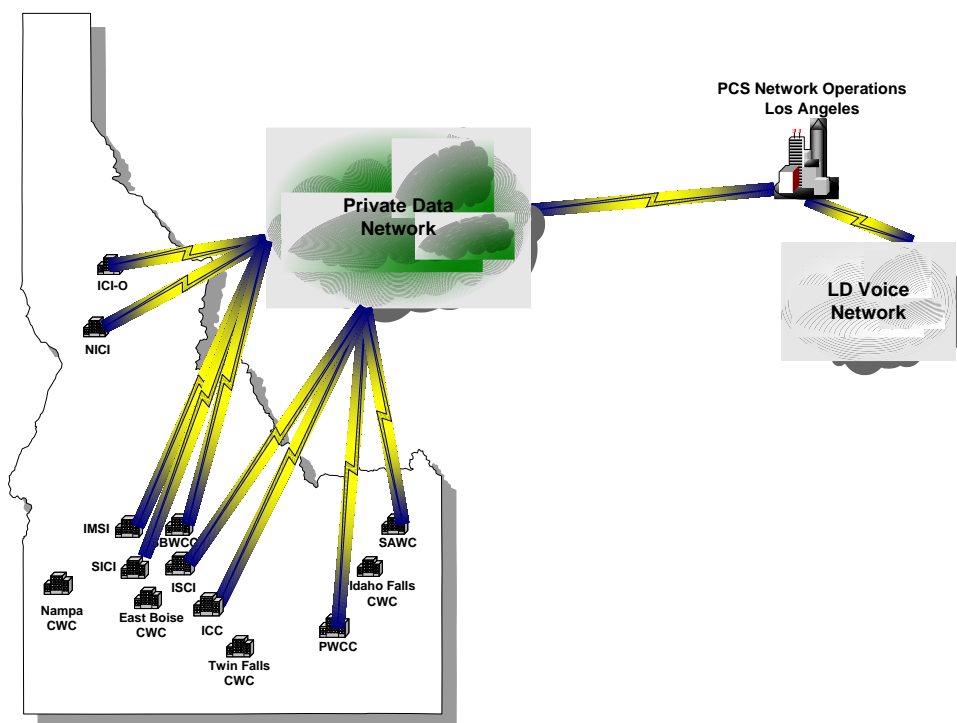
- Completely centralized management and control of all facilities and services
- Ability to tailor services by site
- Centralized management and control of all calls, recordings and monitoring
- Centralized management and control of access, security levels, and data types
- Ability to support internal investigations without detection
- Ability to expand, change or amend services for a single facility or the entire system
- Reliable "plug and play" workstations with restricted or system-wide access that are easy to use, with on-demand call control, and recording and monitoring with reporting capabilities

PCS acknowledges all of the site conditions provided in the RFP Sections 2.1 and responses to the specific points in Section 2. Moreover, PCS's design for the State of Idaho Department of Correction meets and exceeds all RFP requirements.

### AN INTEGRATED SOLUTION

Our proposed decentralized network solution for the State is linked to the PCS Network Operations Center (NOC) and is designed to integrate all inmate telephone services into a secure single source network. This will ensure that all administrative, management, investigative and resource activities are available simultaneously to all sites and at all times. Additionally, this connectivity will allow direct delivery of all services in a secure environment to designated Department administrative consoles.

#### State of Idaho DOC Inmate Telephone System Network



<b>PROJECT:</b>	State of Idaho Dept. of Corrections	<b>PAGE</b>	1 of 1	State ITS Network
<b>DATE:</b>	October 24, 2005		Version 1.0	<b>DRAWN BY:</b> Alfredo Graham

Based on our historic working relationships with such organizations as ICE, HIDTA and LEIU, we have researched and ensured that all security, operational features and investigative tools essential to internal and interagency investigations are present. Equally important, our proposal ensures that the State of Idaho will have full and absolute control of all information.

### INNOVATION AND VALUE ADDED OPTIONS

PCS has historically brought innovation and value added features to our clients. Examples include development of the first debit system for the Federal INS (now ICE); creation of the first PIN-based recording and monitoring system for visitation phones, and the design and

implementation of the only international inmate Pro Bono telephone system for the Federal government.

In this spirit, we have included two new technical innovations for consideration as possible options for the Idaho DOC. The first is designed to meet the challenge of a growing new security threat that is appearing in prisons across the nation: the smuggling of cellular phones to inmates. We offer the option of a cellular detection security device that combats this threat (See Exhibit G). Next, PCS has recently developed a secure inmate messaging system that can be recorded and monitored (Exhibit H). We hope you find these of interest.

### **SEAMLESS TRANSITION, INSTALLATION AND CUT OVER**

PCS will plan, schedule and coordinate all installation, service and quality assurance activities during the initial implementation and daily throughout the contract term. We will integrate the PCS System and related equipment through the PCS Network Operations Center at no cost to the State of Idaho, including local, long distance and international calling services. To accomplish the installation within the target of 60 days, PCS has allocated an installation crew of 9 persons in three teams (each with its own team leader).

Our Transition Team will manage all aspects of implementation of this project. Doyle Schaefer, our Vice President of Operations, will personally direct the extended team to ensure that the State's requirements are fully met. A dedicated Project Manager, Chris Moore, will be responsible for planning, scheduling and managing the initial system conversion for a smooth implementation with minimal disruption to daily operations.

### **SITE ADMINISTRATION, MAINTENANCE AND CUSTOMER SERVICE**

Our proposal provides for two On-Site Technicians who will serve as Site Administrators and five supporting maintenance technicians, appropriately deployed across the State. All maintenance and support operations will be fully staffed by trained personnel and operate on a 24 hours per day 7 days per week basis. The system will be constantly monitored via remote diagnostics. When problems occur, they will be entered and tracked in our sophisticated Trouble Ticket system.

Our Customer Services are tiered to provide the maximum service across the broadest range through specialized service centers for our clients (facility operations) and for consumers (inmates, families and friends). Each center is staffed with specialists who understand the needs of the people they serve.

### **MISSION DRIVEN RATES AND REVENUES**

Inmate calling rates and revenues earned are both cultural and operational. We believe that only the State of Idaho truly knows what is best for the State and its citizens. In this spirit, we have proposed both a tiered rate structure and a flat rate structure with correspondingly aggressive commissions. In addition we are offering an alternative franchise fee.

## CALL PROCESSING

A schematic clarifying the call processing flow is shown below. The interval of time between the inmate dialing a valid PIN and the commencement of a ring tone requires ten (10) seconds or less on the PCS System. The inmate must initiate all calls.

### Automated Operator

The PCS System is set up with a customized prerecorded announcement with voice prompts reflecting the name of the facility, the inmate's name, and instructions for accepting, declining, or blocking the call. This announcement also states that the call will be monitored and or recorded and that the use of three-way or call waiting will disconnect the call. The announcement can be further customized to meet the State's specific needs.

With the use of PINs and allowed call lists, the prompt can be automatically delivered in the inmate's language of preference (English, Spanish, or additional languages at the State's option) or the called party can be allowed to select their language of preference during the prompt. When the called party answers, both the inmate and called party will hear an announcement similar to the following:

"This is a PCS Collect Call from (Inmate Name) at (ID DOC facility name). This call will be monitored and recorded. The use of three-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

### Positive Call Acceptance For Touch Tone And Rotary Phones

The PCS System requires positive acceptance, which is accomplished through single-digit dialing. The PCS System accommodates both touch tone and rotary phones for positive acceptance. In order to deny charges the called party can simply hang up or they may choose to block all future calls from the system as well. The inmate will hear the appropriate voice prompt based on the called party's action.

### Announcement Of Rates And Charges

The PCS System can be programmed to announce the call setup cost and the rates prior to acceptance by the called party. The called party will also have the ability to bypass this feature by dialing a single digit.

This option would be provided after the called party has been informed that the call will be monitored and recorded. Attorney calls are predefined in the Special Numbers Table, which allows for special treatment. This table is where the programming is done to ensure such calls will not be accessible for live monitoring and will not be recorded.

### Choice Of Prepaid, Debit Or Collect

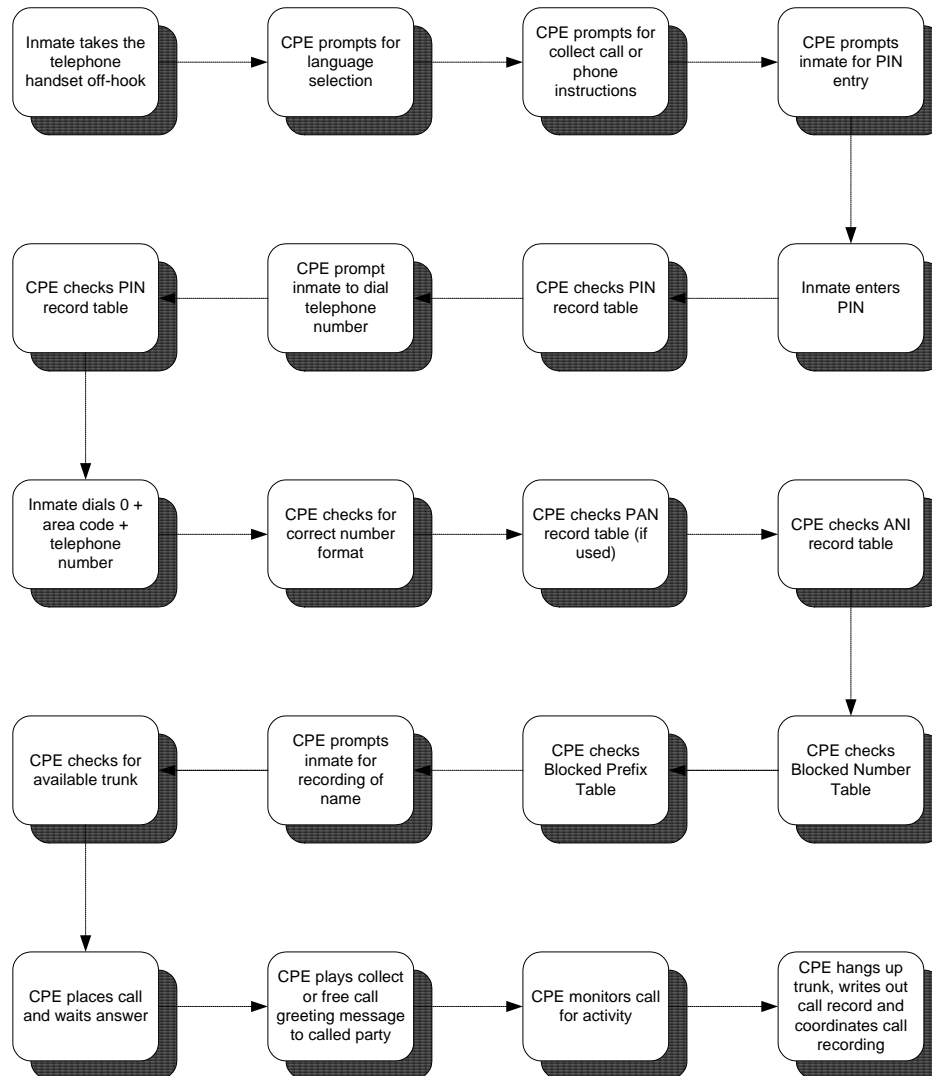
The inmate may choose to dial either a collect or a debit call simply by dialing a 0+ the called number for collect or a 1+ the number for debit. Inmate debit account balances can be checked

prior to placing the call. In addition, upon completion of a call, the inmate can check the charges for the last call through a simple inquiry process.

Reason Call Not Accepted

Whenever an inmate's attempt to place a call does not succeed, the inmate is always informed of the reason. This is true whether the call was blocked for some reason or rejected by the called party.

**CALL PROCESS FLOW CHART**





## STABLE PARTNERSHIP

Our experience shows that superior provisioning of an inmate telephone system is not just a vendor-client relationship but is in fact a partnership. One of the major challenges to obtaining such a partnership is the very instability that has gripped the telecommunications industry and most especially the inmate telephone business in recent years. This same instability, from abandonment of the business (Verizon and Qwest) to acquisition by holding companies (Evercom, T-Netix, and AT&T) is not subsiding, but is in fact escalating.

In contrast, Public Communications Services (PCS) is devoted to the inmate business, has a long-term track record, and is financially secure. When the real scope of the inmate phone business is calculated, PCS alone produces more than twice the revenue of several nationally based LECs that have left the business.

When Verizon Communications recently left the inmate telephone business, they wanted to make sure that their customers with whom they had other significant ongoing business were well served. After considering all the other options, Verizon selected PCS as their successor nationally. They made this selection, in no small measure, because of PCS' history of client-partnership.

We believe that this proposal will meet and exceed each and every RFP requirement. We look forward to providing superior inmate telephone services to the State of Idaho for many years to come.

## 01 GENERAL INFORMATION

- PCS acknowledges the provisions of Section 1, inclusive, without further comment or reservation.

### 01.01 Definitions

CCA – Corrections Corporation of America

Center(s) – Community Work Center(s)

CWC (s) – Community Work Center(s)

Cottonwood - North Idaho Correctional Institution

Department - The Idaho Department of Correction

ICC - Idaho Correctional Center

ICI-O - Idaho Correctional Institution – Orofino

IMSI - Idaho Maximum Security Institution

ISCI - Idaho State Correctional Institution

NICI - North Idaho Correctional Institution

PWCC - Pocatello Women’s Correctional Center

SAWC - St. Anthony Work Camp

SBWCC - South Boise Women’s Correctional Center

SICI - South Idaho Correctional Institution

LATA - Local access and transport area means a contiguous geographic area

Local Exchange Carrier (LEC)

InterLATA - Telecommunications between a point located in a local access and transport area and a point located outside such area

IntraLATA - A connection between 2 telephone companies within the same region

LEC - Any person that is engaged in the provision of telephone exchange service or exchange access

#### 01.02 Purpose

The purpose of this Request for Proposal (RFP) is to acquire inmate telephone service for prison facilities operated by the Idaho Department of Correction (IDOC). The contractor will provide collect and debit calling telephone service for offenders housed in facilities operated by the Idaho Department of Correction (IDOC).

This service is to include nine (9) existing prisons and five (5) Community Work Centers (CWCs), which are covered under the present contract. All of these locations, plus any new sites constructed or acquired during the term of this contract will be equipped for service and hardware and included in the contract.

The highest priority in this procurement is a fully operational and reliable system. 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 system requested 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 facilities. Each institution has premise-based ability to access call detail recording and is equipped to do "realtime" call monitoring and recording of all calls (other than properly placed attorney calls) which originate on their system.

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 existing locations or any future locations. Should the basis for charges (tariffs, regulations and/or standards) change during the initial term, these rate changes must be communicated to the Department and applied to the applicable charges upon implementation. The contractor shall provide ninety-(90) day written notice of any proposed rate change. No State payments to the contractor will be allowed.

### 01.03 Summary Of Scope

The contract resulting from this procurement must include all of the following elements. This list is only a summary, intended to assist in understanding the general project scope. Actual requirements will appear later in the RFP.

Responses must include growth per institution, new institutions and feature upgrades keeping all utilized technologies and equipment at current production levels or above during the contract term. This will include any system enhancements and releases by the equipment manufacturer, selected by the Department. Collect and debit, outgoing calls only, with institutional variations in feature application and usage.

Single primary contractor with end-to-end network and equipment responsibilities. Subcontractor relationships will be permitted and encouraged.

The proposed contract shall include;

- All telephone instruments,

- All local access required connecting IDOC locations to the vendor's network and

- any related network hardware, All recording and monitoring equipment, Attorney number database administration, Allowed call list administration, PIN administration, On-going support, repair and maintenance of the complete network, Compliance with all Public Utility Commission (PUC) rules, Federal Communications Commission (FCC), and all other applicable standards and regulations is required over the life of the contract,

#### *01.03.01 Background*

The Idaho Department of Correction is a state government agency controlled by a three-member board, appointed by the governor. The Department operates nine institutions: Idaho Correctional Institution – Orofino (ICI-O); North Idaho Correctional Institution (NICI), Cottonwood; Idaho Maximum Security Institution (IMSI); Idaho State Correctional Institution (ISCI); South Idaho Correctional Institution (SICI) south of Boise; Pocatello Women's Correctional Center (PWCC); St. Anthony Work Camp (SAWC); and South Boise Women's Correctional Center (SBWCC). The State of Idaho currently owns a 1250-bed prison that is operated by Corrections Corporation of America (CCA). This facility is known as the Idaho Correctional Center (ICC).

The Department of Correction has collect (called party paid) and debit (inmate paid) inmate telephone service in all of its institutions. The current contract, with MCI, will expire December 14, 2005. The contract provides for collect calling service; all local access required to connect the Department of Correction's

locations to the MCI network and related network hardware; all telephone instruments; all recording and monitoring equipment; personal identification number (PIN) administration; attorney number database administration; and on-going support, repair and maintenance.

The current contract also provides secure coin operated telephones for the five (5) community work centers operated by the department. The contract also contains provisions for site expansion and the incorporation of any new locations constructed and/or acquired during the life of the contract.

### *01.03.02 Current And Projected Inmate Populations*

The total inmate population for the Department of Correction was 6,118 as of July 2005. The projected annual growth of total inmate population is: \*These figures are projections only and do not reflect any commitment of actual usage by the State.

YEAR	% GROWTH	PROJECTED POPULATION*
2006	5.4%	6,877
2007	5.6%	7,263
2008	5.7%	7,677

### *01.03.03 Current and Projected Telephone Usage*

The following table outlines the number of lines at each location.

SITE	ICC	ICIO	IMSI	ISCI	NICI	PWCC	SAWC	SBWCC	SICI
# Lines	84	26	45	107	24	38	18	23*	48

\*Twenty three (23) inmate phones planned to be installed prior to the end of current contract for SBWCC.

The present maximum call length for all locations is thirty (30) minutes. For fiscal year 2004 (July 1, 2003 – June 30, 2004) the number of calls placed was 537,640 and the total minutes was 10,745,259.

Each of the community work centers in Idaho has coin, collect, debit card capable phones. At the present time there are forty-nine (49) such phones.

These figures are for purposes of example only and in no way reflect any commitment of future usage by the State.

## 02 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 Vendor’s architecture, which may incorporate one or many processors and other system components.

Copies of or references to manuals or other such materials are also not desired, except as a supplement to the proposal.

### *02.01 Standards Compliance*

For the duration of the contract, the Contractor must adhere to all FCC, Americans with Disabilities Act (ADA), and Public Utility Commission (PUC) 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.

PCS agrees and will comply.

PCS complies with all FCC, ADA, and PUC Regulations, as well as all applicable codes and industry standards for equipment, service and installation.

PCS will meet all state and federal requirements concerning telephone services for the disabled. Additionally, PCS will 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.

### **BASIC SYSTEM COMPLIANCE**

PCS' current FCC registration number is: 88-0336762. All the equipment proposed by PCS is compliant with ADA standards and FCC regulations. The PCS call processing system is certified to be in compliance with FCC Regulations for audio quality, Part 15 and Part 68.

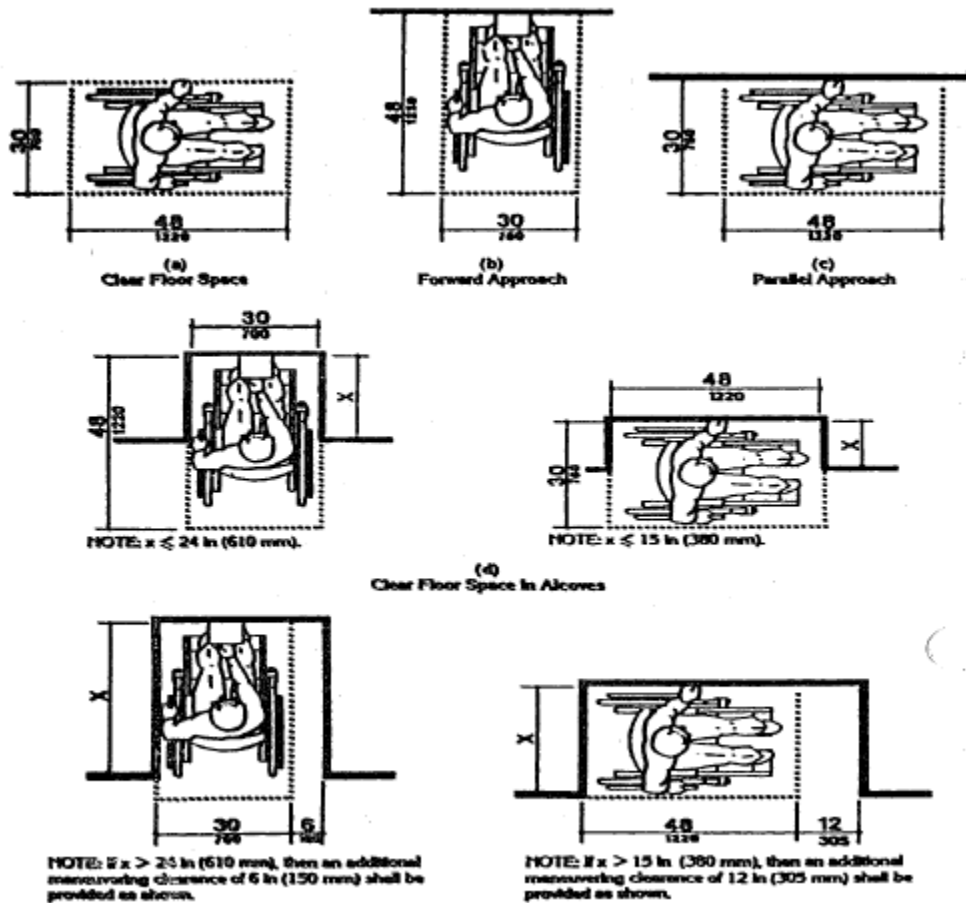
The offender telephones proposed by PCS will provide audio quality which meets or exceeds industry standards enacted by standards organizations, such as Bellcore and IEEE, for transmitted and received levels, noise, cross talk and frequency range.

The FCC registration number for the proposed offender telephones is US: OTCTE11B2000. Amplified volume control is a built-in feature of all the proposed offender telephones. The offender telephone handsets are hearing aid compatible and meet E.I.A. Standard RS-504 for compatibility.

### WHEELCHAIR ACCESS

PCS will install telephones to accommodate wheelchair access as requested by the State. In locations with four or more telephones, it is recommended that one of the telephones be located 36" above ground level. This height is used to meet ADA specifications. Most other phones should be installed at a 48" height.

ADA regulations specify that the minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 inches by 48 inches (760 mm by 1220 mm). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object. Clear floor or ground space for wheelchairs may be part of the knee space required under some objects. See drawing below.



Size and Approach for Wheelchair Access

## TDD/TTY

Full TDD/TTY access is supported throughout the system. PCS currently uses the Code: ITT-006500-VM2-PAK volume controlled headset. PCS uses of the portable Ultratec (Model: Supercom 4400) vandal resistant TDD with the following features:

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling\*\*
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer
- Baudot code (45.5/50 baud rate)



**Ultratec Supercom 4400 TDD**

PCS' proposed call processor can be configured to allow up to 30 minutes per TDD connection. PCS can also program the system to allow only a certain number of attempts and/or connections per day, week, or month. The system will connect to a circuit that has the capability of accessing a TDD relay center. The system will have a centrally managed database with all relay centers' contact information. These numbers will allow offenders to process messages without voice overlays. This exception table will be kept current. Any number not in this list will have a voice overlay.

PCS will work closely with the agency to ensure that the security features designed into standard calling practices are incorporated into the calls made by offenders through the relay centers. This includes recordings, blocked numbers, PINs and PANs. PCS has extensive experience in working with various relay centers to ensure that disabled offenders have the same calling privileges and security features designed into their calling patterns as all other offenders.



Amplified volume control is a built-in feature of the proposed offender telephones manufactured by Navitel/OTC Telecom. The proposed offender telephone standard keypad assembly is fully ADA compliant and has a "raised bump" on the number 5 (five) button as required. Physically impaired offenders at correctional institutions nationwide are successfully using these standard keypads.

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

Describe, in detail, how this requirement will be met. What spare or back up part 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.

PCS agrees and will comply.

The PCS System will 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.

All systems and equipment will use DTMF rather than rotary dialing. Although some called parties may have rotary phones, the PCS System will still be able to interact with their phones to allow them to positively accept or block calls.

In order to meet the requirements of the State, PCS will provide a fully redundant network. Every level of the system will have surplus and backup capacity with failover in the event of an anomaly. Should a trunk fail or develop problems, it can be busied out either manually or automatically so that calls will be automatically routed to the available trunks.

PCS utilizes redundant call managers, routers, trunks, and load monitoring throughout the network. We also utilize a real-time remote monitoring of each correctional facility to identify any anomalies and correct them before they can affect service. Both hardware and software are checked at least hourly, including environmental diagnostics (temperature and humidity), and network diagnostics. The net result of this aggressive system is a Mean Times To Failure and Mean Times to Repair (MTTF & MTTR) that are consistently in the 99.999% range.

When problems do arise, PCS is able to resolve many repair problems remotely before the facility is even aware of it. Many problems can be corrected remotely. When necessary, local technicians assigned to the Department will be notified. In addition to the two on-site technicians, there will be five additional technicians who can be dispatched as needed. Each technician will be fully equipped with all tools, spare parts and related materials.

Growth in call volume or inmate population will not be a problem. The PCS System is fully modular and can be expanded as needed. Additional processing capacity, cabling, and trunks can all be added to ensure a consistent level of service.

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

The PCS System will provide the Department with reports showing the Grade of Service for correctional facilities on an hourly basis for both the local and long distance carriers. Percentage Grade of Blocking reports can be run at any time. PCS will proactively monitor the system to ensure Grade of Service requirements are being met.

TrunkType1		TrunkType4				
Sprint		BellSouth				
Hour	Approved	Blocked	Grade	Approved	Blocked	Grade
00-01	0	0	0.00	0	0	0.00
01-02	0	0	0.00	0	0	0.00
02-03	0	0	0.00	0	0	0.00
03-04	0	0	0.00	0	0	0.00
04-05	0	0	0.00	0	0	0.00
05-06	0	0	0.00	0	0	0.00
06-07	0	0	0.00	0	0	0.00
07-08	0	0	0.00	0	0	0.00
08-09	1	0	0.00	0	0	0.00
09-10	4	0	0.00	0	0	0.00
10-11	3	0	0.00	0	0	0.00
11-12	0	0	0.00	0	0	0.00
12-13	1	0	0.00	0	0	0.00
13-14	0	0	0.00	0	0	0.00
14-15	0	0	0.00	0	0	0.00
15-16	3	0	0.00	0	0	0.00
16-17	0	0	0.00	0	0	0.00
17-18	0	0	0.00	0	0	0.00
18-19	0	0	0.00	0	0	0.00
19-20	0	0	0.00	0	0	0.00
20-21	0	0	0.00	0	0	0.00
21-22	0	0	0.00	0	0	0.00
22-23	0	0	0.00	0	0	0.00
23-24	0	0	0.00	0	0	0.00
	<b>12</b>	<b>0</b>	<b>0.00</b>	<b>0</b>	<b>0</b>	<b>0.00</b>

Report Showing Percentage Grade of Blocking

02.03 Hardware Requirements

All equipment provided 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 any outdated telephones with ones, which meet or exceed the specifications of the phones required by this RFP.

PCS agrees and will comply.

All the equipment PCS is proposing has been specifically designed for use in correctional facilities and provides optimal functionality, reliability, safety, and durability.

PCS will replace all existing telephones with OTC-21100V2 offender telephones by Navitel/OTC Telecom. These state-of-the-art offender telephones are secure, water proof, tamper proof, user-friendly and resistant to physical abuse. They are specifically designed for use in correctional facilities to prevent them from being disassembled or used as weapons.

The OTC offender telephones are vandal resistant, with metal housing, steel armored handset cord and stainless steel lanyard. The phones are manufactured in 14-gauge stainless steel, thoroughly field-tested against abuse, and are currently used in indoor and outdoor correctional facilities. The offender phones will have no removable parts such as exposed screws, bolts, metal or other hard-substance fasteners or any other material that can be removed from the phone without a special security removal device.

The handset has an 18-inch lanyard, which is made of Lexan molded plastic with NO removable parts. To prevent insertion of sharp objects, the transmitters and receivers are protected by the elements and the design of the handset. A special "suicide prevention" model is available for high security areas or for general use wherever the Department wishes.

**NOTE:** PCS recognizes the diverse needs of the Department from maximum security to the work camp environment. During pre-installation planning and site survey we will, where appropriate, offer the Department various inmate phone options, such as; lanyard configuration and length, hands-free phones, mobile carts and other items that would best suit the needs of each area. In no case will the Department's selection or hardware result in a change to any other portion of this offering.



**Hands-free Inmate Phone and "Suicide prevention" Phone – Two of many options for High Security Areas**

### 02.03.01 Telephone Hardware

The specific types of telephones currently in use are North Atlantic GO7042BL18 inmate telephones with 29" hand set. The number of telephones currently in use is 414 and are detailed on page four (4). This should be considered the minimum quantity and quantity of telephone instruments. The successful vendor must support and maintain this inventory during the new contract, updating, servicing or replacing them as part of the contract. Proposers agree to provide additional telephones, wiring, and wired outlets, 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.

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.

PCS understands, agrees and will comply.

PCS proposes to replace all existing telephones with OTC-21100V2 offender telephones by Navitel/OTC Telecom. PCS will support and maintain a minimum of 414 telephones and will update, service and replace phones as necessary. Technicians will carry spare phones on their trucks. PCS will provide additional telephones, wiring, and wired outlets as needed to support calling and population increases.

Any new phones installed will be of the same or better quality than those currently in-place. All instruments are specifically designed for the correctional environment and will have the prior approval of the DOC before installation and use. PCS will update, service and maintain in-place instruments during the contract.

PCS will supply and install full security OTC-21100V2 offender telephones by Navitel/OTC Telecom. These state-of-the-art offender telephones are secure, water proof, tamper proof, user-friendly and resistant to physical abuse. They are specifically designed for use in correctional facilities to prevent them from being disassembled or used as weapons.

Standard telephone features are:

- Line powered and compatible with any standard subscriber carrier loop
- Weather and tamperproof metal keypad with sealed magnetic switch hook
- Single-unit solid-state electronics
- Built-in secondary lightning protection
- Scratch-Resistant and suitable for indoor/outdoor installation



- Dimensions: 21.2"H x 7.5"W x 2.5"D (4.5" deep with cradle)
- Chrome-plated DTMF metal dial pad is water, fire, and shock-resistant
- Industry standard design
- Steel armored handset cord
- Heavy-duty handset is hearing aid compatible with anti-static receiver
- Built in volume control button

The OTC offender telephones are vandal resistant, with metal housing, steel armored handset cord and stainless steel lanyard. The phones are manufactured in 14-gauge stainless steel, thoroughly field-tested against abuse, and are currently used in indoor and outdoor correctional facilities. The offender phones will have no removable parts such as exposed screws, bolts, metal or other hard-substance fasteners or any other material that can be removed from the phone without a special security removal device.

The handset is made of Lexan molded plastic with NO removable parts. It comes with 18-inch, 32-inch or any customized length lanyard. To prevent insertion of sharp objects, the transmitters and receivers are protected by the elements and the design of the handset. A special "suicide prevention" model is available for high security areas or for general use wherever the Department wishes. Please see "Hardware Requirements", Section 02.03, page 6.

#### *02.03.02 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 be responsible for the installation, support and maintenance of all existing and future wiring from the telephone instrument to the point of demarcation.

All handsets must be hearing aid compatible.

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.

PCS agrees and will comply.

The equipment provided by PCS will be new and in full production status from the manufacturer. PCS will be responsible for installation, support and maintenance of all existing and future wiring from the telephone to the point of demarcation. All

handsets will be hearing aid compatible. Each call processor shall meet the specifications shown in the following chart.

PCS System Specifications	
Digital Trunk Capacity*	Up to 1536 stations x 1536 trunks in 4 Racks
Analog Trunk Capacity*	Up to 1536 stations x 1104 trunks in 4 Racks
Half-height Stand-alone System	24" x 37" x 48" Max: Analog: 96 stations x 72 trunks Digital: 96 x 96
Full-height Stand-alone System	24" x 37" x 76" Max: Analog: 288 stations x 216 trunks Digital: 288 x 288
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps (up to 2 required in Full-height Rack)
FCC Certification	Meets the requirements of FCC Part 68 and Part 15
Voice Network Interface	Digital & Analog
Operating System	Windows 2000®

Each facility will have a server that will be sized to accommodate ninety (90) days of call recordings on-line as required. After that, calls can be transferred to another storage device, such as CDROM. Call Detail Records will be retained on the server for the life of the contract, which is three (3) years plus the two (2) one-year renewal periods.

The chart below shows PCS' preliminary plans for the number of phones to be installed to support the needs of the Department based on the requirements of the RFP. Following contract award PCS will perform a thorough site survey and present a formal recommendation for Departmental approval.

### PCS SYSTEM SIZING

Site	Phones planned	Initial Capacity	Transmission Speed
ICC	84	96	768k
ICI-O	26	48	384k
IMSI	45	48	512k
ISCI	107	120	1536k
NICI	24	24	384k
PWCC	38	48	512k
SAWC	18	24	384k
SBWCC	23	24	384k
SICI	48	48	512k

PCS has procedures in place to carefully monitor traffic and record performance statistics. Since the system is fully modular, PCS is able to be proactive in determining when equipment and facilities need to be upsized.

### *02.03.03 Telephone Device for the Deaf (TDD)*

One portable TDD device must be provided at each location current or future. These devices must be fully compatible with the telephone service provided and with all system operations.

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.

PCS agrees and will comply.

PCS will provide one TDD device at each location current or future. These devices will be fully compatible with the telephone service provided. The equipment used will be the portable Ultratec (Model: Supercom 4400) vandal resistant TDD. See cut sheet and technical specifications in Appendix 2-1.



**Ultratec Supercom 4400 TDD**

Standard features of these phones include:

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling\*\*
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer



- Baudot code (45.5/50 baud rate)

The PCS' proposed call processor can be configured to allow for up to 30 minutes per TDD connection. PCS can also program the system to allow only a certain number of attempts and/or connections per day, week, or month. The system will connect to a circuit that has the capability of accessing a TDD relay center. The system will have a centrally managed database with all relay centers' contact information. These numbers will allow offenders to process messages without voice overlays. This exception table will be kept current. Any number not in this list will have a voice overlay.

PCS will work closely with the agency to ensure that the security features designed into standard calling practices are incorporated into the calls made by offenders through the relay centers. This includes recordings, blocked numbers, PINs and PANs. PCS has extensive experience in working with various relay centers to ensure that disabled offenders have the same calling privileges and security features designed into their calling patterns as all other offenders.

#### *02.03.04 Wiring*

Contractors are responsible for all inside and outside wiring or cabling for a complete installation from the telephone instruments to the point of demarcation. The state 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 must meet industry standards. The Contractor will be responsible for any upgrades to wiring required to support the Contractor's system.

Any cabling or wiring installed by the Contractor will automatically become the property of the State at the end of the contract. The responsibility for all cable or wire maintenance from the telephone instrument to the point of demarcation, including any that is State-owned and reused by the vendor, will be borne by the Contractor.

PCS agrees and will comply.

PCS will accept responsibility for maintenance of cabling and wiring from the telephone instruments to the point of demarcation.

As part of system implementation, PCS will test and check the following internal wiring at each facility:

- a. Line quality between the phone station and the phone room. Any IDF and MDF blocks will be checked for quality of connections.

- b. Cabling connections between the phone room and the locations designated for workstations will be tested for quality of connection.
- c. Cable connections between phone stations and any cut off switches prior to installing the ICOR-24 Shutdown Switches will be checked and confirmed.
- d. Labeling and configuration will be updated to ensure that PCS has a correct inventory of all lines available and of any that may be required.

PCS proposes to utilize all existing cabling determined to be in good operating condition. PCS will replace cabling and wiring as necessary to support the State's requirements and to meet industry standards. PCS recognizes that the State will continue to own all of the existing wiring as well as any replacement wiring installed by PCS.

All new installations of cabling will be pre-approved by the state agency and will comply with industry standards and / or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or as determined through the site survey.

All cabling will be labeled as appropriate; hidden and secured per industry standards. Any internal line quality issues identified by PCS will be reported to the State at the end of the site survey for scheduling of appropriate repair or upgrades. All cabling and wiring repairs will be provided by PCS without cost to the State.

#### *02.03.05 Re-use of Existing Wiring*

All wiring to the individual inmate telephones belongs to the State and is available for re-use by the Contractor at the Contractor's option. Contractors must upgrade where necessary to meet these requirements and will be allowed to test and re-use existing wiring if it is of sufficient quality. The responsibility for all wiring and cable maintenance, including existing State-owned wiring reused by the vendor, will become the responsibility of the successful vendor.

- PCS agrees and will comply. PCS acknowledges that all wiring to the individual inmate telephones belongs and will continue to belong to the State of Idaho. We will conduct tests to determine where wiring can be reused. Any wiring that is not of sufficient quality and cannot be reused will be upgraded to meet the requirements of the RFP. PCS will assume responsibility for all wiring and cable maintenance necessary for operation of the inmate telephones regardless of whether it is new or reused. The State will retain ownership of all wiring and cabling.

#### *02.03.06 Electrical And Backup 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. Industry standards and codes must also be met.

PCS agrees and will comply.

All telephones provided by PCS will be line-powered. The phone instruments are powered by the central processor and require no separate power supply. The central processor and all required ancillary equipment are connected to a UPS back-up system that provides both electrical conditioning and battery back-up in case of a power outage.

Lightning and transient protective devices are installed on each inmate phone and central office port, including the modem. Surge protection and brownout tolerance is built into each UPS power supply module. This effectively manages power to the systems and minimizes the impact of common power fluctuations. The central processor and all required ancillary equipment are connected to a UPS back-up system that provides both electrical conditioning and battery back-up in case of a power outage. Electrical surge and ground protection will be provided for all new equipment in accordance with applicable codes and industry standards.

#### *02.03.07 CWC 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 device is required for CWC Inmate telephones.

Each of the community work centers in Idaho has coin, collect, debit card capable phones. At the present time there are forty-nine (49) such phones. It is expected that the proposer will maintain this level of service and provide for additional telephones as requested by the IDOC.

PCS agrees and will comply.

PCS will provide collect, coin-operated, calling card, station-to-station, outbound calls from the CWC inmate telephones. This will include local, intra-LATA, inter-LATA, inter-State calling. Calls from these facilities will not be monitored or recorded.

PCS will maintain the level of service currently provided for the forty-nine (49) phones and provide additional telephones at the request of the IDOC.

#### *02.04 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 recommend types of

special handsets, electronic filters, etc. to deal with the privacy, noise control, and security issue.

PCS agrees and will comply.

The PCS system will allow inmates to hear their own calls clearly. Privacy will be maximized as much as possible without visually obstructing or preventing staff from observing inmates using the phones. The precise configuration at each site will be determined in concert with the State following review of the Site Survey following contract award.

The telephones themselves are OTC-2110V2 phones from Navitel. See "Navitel/OTC Inmate Phones" in Exhibit C for more details. These phones are designed for rugged use in correctional facilities. Below is a list of some of the features that help to ensure these phones will continue to meet high standards for sound quality for many years to come.

#### Housing

- Housing is 14 gauge stainless steel.
- Armored modular hook-switch lever.
- Metal keypad assembly is moisture, fire, and shock resistant.
- Tamper resistant mounting system.
- Built-in volume control switch.

#### Handset

- Heavy-duty armored 18 inch, 32 inch, or any customized length cord with dynamic or carbon transmitter available.
- All handsets are hearing aid compatible (HAC) and have an anti-static receiver.
- Armored cord is made to Bell core standards and will withstand a minimum 800 lbs. pulling test.

In areas that are especially noisy, the Department may request installation of clear plastic partitions that help to block noise.

#### *02.04.01 Audio Quality*

All systems must provide audio quality such as 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.

PCS agrees and will comply.

The audio quality of the PCS System will be equal to or better than that required for common-carriers. The most important variables in audio quality are the telephone and the network. PCS will replace all existing telephones with OTC-21100V2 offender telephones by Navitel/OTC Telecom. These phones are specifically designed for use in correctional facilities. These phones have volume controls. The handsets are hearing aid compatible (HAC) and have an anti-static receiver. PCS maintains high network standards and will carefully monitor it to ensure quality levels are consistently met.

The Department will be the sole judge as to whether PCS is meeting this requirement or not. PCS will provide whatever is required to satisfy this requirement at no cost to the State. See "Navitel/OTC Inmate Phones" in Exhibit C for more detailed information on the proposed inmate phones.

Following contract award, PCS will conduct a site survey that among other things will identify any special problem areas or issues that require special corrective measures and will submit recommendations subject to Department approval.

#### *02.05 Signage*

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 and the Idaho Public Utilities Commission (PUC) contact information. These must be in both English and Spanish and must be vandal resistant and maintained in legible condition during the term of the contract. If Inmate calling rates change, 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.

PCS agrees and will comply.

PCS will coordinate the final text, mounting, security, format and all other specifications with the Department upon notice of award. PCS will then prepare the appropriate sample signs, security mounting and related materials and submit these to the DOC for approval. PCS agrees that the new rates will not go into effect until all signage is completed. An example of the kind of signage requested is provided in Appendix 2-2, "Signage in English and Spanish" at the end of this section.

#### *02.06 Call Control*

The Department 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 specific correctional facility 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.

PCS agrees and will comply.

With the PCS System, the Department will have the ability to control the length of an individual call, and implement random announcements during the call in the selected language of the inmate. English and Spanish announcements are standard. Additional languages can be provided at the request of the Department.

Announcements can be customized for each facility. Typically, an overlay announcement is repeated throughout an inmate call and would say, "This is a PCS Collect Call from (Offender Name) at the (Facility Name). This call may be monitored and recorded. The use of 3-way or call waiting will disconnect the call." This warning is in addition to the one given when the called party first answers and before they accept the call. The frequency of these repeated warnings can be set at the interval requested by the Department.

These announcements will be loud enough for both the caller and called party to hear, but not so loud as to interfere with conversation. The announcements will inform the parties that the call is coming from a correctional facility and will provide call termination announcements.

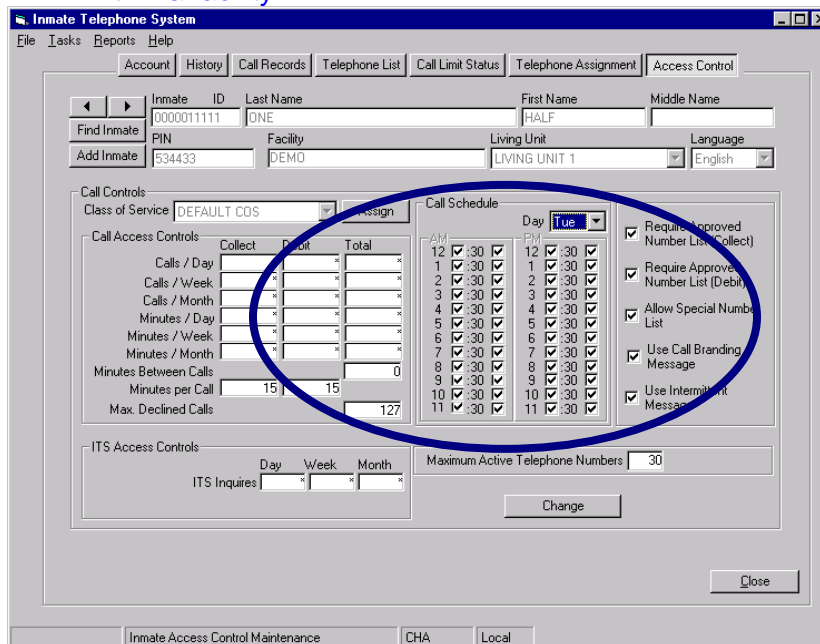
Programming of these features is extremely flexible and can be done network-wide, institution-wide, or by individual calls, individual PINs, or a range-of-telephones. "Allowed call lists" can also be created for individual inmates, groups of inmates, or system-wide. System operation can be turned off and on by time-of-day schedule. Daily or weekly call limits can be imposed by PIN including "time-out" periods between consecutive calls.

The PCS System is equipped and designed with "adjustable call duration" and "set-up times, voice announced messages" for total conversation time available, as well as "second and third messages" informing user of minutes remaining.

These call control functions can be programmed at the system workstation where authorized users can classify and define the functions of individual phones and groups of phones to adjust call duration, setup times, voice announced messages of minutes remaining to complete conversation. The inmate telephone system is able to configure an institution's inmate phone in a wide variety of ways and under different criteria such as:

- Call duration by minutes, by call per day, month, week, and minutes between calls
- On/Off times may be programmed at each minute, 24 hours a day.

- On/Off times may be programmed to be unique to each day of the week.
- On/Off times may be programmed to be unique to different areas within a facility.

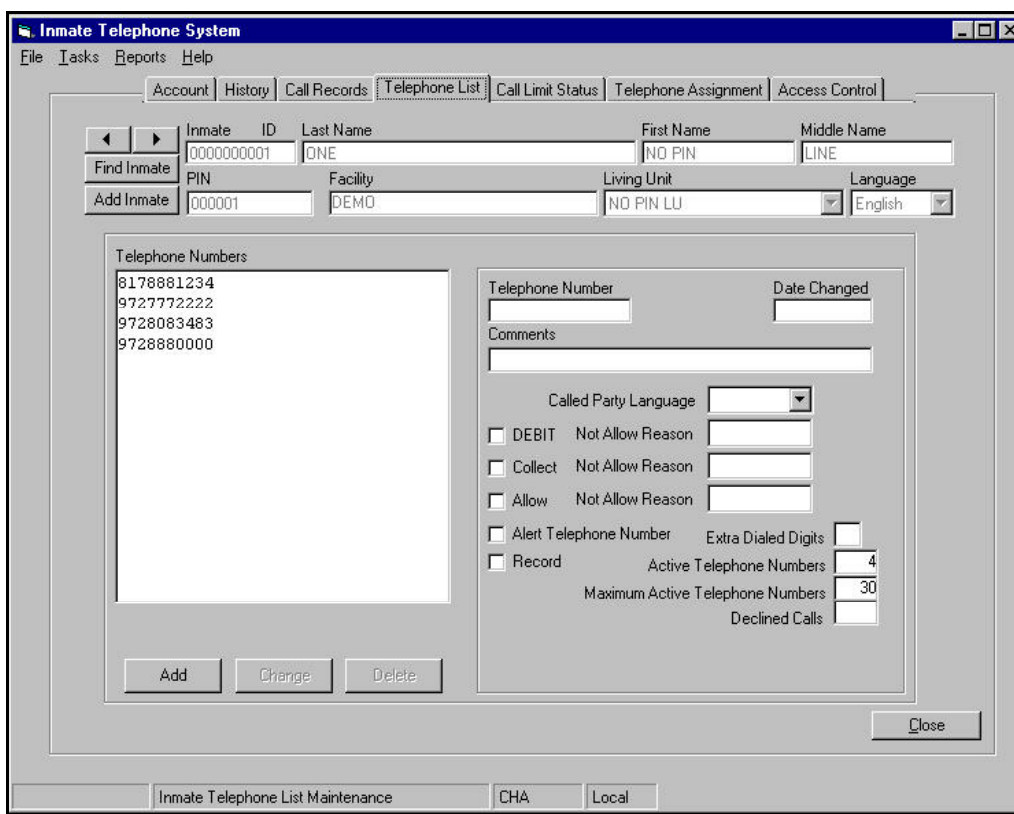


### Call access Controls

The system is fully customizable and can also be programmed to automatically disconnect a call at the end of the allowed period. A warning tone announcement is usually given one (1) minute prior to the maximum length of the call. Both parties will hear a message such as, "One (1) minute remaining. At the end of that one (1) minute, the call will automatically be terminated."

As an added feature, the system has the ability to establish a maximum number of declined calls. Each inmate account will have a defined list of allowed numbers ("telephone list") that they are permitted to call. These numbers are exceptions to the call block table. The size of this list is defined by the Department and may be as large as 30 numbers per offender. In addition, the Department may specify a "global" list of allowed numbers, which are accessible by all inmates. These numbers would not impact the inmate-specific calling list.

As the screen below demonstrates, each number listed on the inmate's calling list can have a variety of unique parameters. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to allow Debit and/or Collect calls and the ability to Alert investigators to certain calls placed by an inmate or any inmate to a specific called number.



Offender's Calling List

### 02.06.01 Call Set-Up

Efficient initial call set-up is required. A maximum of 10 seconds from the dialing of the last digit is requested. The offender must initiate calls.

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 setup process and that the call is originating from a specific correctional facility.

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 entire system. 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.



During the call set-up process, the cost of the setup and rates for the call must be announced to the called party, before call acceptance, so this can be considered in accepting a call. The called party may be given the option to bypass the calling rate 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. The inmate should be informed by the system if the call is not accepted, for whatever reason.

During the call set-up process the inmate must be given the option to use the prepaid inmate debit system or to place a collect call. The inmate must also be given the cost of the setup and rates for the call and the balance remaining in the debit account.

PCS agrees and will comply.

The interval of time between the inmate dialing a valid PIN and the commencement of a ring tone requires ten (10) seconds or less on the PCS System. The offender must initiate all calls.

#### AUTOMATED OPERATOR

The PCS System is set up with a customized prerecorded announcement with voice prompts reflecting the name of the facility, the inmate's name, and instructions for accepting, declining, or blocking the call. This announcement also states that the call will be monitored and or recorded and that the use of three-way or call waiting will disconnect the call. The announcement can be further customized to meet the State's specific needs.

With the use of PINs and allowed call lists, the prompt can be automatically delivered in the inmate's language of preference (English, Spanish, or additional languages at State's option) or the called party can be allowed to select their language of preference during the prompt. When the called party answers, both the inmate and called party will hear an announcement similar to the following:

"This is a PCS Collect Call from "Inmate Name" at (ID DOC facility name). This call will be monitored and recorded. The use of three-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

#### POSITIVE CALL ACCEPTANCE FOR TOUCH TONE AND ROTARY PHONES

The PCS System requires positive acceptance, which is accomplished through single-digit dialing. The PCS System accommodates both touch tone and rotary phones for positive acceptance. In order to deny charges the called party can simply hang up or they may choose to block all future calls from the system as well. The inmate will hear the appropriate voice prompt based on the called party's action.

## ANNOUNCEMENT OF RATES AND CHARGES

The PCS System can be programmed to announce the call setup cost and the rates prior to acceptance by the called party. The called party will also have the ability to bypass this feature by dialing a single digit.

This option would be provided after the called party has been informed the call will be monitored and recorded. Attorney calls are predefined in the Special Numbers Table, which allows for special treatment. This table is where the programming is done to ensure such calls will not be accessible for live monitoring and will not be recorded.

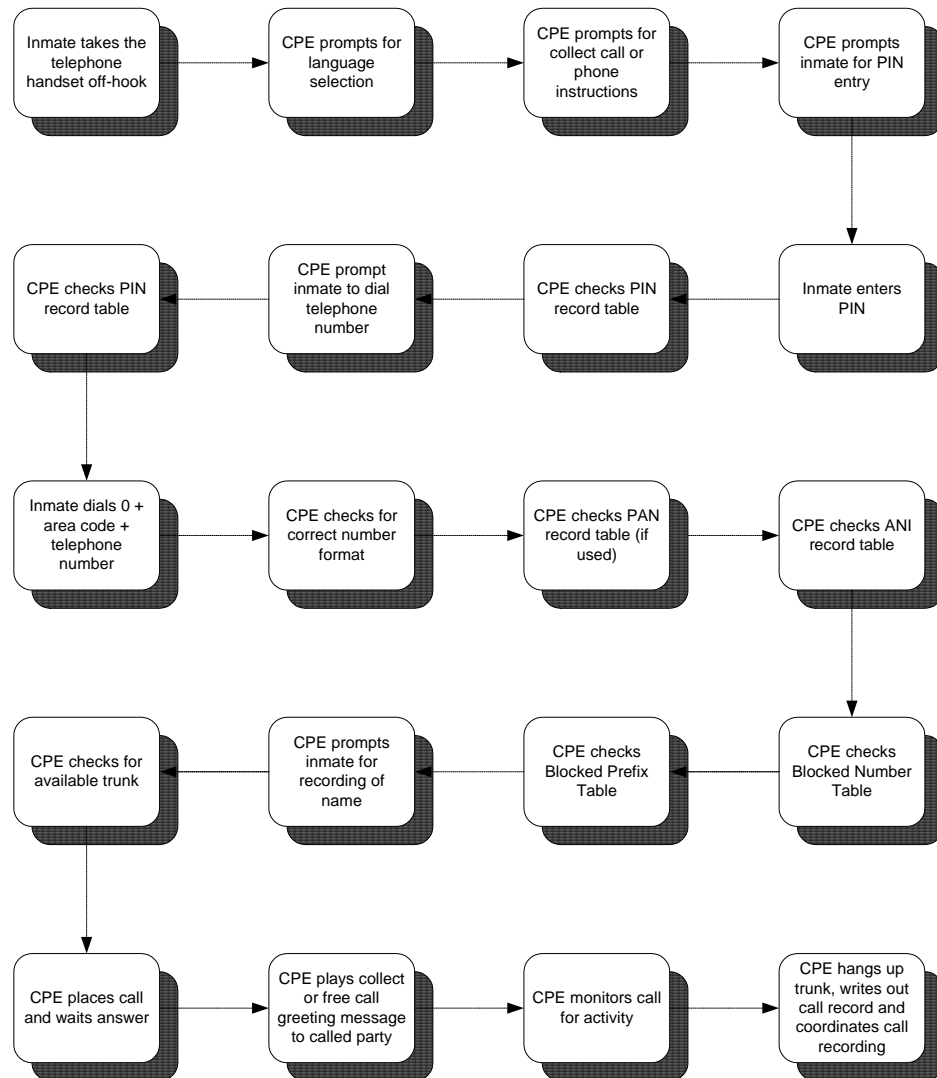
## CHOICE OF PREPAID, DEBIT OR COLLECT

The inmate may choose to dial either a collect or a debit call simply by dialing a 0+ called number for collect or a 1+ the number for debit. Inmate debit account balances can be checked prior to placing the call. In addition, upon completion of a call, the inmate can check the charges for the last call through a simple inquiry process.

## REASON CALL NOT ACCEPTED

Whenever an inmate's attempt to place a call does not succeed, the inmate is always informed of the reason. This is true whether the call was blocked for some reason or rejected by the called party.

## CALL PROCESS FLOW CHART



### *02.06.02 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 Department will approve the exact content of all announcements.

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.

PCS agrees and will comply.

When the called party answers the phone, they will hear a pre-recorded announcement identifying the inmate by name, the name of the correctional facility, and stating that the call will be monitored and recorded. The called party will then be required to positively accept the call before the parties can be connected. The exception to this will be properly placed attorney, physician, or other privileged calls identified by the Department as exempt from recording and monitoring. No calls will be handled by live attendants. All announcements will be subject to the approval of the Department.

During the announcement and prior to positive call acceptance, the called parties will be unable to converse or communicate in any way.

### *02.06.03 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 called party's 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.

PCS agrees and will comply.

The PCS System will require positive acceptance by the called party before an inmate can be connected.

As soon as the called party answer the call, they will be informed of the identification of the offender, identification of the correctional institution, and that the call may be

monitored and / or recorded. The called party will then be instructed how to positively accept the call, block this and future calls, or to refuse this call by simply hanging up.

#### *02.06.04 Continuing Announcement - Branding*

Recorded voice overlay announcements are required, notifying the called party that the call is originating from a specific correctional facility. The Department will approve the content of these announcements.

PCS agrees and will comply.

As requested by the State, the PCS system will be programmed to interject a voice announcement at random intervals throughout each offender phone call. The announcement content will notify the called party that they are speaking to an offender at a specific correctional facility.

The announcement volume will be set to a level that is not obtrusive, but still easily audible. PCS system can adjust the volume and the frequency of the announcement as requested by the State. The offender will not be able to interfere with these announcements.

PCS has found these voice overlay announcements to be an effective tool to prevent harassment. The called party is made aware of the origin of the call and any inappropriate or harassing calls can easily be reported to facility personnel.

Message content can be customized to meet the State's needs. Typically, the overlay message is programmed to repeat every 5 minutes, resulting in 3 announcements during a 15-minute call. PCS will work with the state to establish these settings for maximum effectiveness and minimal call intrusion.

#### *02.06.05 Call Length*

The Department requires, at a minimum, the ability to control the length of an individual call. 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. The system must provide an advance warning that the call is about to end.

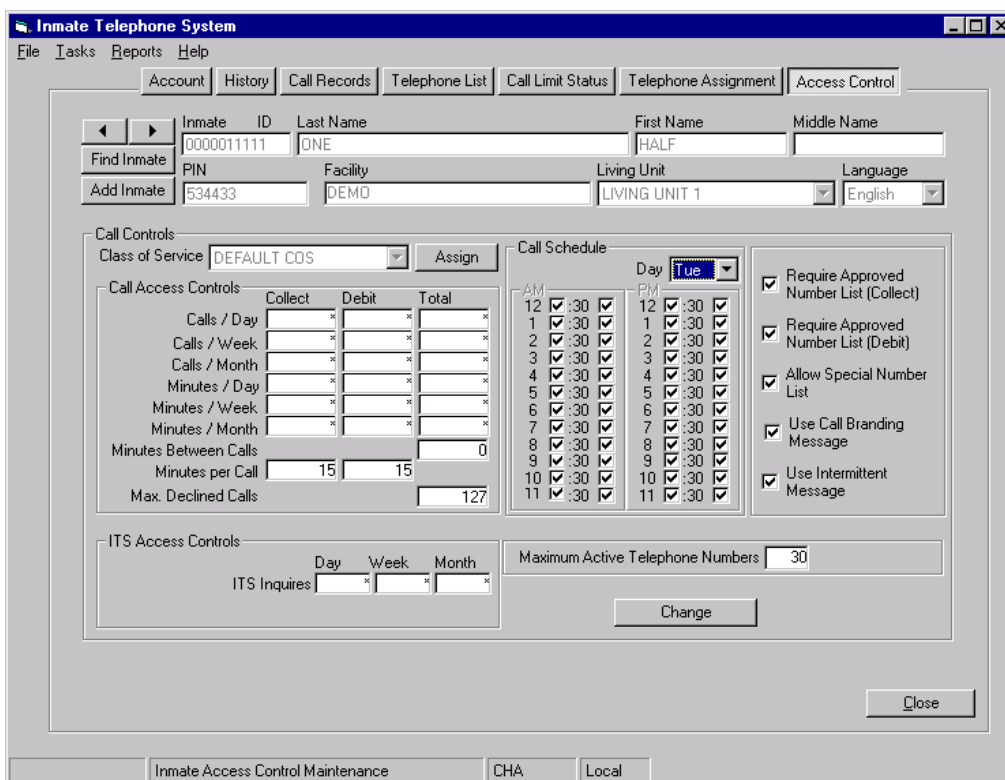
Additionally, the system may provide the capability to utilize "allowed call lists", have the system turned on or off on a time-of-day schedule, set daily or weekly call limits, by PIN, and to set a "time-out" period between consecutive calls using the same PIN number.

PCS agrees and will comply.

## CONTROLLING CALL LENGTH

Each call will be timed based on the parameters designated by the State. Using the workstation, general class of service specifications may be established for a facility-wide call duration that would govern all inmates. Alternatively, an inmate-specific call duration may be established through the use of PINs. Lastly, various groups of inmate phones may be specified with unique call durations.

For example: in the infirmary, calls may be limited to 5 minutes, in common areas, 15 minutes. One (1) minute prior to expiration of any of the established maximum call duration limits, the system will play a warning tone or audible announcement to the inmate and called party such as *“One (1) minute remaining.”* At the end of that one (1) minute, the system will terminate the call.



The screenshot displays the 'Inmate Telephone System' window. At the top, there are menu options: File, Tasks, Reports, Help. Below the menu is a tabbed interface with tabs for Account, History, Call Records, Telephone List, Call Limit Status, Telephone Assignment, and Access Control. The 'Call Limit Status' tab is active.

The main area contains fields for Inmate ID (0000011111), Last Name (ONE), First Name (HALF), Middle Name, PIN (534433), Facility (DEMO), Living Unit (LIVING UNIT 1), and Language (English). Below these are 'Call Controls' and 'Call Schedule' sections.

**Call Controls:**

Class of Service	Collect	Debit	Total
DEFAULT COS			
Calls / Day			
Calls / Week			
Calls / Month			
Minutes / Day			
Minutes / Week			
Minutes / Month			
Minutes Between Calls			0
Minutes per Call	15	15	
Max. Declined Calls			127

**Call Schedule:**

Day	AM	PM
Tue	12 :30	12 :30
	1 :30	1 :30
	2 :30	2 :30
	3 :30	3 :30
	4 :30	4 :30
	5 :30	5 :30
	6 :30	6 :30
	7 :30	7 :30
	8 :30	8 :30
	9 :30	9 :30
	10 :30	10 :30
	11 :30	11 :30

**Additional Settings:**

- Require Approved Number List (Collect)
- Require Approved Number List (Debit)
- Allow Special Number List
- Use Call Branding Message
- Use Intermittent Message

**ITS Access Controls:**

Day	Week	Month
ITS Inquires	*	*

Maximum Active Telephone Numbers: 30

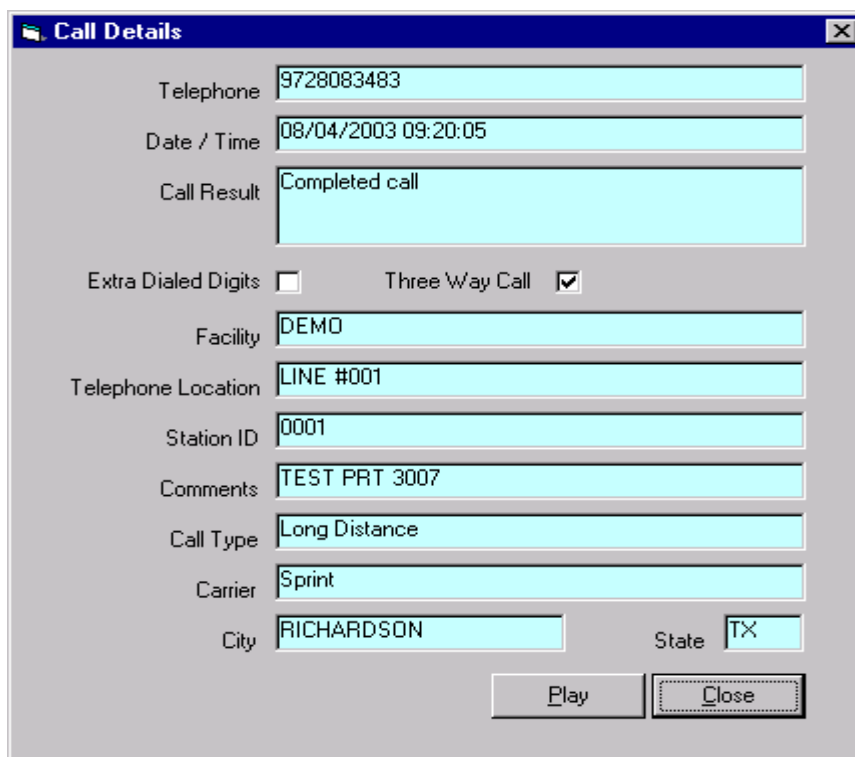
Buttons: Change, Close

## DETECTION OF FRAUD

The PCS System is capable of detecting dialing patterns that could be attempts at fraud. For instance, the system will allow completion of only one dialed number per individual attempt and will block the inmate's dialing attempt until the initial call is terminated. To place an additional call, the inmate must repeat the entire dialing sequence. If the call is dropped for any reason, the inmate will be advised to hang up and dial again.

PCS System is designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. In addition, the three-way

call detect feature may be programmed to disconnect the call or merely initiate a warning message. Regardless of the setting, three way call detection events are tracked and noted in the call detail record and made available for review in a report designed specifically for this purpose.



The screenshot shows a 'Call Details' window with the following fields and values:

Telephone	9728083483
Date / Time	08/04/2003 09:20:05
Call Result	Completed call
Extra Dialed Digits	<input type="checkbox"/>
Three Way Call	<input checked="" type="checkbox"/>
Facility	DEMO
Telephone Location	LINE #001
Station ID	0001
Comments	TEST PRT 3007
Call Type	Long Distance
Carrier	Sprint
City	RICHARDSON
State	TX

Buttons: Play, Close

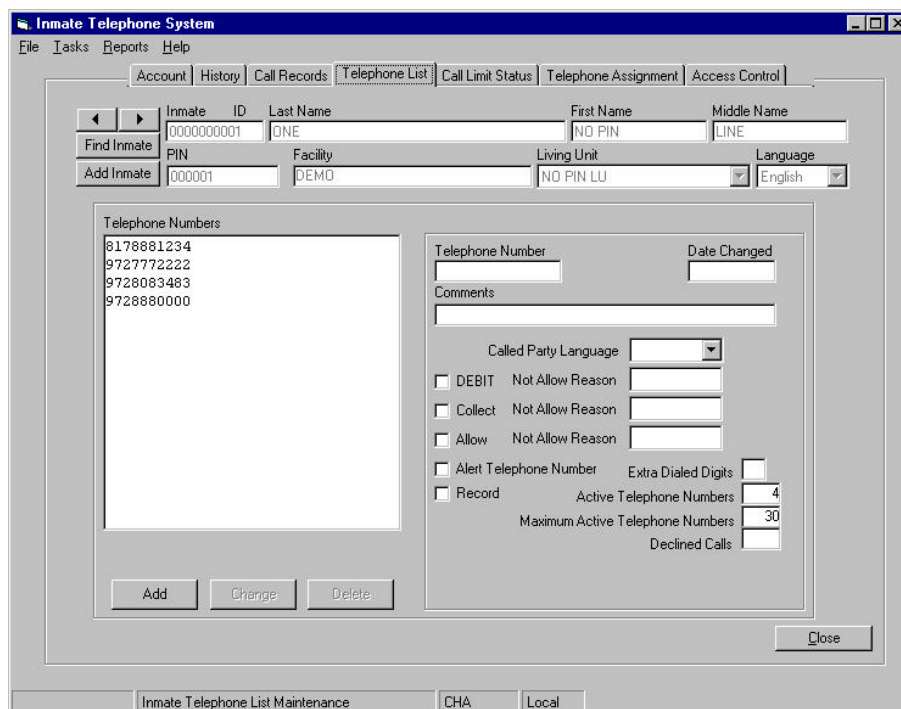
Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect. At this time, the disconnect feature will be enabled. From this point forward, calls that trigger the three-way call detection feature will be disconnected.

#### ALLOWED CALLING LISTS

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.

As required, the PCS System will utilize a PIN authorization code to identify each inmate utilizing the inmate telephones. Each inmate account can have a defined list of allowed numbers (“calling list”), which they are permitted to call. The size of this list will be defined by the State and may be as large as 30 numbers per inmate. In addition, the State may specify a “global” list of allowed numbers, which are accessible by all inmates. These numbers do not impact the inmate-specific calling list. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the globally allowed calling list.

As the screen below demonstrates, each number listed on the inmate's calling list can have a variety of parameters associated. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.

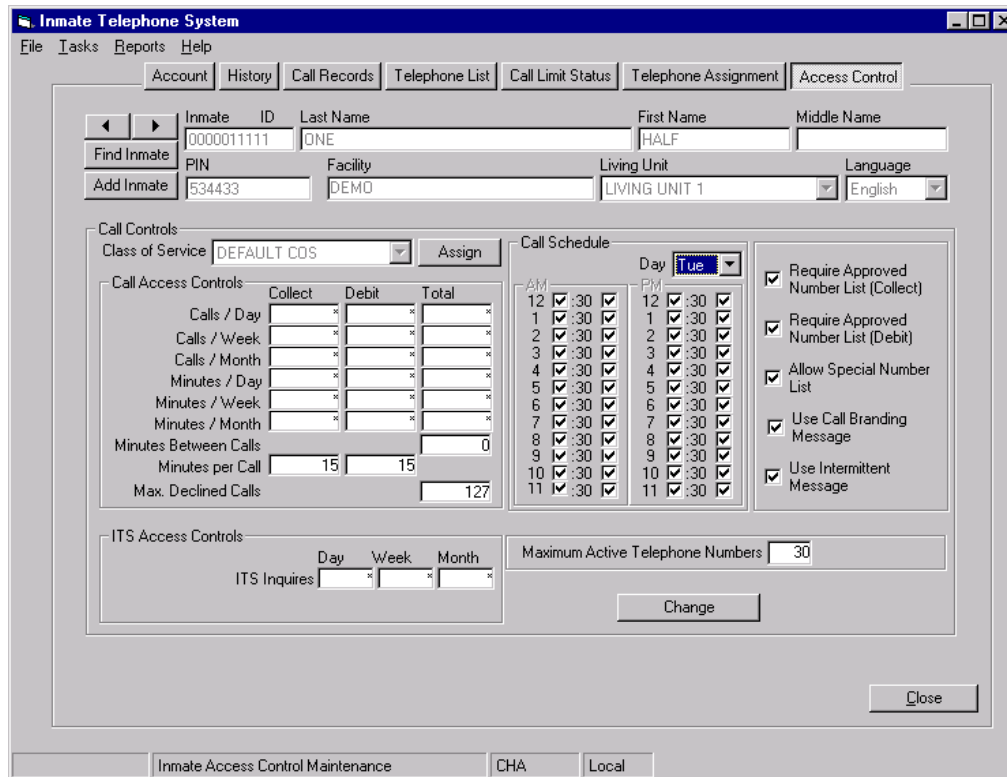


**Allowed number list control screen**

The calling list may be established through the Inmate Phone List Self-Learn Feature, which allows the inmate to place calls until his phone list contains the maximum allowed telephone numbers. Telephone numbers that are not routed, such as blocked or misdialed numbers, will not be added to the inmate's list. When the inmate phone list reaches the maximum allowed telephone numbers then the inmate will only be able to call the numbers on his list. For a new number to be added one of the existing numbers will have to be deleted.

The PCS System offers complete flexibility to establish inmate calling hours by day of week and hour. The System provides general operating hours controls for the entire facility, and the option to control a group of phones or individual inmates calling hours. For example, an inmate who is a trustee may have extended calling hours, while an inmate who has abused phone privileges may be restricted to limited calling hours. A separate holiday schedule may also be established in order to offer alternate calling on these defined days. Once these schedules are established, calling is automatically controlled by the system and no administrative intervention is required. The Minutes Between Calls parameter depicted below allows the State to set a specific interval that must elapse between calls from the same PIN.





Call parameters control screen

### 02.06.06 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.
- Inmate PIN numbers

PCS agrees and will comply.

The PCS system offers the State total control over what telephone numbers can and cannot be dialed by inmates. This includes all of the numbers above and more.

Additionally, access to an unrestricted outside line or live operator is strictly prohibited by the PCS system. All call functions are fully controlled by the automated attendant with an extensive array of voice prompts to guide both the caller and the called party through the process from start to finish. Offenders attempting a call that is not allowed will hear an announcement explaining that the number they have dialed is not allowed

#### *02.06.07 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.

PCS agrees and will comply.

The PCS System is able to block calls by specific identifiers and groups of identifiers from specific telephones or groups of telephones, regardless of whether an inmate database is used. An inmate database makes it possible to allow or restrict calls for specific inmates or groups of inmates. Restrictions can also be set up for call duration, number of calls per day or week, type of call, and the hours during which calls can be made.

#### *02.06.08 Control of Call Parameters By Department*

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. The department must be able to control the following call parameters.

- 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.

PCS agrees and will comply.

All of the aforementioned departmental criteria will be met with the installation of the PCS System. Specifically, the Focus 100 call processor offers complete flexibility to establish inmate calling hours by day of week and hours of the day. Additionally the maximum call duration is controllable through the Workstation. PIN numbers can be assigned in accordance with current procedures as inmate identifiers.

All voice prompts are available in English and Spanish. Each call will be branded with the name of the inmate placing the call as well as the facility's name in order for the called party to decide if they choose to accept the call. Three-way call detection will be provided with the ability for the State to cut off the call upon detection or simply place a note in the Call Detail Record, at the State's option.

#### *02.06.09 Functions Controllable by Institution*

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.

- . •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.
- . •Call blocking.
- . •All 011, 683,800,888,900, and 976 area codes will be blocked.

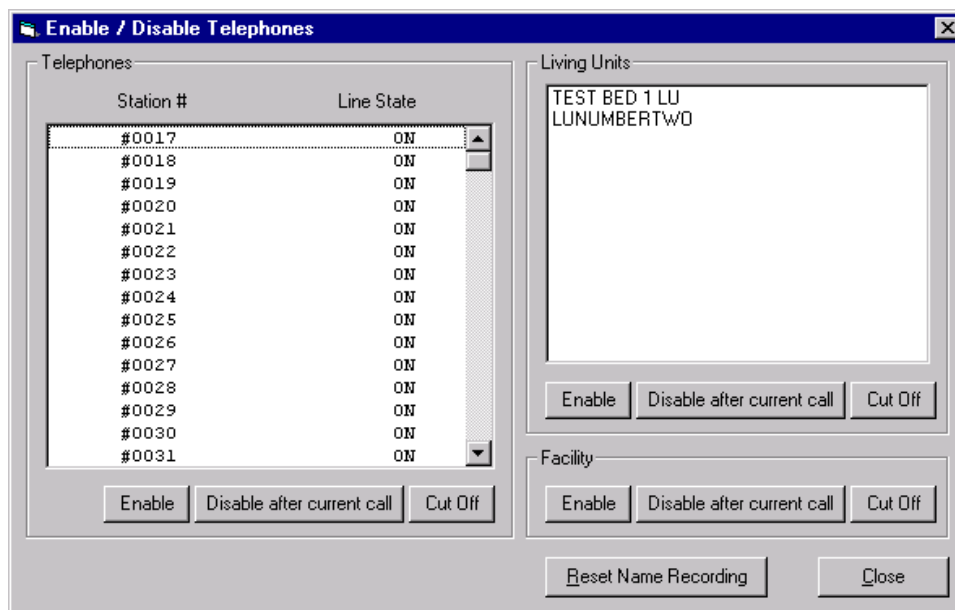
PCS agrees and will comply.

Two on-site technicians will be assigned to support the Department. Part of their duties will be to assist the Department in making any programming changes within four hours of the request.

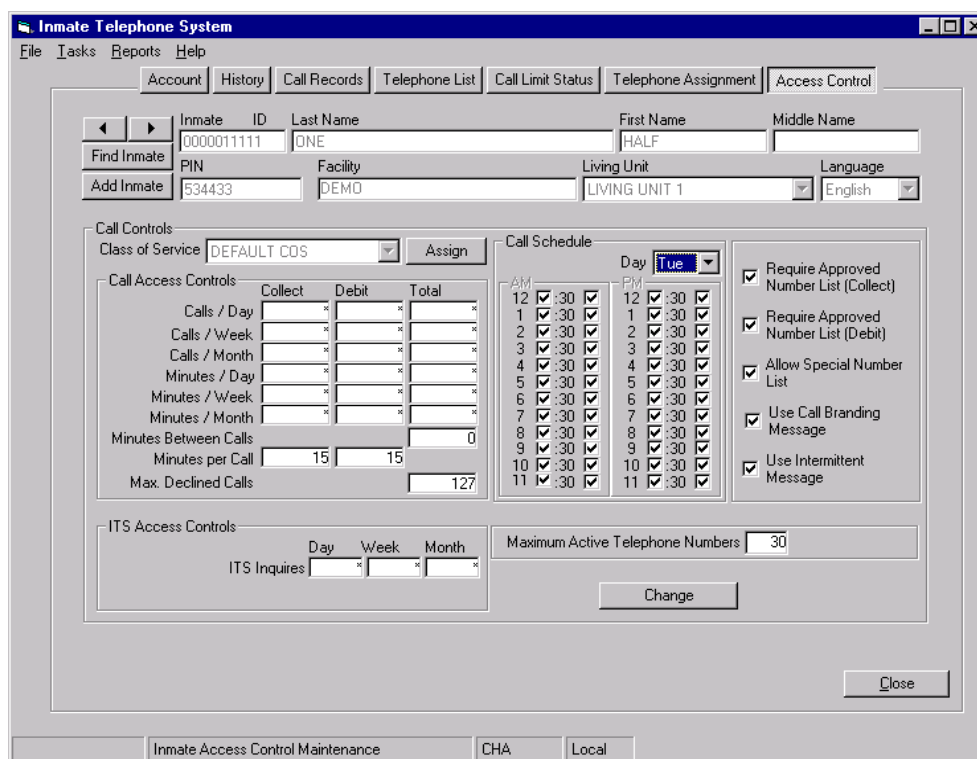
All of the programming changes described above can be made easily on the PCS System. Specifically, the system offers complete flexibility to establish inmate calling hours by day of week and hours of the day. Three-way call detection will be provided with the ability for the State to cut off the call upon detection or simply note the Call Detail Record, at the State's option. PIN numbers can be associated with Allowed Call Lists on an inmate specific basis.

The PCS System provides the ability to enable or disable inmate phones on demand through any system workstation. The function of enable/disable inmate phones

permits the user to disable individual inmate phones, living units or the entire facility. In addition, phone shutdown may be accomplished “gracefully” shutting down all phones once the current conversation is complete or abruptly, terminating all calls and performing phone shut down immediately. It is important to note that this function can be performed from a remote workstation, which is useful in an emergency situation where the site workstations may not be accessible. The Workstation screen used to perform this function is shown below.



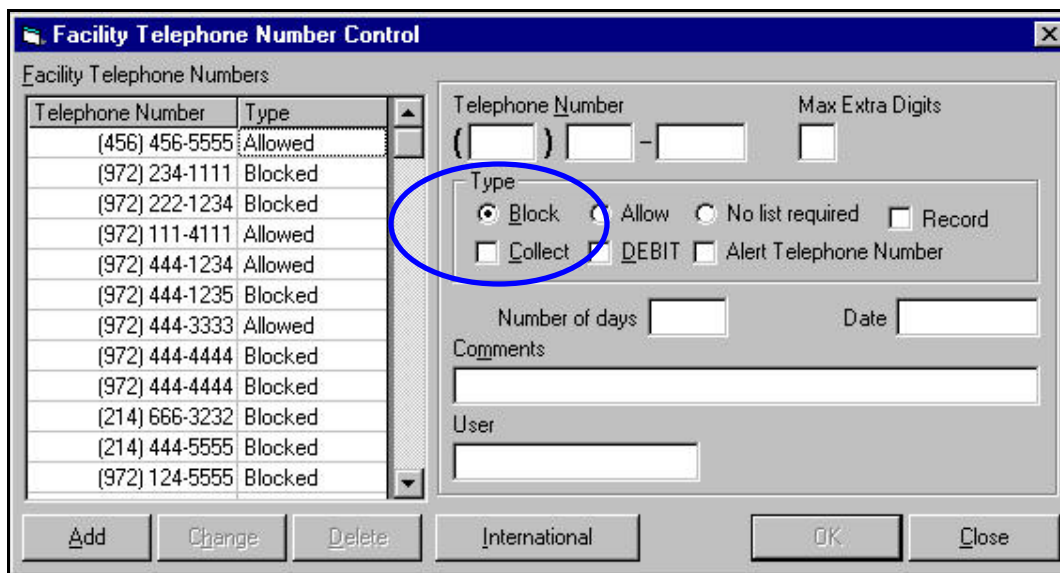
Daily, weekly, or even monthly call limits can be established.



The Minutes Between Calls parameter depicted above allows the State to set a specific interval that must elapse between calls from the same PIN.

The PCS System provides the ability to block calls to individual telephone numbers as well as groups of numbers including but not limited to directory assistance, 011, 683, 800, 888, 900, 976 and other numbers designated by the State. Upon implementation, PCS will work with the State to establish the blocking requirements. The system will then be manufactured to include that information before it is even shipped to the site. Once installed, additional blocking can be managed on-site using the administrative workstation or via remote communications. In addition, a listing of blocked numbers can be generated and viewed or printed at any time.

Entry of a blocked number and removal of a block are both accomplished using the same screen shown below. To remove, the "Block" button is unselected. All block maintenance entered in this fashion using the site workstation is implemented within 15 minutes of entry. In addition, the site may phone or email block requests to PCS customer service for processing.

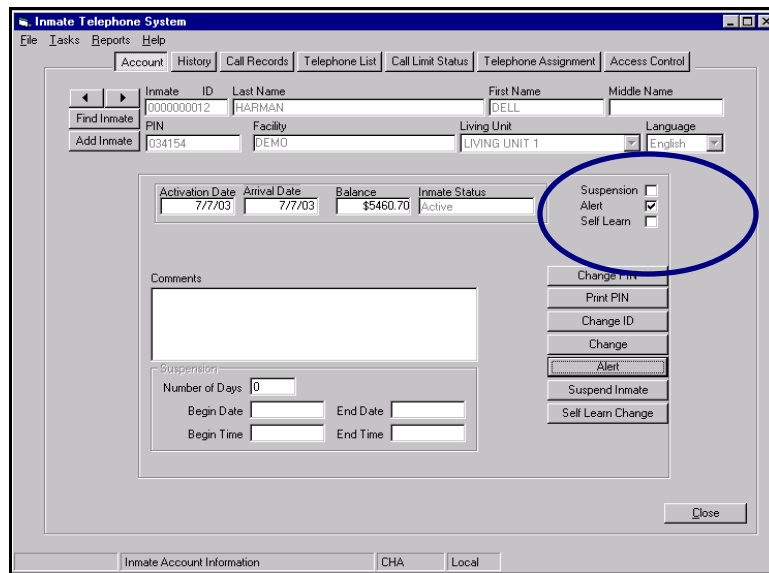


#### 02.06.10 Alarms

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 an inmate 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.

PCS agrees and will comply.

Authorized users of different access levels can set up alarms (also called “alerts”) based on an offender’s PIN, an offender phone, or the called number, any of which can be designated as restricted. When a call matches the settings, active users belonging to the appropriate security access level are notified. Call detail records show calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert.



### Setting Alerts

When an alert occurs, the call is displayed at the workstation of the investigator who has been assigned to that particular alert. Alerts can also be received at desk telephones, cell phones, home telephones, and pagers. The investigator can respond to an alert by entering the proper security code. This will allow immediate monitoring of the call in progress without the other parties on the call becoming aware that they are being monitored. The investigator will be able to listen to the conversation without either of the other parties becoming aware the investigator is on the call, and he may disconnect the call, if necessary.

The *Alert Notification* report (see below) displays all accounts or telephone numbers placed on Alert status by facility staff. This is regardless of whether the alert was for all calls by a particular inmate, or calls to a particular number. The ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Inmate Number
- Inmate Name
- Dialed Digits
- Alert
- Date/Time of Call
- Station ID
- Cost of Call
- Total Number of Alerted Calls

Run Date: 09/21/2001  
 Run Time: 14:40:03

**Alert Notification**

Report Site: COF  
 Terminal Making Request: QACOLO\_WS01  
 User ID: TESTADMIN

From 09/04/2001 - 00:00:00  
 Thru 09/21/2001 - 23:59:59

**Facility Name:** TEST BED 1      **Facility Code:** TEST 1

DOC	Inmate Name	Dialed Digits	Alert	Date/Time	Station	Cost
111111	SMITHERS, TOM	3212683354	PHONE	09/12/2001 15:20:55	0	\$ 0.00
111222	BURNS, MR	7134332628	PHONE	09/12/2001 15:21:55	0	\$ 0.00
111333	SIMPSON, HOME R	3212683354	PHONE	09/12/2001 15:22:38	0	\$ 0.00
111444	SMITH, LENNY	7134332625	PHONE	09/12/2001 15:25:07	0	\$ 0.00
111555	CUTT, BUZZ	3212683357	PHONE	09/12/2001 15:25:37	0	\$ 0.00
111666	CAREY, DREW	7134332625	PHONE	09/12/2001 15:26:41	0	\$ 0.00
111777	FAUNT, ELLE	3212683354	PHONE	09/12/2001 15:27:22	0	\$ 0.00
111888	CHEETUM, DEWWW E	3212685953	PHONE	09/12/2001 15:28:09	0	\$ 0.00
111999	HOW, ANN	3212685457	PHONE	09/12/2001 15:28:28	0	\$ 0.00

**The Alert Notification Report**

*02.06.11 Automatic Cut-Off*

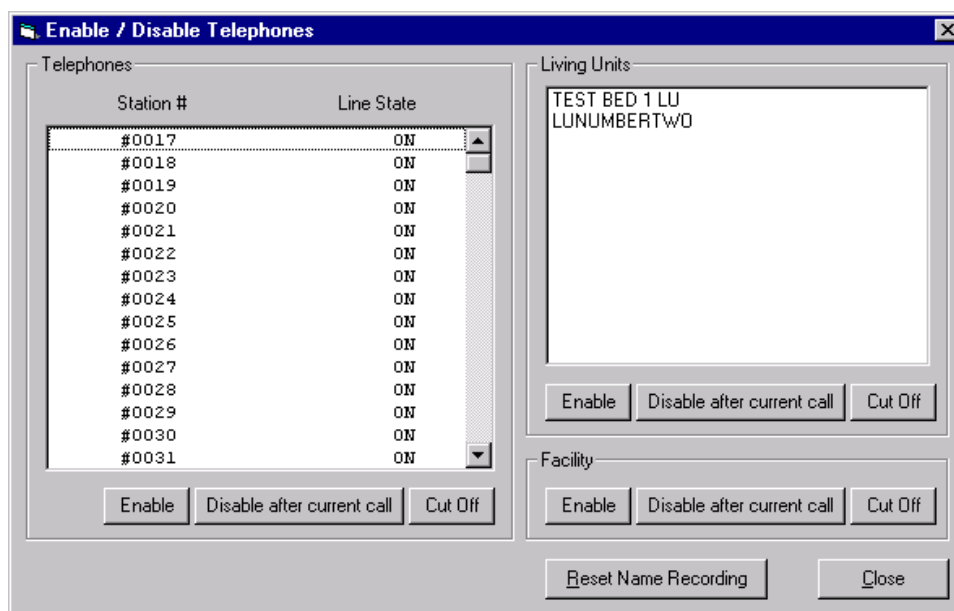
All systems must permit the automatic, regular and immediate cut-off of all inmate telephones at once, groups of telephones (e.g. an entire building or wing), or individual telephones, and the ability to pre-select hours of operation by telephone or group of telephones.

PCS agrees and will comply.

The PCS System will permit the automatic, regular and immediate cut-off of all inmate telephones at once, individually, or by group, as well as the ability to pre-select hours of operation by telephone or group of telephones.

The Department will have the ability to enable or disable inmate phones on demand through any system workstation. Phone shutdown may be accomplished “gracefully”, shutting down all phones once the current conversation is complete or abruptly, terminating all calls and performing phone shut down immediately. It is important to note that this function can be performed from a remote workstation, which is useful in an emergency situation where the site workstations may not be accessible. The Workstation screen used to perform this function is shown below.





#### Shutting Down Phones from a Workstation

The Enable/Disable Telephones screen provides the facility staff (with the appropriate security level) with the ability to control phone activation within the facility. Control can be at the individual phone level identified by Station ID, the Living Unit level, or facility-wide.

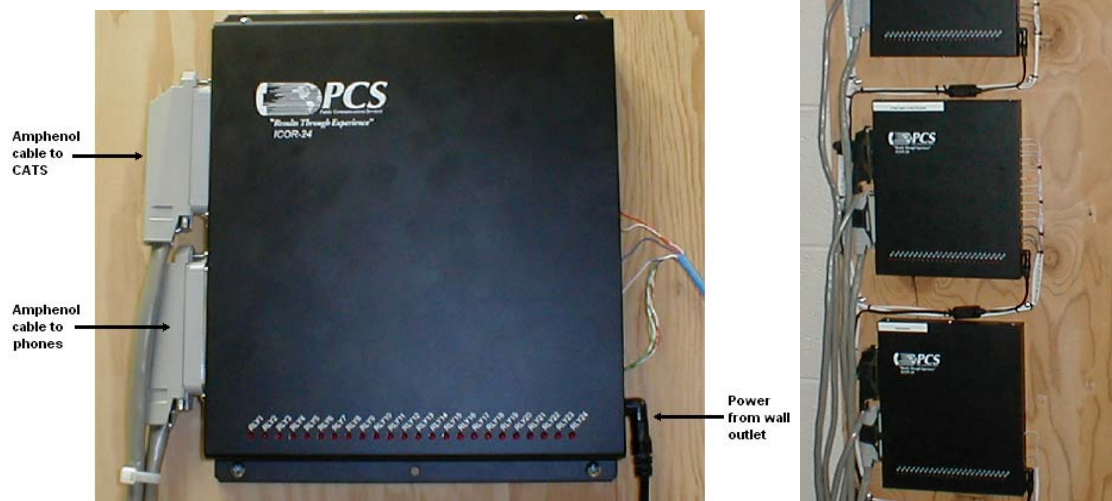
#### 02.06.12 Manual Cut-Off Switches

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.

PCS agrees and will comply.

In addition to shutting down phones at the workstation, the State may also shut down the phones manually through mechanical shutdown switches located in the phone closets. Authorized personnel will be able to digitally shutdown selected telephones from the central control centers. PCS believes it is vital for system shutdown equipment to be designed to ensure maximum phone quality. The industry standard has been to simply install off-the-shelf shutdown switches in correctional facilities. PCS research identified a need for higher quality and more sophisticated shutdown equipment than was available in the marketplace. Based on this research, *PCS designed a switching unit that meets and exceeds the needs of the correctional environment.* The system requires no special technical knowledge to disconnect or reconnect service.

The ICOR-24 is a patent-pending switching unit that allows PCS employees and/or correctional personnel to shut down a number of phones with a single switch. This increases the options for shutting off phones and reduces required wiring and space required for installations. The unit can be configured in a variety of ways. It can accommodate multiple switches, so that only certain phones are disabled at a time.



**PCS' ICOR-24 Shutdown Switch**

As the name implies, the ICOR-24 can disable up to 24 phones at a time. If the facility wishes to control more than 24 phones, then multiple units can be grouped together as shown in the picture on the right. Each new unit that is grouped gives you the ability to control another 24 phones.

By using the ICOR-24, PCS can group phones in a variety of ways so that facility personnel can easily shut off selected phones for the entire institution, central control center, or by housing unit.

These configurations are not limited to phone locations. For example, there may be offender phones located in several areas of a facility. Even though these phones may connect to different trunk lines, they could be connected through the ICOR-24 so that all of them could be shut off at once.

PCS would like to point out to the agency that so far no other offender telephone system provider has made this quality commitment in providing state-of-the-art cut-off switching units.

PCS can and may implement this feature at the client's request, if and when it is deemed appropriate.

### *02.07 Collect or Debit Outbound Calls Only*

Only collect or debit system, station-to-station, outbound calls may be allowed from any telephone within any of the nine (9) institutions with no exceptions. This includes local, intra-LATA, inter-LATA, inter-State. The expectation is that the Contractor will carry all inmate traffic via a single network.

PCS agrees and will comply.

Without exception, inmate calls will be restricted to collect, debit, station-to-station, outbound calls only from the nine (9) institutions.

#### *02.07.01 Inmate Phone Accounts*

The proposal must present the department an option of Inmate phone accounts (debit system). Include in your response details of this plan, including past experience with Inmate Phone Accounts in institutions/community work centers. You may propose and justify alternatives to this option.

PCS agrees and will comply.

PCS designed and implemented the first debit system in the nation for the Federal INS (now ICE). Over 50% of all PCS facilities have fully operational debit services, including the Iowa DOC which is a debit only system. The remaining facilities either do not require debit services or cannot support the financial accounting services required for an integrated debit service. PCS operates both integrated and card based debit services for inmates and distant banking debit services for families.

#### OPTION FOR DEBIT

PCS is a pioneer in the implementation of debit calling for inmate phone systems. We installed the first inmate debit system in the country for the Bureau of Immigration and Customs Enforcement (ICE) formerly know as the INS.

Debit calling allows offenders to call phone numbers that cannot receive traditional collect calls. These are numbers such as cell phones, certain businesses, and any other number that cannot accept a collect call. Implementing debit calling improves the ability of inmates to stay connected to friends and family and decreases their frustration.

PCS provides inmate telephone services to over 126 correctional facility clients nationwide. At the request of the majority of our clients, we have successfully implemented debit calling services at their facilities. The cost savings and increased revenues realized by implementing debit services at these facilities has proved beneficial to our customers. PCS is currently promoting the benefits of debit calling services to the remainder of our clients. Once Debit is installed at a facility, the

offenders and their families can pay for calls by using Debit, Collect or Prepaid Collect.

It is not necessary to interface directly with the commissary software in order to provide Debit Accounts to inmates. All that would be necessary would be for the commissary vendor to transfer basic data such as offender name, offender number, and dollar value of time ordered by the offender to PCS. This could be done at the same time the file is transferred to the Department.

Debit through commissary accounts allows offenders to make calls and charge these calls directly to their debit calling account. The offender's account is checked for funds prior to a call being connected and the charges are debited from the account after the call is terminated.

Offenders can simply purchase debit phone-time with an order form. The amount purchased will be transmitted to PCS' calling platform and calls will be deducted from this amount. There is no requirement for human intervention. Debit DOES NOT require the purchase of physical debit cards.

PCS' debit services are programmed into the offender call processor. The call processor also includes the accounting software that allows offender balances to be easily accessed. Each call is itemized and reports can be generated to share with offenders to keep them current on all account balances. In facilities where PIN-based debit services are implemented, offenders can monitor their account balances simply by entering their PIN number into an offender telephone and a voice prompt will tell them their current balance. Within the PCS system, an offender can also transfer balances and get refunds after release from the facility.

The PCS call processor includes the debit calling option within its software. This allows for the same security systems to be consistent with all the issues being addressed in a collect-only environment.

#### *02.07.02 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 choose not to use the identifier requirement in call processing on specific designated telephones. The establishment and maintenance of the PINs will be borne by the Proposer in communication with the locations electing to utilize PINs.

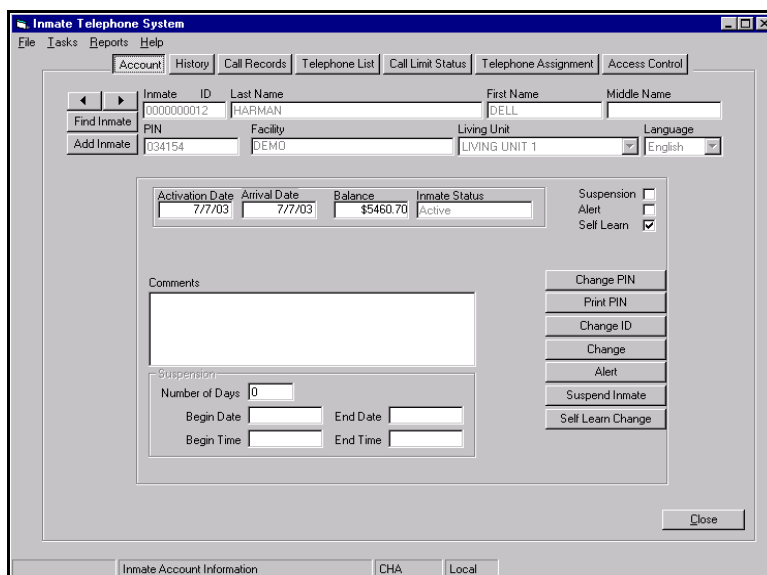
While the DOC Inmate number is an easy means of assigning a PIN, it presents problems due to its availability to not only the inmate but to others at the location. The Department would like to consider some other means for individually identifying the inmate in the calling environment. Whatever method 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 so they should be of sufficient length to prevent inmates from “discovering” other inmate PIN numbers.

PCS agrees and will comply.

The PCS system includes a PIN feature, which will allow the identification of each individual inmate. These numbers can be assigned during the intake process or at any point thereafter. Once the PIN is assigned to an inmate, the same number can be used for that inmate’s entire stay at any DOC location whether continuous or not. Individual locations can choose not to use PINs for specific telephones. The PCS on-site technicians will administer the PINs for those locations utilizing them.

The use of the inmate’s number by itself is not necessary or recommended. The PCS System will assign a random number to each inmate. Some agencies use the inmate number plus a random 4-digit number that can be assigned automatically by the system. PCS will confer with the Department to determine a policy governing the creation and use of PINs.



#### PIN Generation Feature

Once an offender account is created in the PCS System. A file will be created that can be used to identify the inmate and control their ability to make phone calls as noted in the screenshot. Other relational screens on the system can be used to further control inmate calling.

#### Biometric Voice Identification of Inmates

PCS is pleased to offer the Department "V-PIN", a method of identifying inmates that relies on the latest biometric technology to match the inmate's voice with their manually input PIN. This eliminates the problem of inmates using PINs that do not belong to them.

When the inmate makes a call for the first time, he enters his PIN and is prompted to speak his name twice. A voiceprint is then automatically registered on the call processor and associated with the PIN. After this initial registration, whenever the inmate places a call he must enter his PIN and speak his name at the prompt. The spoken name is compared with the original voiceprint registration for that PIN. If there is a positive match, the call is allowed. If there is no match, the inmate is prompted to speak his name again. The number of retries that will be allowed will be determined by the Department. If there is still no match when the inmate has exhausted the number of retries allowed, the inmate will not be allowed to make the call. Name recordings can be reset from the administrative workstation.

#### *02.07.03 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 choose not to 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.

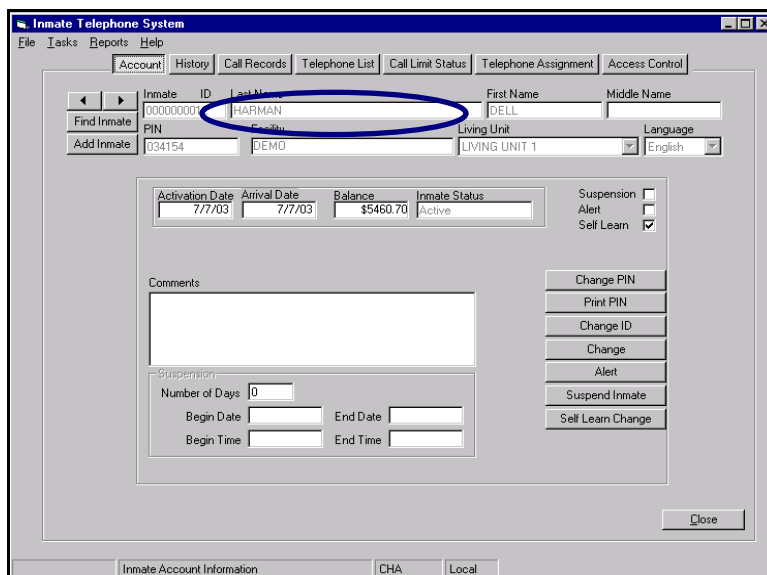
PCS agrees and will comply.

The PCS System allows the assignment of PINs for inmates so that individual allowed call lists can be created. Each inmate PIN account will have a defined list of allowed numbers ("calling list") that the inmate is permitted to call. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the State (or facility) global allowed calling list.

Blanket restrictions implemented for the entire facility will have priority over any numbers allowed on individual calling lists. Specific institutions can choose whether to use these calling lists or not. The establishment and maintenance of these lists will be carried out by the PCS Site Administrator in communication with the locations electing to utilize them.

The numbers on an offender's Calling List can be submitted to the agency for approval before being programmed into the system by the PIN Administrator. The system also has a self-learn feature that allows the offender to place calls until his

phone list contains the maximum allowed telephone numbers (see sample screen below). This feature reduces the amount of time it takes before a number becomes active on the offender's calling list. Telephone numbers that are not routed, such as blocked or misdialed numbers, will not be added to the offender's list. When the offender phone list reaches the maximum allowed telephone numbers, then the offender will only be able to call the numbers on his list. For a new number to be added, one of the existing numbers will have to be deleted.



Self-learn Option Selected.

PCS will allow offenders to access an allowed call list once a month on predetermined dates based on facility. During these predetermined dates, offenders will be allowed to add up to three new numbers to their allowed calling list as a request. Upon Department approval, these numbers will be accepted or rejected into their calling list. No further registration or maintenance of this list will be required by the agency.

### 02.08 Attorney Calls

Currently, there is a process in place for establishing a “properly placed attorney call” within the network. These calls appear in the call detail recording records but are automatically blocked from either being monitored or recorded. The Proposer will be responsible for administering and maintaining this database on a network-wide basis.

The attorney numbers are taken from a list of all Idaho Attorneys received from the Idaho State Bar Association and are entered into a database. The contractor adds additional attorney numbers to this database when requested by the Department. Three-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 Contractor's system prior to any Inmate phone calls being made.

Attorneys may request addition to the database by supplying the Idaho Department of Correction with the request on company letterhead. The Department will notify the contractor in writing of the request to add the attorney.

PCS agrees and will comply.

Properly placed attorney calls will not be recorded or monitored. The PCS on-site technicians will administer the database of attorney numbers for all locations. The three-way termination program will be turned off per instruction of the Department.

The current list of attorney numbers will be loaded into the Contractor's system prior to any inmate phone calls being made. PCS will add attorney numbers upon written notification by the Department.

#### *02.08.01 Attorney call certification*

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 the Department contract monitor.

PCS agrees and will comply.

PCS will mail a monthly report to the Department contract monitor certifying that properly placed attorney calls at each Institution are not being recorded. PCS also invites the Department to conduct periodic random test calls to ensure no monitoring or recording is taking place.

This report is compiled by running a comparison between the current and prior month's list of protected numbers. Then the database of all privileged numbers is run and each number is cross-checked against the recording and the monitoring features to ensure both features are in full effect and that no number has had its' status altered from a prior month. All findings are then reported to the DOC in a manner yet to be determined.

#### *02.09 Monitoring and Recording Requirements*

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

The current recording and monitoring equipment provides call detail recording for all calls placed from a given location. This includes the telephone/line used,

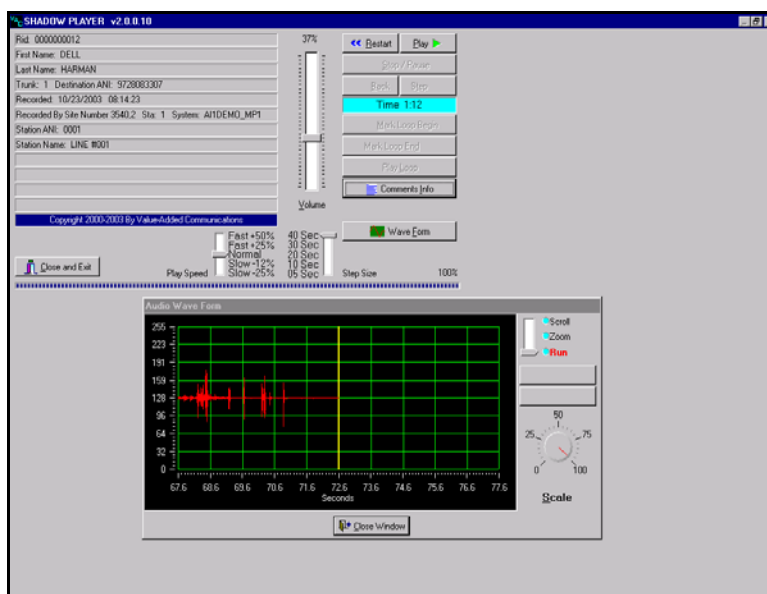


number dialed, date, time-of-day and duration of the call. This information must be maintained for future look-up.

PCS agrees and will comply.

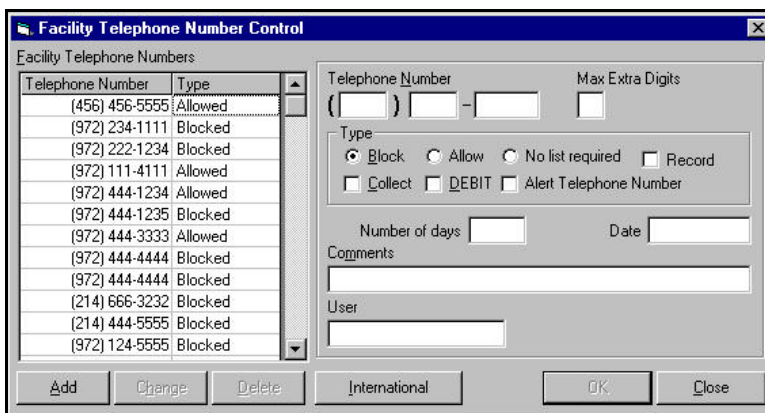
## RECORDING AND MONITORING

Except for privileged calls that are flagged as “Do not record”, all calls will be available on the PCS System for monitoring and will be digitally recorded and archived for subsequent playback on demand. From any system workstation, authorized personnel may search for calls by PIN, called number, and/or date/time and simply click on the desired call to listen to the recorded conversation. The process is quick and simple and the calls are available for playback immediately upon completion.



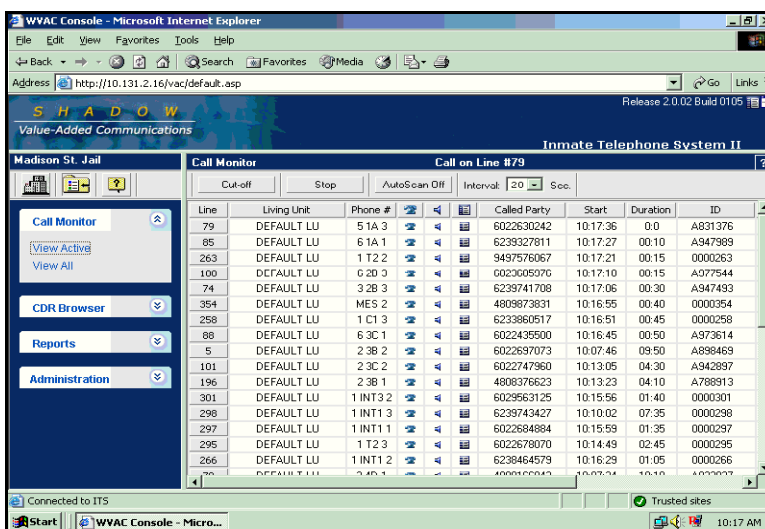
Playing Back a Recorded Call

The PCS system allows Special Numbers Tables that can be set as Do Not Record (such as attorney-client or physician-patient calls), or in the Public Defender’s case as do not charge.



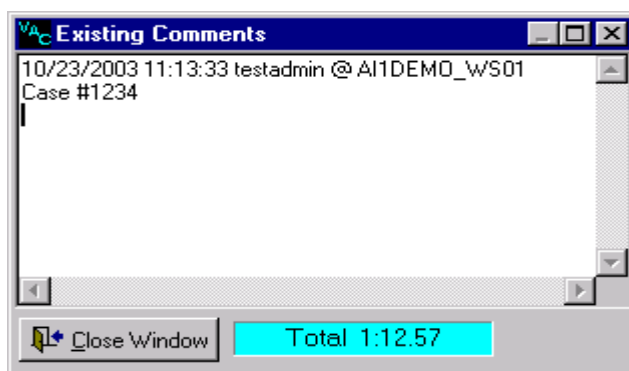
Telephone Number Control

Monitoring occurs via the investigative workstation using built-in speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring is undetectable by the calling or called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress. The investigator can even scan all active conversations in a rotating sequence and pause on any call that may require further attention.



The Call Monitoring Screen

While listening, the investigator may add notes to the call recording file. In addition, the investigator can select a pertinent portion of the recorded conversation and save it as a separate file, add notes related to his/her findings and archive the recorded conversation on a CD. This is accomplished with just a few clicks of a mouse.



**The Comments Window**

As shown in the screen shot above, the PCS system allows investigators to make notes that can be reviewed later.

### **CALL DETAIL**

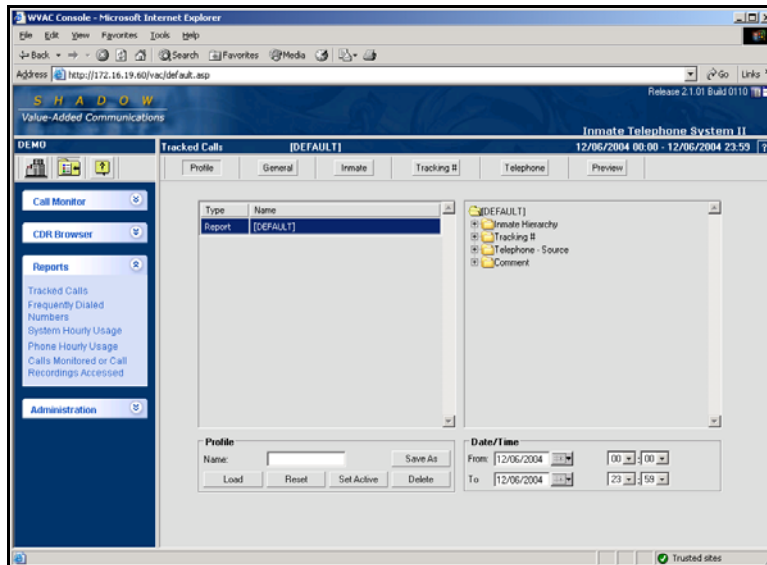
The PCS System can produce call detail reports showing the calls made by inmates. Call detail records provide critical information about each call such as, the location from which the call was made, the telephone/line used, the number dialed, the date, time-of-day, and duration of the call. This information is available through standard reports as well as ad hoc queries.

The Chronological List of Calls report and the Offender History report are especially useful in determining an inmate's calling patterns and track specific call activities. Numerous other reports listed here can be used to track inmate calling patterns and match them to billing.

The PCS CDR Browser and the ad hoc query feature are user friendly. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record
- Sort ascending or descending on any of the fields selected
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played by users with appropriate security authority as well as exported to a CD
- Save frequently used ad hoc queries for future use

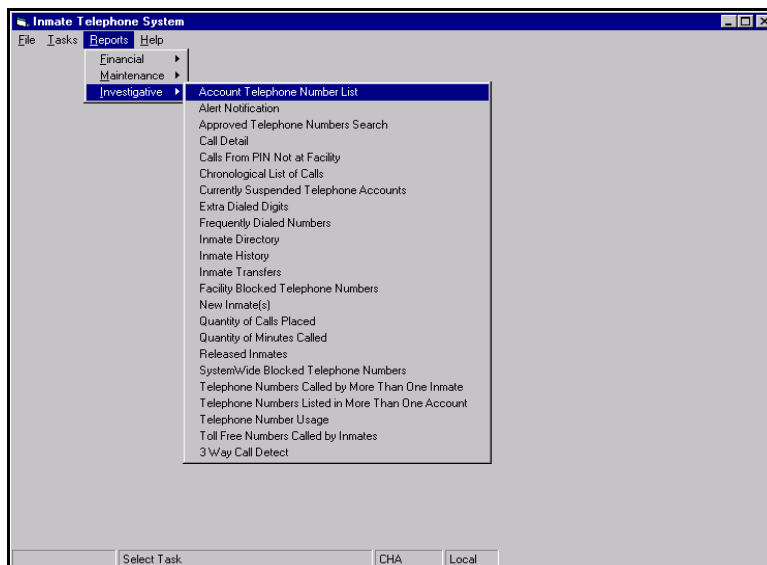
The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results. A screen shot of the system interface GUI depicts how the user is allowed to define the parameters to be applied to produce the customized report:



Data Screen

Note: The Data screen shown above allows the user to view call records within a facility, select parameters, view call detail records, play recordings, select/hide columns, and sort data etc.

The system also has approximately forty standard reports that are available and are easily accessible using a GUI interface on the system or via the web browser. These reports are indexed and tabbed by the following categories: Financial, Maintenance, and Investigative Reports as follows:



Selecting Reports

An overview of each standard report is as follows:

<b>Financial Reports</b>	<b>Description</b>
Call Refund	Generates and prints a summary transaction report when a Call Refund transaction is performed.
Daily Call Charges	Provides a list of collect and debit call activity for a day or date range.
Financial Transactions	Provides a record of the total number of financial transactions for an individual offender.
Offender Deposit	Provides a record of individual offender deposits.
Offender Reconciliation	Offers a detailed reconciliation of an individual offender's debit account.
<b>Maintenance Reports</b>	<b>Description</b>
City by NPA-NXX Search	Provides the city and state for a particular NPA-NXX
Local Exchanges	Provides area codes and exchanges that are designated for the local calling area.
Non-Area Code/Exchange Attempts	Provides record of call attempts to invalid area codes.
Percentage Grade of Blocking	Provides hourly call traffic information showing the number of calls attempted, the number blocked by traffic, and the percentage blocked. The report can be obtained by entering the desired report period
State By NPA (area code) Search	Provides the state for a particular NPA
<b>Investigative Reports</b>	<b>Description</b>
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified offender account.
Alert Notification	Provides calls made by offenders placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period.
Approved Telephone Numbers Search	Provides a list of the offenders that are allowed to call specific telephone numbers. The report can be obtained by entering the telephone numbers and the desired report period.
Call Detail	Provides the completed calls by offender (in the order that they were placed) over a specified time. The report can be obtained by entering the offender and a specified time frame.
Calls From PIN Not at Facility	Provides all offenders' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of call attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.

Currently Suspended Telephone Account	Provides a list of offender telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.
Offender Directory	Provides a log of all offenders. The report can be obtained by entering the desired report period.
Offender History	Provides all transactions associated with an offender telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to offender telephone list. The report can be obtained by entering the offender and a specified time frame.
Offender Transfers	Provides a list offender telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the offender and a specified time frame.
Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.
New Offender(s)	Provides all offender telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.
Quantity of Calls Placed	Provides a list of all offenders that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all offenders that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.
Released Offenders	Displays offenders released and removed from the offender telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays offenders who have called the same

	telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.
System-Wide Blocked Telephone Numbers	Provides a list of all phone numbers globally blocked throughout the prison system
Telephone Numbers Called by More than One Offender	Provides a list of telephone numbers that have been called by a user defined number of offenders within a specific time period. The report can be obtained by entering the minimum number of offenders calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one offender's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of offenders calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Offenders	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by offenders. The report can be obtained by entering the desired report period.
Three Way Call Detect	Provides a list of how many 3 Way Call attempts were detected. The report can be obtained by entering the desired report period.

## STORAGE AND RETRIEVAL OF CALL DETAIL AND RECORDINGS

As part of the data redundancies provided with the PCS system, Call Detail Records are automatically polled every five (5) minutes throughout the day. CDR data is first stored on one server and then copied to a second server at the facility as the initial archive. Following this, the CDRs are sent to an off-site PCS Billing server. This is the second backup location. The Billing server database is then backed up and stored on another disk array at a third backup storage location. Finally, the Billing server database is copied to magnetic tape and stored off-site at a fourth backup storage location.

Recordings are stored on the system for the retention period determined by the State. Storage capacity will not be an issue. The PCS system has diagnostic capabilities to remotely monitor storage capacity levels and alert PCS Technical Service. Should conditions approach the pre-determined thresholds either capacity can be increased or records can be archived onto another storage system.

### *02.09.01 Selective Listening/Recording/Playback*

All systems must be capable of permitting monitoring and recording of all calls from any inmate telephone located within the institutions (other than properly

placed attorney calls). 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.

PCS agrees and will comply.

The PCS System will be designed with the capacity to record and monitor 100% of all inmate calls except for those designated as privileged, such as attorney calls. Each site will have all the equipment necessary to record, monitor, and playback calls for that site. Authorized personnel could also be granted access to call detail records and recordings for other sites as well, if the Department chooses to grant this access. All institutions will have access to monitor and record all telephone calls simultaneously.

#### *02.09.02 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.

PCS agrees and will comply.

The Department does not have to restrict access to monitoring and reviewing calls to the Control Centers. Authorized personnel will be able to listen to live inmate conversations and review previously recorded calls from anywhere in the world using either the built-in PC speakers or headphones.

With an appropriate firewall and Virtual Private Network (VPN), PCS can provide secure password protected access to the system from remote locations designated by the Department.

#### *02.09.03 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.



PCS agrees and will comply.

A multi-level password access control feature safeguards the entire system by assigning a specific Security Level to each user. This feature is configured based on the definitions and restrictions set by the facility. These settings can be quickly and easily modified on-site or via remote communications by PCS.

### **Security Level Access Screen**

The Security Level Access screen determines the level of access each facility staff member has to information and their ability to modify settings in the inmate telephone system. For each security level, access capabilities can be set for each feature. Access ranges from “None” to “Full Access”. Full access allows the user to view, add, change, or delete records or settings.

Security Levels include:

**OPR** – Outlying Operators

**MON** – Monitors

**INTEL** – Facility Intelligence Officers

**CID** – Investigators

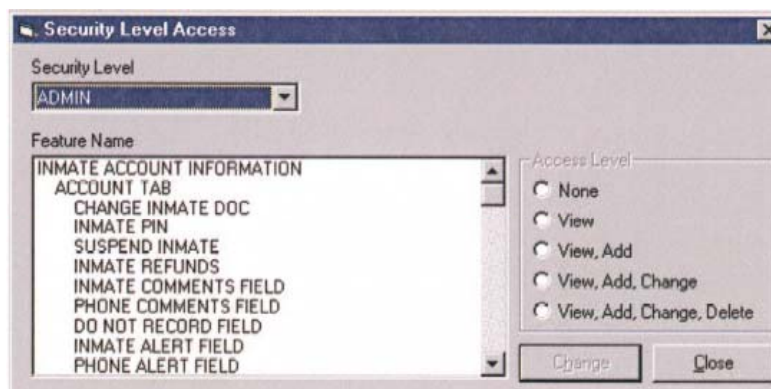
**CHIEF INV** – Investigators

**TECH** – Technicians

**SUPER** – Supervisors

**FACILITY HQ** – HQ Operators

**ADMIN** – Site Administrator



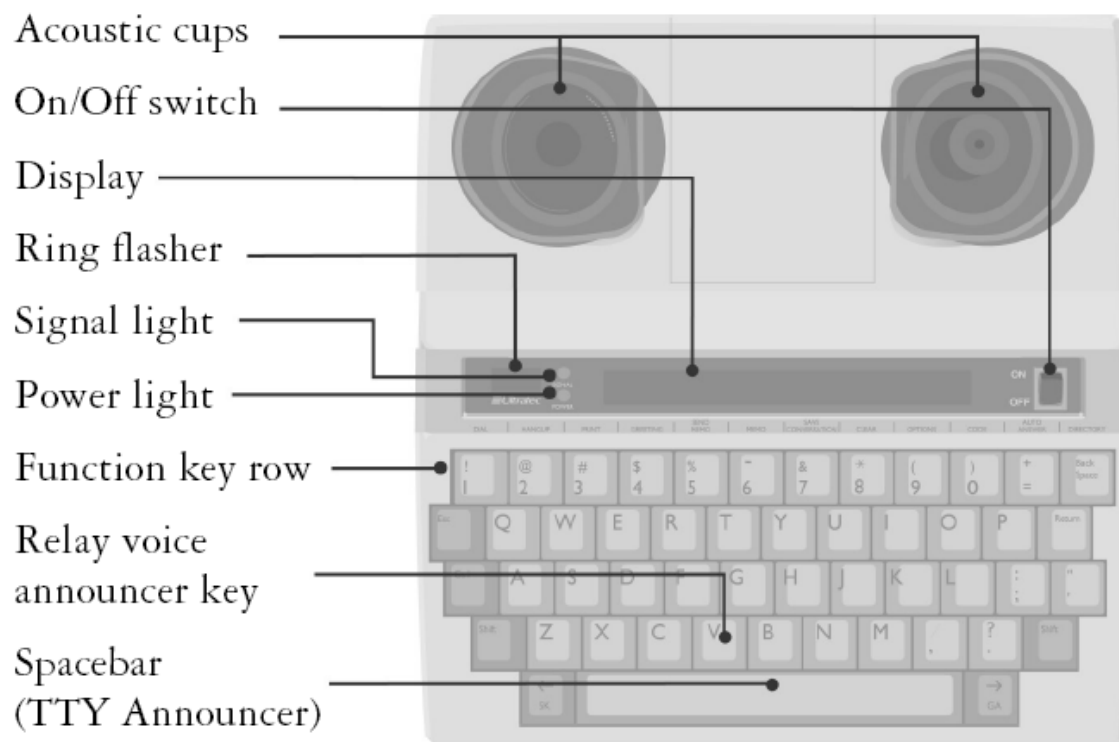
**The Security Level Access Screen**

## Appendix 2-1 – TTY/TTD Cut Sheet and Specifications

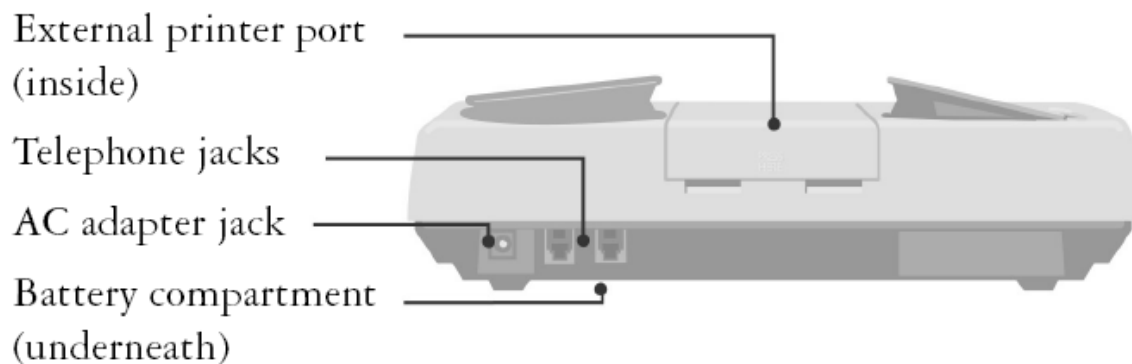
**APPENDIX 2-1**  
**TTY/TTD CUT SHEET AND SPECIFICATIONS**

# Cut Sheet of Supercom 4400

## Top view



## Back view



# SPECIFICATIONS FOR SUPERCUM 4400

<p><b>Physical Dimensions</b> Size: 10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm) Weight: 3.6 lbs (1.7 Kg) with batteries</p> <p><b>Power</b> AC adapter: 9VDC, 650 ma (barrel is positive) Adapter is UL/CSA listed Rechargeable batteries: six, user-replaceable, NiCad Batteries will power the unit for 45 to 60 minutes.</p> <p><b>Keyboard</b> 50 ergonomic keys in 5 rows Control key plus 23 function keys Sticky Keys for single-handed typists Character set: A-Z, 0-9, Backspace, Return/LF, Space, +-= '\$'()"/:;?.,*#%</p> <p><b>Display</b> Blue/green vacuum-fluorescent Bidirectional 20 characters, 0.25" (6mm) character height</p> <p><b>Acoustic Coupler</b> Accepts both circular and square telephone handsets</p> <p><b>Communication Codes</b> Automatic code detection on outgoing calls</p> <p><b>Memory</b> 32K total, non-volatile Memory edit functions: insert, clear <i>Memo/Directory Memory:</i> 9,500 characters Stores and sends over 100 named memos Stores and dials as many named directory numbers as memory will hold <i>Auto-answer/Conversation Memory:</i> 22,000 characters Stores recent TTY conversations Stores over 100 auto-answer messages</p>	<p><b>Printer port</b> Parallel (Centronics) interface. Pin assignments:</p> <ul style="list-style-type: none"><li>1 Strobe</li><li>2 D0</li><li>3 D1</li><li>4 D2</li><li>5 D3</li><li>6 D4</li><li>7 D5</li><li>8 D6</li><li>9 D7</li><li>10 ACK</li><li>11 Ground</li><li>12 Ground</li><li>13 NC</li><li>14 NC</li></ul> <p><b>Direct Connect/Auto-answer</b> Uses standard (analog) telephone line Automatically answers calls Changeable answer message Pulse or tone keyboard dialing</p>
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**APPENDIX 2-2**  
**SIGNAGE IN ENGLISH AND SPANISH**

**(FACILITY NAME)**

UPDATED 10-28-05

ALL CALLS MAY BE MONITORED AND/OR RECORDED AT ANY TIME

TODAS LAS LLAMADAS PUEDEN SER VIGILADAS Y/O GRABADOS EN CUALQUIR MOMENTO

**DOMESTIC DEBIT CALLING RATES**

**(TARIFAS PARA LLAMADAS DOMESTICO DE TARJETAS DEBITA) -**

Local (0 - 12 Miles), *Llamadas Local (0 - 12 Millas) -*

Connect Charge (*Conecte la Carga*): \$1.35  
Each Minute (*Cada Minuto*): \$0.06

IntraLATA, Toll (13+ Miles within area code 718 ), *Llamadas de Cobro (13+ Millas dentro codigo de area 718 ) -*

Each Minute (*Cada Minuto*): \$0.28

InterLATA, Long Distance (outside area code 718), *Llamadas de Larga Distancia (fuera de codigo de area 718) -*

Each Minute (*Cada Minuto*): \$0.35

Interstate, Long Distance (Outside New York), *Llamadas de Larga Distancia (Fuera de New York) -*

Each Minute (*Cada Minuto*): \$0.40

**COLLECT AND REPAID COLLECT CALLING RATES**

**(TARIFAS PARA LLAMADAS DE COBRAR) -**

Local (0 - 12 Miles), *Llamadas Local (0 - 12 Millas) -*

Connect Charge (*Conecte la Carga*): \$1.90  
Each Minute (*Cada Minuto*): \$0.06

IntraLATA, Toll (13+ Miles within area code 718 ), *Llamadas de Cobro (13+ Millas dentro codigo de area 718 ) -*

Connect Charge (*Conecte la Carga*): \$2.30  
Each Minute (*Cada Minuto*): \$0.18

InterLATA, Long Distance (outside area code 718), *Llamadas de Larga Distancia (fuera de codigo de area 718) -*

Connect Charge (*Conecte la Carga*): \$2.55  
Each Minute (*Cada Minuto*): \$0.35

Interstate, Long Distance (Outside New York), *Llamadas de Larga Distancia (fuera de New York) -*

Connect Charge (*Conecte la Carga*): \$3.00  
Each Minute (*Cada Minuto*): \$0.55

Canada -

Connect Charge (*Conecte la Carga*): \$3.00  
Each Minute (*Cada Minuto*): \$0.55

FAMILIES WITH COLLECT BILLING PROBLEMS SHOULD CALL  
(FAMILIAS CON PROBLEMAS CON SU CUENTA LLAME A):

**(800) 844-6591**

(FACILITY)

INTERNATIONAL DEBIT RATES  
UPDATED 10-28-05

COUNTRY	RATE PER MINUTE	COUNTRY	RATE PER MINUTE	COUNTRY	RATE PER MINUTE	COUNTRY	RATE PER MINUTE
AFGHANISTAN	\$4.93	EQUATORIAL GUINEA	\$6.04	MALAWI	\$2.73	SOMALIA	\$8.58
ALBANIA	\$2.70	ERITREA	\$6.30	MALAYSIA	\$2.88	SOUTH AFRICA	\$2.47
ALGERIA	\$2.96	ESTONIA	\$4.00	MALDIVES	\$4.44	SOUTH KOREA	\$2.06
AMERICAN SAMOA	\$3.03	ETHIOPIA	\$3.55	MALI REPUBLIC	\$4.49	SPAIN	\$2.33
ANDORRA	\$2.08	FAEROE ISLANDS	\$2.11	MALTA	\$3.12	SRI LANKA	\$3.80
ANGOLA	\$6.34	FALKLAND ISLANDS	\$5.18	MARIANA ISLANDS	\$5.06	ST. PIERRE/MIQUELON	\$1.81
ANGUILLA	\$2.07	FIJI ISLANDS	\$3.59	MARSHALL ISLAND	\$3.16	ST. HELENA	\$0.55
ANTARCTICA	\$2.34	FINLAND	\$2.14	MARTINIQUE	\$2.51	ST. KITTS & NEVIS	\$2.10
ANTIGUA & BARBUDA	\$2.01	FRANCE	\$1.90	MAURITANIA	\$4.25	ST. LUCIA	\$6.21
ARGENTINA	\$2.70	FRENCH ANTILLES	\$2.51	MAURITIUS	\$4.58	ST. VINCENT/GRENADINES	\$2.07
ARMENIA	\$3.11	FRENCH GUIANA	\$2.29	MAYOTTE ISLAND	\$5.47	SUDAN	\$2.32
ARUBA	\$1.90	FRENCH POLYNESIA	\$3.16	MEXICO	\$1.30	SURINAME	\$3.69
ASCENSION ISLAND	\$3.41	GABON	\$2.95	MICRONESIA	\$2.99	SWAZILAND	\$2.62
AUSTRALIA	\$2.34	GAMBIA	\$2.84	MOLDOVA	\$3.64	SWEDEN	\$1.85
AUSTRIA	\$1.45	GEORGIA	\$4.26	MONACO	\$1.82	SWITZERLAND	\$2.06
AZERBAIJAN	\$3.11	GERMANY	\$1.82	MONGOLIA	\$7.34	SYRIA	\$4.43
BAHAMAS	\$1.56	GHANA	\$2.79	MONTSERRAT	\$2.12	TAIWAN	\$2.66
BAHRAIN	\$2.67	GIBRALTAR	\$2.34	MOROCCO	\$3.59	TAJKISTAN	\$4.26
BANGLADESH	\$4.37	GREECE	\$2.78	MOZAMBIQUE	\$4.86	TANZANIA	\$2.89
BARBADOS	\$2.01	GREENLAND	\$2.60	MYANMAR(BURMA)	\$6.03	THAILAND	\$2.82
BELARUS	\$3.11	GRENADA	\$2.59	NAMIBIA	\$2.70	TOGO	\$3.03
BELGIUM	\$2.26	GUADELOUPE	\$2.01	NAURU	\$4.87	TONGA	\$4.04
BELIZE	\$1.99	GUAM	\$2.66	NEPAL	\$4.00	TRINIDAD/TOBAGO	\$2.12
BENIN	\$2.67	GUANTANAMO BAY	\$2.22	NETHERLANDS	\$1.82	TURKS & CAICOS ISLANDS	\$2.08
BERMUDA	\$1.84	GUATEMALA	\$1.85	NETHERLAND ANTILLES	\$1.06	TUVALU	\$7.89
BHUTAN	\$6.82	GUINEA	\$1.04	NEW CALEDONIA	\$1.92	U.S. VIRGIN ISLANDS	\$1.47
BOLIVIA	\$2.73	GUINEA BISSAU	\$6.77	NEW ZEALAND	\$1.62	UGANDA	\$2.88
BOSNIA-HERZEGOVINA	\$2.33	HONG KONG	\$3.22	NICARAGUA	\$1.96	UKRAINE	\$3.11
BOTSWANA	\$2.51	HAITI	\$2.29	NIGER	\$3.56	UNITED ARAB EMIRATES	\$2.30
BRAZIL	\$2.44	HONDURAS	\$2.06	NIGERIA	\$2.55	UNITED KINGDOM	\$1.16
BRITISH VIRGIN ISL	\$1.92	HONG KONG	\$2.45	NIUE ISLAND	\$7.06	URUGUAY	\$2.71
BRUNEI	\$2.59	HUNGARY	\$2.64	NORFOLK ISLAND	\$3.01	UZBEKISTAN	\$4.26
BULGARIA	\$2.67	ICELAND	\$2.33	NORTH KOREA	\$4.30	VANUATU	\$6.29
BURKINA FASO	\$4.43	INDIA	\$3.27	NORWAY	\$1.89	VATICAN CITY	\$2.06
BURUNDI	\$6.49	INDONESIA	\$2.99	OMAN	\$2.73	VENEZUELA	\$1.84
CAMBODIA	\$5.45	IRAN	\$3.44	PAKISTAN	\$5.22	VIETNAM	\$3.43
CAMEROON	\$3.00	IRAQ	\$4.03	PALAU	\$5.62	WALES	\$6.10
CAPE VERDE ISL	\$3.60	IRELAND	\$1.99	PANAMA	\$1.71	WEST SAMOA	\$4.43
CAYMAN ISLANDS	\$2.16	ISRAEL	\$2.69	PAPUA NEW GUINEA	\$3.21	YEMEN, REP. OF	\$2.81
CENTRAL AFRICAN RP	\$6.25	ITALY	\$2.06	PARAGUAY	\$2.96	YUGOSLAVIA	\$2.51
CHAD REPUBLIC	\$7.23	IVORY COAST	\$3.53	PERU	\$2.66	ZAIRE	\$2.86
CHILE	\$2.33	JAMAICA	\$2.12	PHILLIPINES	\$2.88	ZAMBIA	\$5.48
CHINA	\$2.67	JAPAN	\$1.86	POLAND	\$2.15	ZIMBABWE	\$2.82
CHRISTMAS/COCOS IS	\$2.34	JORDAN	\$2.48	PORTUGAL	\$2.36		
COLOMBIA	\$1.99	KAZAKHSTAN	\$4.26	PUERTO RICO	\$2.06		
COMOROS	\$6.67	KENYA	\$2.89	QATAR	\$2.77		
CONGO	\$3.69	KIRIBATI	\$4.51	REUNION ISLAND	\$4.36		
COOK ISLANDS	\$6.84	KUWAIT	\$2.66	ROMANIA	\$2.95		
COSTA RICA	\$2.19	KYRGYZSTAN	\$4.26	RUSSIA	\$4.26		
CROATIA	\$2.33	LAOS	\$7.64	RWANDA	\$4.89		
CUBA	\$1.78	LATVIA	\$4.11	SAIPAN	\$5.06		
CYPRUS	\$2.37	LEBANON	\$3.78	SAN MARINO	\$1.90		
CZECH REPUBLIC	\$2.25	LESOTHO	\$2.48	SAO TOME'	\$6.70		
DENMARK	\$2.06	LIBERIA	\$2.52	SAUDI ARABIA	\$2.74		
DIEGO GARCIA	\$4.51	LIBYA	\$2.97	SENEGAL REP.	\$3.70		
DIJIBOUTI	\$4.18	LIECHTENSTEIN	\$2.06	SEYCHELLES ISLANDS	\$4.73		
DOMINICA	\$2.19	LITHUANIA	\$3.82	SIERRA LEONE	\$3.89		
DOMINICAN REPUBLIC	\$1.92	LUXEMBOURG	\$2.07	SINGAPORE	\$2.14		
ECUADOR	\$2.34	MACAU	\$3.30	SLOVAKIA	\$2.25		
EGYPT	\$2.78	MACEDONIA	\$2.40	SLOVENIA	\$2.41		
EL SALVADOR	\$1.71	MADAGASCAR	\$6.96	SOLOMON ISLANDS	\$4.86		



## 03 Implementation and Ongoing Service Requirements

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.

### *03.01 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.

PCS agrees and will comply.

PCS will provide the State of Idaho Department of Corrections a fully integrated, state-of-the-art, turnkey inmate telephone system. This will include all equipment, software, cabling, training, database creation, programming, support, and service.

PCS' strategy for a successful installation involves extensive planning. This includes contingency planning and complete redundancy during installation to ensure service without interruption. PCS will provide a detailed installation plan to the State within 30 days following the Contract Effective Date. PCS will coordinate installation and transfer of existing databases with the State and with the incumbent provider in order to ensure a smooth transition of telephone service and minimal effect on facility operations.

For PCS' Implementation Schedule, see Appendix 3--3.

#### *03.01.01 Installation Project Scheduled Requirements*

The Department desires that installation be accomplished by a mutually agreed upon date as soon as possible but not more than 60 days after the contract award. Determination will be made on a site-by-site implementation versus a system-wide implementation.

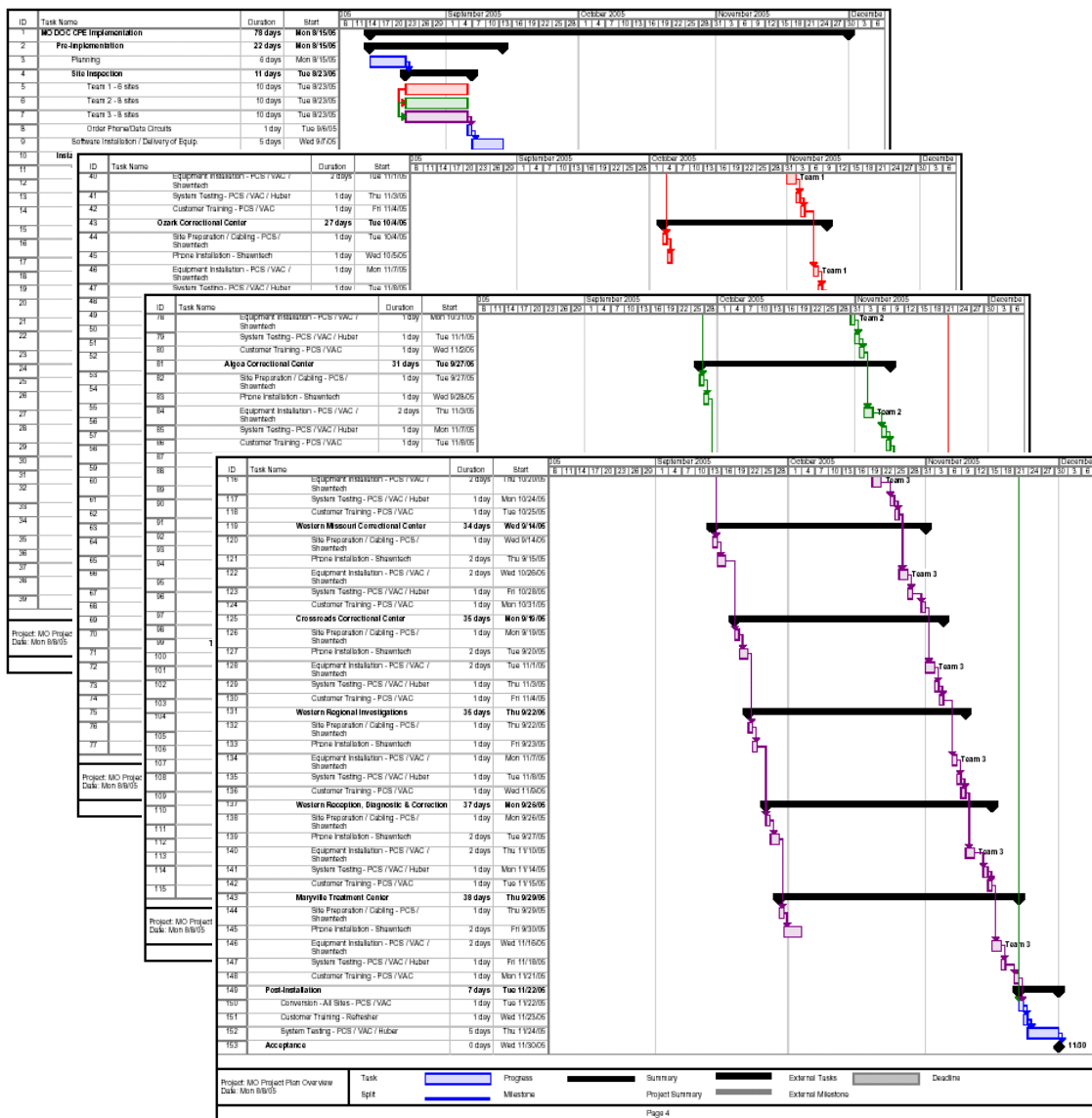
If the entire system does not cut over at the same time, the installation at ISCI should be given an early priority, followed by the other institutions. Cut over may be staged with a 1day window between institutions for problem resolution. Cut over will be scheduled by agreement between the contractor and the IDOC but the contractor may be requested to cut over between the hours of 10pm and 5am. 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 and network-wide.

The bidder shall submit a complete and detailed schedule of the time frame required

for installation, utility coordination, training, cut over and testing. The system shall be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the institutions

PCS agrees and will comply.

PCS has provided a detailed Project Implementation Schedule in Appendix 3-3. PCS plans to use three (3) teams to complete the transition at all correctional institutions and community work centers within sixty (60) days. Installation will be completed in a manner and within a time frame designed to minimize disruption of the normal functioning of the institutions.



Sample Installation Project Schedule

The ISCI will be the first site to cut over. All scheduling will be subject to Department approval. Continuity of service will be maintained at all locations during installation with minimal inconvenience to the facility.

### *03.01.02 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.

PCS agrees and will comply.

#### SUMMARY OF IMPLEMENTATION PLAN

PCS will meet with designated agency officials to review plans for implementation and seek agency approval to proceed. These plans will include the major milestones referenced below:

1. Site inspection – Shortly after contract signing, PCS will begin inspecting all the facilities where equipment will be installed. Three teams will visit different sites, making notes as to equipment, cabling, procedures, access, personnel, and security requirements for each location.

Time Interval: begins 3 days following award.

2. Software installation – All software will be installed on call processing equipment and workstations.

Time Interval: begins 12 days following award.

3. Delivery of equipment – Offender telephones, call processors, recording and monitoring equipment, workstations, and related equipment will be delivered to the facility where it will be installed.

Time Interval: begins 16 days following award.

4. Site preparation – Each site will be prepared for delivery and installation of equipment.

Time Interval: begins 18 days following award.

5. Cabling installation - Additional cabling will be installed, where and if needed.

Time Interval: begins 18 days following award.

6. Equipment installation – Installers, divided into three teams, will install all of the required equipment.

Time Interval: begins 32 days following award.

7. System Testing – PCS will test every piece of equipment to ensure it has been installed correctly and is functioning properly.

Time Interval: begins 36 days following award.

8. Customer Training – All agency personnel who will have any responsibility for or interaction with the offender telephone system will be trained within a day or two of conversion.

Time Interval: begins 36 days following award.

9. Conversion – At each facility, existing equipment will be unplugged. The new equipment will go into service within seconds resulting in minimal disruption. Test calls will be placed from each offender telephone to ensure everything is working properly.

Time Interval: begins 50 days following award.

10. Acceptance – Implementation is complete when the agency is satisfied that the system is functioning properly.

Time Interval: begins 59 days following award.

## PROJECT MANAGEMENT APPROACH

PCS has an outstanding record of providing seamless cutovers of inmate telephone systems. The key to a successful installation is exhaustive planning. This includes thorough contingency planning with complete redundancy to ensure the continuous operation of all services.

PCS' proposed calling system will be delivered to the DOC 48 hours prior to cutover. Each calling system will have undergone testing at the manufacturer's site prior to delivery. PCS' key personnel and technicians assigned to this project have had extensive training and experience with installing the inmate telephone systems at correctional facilities nationwide. PCS' installation and maintenance team will receive full support from the manufacturer for the entire duration of this contract.

All installation procedures will be reviewed with and approved by the DOC's designated representative prior to beginning the implementation process.

The following is an overview of the tasks associated with the transition process:

- 1) Install and test the call processing hardware and workstations. (1 workstation will be installed at each of the 15 correctional facilities plus 3 at DOC Headquarters for a total of 18 workstations system wide.)
- 2) Replace phones as follows:
  - a) Remove current telephone instrument from location (individually).
  - b) Install new telephone instruments.
  - c) Test each telephone instrument to insure proper working order.
  - d) Remove all debris from site.
- 3) Cutover the new system once telephones are operational.
- 4) Remove existing/old equipment once the new system is set up and fully operational.

PCS will coordinate with the DOC and the incumbent provider to ensure that there is no interruption in telephone service and little or no disruption to facility operations.

#### Equipment and Installation Testing

Each call processor is run for 72 hours at the manufacturing center. All boards and sub-assembly are tested prior to leaving the manufacturer and retested prior to assembly. This will ensure that all hardware components are functioning properly before they are shipped. Prior to installation at the DOC each processor will be opened and inspected for damage. PCS will also test all circuits and trunks prior to the cutover of any of the facilities.

These circuits will include, but not be limited to, the following:

- Frame circuits between each facility and the WAN.
- OPX Lines (Off Premise Extensions).
- T-1 circuits between each facility and the IXC.
- Central Office trunks between the facility and the C.O.
- Station Circuits between the station sets and the Call Processor.
- Cabling between the Call processor and the Demarc.
- 10-Base T cables to connect additional workstations to the system.

Additionally, PCS will order trunk test facilities at least two weeks prior to scheduled cutover. All lines, stations, and other equipment will be tested for proper operation and function prior to the cutover date. PCS will be responsible for determining all wiring and

software requirements, costs associated with the conversion of service from the LEC, negotiations with the LEC, and notifying the DOC of any delays in implementation.

PCS will provide the DOC with a project implementation schedule identifying all tasks necessary for a complete system cut over. This implementation schedule will also be available through SOPHIA, PCS' proprietary browser-based management application. This will enable the DOC to view all work in progress and/or any possible delays to implementation. The PCS Project Manager will provide the DOC representative with a regular update on all progress, either by phone, email, or in person. Please see Appendix 3-3 for PCS' Implementation Schedule.

Throughout the pre-installation, installation, and during final stage testing, PCS effectively implements a checklist system to document that all functionality requirements are completed and accurately met. Once installation of the system is complete, another functional test is performed on all system components. The designated DOC representative will then check all items in accordance with the appropriate approval process to ensure that all equipment, circuits, and trunks to be cut over meet the specifications of the RFP.

#### Installation of Call Processors

All inmate telephone call processors and workstations will be installed adjacent to the existing equipment without obstructing its services. Installation is a matter of unpacking the equipment, placing it on a rack or desired phone room area, punching down the detainee phone cables and outgoing- lines, and initiating system power. The system is then tested to ensure proper software configuration. This will include the downloading of any databases currently used by DOC.

These databases include, but are not limited to:

- Blocked Number Call Lists
- Inmate PIN's and PAN's
- Alert Features
- Reports

A typical installation schedule is shown in the Implementation Schedule at the end of this section

#### Cutover

Each inmate telephone station will be cut over individually and each cutover will involve 2 PCS technician teams. One team will be in the telephone closet and will be removing the single-pair wire from the current phone system block and moving it to the new phone system block. Concurrent to this procedure, a PCS technician will be removing the current inmate phone set and replacing it with a new PCS inmate phone station set. This process will continue until all phone sets are replaced and tested.

The following items need review and administration by DOC representatives.

- Security Clearances and checks.
- Scheduling of installations with Facilities.
- Escort Assignments.
- Access to Facilities.
- Access for Telephones and Network Circuits.

#### Follow-up

PCS recognizes that part of their responsibility when a contract is awarded is to create a single point of contact for the customer whereby PCS takes all responsibility of ensuring a seamless cutover, including the testing and compliance of all equipment to be installed. Chris Moore, PCS Project Manager has been assigned to the DOC in this capacity. By adopting this philosophy, PCS does not rely on the assurance of others. PCS has developed extensive testing procedures and apparatus that are used prior to the installation as well as during the installation of equipment. Further, PCS adopts this philosophy on an ongoing basis, including the development of additional procedures based on prudent management as well as field experience to then develop a preventive maintenance strategy. PCS' preventive maintenance strategy is a constant evolution of adopting field experience from PCS and industry related experience to take advantage of an ongoing learning curve for both existing and new technologies.

#### Equipment Testing

The call processors are inspected and tested several times prior to cut over. All boards and subassemblies are tested prior to leaving the manufacturer and re-tested prior to assembly at the DOC. Prior to installation at the facility, each processor will be opened and inspected for damage during shipment. Once installation of the system is complete, another functional test is performed on all system components. Throughout the pre-installation and installation process, as well as during final stage testing, PCS will effectively implement a checklist system to document that all functionality requirements are completed, and accurately met.




#### *03.01.03 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.

- The PCS implementation will be under the direction of Doyle Schaefer, Vice President of Operations. Chris Moore, Senior Project Manager will manage the project assisted by Alfredo Graham, Project Manager, who will be directly involved in day-to-day activities. Three teams will be used to coordinate installation. Two of these will install equipment at the correctional facilities. A third team will install equipment at the community work centers. Qualified Project Managers, Engineers, and Technicians will carry out all work.

KEY PROJECT MANAGEMENT PERSONNEL

	<p><b>Doyle Schaefer</b>– <i>Vice President of Operations.</i> Mr. Schaefer began his career in the electronics communications field in 1988 while in the U.S. Marines. He has served as project manager for dozens of telecommunications and electronic system projects, including the complete upgrade of the following: prison telephone cable plant, PBX hardware and software, fire alarm systems, fence alarm systems, CCTV systems and digital two-way radio system.</p>
	<p><b>Chris Moore</b> – <i>Senior Project Manager.</i> As senior project manager, Mr. Moore’s responsibilities include planning, implementing, and supporting the installation of telecommunications, telemedicine, and video conferencing equipment in correctional facilities. In addition to serving as Senior Project Manager, Mr. Moore provides support to field operations.</p>
	<p><b>Alfredo Graham</b> – <i>Project Manager.</i> Mr. Graham is responsible for implementations of Offender Telephone Services and related equipment, and Supporting technicians with installs, testing, and maintaining these systems using the latest test equipment.</p>



## RESUMES

### Doyle Schaefers – Vice President of Operations

Mr. Schaefers joined Public Communications Services in October of 1998 as our Director of Inmate Operations. In that role, he was responsible for all equipment implementations and the technical operations related to PCS' inmate accounts. These activities include project management, equipment specification and configuration, technical support, and the optimizing of system performance.

In his current role, Mr. Schaefers is called on to provide account retention services for our existing customers. This position requires Mr. Schaefers to maintain contact with our existing customers in order to recommend enhancements of both technology and services and to assist in follow-up of any ongoing issues with outside providers or PCS.

Mr. Schaefers began his career in the electronics/communications field in 1988 while in the U.S. Marines. After ten months of extensive training in electronics and calibration theories, he worked as a bench technician for four years. He worked on equipment that ranged from sophisticated test, measuring and diagnostic equipment to weapons and flight control

While employed as an Electronics Technician with the Federal Bureau of Prisons, Mr. Schaefers received first-hand knowledge of telecommunications and electronics in a prison environment. He was responsible for the specification, installation, modification, and maintenance of nearly all the electronic and communications equipment required for a medium/high security prison. Systems included the following: perimeter detection, CCTV, paging, fire alarm, administration telephones and inmate telephones.

To keep up with the changes in the dynamic telecommunications field, Mr. Schaefers has attended numerous seminars and classes. He received certification to install and program the Harris Digital Telephone Systems 20-20 series PBXs in 1997. He has also received training and has extensive experience in the splicing and termination of fiber optic and copper communications cabling systems.

Mr. Schaefers has served as project manager for dozens of telecommunications and electronic system projects, including the complete upgrade of the following: prison telephone cable plant, PBX hardware and software, fire alarm systems, fence alarm systems, CCTV systems and digital two-way radio system. He has provided project management and oversight for numerous inmate telephone system implementations after joining the PCS team.

Mr. Schaefers has augmented his telecommunications and electronics training with a Bachelor of Science degree in Management Information Systems from California State University Long Beach.

### Chris Moore - Senior Project Manager

Mr. Moore joined PCS in January 2002 as Project Manager and was promoted in 2003 to Senior Project Manager. Mr. Moore's responsibilities include planning, implementing, and

supporting the installation of telecommunications, telemedicine, and video conferencing equipment in correctional facilities. Mr. Moore also helps the Inmate Operations Department with occasional technical writing, RFP support, and training. In addition to these responsibilities, Mr. Moore oversees two PCS personnel; the Project Coordinator and the Shipping/Inventory Coordinator. Mr. Moore has been involved in every single account serviced by PCS. He has supervised the initial on-site installation for Bernalillo County, NM, the Dominican Republic, Oakland County, CA, Santa Cruz, CA, Pamunkey Regional (Hanover County, VA), and others.

Chris Moore has experience working in the technical project management industry since 1999, where he worked on the East Coast for PayTel communications. He started his career with PayTel as a PC Technician/Operations Specialist and later progressed to the role of Inmate Operations Manager, reporting directly to the COO. At PayTel, he received first-hand knowledge on the bidding, planning, implementing, and supporting of telecommunications requirements of offender facilities in Davidson County and Knoxville, Tennessee.

Mr. Moore holds a Bachelor of Science degree in Business Management from North Carolina State University, he is also a certified CompTIA A+ technician and Cisco Certified Network Associate (CCNA).

#### Alfredo Graham - Project Manager

Mr. Graham joined PCS in April 2005 as Project Manager. He has previously held positions of Senior Systems Engineer and Applications Engineer in the emerging products division at Nokia while managing the successful deployment of various telecommunications projects across the country. He has also managed the development, deployment, and operations of a data communications infrastructure at the El Rancho Unified School District. Mr. Graham began his career as an Electronics Technician and later progressed to the role of Member of Technical Staff while contributing to the manufacture of space-borne satellite systems for Northrop Grumman.

His current responsibilities include planning, implementing, and supporting the installation of telecommunications equipment in correctional facilities. Mr. Graham also assists the Inmate Operation's Department with occasional technical writing, RFP support, and training.

Mr. Graham holds a Bachelor of Science degree in Computer Science from California State Polytechnic University. He is also a Checkpoint Certified Security Administrator.

#### *03.02 Change Over from Existing Contract*

The existing contract with WorldCom will expire December 14, 2005. Coordination of any changes in service will be determined by all parties involved to assure a transparent change without loss in services.

PCS agrees and will comply.

PCS will coordinate installation and transfer of existing databases with the State and with the incumbent provider in order to assure a smooth transition of telephone service without loss in services and minimal effect on facility operations.

#### *03.02.01 Testing and Acceptance*

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.

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.

PCS agrees and will comply.

PCS will conduct testing at each institution. These tests will be conducted over the period of thirty (30) consecutive days beginning when installation is complete. Test results will be submitted to the IDOC for acceptance. PCS has provided a detailed Test Plan in Appendix 3-6 at the end of this section.

#### *03.03 Training*

Training must include all inmate phone 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.

PCS agrees and will comply.

PCS will provide complete training including: inmate phone functions, system administration, report generation and use, recording/monitoring, vendor support procedures as well as many other areas that will ensure that the State will receive optimal value. Hard copy and online resources will be made available to serve as reference and to provide additional self-guided training.

On-site training will be conducted immediately upon the installation at each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day and the curriculum is designed to cover these topics:

Training needs to be categorized into two distinct levels.

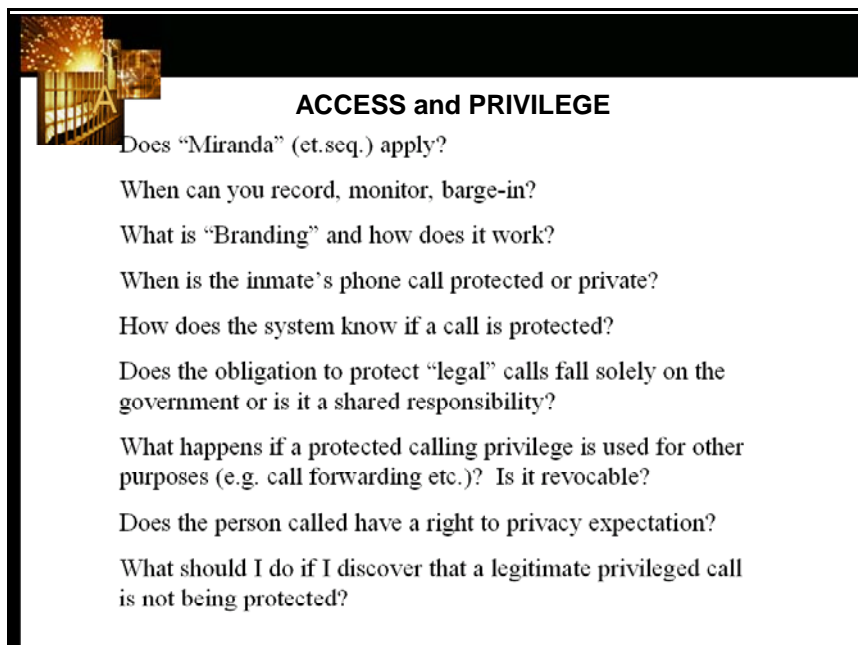
1. Security Training: (Includes Investigative Personnel)

- a. Reports
  - b. Methods to Maximize information/ Minimize Time
  - c. What is allowed and not allowed.
2. Administrative Training
- a. What information is available
  - b. How to run basic reports.

## SECURITY TRAINING

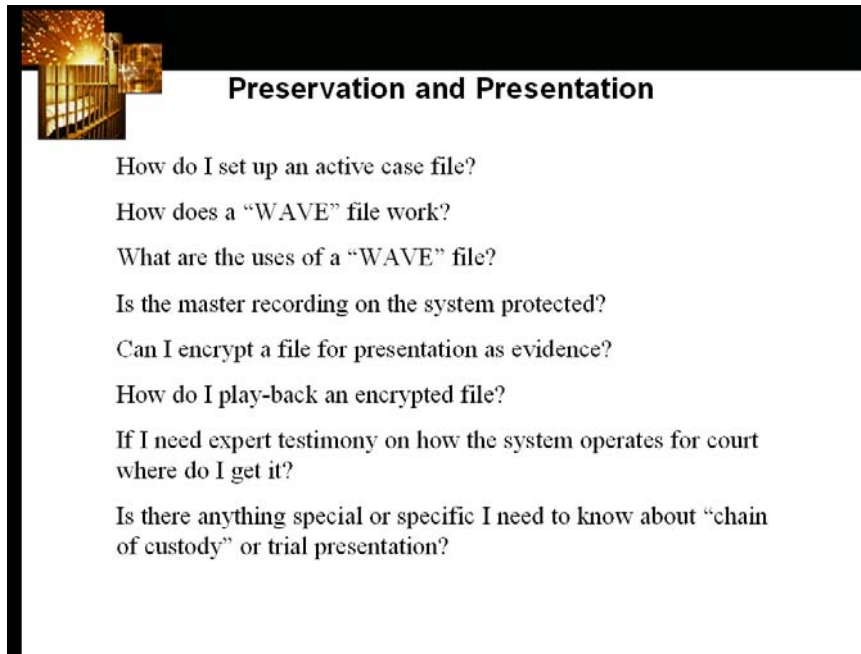
The investigative personnel will have access to the PCS System and all the call records and recordings made by inmates. The amount of information can at times appear overwhelming, however, the system has reports that will assist in identifying areas of concern. Various methods have been developed to assist in zeroing in on where the most useful information can be obtained.

PCS will provide classes that help investigators understand what can and cannot be used in prosecution and investigative purposes. PCS will provide this training through Mr. Randall Yankee, PCS Senior Account Manager. Mr. Yankee is a 21-year veteran from corrections and brings vital insight to the investigative process. These will be hands on training-classes with user manuals specifically designed and created for security personnel. There will be open discussions on sensitive issues. PCS will provide a full presentation that will include the vital portions of investigating. Some sample screens from this presentation are included below.



**ACCESS and PRIVILEGE**

- Does "Miranda" (et.seq.) apply?
- When can you record, monitor, barge-in?
- What is "Branding" and how does it work?
- When is the inmate's phone call protected or private?
- How does the system know if a call is protected?
- Does the obligation to protect "legal" calls fall solely on the government or is it a shared responsibility?
- What happens if a protected calling privilege is used for other purposes (e.g. call forwarding etc.)? Is it revocable?
- Does the person called have a right to privacy expectation?
- What should I do if I discover that a legitimate privileged call is not being protected?



**Preservation and Presentation**

- How do I set up an active case file?
- How does a "WAVE" file work?
- What are the uses of a "WAVE" file?
- Is the master recording on the system protected?
- Can I encrypt a file for presentation as evidence?
- How do I play-back an encrypted file?
- If I need expert testimony on how the system operates for court where do I get it?
- Is there anything special or specific I need to know about "chain of custody" or trial presentation?

## ADMINISTRATIVE TRAINING

On-site training will be conducted immediately following installation, but prior to system turn up at each facility. Training typically lasts for a full day and the curriculum is designed to cover inmate phone functions, basic system administration (Call Processing, Blocks, etc.) as well as a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

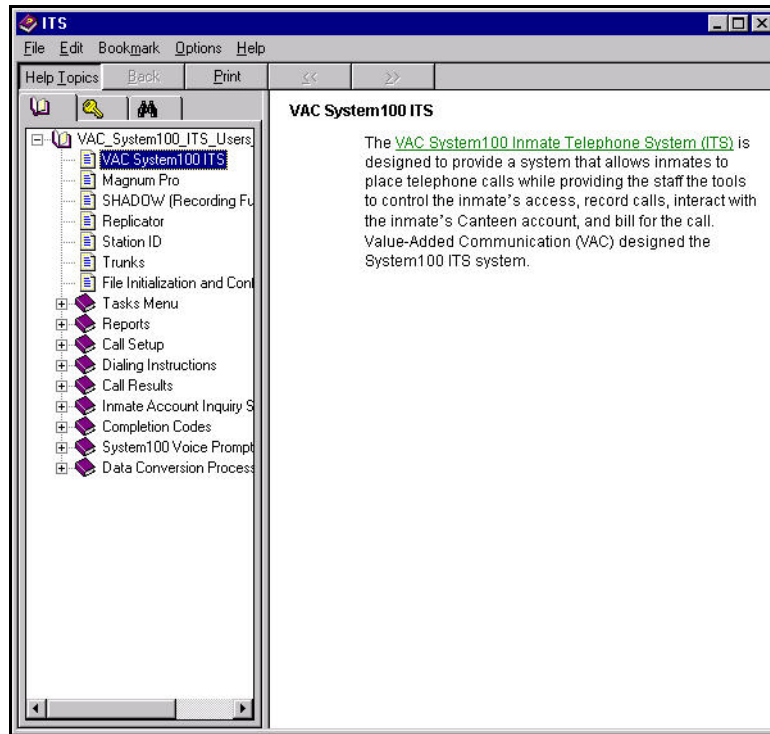
There will be a need to provide system administration training to those responsible for day-to-day operations including vendor support procedures. An installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation. To this end, PCS recommends that training be conducted on site as each facility is installed.

Specialized reports will be created on a facility-required basis. Follow up training will take place three weeks after the last initial on-site training. There will be annual training for the life of the contract. The comprehensive training curriculum is designed to cover complete system administration and all investigative tools.

Training will take place three weeks after the last initial set-up training. This should be set for three days and can be delivered to Department of Corrections staff based on the number of participants. This will further expand on the rich technology and many advanced features that the PCS System will provide and how and when to use them. Also included will be: how to escalate trouble tickets, how to follow and track progress of trouble tickets, training on procedures and time response of repairs, and training on whom to go to for responses that may come up sometime during the contract.

### Context Specific Help Screens on Workstations

As an additional aid, the workstation offers context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the workstation function in use.



**Context Sensitive Help Screens**

### 24/7 Customer Service

At anytime during the contract you can access our Technical Service Training team and request to set up a training course for new personnel and for follow up training for existing personnel. PCS will automatically assume DOC personnel will need introductory and/or refresher training at least once a year conducted by PCS. Formal training will be conducted at any time if there is a new product introduced at anytime during the contract.

### On-Line Training

At anytime during the term of the contract, Department of Corrections personnel will be able to call the PCS Technical Service desk and ask for on-line assistance. Since DOC workstations will be connected to our WAN, our service representatives will be able to log on to the remote user's workstation and walk them through any operation. Our representatives will be able to see on their screens exactly the same thing DOC personnel are viewing on their screens at exactly the same time. This service will be available 24/7.

### PCS System Overview

The System Overview will explain how data, from call recordings and call records that are obtained from the offender telecommunication system, are transported and shared across the entire DOC system. Also discussed will be how information is stored and how PCS monitors and maintains the system. We will also cover what operations take place at the central server, how we will create a WAN for the DOC and PCS' roles and responsibilities. The goal of the overview will be to help the DOC personnel understand the best way to utilize and address any of their future needs.

### System Administration

The system administration overview will describe system access, navigation, and how to use the system for PIN administration. In addition, attendees will be trained to set up the call list, the methods by which they can set call parameters and restrictions, generate a wide range of reports, and identify problems. Finally, the overview will demonstrate how the system will instruct inmates how to use the system to make calls via automated system prompts.

### Recurring Training

Since personnel associated with the offender calling system will likely change from time to time, PCS will provide refresher training to DOC personnel throughout the life of the contract.

#### *03.03.01 Initial Training*

Contractor must provide initial training on the use of all equipment and functions available to the Department, institutions, and inmates prior to cut over. 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 be provided 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

PCS agrees and will comply.

Classes will be comprised of the five (5) employees from central office and five (5) from each institution and will be conducted on site at each facility immediately following installation. Training typically takes one full day, and the only restriction in the number of attendees is the amount of space available within the room that the VAC workstation will be located.

A User Manual will be provided with each workstation. The User Manual is also available on CD. Certificates of completion will be provided to all class participants. In addition, "Train the Trainer" sessions will be arranged to meet your training needs. Certificates of training will be provided.

The following chart shows a Sample Training Course Outline:



<b>Sample Training Course Outline</b>	
<p><b>Introduction</b></p> <p>[Approximately 1 hour depending on questions. Slightly modified for each audience.]</p>	<p>Overview of the Inmate calling System functions and features</p>
<p><b>Workstation Access Control</b></p> <p>[This is a separate “hands on session. Approximately 1 hour.]</p>	<p>Overview            User ID Management            Security Level Access Management            User Alerts</p>
<p><b>System Administration</b></p> <p>[Approximately 2 hours]</p>	<p>Brief Overview            Class of Service Maintenance            Living Unit Maintenance            Telephone Location Maintenance            Facility Telephone Number Control            Block List Administration            Telephone List Update            Enable/Disable Telephones            Account Overview            Add a New Inmate Account            Update Inmate Information            Update Inmate Phone List            Transfer Inmate Between Facilities</p>
<p><b>Reporting/Investigative Functions</b></p> <p>[2-3 hours. This session usually generates the most excitement]</p>	<p>View Calls in Progress            SPY – Monitoring            SPY – Snitch Investigator Notification            General Reporting Capabilities            Defining Report Parameters            Save &amp; Reprint Reports            Financial Reports            Maintenance Reports            Investigative Reports            Monthly Revenue Reports            Shadow Recording            SAM Archive CD</p>
<p><b>Calling Process</b></p> <p>[1/2 hour]</p>	<p>Placing a Call            Dialing Instructions            Direct Dialed Calls            Collect Calls            Local Calls            International Calls            Call Results Announcements</p>

PCS will customize these courses to meet the Department's needs. For additional detail on the proposed training, please see PCS' response to "Training" in subsection 03.03, pages 11-15.

#### *03.03.02 Ongoing Training*

In addition to the required initial training at the time of implementation, which is described in Section 03.05.01 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.

PCS agrees and will comply.

Ongoing training will be provided for institution staff and central office staff. Training materials will be supplied on an ongoing basis. Whenever changes in service or systems operation are made, training materials will be updated accordingly.

Semi-annual training will be provided at each institution. Certificates of Completion will be awarded to personnel who complete the training. Copies of these certificates will be sent to the head of the individual's facility, as well as to the Contract Office at the IDOC Central Office in Boise.

#### *03.04 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.

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.

PCS agrees and will comply.

The PCS' National Technical Service Center serves as the single point of contact for every remedial maintenance issue or trouble that may arise 24 hours per day, 7 days per week,

365 days a year. All troubles may be reported on the 24-hour toll-free number 1-800-6-INMATE (1-800-646-6283).

The PCS Technical Service Department reports to the Vice President of Operations who also oversees project installation, customer service and billing. Quality customer support begins with a quality installation. It is the result of outstanding engineering expertise combined with extensive planning, contingency development, attention to detail, and excellent user training.

PCS Technical Service will coordinate all inmate phone system work order and repair issues. Whenever outages or equipment problems occur, the Dispatch Center Administrator will enter a trouble slip into the Keystone trouble slip tracking software. The Local Technician assigned to the location will be notified of the problem and will begin working the problem in accordance with approved procedures and guidelines. For details on Keystone, please see "Customer Service", Section 03.04.01, pages 20-22.

For preventive maintenance and onsite technical support, PCS has contracted with Communiqué Network Services, L.L.C. (CNS). CNS specializes in contracting services to inmate telephone manufacturers. The success of this growing company is attributable to the drive for perfection attributable to its founder and President, Joe Joseph. CEO and President since 1990, Mr. Joseph has more than 18 years experience in telecommunications networking and thirty-three technicians currently employed in the maintenance of 13,056 lines in 268 facilities. Mr. Joseph prides himself on the quality of service provided to every customer and is actively involved with the account base.

CNS has a well established a reputation for being one of the most responsive and thorough service providers in the industry. The current relationship with inmate telephone vendors spans thirteen years within eleven states; Alabama, California, Idaho, Western Montana, Oregon, South Dakota, Washington, Northern Utah, Nevada, Texas and Oklahoma. CNS also has well-established relationships with SBC, Qwest, Verizon and AT&T.

CNS specializes in providing complete installation and repair of inmate call processing equipment, workstations, recording and monitoring equipment and inmate telephones. CNS also touts aggressive and responsive maintenance and repair services with 24/7/365 access. All major outages have a four-hour response time while general repairs and maintenance are handled on a next business day basis. Customized repair services are available upon request.

Seven (7) local technicians will be assigned to the State by CNS for the duration of the contract. PCS Customer Service will coordinate all offender telephone system repair issues directly with the local technicians.

PCS is committed to maintaining a proactive relationship with the State of Idaho for both pre-maintenance and emergency responses in order to maximize customer satisfaction. This includes ongoing remote diagnostics to correct any potential problems before they occur as well as dispatching repair technicians once a trouble has been reported.

As evidence that PCS will maintain service standards, quality, continuity, transparency, and adequacy of staffing and other resources for the life of the contract, we invite you to contact the following references:

- 1) Mr. Fred Scaletta, Executive Officer  
State of Iowa Department of Corrections

Address: 523 E. 12th Street, Des Moines, IA 50319  
Direct: 515-242-5707  
Cell Phone: 515-360-9300  
E-Mail: fred.scaletta@doc.state.ia.us

- 2) Mr. Dave Lingren, Chief Operations Officer  
State of Iowa Communications Network

Direct: 515-725-4795  
Fax: 515-323-1791  
Cell: 515-707-1638  
Pager: 515-849-2327  
E-Mail: dave.lingren@icn.state.ia.us

#### *03.04.01 Customer Service*

Toll free 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.

PCS agrees and will comply.

PCS Technical Service Representatives are available to assist designated department and institution staff with all of the above requests and more at our 24-hour toll-free number 1-800-6-INMATE (1-800-646-6283). This number may be called for any of the requests listed above. It is answered by a live-answered technical service representative at all times with no automation or prompts to get through and NO hold times at all.

PCS Technical Service will coordinate all work orders for such things as adds, moves, and changes, scheduling of work, updating records and systems, requests for information, etc. PCS will also coordinate all inmate phone system repair issues. Whenever work is requested or problems with equipment occur, the Dispatch Center Administrator will enter a trouble slip into the Keystone trouble slip tracking software. The Keystone system is a modern, state-of-the-art ticketing (slip) system. The system is used to constantly monitor issues and tasks, record data, and produce reports. Keystone allows all authorized personnel to check the status of any problem at any time. PCS customers can also access Keystone through SOPHIA to see a history of trouble slips and follow up on the status of a trouble ticket. Please note the following sample screen:

*Customer Slip Summary*

From Date: 01/01/1900 To Date: 11/7/2001 Slip Level: All Status: All Fetch

**Seaway Inc**  
 Account: Seattle Division

*Account Slips*

Slip No.	Problem Type	Account	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
40	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/23/2001 04:19 PM	erin.walker	04/09/2001 11:14 AM	erin.walker
41	PHON-MPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/23/2001 04:42 PM	erin.walker	04/11/2001 08:53 AM	tony.nourse
46	PHON-MPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/27/2001 11:55 AM	erin.walker	04/06/2001 09:47 AM	erin.walker
53	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:45 AM	erin.walker	06/21/2001 11:11 AM	erin.walker
54	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:51 AM	erin.walker	06/22/2001 03:08 PM	marc.gray
55	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:55 AM	erin.walker	06/15/2001 10:58 AM	erin.walker
57	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 09:16 AM	erin.walker	08/03/2001 09:26 AM	erin.walker
88	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	04/10/2001 09:05 AM	erin.walker	05/14/2001 05:07 PM	erin.walker

*Location Slips*

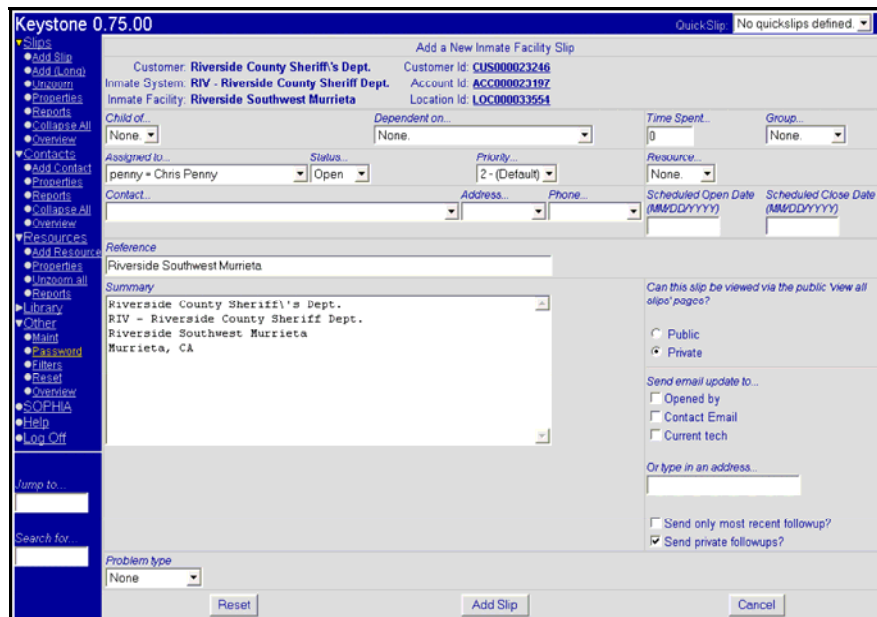
Slip No.	Problem Type	Location	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
106	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/04/2001 09:34 AM	erin.walker	05/14/2001 05:00 PM	erin.walker
131	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/09/2001 09:33 AM	erin.walker	05/21/2001 11:10 AM	erin.walker

*Phone Slips*

Slip No.	Problem Type	Phone No.	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
161	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/02/2001 01:12 PM	erin.walker	05/17/2001 02:51 PM	erin.walker
165	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/04/2001 09:30 AM	erin.walker	05/14/2001 05:02 PM	erin.walker

**SOPHIA Screen Showing Trouble Tickets**

If the user clicks on a specific Slip Number, the following Keystone Ticket appears:



Keystone Screen

The ticket shows the location, nature of the problem, time of outage, response time, priority, status, and any notes. PCS will maintain sufficient spare parts to facilitate speedy repairs. The PCS Dispatch Center is available twenty-four hours a day, seven days a week.

Dispatch operators follow-up on ticket status daily. Department personnel can log-on at any time to review any open tickets on the Keystone Ticketing System along with reviewing any closed items.

PCS will review an escalation procedure with the Department. Priority Levels, as tracked in Keystone, will be critical to establish criteria to ensure that all maintenance and repair is complete in an appropriate time frame.

When a system malfunction occurs or other problem arises, the On-Site Technician or authorized Department staff should call PCS at 800-6-INMATE with a description of the problem or request and priority level.

### 03.04.02 Programming and Data Administration

Initial and ongoing management of all databases created for the State will be fully supported and maintained by the Contractor.

PCS agrees and will comply.

The two (2) PCS Site Administrators will create and maintain all PCS System databases.

### 03.04.03 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.

PCS agrees and will comply.

Software upgrades will occur approximately every 6 months. PCS will offer the State new and enhanced features without charge for the life of the contract. PCS will make a report to the State every year outlining these product improvements and how they can be of benefit. It shall be up to the discretion and direction of the Department whether to implement any of them.

#### *03.05 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.

Inmate Phone Meetings will be held semi annually or as needed. Included in the meetings will be 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.

PCS agrees and will comply.

PCS looks forward to serving as the Department's consultant on phone related matters. Randall Yankee, Senior Account Manager, will take the lead in providing these services to the State. Mr. Yankee will meet with the Department in this capacity as requested at no cost to the State. For more information on Mr. Yankee, please see the "Contract Administration Requirements", in the following subsection 03.06.

#### *03.06 Contract Administration Requirements*

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

Responsibilities for contract oversight will be by the IDOC, 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.

- PCS agrees and will comply.

Randall Yankee, PCS Senior Account Manager, will serve as the dedicated contract manager for the State of Idaho Department of Corrections for the life of the contract.

**RANDALL YANKEE, WEST COAST REGION SENIOR ACCOUNT MANAGER**



**Randall Yankee – *Senior Account Manager.***  
Chief liaison between PCS and the State of Idaho throughout the RFP evaluation, contract signing process, and thereafter. Mr. Yankee joined the Inmate Sales team of PCS in August 1999 for Marketing and Special Projects. Prior to joining PCS, Mr. Yankee served 27 years in California law enforcement. His background includes correctional operations, administration and management, law enforcement covert operations, information systems, grants and legislation.

Randall Yankee joined the Sales Staff of Public Communications Services in August 1999 for Marketing and Special Projects. Prior to joining PCS, Mr. Yankee served 27 years in California law enforcement, progressing through the ranks until retirement as the senior, non-elected, executive with the third largest Sheriff's Department in California. Mr. Yankee's public safety background included correctional operations, administration and management, and law enforcement covert operations, information systems, grants and legislation.

Mr. Yankee holds two Bachelor degrees in Administration of Justice and in American History, as well as a Masters Degree (awarded with Distinction) in Public Administration with emphasis on inter-governmental finance from the University of California. During his Masters program, Mr. Yankee was elected a research fellow of the Brookings Institute and in 1994, based on his innovative law enforcement work, he was nominated as a Fulbright scholar to Cambridge University, Cambridge, England.

Prior to his law enforcement career, Mr. Yankee served in the United States Army, including tours in Europe and Viet Nam; and was chosen for assignments such as United States Embassy service, Officer Candidate School instructor and a Department of the Army Management Team. Dedicated to community service, Mr. Yankee is an active Cadet Admissions Representative for the United States Military Academy at West Point, New York, and is an honorary member of both the West Point Society of the Inland Empire and the West Point Society of Greater Los Angeles.

Mr. Yankee remains active in the criminal justice and intelligence community and, for example, was recently recruited by the United States Department of Health and Human Services as a national advisor on issues of substance abuse and early intervention within the security industry.



Most recently, Mr. Yankee was appointed to the board of the National Security Director's Round Table in early 2004.

Doyle Schaefer, Vice President of Operations will assist Mr. Yankee by overseeing any implementations that may be required. Alfredo Graham, Project Manager, will manage and project-related activities. For additional information on Mr. Schaefer and Mr. Graham, see "Implementation and Project Management", Section 03.01.03, pages 8-10.

### *03.07 Reporting Requirements*

Proposals must describe all reports listed below, with the expectation that Department personnel will be trained to produce reports in addition to those provided by the Contractor. Underlying data must be maintained for the life of the contract.

PCS agrees and will comply.

The PCS System provides a wide variety of standard reports as well as the ability to create ad hoc inquiries of call data. Training on how to run reports, as well as other features and functionalities, will be provided upon installation and on an ongoing basis as needed. Additionally, PCS will provide reports to the State as requested. We refer to the underlying data for these reports as CDR or Call Detail Records. This information will be maintained for the life of the contract.

#### *03.07.01 Usage Reports*

Call detail reports and regular reports of all calls placed from inmate telephones.

Describe the various 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 determine, 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.

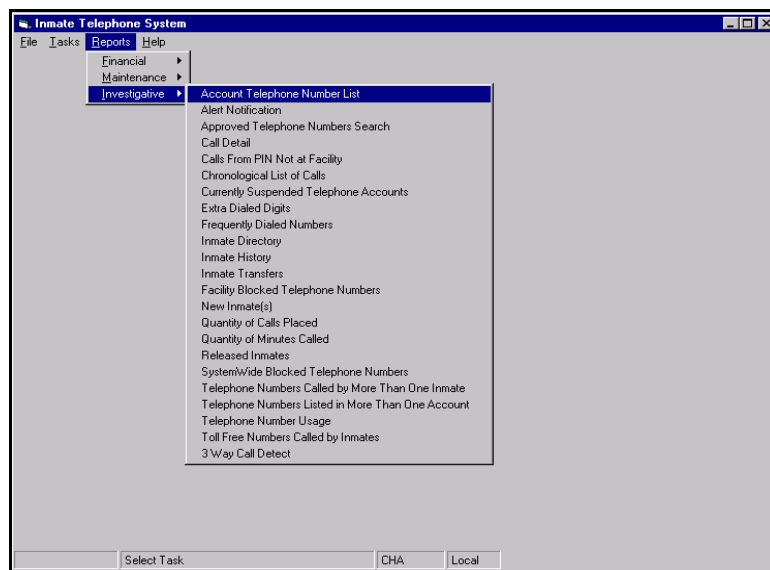
Retrieval of individual call detail records or series of call record is required over a user-defined period of time based on called number in order to obtain an immediate trace on harassment calls.

- PCS agrees and will comply.

The PCS System can produce call detail reports showing all calls made by inmates. Call detail provides critical information about each call such as, calling number, called number, inmate name, date, time, and call duration. Reports can be sorted by each of these fields.

The system can sort call records by called number to determine on a real time basis the inmate who made the call and the telephone from which it was made. Call records can also be sorted by caller or by telephone in order to determine the numbers called as well as other details about the calls. Investigators can view calls made within a specified time period based on the called number in order to trace harassment calls. This information can be viewed on-line or printed out.

At the present time, there are nearly 40 standard reports available. Customized reports can usually be generated within 24 hours of the request. Reports are organized into three main categories for ease of selection. They are categorized as Financial, Maintenance, and Investigative.



**Selecting Reports**

An overview of the major categories and a brief description of each standard report is shown in the following table:

<b>Financial Reports</b>	<b>Description</b>
Call Refund	Generates and prints a summary transaction report when a Call Refund transaction is performed.
Daily Call Charges	Provides a list of collect and debit call activity for a day or date range.
Financial Transactions	Provides a record of the total number of financial transactions for an individual

	offender.
Offender Deposit	Provides a record of individual offender deposits.
Offender Reconciliation	Offers a detailed reconciliation of an individual offender's debit account.
<b>Maintenance Reports</b>	<b>Description</b>
City by NPA-NXX Search	Provides the city and state for a particular NPA-NXX
Local Exchanges	Provides area codes and exchanges that are designated for the local calling area.
Non-Area Code/Exchange Attempts	Provides record of call attempts to invalid area codes.
Percentage Grade of Blocking	Provides hourly call traffic information showing the number of calls attempted, the number blocked by traffic, and the percentage blocked. The report can be obtained by entering the desired report period
State By NPA (area code) Search	Provides the state for a particular NPA
<b>Investigative Reports</b>	<b>Description</b>
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified offender account.
Alert Notification	Provides calls made by offenders placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period.
Approved Telephone Numbers Search	Provides a list of the offenders that are allowed to call specific telephone numbers. The report can be obtained by entering the telephone numbers and the desired report period.
Call Detail	Provides the completed calls by offender (in the order that they were placed) over a specified time. The report can be obtained by entering the offender and a specified time frame.
Calls From PIN Not at Facility	Provides all offenders' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of call attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.

Currently Suspended Telephone Account	Provides a list of offender telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.
Offender Directory	Provides a log of all offenders. The report can be obtained by entering the desired report period.
Offender History	Provides all transactions associated with an offender telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to the offender telephone list. The report can be obtained by entering the offender and a specified time frame.
Offender Transfers	Provides a list of offender telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the offender and a specified time frame.
Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.
New Offender(s)	Provides all offender telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.
Quantity of Calls Placed	Provides a list of all offenders that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all offenders that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be

	obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.
Released Offenders	Displays offenders released and removed from the offender telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays offenders who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.
System-Wide Blocked Telephone Numbers	Provides a list of all phone numbers globally blocked throughout the prison system
Telephone Numbers Called by More than One Offender	Provides a list of telephone numbers that have been called by a user defined number of offenders within a specific time period. The report can be obtained by entering the minimum number of offenders calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one offender's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of offenders calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed status (completed, uncompleted, or both), minimum call duration, and a specific time period.
Toll Free Numbers Called by Offenders	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by offenders. The report can be obtained by entering the desired report period.
Three Way Call Detect	Provides a list of how many 3 Way Call attempts were detected. The report can be obtained by entering the desired report period.

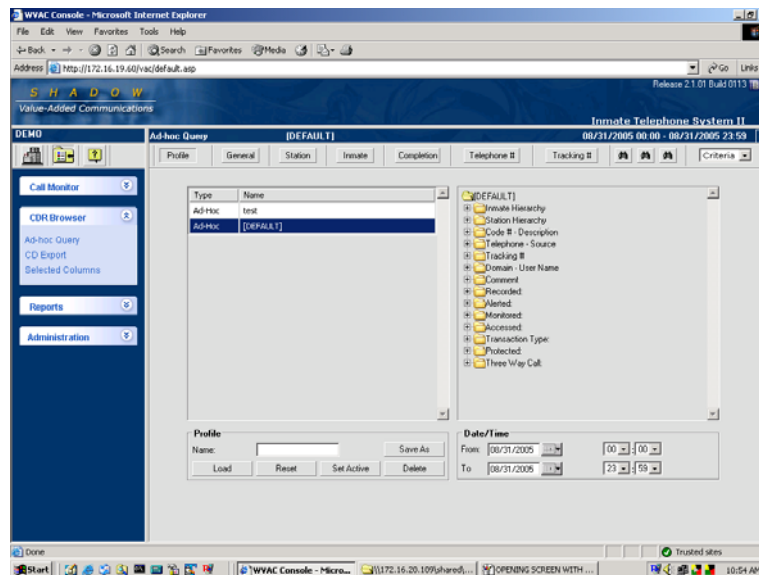
The PCS System is updated with new call detail information approximately every five minutes. This information is immediately available for reports and ad hoc inquiries. Exhibit F, "Sample Reports", shows the standard reports that are available. The Chronological List of Call report shown on page 150 and the Offender History report shown on page 162 of this exhibit are especially useful in determining an inmate's calling patterns and tracking specific call activities.

## CDR BROWSER AD HOC QUERY

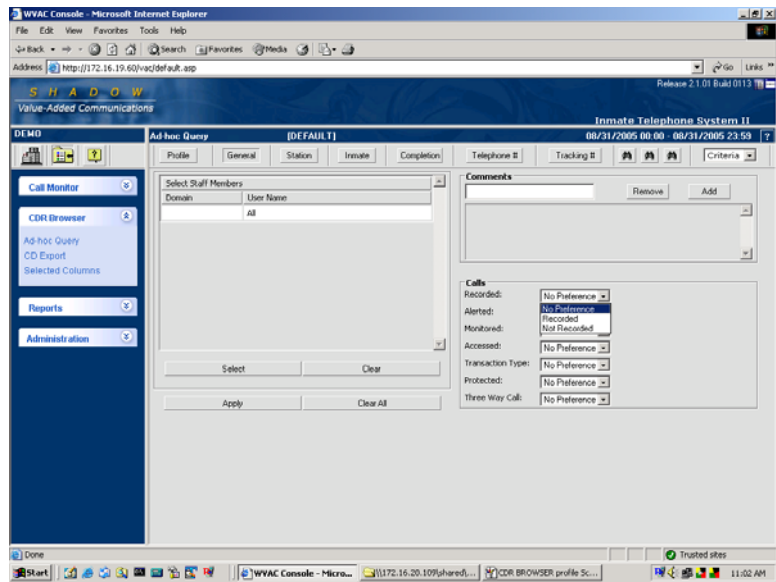
The PCS CDR Browser and the ad hoc query feature are easy to use. This feature will provide customized reports on Call Detail Records that allows investigators to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played by users with appropriate security authority as well as exported to a CD
- Save frequently used ad hoc queries for future use.

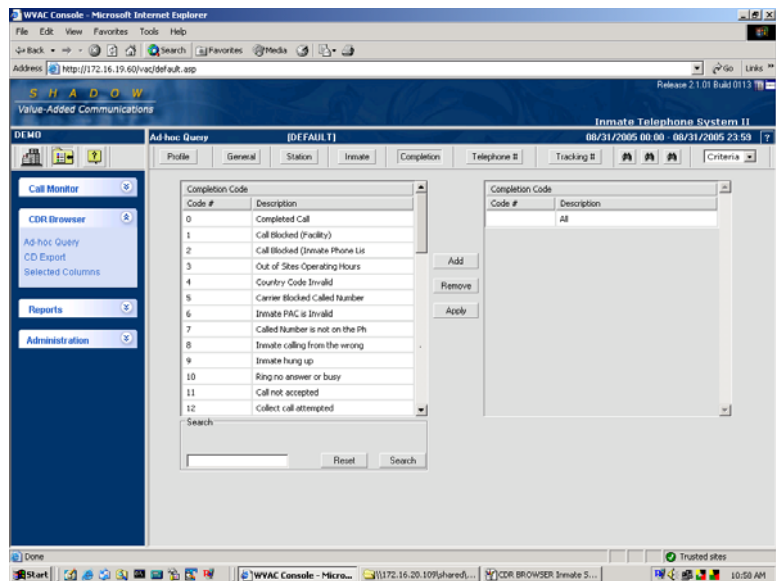
The user will enter the GUI interface, select the search criteria for a specified report, click on the preview/print button and view the report results. A sample screen of the system interface GUI below depicts how the user selects the Ad Hoc query option.



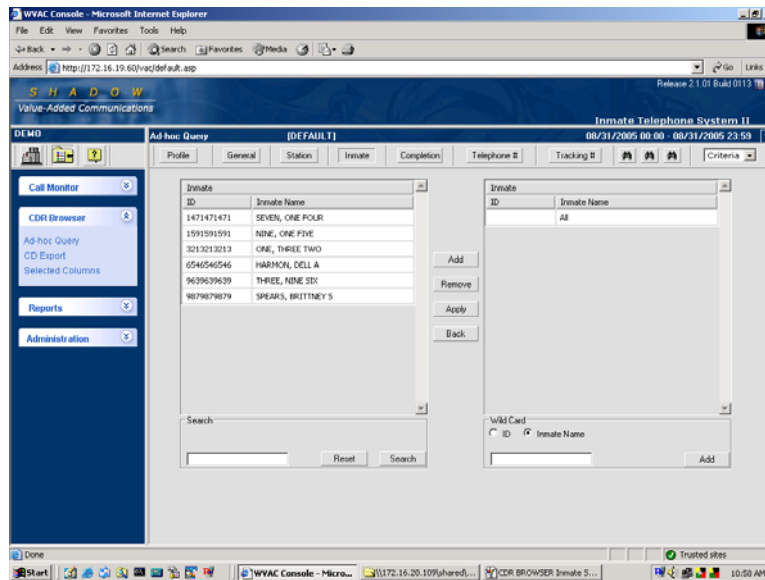
Once this option is selected, the user is allowed to define the parameters to be applied to produce the customized report. For example, the sample screen below shows the user selecting all types of calls, whether Recorded or not, Alerted or not, etc.



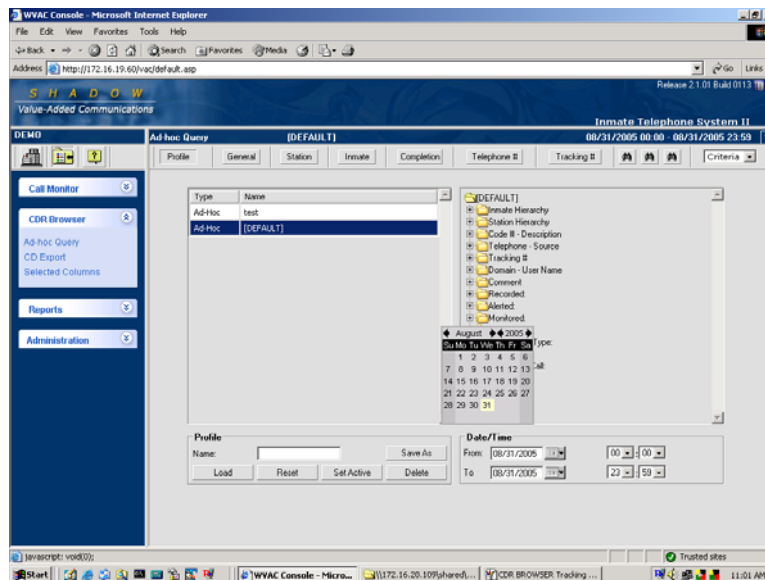
The screen below shows the user selecting calls of all types with respect to completion: blocked, inmate hung up, no answer, etc.



The screen below shows the user selecting all inmates.

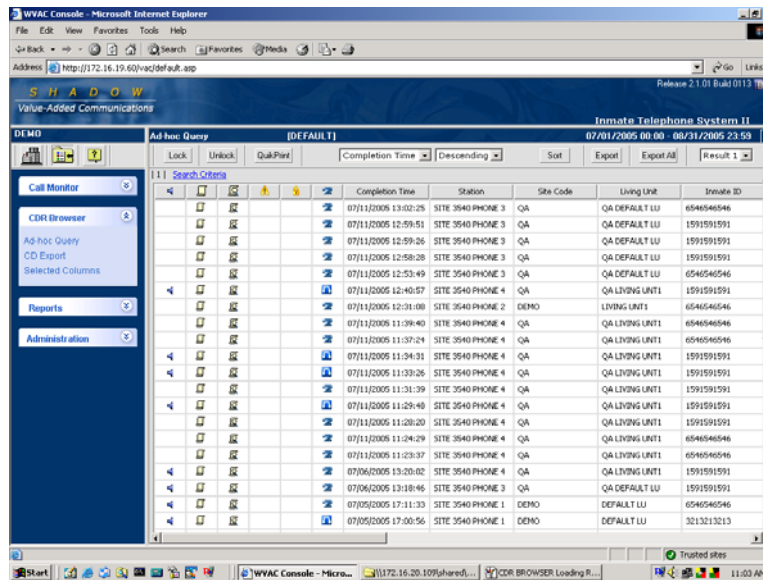


The screen below shows the user selecting the time period that the query is to cover.



Finally, the screen below shows the completed ad hoc query. This data screen will then allow the user to view call detail records, play recordings, select/hide columns, and sort data.





Completion Time	Station	Site Code	Living Unit	Inmate ID
07/11/2005 13:02:25	SITE 3540 PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:59:51	SITE 3540 PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:59:26	SITE 3540 PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:58:28	SITE 3540 PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:53:49	SITE 3540 PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:40:57	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 12:31:00	SITE 3540 PHONE 2	DEMO	LIVING UNIT1	6546546546
07/11/2005 11:39:40	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	6546546546
07/11/2005 11:37:24	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	6546546546
07/11/2005 11:34:31	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 11:33:26	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 11:31:39	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 11:29:48	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 11:28:20	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/11/2005 11:24:29	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	6546546546
07/11/2005 11:23:37	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	6546546546
07/06/2005 13:20:02	SITE 3540 PHONE 4	QA	QA LIVING UNIT1	1591591591
07/06/2005 13:18:46	SITE 3540 PHONE 3	QA	QA DEFAULT LU	1591591591
07/05/2005 17:11:33	SITE 3540 PHONE 1	DEMO	DEFAULT LU	6546546546
07/05/2005 17:00:56	SITE 3540 PHONE 1	DEMO	DEFAULT LU	3213213213

### 03.07.02 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.

PCS agrees and will comply.

PCS will submit monthly reports to the Contract Office on system and contractor performance including the information requested.

These reports will be submitted to the Department’s Contract Office and will include 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.

### 03.07.03 Problem Reporting

Authorized individuals at each institution will report maintenance problems. 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.

PCS agrees and will comply.

PCS Technical Service will maintain a list of those Department personnel who have been authorized to report maintenance problems at each institution. PCS will accept problem reports from these people 24-hours a day 365 days a year. Requests may be telephoned, emailed or transmitted by facsimile.

PCS Technical Service will serve as the "Help Desk" for all the Department's needs. For detailed information on how PCS manages problem reports, please see "Customer Service", Section 03.04.01, pages 20-22.

### *03.08 Maintenance Requirements*

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. Maintenance must be provided at no cost to the State at any time, including charges from Local Exchange Carriers for facility isolation services.

This maintenance includes any and all equipment acquired by the State at the termination of the existing contract. Maintenance must include as-needed replacement of any equipment or wiring now owned by the State. 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.

PCS agrees and will comply.

PCS will provide complete maintenance for all parts of the system provided. This will include labor, parts, materials, software, repair or replacement of the equipment, and transportation for the life of the contract. PCS will provide maintenance at no cost to the State of Idaho. PCS will not charge the State for any isolation of services provided by Local Exchange Carriers.

PCS will maintain or replace existing telephones, cabling, and wiring as necessary to meet the standards as stated in this RFP. Following installation, PCS will replace equipment and wiring on an "as needed" basis.

PCS has anticipated that there could be multiple events occurring simultaneously, which might require a maintenance response and will maintain sufficient staffing levels. In addition to the two On-Site Technicians who will act as Site Administrators, PCS has arranged with CNS to provide five additional Local Maintenance Technicians who will be assigned to the State of Idaho. PCS will also utilize remote diagnostic tools for early detection of both system and network problems, many of which can be resolved remotely without the need to dispatch a technician.

In order to ensure proper operation of inmate phone service at all locations, a regularly scheduled preventive maintenance program will be established.

The key to system reliability is preventive maintenance. Our Local Maintenance Technicians adhere to the following basic guidelines when on-site for Preventative Maintenance Inspection (PMI). These preventive checks and services will be completed at each site containing PCS equipment.

When on site for PMI, each technician will perform the following telephone and equipment maintenance:

1. Check all inmate phones on site for serviceability.
  - Dial pad.
  - Switch Hooks.
  - Handset.
2. Check all facility wall jacks on site for serviceability.
  - Replace or repair as needed.
3. Check all inmate phones on/off switches and relays for serviceability.
  - Replace or repair as needed.
4. Make a test call from each inmate phone to check the volume.
  - Report any phone that does not have dial tone from the CO to LEC.
5. Check the Investigator and Admin Workstations.
  - Check a recording.
  - Check the printer.
  - Check live monitoring.
  - Check all connections on the workstation.
6. Check Call Processing Equipment.
  - Check event log.
  - Check validation.
  - Dial into all CO Lines.
  - Check phone room for cleanliness.
  - Clean and remove all trash.

Following contract award, PCS will review the specific requirements of each facility with designated personnel and present a formal preventive maintenance plan for the approval of the State of Idaho Department of Corrections. This plan will be subject to modification at the request of the State on an ongoing basis for the life of the contract.

### *03.08.01 Maintenance, Repair and Installation*

Full maintenance services are required in connection with all services and equipment provided under this contract. The Department will order additions, changes and moves of premise equipment in writing. 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.

The contractor must provide an 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.

PCS agrees and will comply.

PCS will provide maintenance of all equipment and services provided under the contract. As directed, PCS will only accept written orders from the persons and in the form designated by the Department. Orders for existing locations will be completed within 15 days. PCS will work with the Department to establish work schedules for new institutions on a case-by-case basis. Removals will be completed within 10 days after PCS receives a written order.

As the prime responsible party, PCS will coordinate all offender telephone system related repair issues. In order to report a problem, both staff and consumers can call 1-800-6-Inmate. PCS Technical Service is available 24 hours a day, 365 days a year to serve as a "Help Desk" for consulting, maintenance, repair, installation, reporting, and overall management. Technical Service Representatives will be able to provide database administration and change call parameter functions for all locations, as requested.

The Technical Service Unit operates with an internal escalation procedure to ensure timely and accurate responses. Internal procedures include a "no-hold policy" for all incoming callers. This policy maintains that customers will experience no hold time when calling the PCS Technical Service Unit to report a repair or request technical assistance.

Following contract award, PCS will work with the Department to develop a customized Escalation Procedure similar to the sample presented in Exhibit D, "Sample Escalation Procedures". PCS is committed to maintaining a proactive relationship with the client for both pre-maintenance and emergency responses in order to maximize customer satisfaction. This includes ongoing remote diagnostics to correct any potential problems before they occur as well as onsite repair technicians once a trouble has been reported.

### *03.08.02 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.

- PCS agrees and will comply.

Five Local Maintenance Technicians will be assigned to the State of Idaho Department of Corrections for the duration of the contract. Two of these will also administer the PCS System and will be on-site at Department facilities. Technicians will be strategically located to ensure a four (4) hour response to any site. They will also have remote capability so that they can quickly analyze, identify, and resolve many problems within minutes of being notified.

Technicians will be trained specifically on the Idaho system at the VAC headquarters in Plano Texas. Certifications will be maintained throughout the life of the contract by means of an on-going training program. Notification and copies of these certifications will be provided to the State.

### *03.08.03 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 of every level above the Support Group director. Indicate specifically what will trigger the involvement of the next level.

- PCS agrees and will comply.

Following contract award, PCS will submit formal procedures for the approval of the Department. The Escalation Procedures are designed specifically for repair issues if response times are met or the State is not satisfied in any way with the response of PCS or any of its subcontractors. Complaints about any service or performance of PCS or any of its subcontractors can also be similarly addressed in the following order:

1. One hour past the required timeline:  

<b>Manager of Client Retention</b>	<b>Helen Douglas</b>
Direct Line	(800) 350-1000, x 3008
Cell Phone	(818) 523-5245
2. Two hours past the required timeline:  

<b>Manager of Inmate Operations</b>	<b>John Stoll</b>
Direct Line	(800) 350-1000, x 5453
Cell Phone	(310) 882-8868
3. Three hours past the required timeline:  

<b>Vice President of Inmate Sales</b>	<b>Joseph Pekarovic</b>
Direct Line	(800) 350-1000, x 3015
Cell Phone	(310) 600-9448
4. Four hours past the required timeline:  

<b>Chief Operating Officer</b>	<b>Tommie Joe</b>
Direct Line	(800) 350-1000, x 3037
Cell Phone	(310) 922-3037

5. Five hours past the required timeline:

<b>Chief Executive Officer</b>	<b>Paul Jennings</b>
Direct Line	(800) 350-1000, x 3101
Cell Phone	(310) 600-3540

#### PCS' APPROACH TO "CUSTOMER SERVICE"

PCS believes the best way to handle customer complaints is to provide excellent customer service in the first place.

Once Inmate phone equipment is operational, the Inmate Technical Service department is the first contact for Inmate clients. This department handles customer questions, complaints, and service requests. If the facility wants a new phone installed, if something breaks, or if they have a question, they contact Inmate Technical Service. Inmate Technical Service coordinates with Inmate Operations for any equipment problems. They also work with Inmate Customer Service when billing questions arise.

The Inmate Technical Service department also manages the On-Site Technicians. The On-Site Technician monitors the call processing equipment and related equipment, processes inmate requests that relate to phones, and handles inmate complaints about billing or call connection. The On-Site Technician will contact the appropriate department when necessary.

The Inmate Technical Services Department consists of team members in the Los Angeles office (Technical Services / On-Call Reps) and in eight states (Site Administrators and Phone Technicians). The department is headed by Helen Douglas, Inmate Technical Services Supervisor, reporting to Doyle Schaefer, Vice President of Operations who reports directly to Tommie Joe, Chief Operating Officer.

The department receives inmate phone service calls from facilities across the nation, ranging from State Departments of Corrections, County Sheriffs' Departments, Immigration Detention Centers and City Jails. The facilities contact us via a 24-hour live answered toll-free (800) number. During business hours, calls route to the Los Angeles office via the 800 number and to Local Site Administrators directly from their respective facilities. The ACD (Automatic Call Distribution) system routes evening and weekend calls to the On-Call Representative.

Some of the types of issues handled include physical equipment damage to the inmate phones, issues with the extensive Call Control Equipment and their respective programming, facility workstation questions and Vendor related issues (Local, Long Distance and T-1 Carriers, for instance). All issues are thoroughly researched and extensive troubleshooting is conducted to determine the problem and steps are taken to restore the phones, equipment, or programming. One call from a facility can actually result in dozens of outgoing phone calls from the team members in order to restore the inmate phone service. Team members have many sources of troubleshooting assistance, including direct access to different call control systems, communication with high level programmers, software tools (SOPHIA) and an extensive list of vendor contacts (over 300 to date), all of which contribute to achieving our ultimate goal of making corrections within the strict repair time lines required by the facilities.

The department slogan is "Follow Up, Follow Up, Follow Up". The simple concept of being extremely proactive in gaining information on issues goes a long way in correcting issues and is always very impressive to our customers. By complying with the required repair time lines, we are able to keep the inmate facilities happy and relieved to know that they only have to make a single phone call and PCS will handle the rest. With this mentality and the assistance of several other departments within PCS, our Technical Service is known to be "top notch" in the industry.

PCS maintains two toll free numbers to provide assistance. Inmate families with blocked numbers or billing problems should call (888) 288-9879, Monday through Friday, 8:00AM to 5:00PM Pacific Time. For other Technical Service Requests or repair problems, Inmates and Department personnel should call (800) 646-6283 (800-6-INMATE ).

#### *03.08.04 Qualified Technicians*

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.

PCS agrees and will comply.

Technicians will be trained and certified by the manufacturer on the equipment they repair and maintain regardless of whether they are employed directly by PCS or by a subcontractor. Evidence of certification will be provided upon request to the Department. PCS will notify the Department in the event of any pending change of subcontractors and acknowledges that the Department has the right to approve any such change before it occurs. PCS will provide information on the proposed new subcontractor in accordance with the requirements of the original RFP. Any approved change will come with PCS' assurance that there will be no loss of performance during the change or for the remainder of the term of the contract.

#### *03.08.05 Response Time*

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.

PCS agrees and will comply.

PCS' Local Maintenance Technicians will endeavor to complete all repair work in the fastest and most satisfactory way possible. "Response to a maintenance call" shall be when work has been initiated either remotely or on-site. On-site technicians will be dispatched to the affected site with appropriate tools, equipment, and parts.

PCS has arranged with CNS to provide local maintenance and repair for the correctional institutions for the State of Idaho. Seven technicians will be assigned from the following pool of fifteen available Technicians for the State of Idaho Department of Corrections:

- 1) Kevin O'Neil-Parma, Idaho
- 2) Pat O'Neil-Fruitland, Idaho
- 3) Anita Tucker-Fruitland, Idaho
- 4) Mike Boyer-Payette, Idaho
- 5) Justin Tidwell-Fruitland, Idaho
- 6) Bob Finklea-Fruitland, Idaho
- 7) Randy Cromar-Salt Lake City, Utah
- 8) Kent Williams-Jensen, Utah
- 9) Mert Walk-Lyman, Wyoming
- 10) Archie Roe-Glenrock, Wyoming
- 11) Jon Walz-Rigby, Idaho
- 12) Denise Alexander-Filer, Idaho
- 13) Kathy Schaefer-Sparks, Nevada
- 14) Deanna Johnson-Ely, Nevada
- 15) Chris McClure-Spokane, Washington

Five of the seven assigned Technicians will be deployed across the State of Idaho. Two will be assigned to specific locations at the Department's discretion and will serve as On-Site Technicians. These On-Site Technicians shall also serve in the capacity of "Site Administrators". All of these Technicians will be trained and certified by Value Added Communications (VAC), the manufacturer, at their headquarters in Plano, Texas. These certifications will be provided to the State.

#### *03.08.06 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.

PCS agrees and will comply.



PCS Technical Support is available 24 hours a day, 365 days a year. Our Local Maintenance Technicians can also respond to major repairs or declared emergencies 24 hours a day, every day of the year.

#### *03.08.07 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.

PCS agrees and will comply.

PCS' standard response exceeds this requirement. PCS classifies a 25% outage at a single facility as a major or what we would call a "Priority One" repair. For details of how PCS normally classifies repairs and the corresponding response times, please see [Status Reporting](#), Section 03.08.10, pages 42-47. PCS will develop customized response times and classifications to meet the specific needs of the Department.

#### *03.08.08 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. A failure in call restriction functions; or any other condition that renders the system incapable of performing all its normal functions is considered a major problem. Response to a major problem is required to begin resolution within one (1) hour via remote access with an on-site arrival within four (4) hours from reporting. Satisfactory completion of the repairs is required within twenty-four (24) hours from reporting or as can reasonably be expected.

PCS agrees and will comply.

PCS exceeds this requirement. PCS will respond to major problems within one (1) hour via remote access with on-site arrival within four (4) hours from the time the trouble is reported. Completion of repairs will be done within 24 hours or as soon as can reasonably be expected.

#### *03.08.09 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.

PCS agrees and will comply.



PCS accepts the requirements for status reporting of repair problems as stated above. Whenever a repair problem is pending a report will be made to the on-duty shift commander at the reporting institution, as well as to the Department contract monitor. Reports will be made every two (2) hours, if a problem is in first stage escalation. In the event a problem escalates to a higher level or is an emergency, reports will be made hourly until the problem is resolved.

### Preventive Maintenance

The key to system reliability is preventive maintenance. Our Local Maintenance Technicians adhere to the following basic guidelines when on-site for Preventative Maintenance Inspection (PMI). These preventive checks and services will be completed at each site containing PCS equipment.

When on site for PMI, each technician will perform the following telephone and equipment maintenance:

1. Check all inmate phones on site for serviceability.
  - Dial pad.
  - Switch Hooks.
  - Handset.
2. Check all facility wall jacks on site for serviceability.
  - Replace or repair as needed.
3. Check all inmate phones on/off switches and relays for serviceability.
  - Replace or repair as needed.
4. Make a test call from each inmate phone to check the volume.
  - Report any phone that does not have dial tone from the CO to LEC.
5. Check the Investigator and Admin Workstations.
  - Check a recording.
  - Check the printer.
  - Check live monitoring.
  - Check all connections on the workstation.
6. Check Call Processing Equipment.
  - Check event log.
  - Check validation.
  - Dial into all CO Lines.

- Check phone room for cleanliness.
- Clean and remove all trash.

Following contract award, PCS will review the specific requirements of each facility with designated personnel and present a formal preventive maintenance plan for the approval of the State of Idaho Department of Corrections. This plan will be subject to modification at the request of the State on an ongoing basis for the life of the contract.

Unscheduled Maintenance and Repairs

All critical maintenance will be performed as required and at no expense to the State. All major outages will be responded to within one hour of notification. PCS provides a toll-free telephone number (800-6-Inmate) available 24x7x365 that the State personnel may call for repairs, technical, or operational support. This number is answered by a live-answered customer service representative at all times with no automation or prompts to get through and NO hold times at all.

PCS, as the prime responsible party, will coordinate all Offender Telephone System-related repair issues. Whenever outages or equipment problems occur, the Dispatch Center Administrator will enter a trouble slip into the Keystone trouble slip tracking software. The Keystone system is a modern, state-of-the-art ticketing (slip) system. The system is used to constantly monitor issues and tasks, record data, and produce reports. Keystone allows all Offender Technical Service employees to check the status of any problem at any time using SOPHIA, PCS' web-based telephone management system which is included without charge as part of the PCS System. Please note the following sample screen:

*Customer Slip Summary*

From Date: 01/01/1900 To Date: 11/7/2001 Slip Level: All Status: All Fetch

**Seaway Inc**  
 Account: **Seattle Division**

**Account Slips**

Slip No.	Problem Type	Account	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
40	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/23/2001 04:19 PM	erin.walker	04/09/2001 11:14 AM	erin.walker
41	PHON-MPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/23/2001 04:42 PM	erin.walker	04/11/2001 08:53 AM	tony.nourse
46	PHON-MPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/27/2001 11:55 AM	erin.walker	04/06/2001 09:47 AM	erin.walker
53	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:45 AM	erin.walker	06/21/2001 11:11 AM	erin.walker
54	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:51 AM	erin.walker	08/22/2001 03:08 PM	marc.gray
55	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 08:55 AM	erin.walker	08/15/2001 10:59 AM	erin.walker
57	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	03/30/2001 09:16 AM	erin.walker	08/03/2001 09:26 AM	erin.walker
88	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	04/10/2001 09:05 AM	erin.walker	05/14/2001 05:07 PM	erin.walker

**Location Slips**

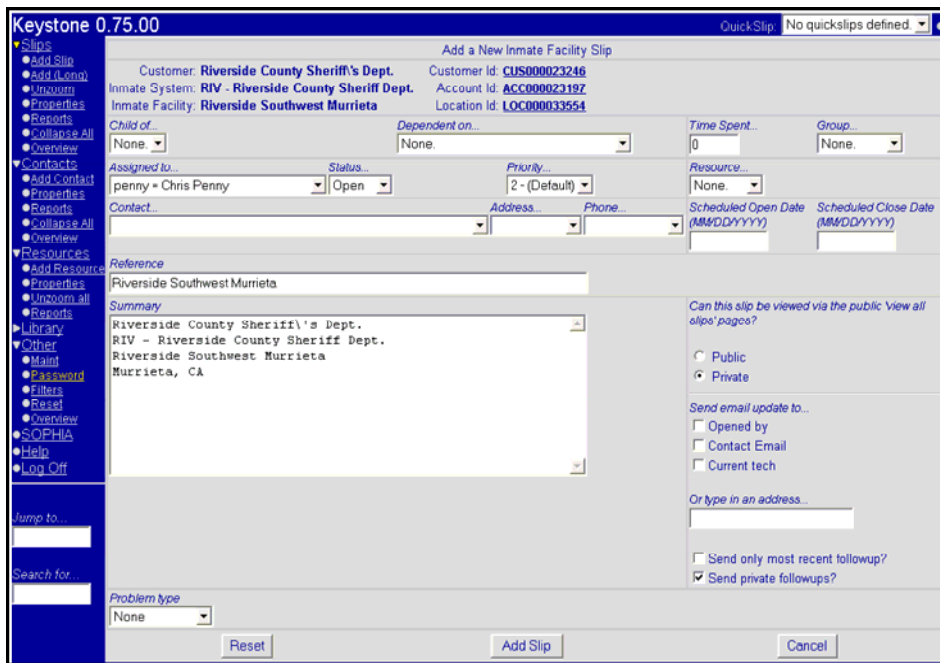
Slip No.	Problem Type	Location	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
166	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/04/2001 09:34 AM	erin.walker	05/14/2001 05:00 PM	erin.walker
191	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/09/2001 09:33 AM	erin.walker	05/21/2001 11:10 AM	erin.walker

**Phone Slips**

Slip No.	Problem Type	Phone No.	Reference	Status	Open Date	Open Tech.	Close Date	Close Tech.
161	PHON-APHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/02/2001 01:12 PM	erin.walker	05/17/2001 02:51 PM	erin.walker
165	PHON-RPHN	Seattle Division	Seattle Division - ACC00002618380	Closed	05/04/2001 09:30 AM	erin.walker	05/14/2001 05:02 PM	erin.walker

**SOPHIA Screen Showing Trouble Tickets**

If the user clicks on a specific Slip Number, the following Keystone Ticket appears:



**Keystone 0.75.00** Quick Slip: No quickslips defined

Add a New Inmate Facility Slip

Customer: **Riverside County Sheriff's Dept.** Customer Id: **CUS000023246**  
 Inmate System: **RIV - Riverside County Sheriff Dept.** Account Id: **ACC00002319Z**  
 Inmate Facility: **Riverside Southwest Murrieta** Location Id: **LOC000033554**

Child of...: [None] Dependent on...: [None] Time Spent...: [0] Group...: [None]

Assigned to...: [penny - Chris Penny] Status...: [Open] Priority...: [2 - (Default)] Resource...: [None]

Contact...: [ ] Address...: [ ] Phone...: [ ] Scheduled Open Date (MM/DD/YYYY): [ ] Scheduled Close Date (MM/DD/YYYY): [ ]

Reference: Riverside Southwest Murrieta

Summary: Riverside County Sheriff's Dept.  
 RIV - Riverside County Sheriff Dept.  
 Riverside Southwest Murrieta  
 Murrieta, CA

Can this slip be viewed via the public view all slips/pages?  
 Public  
 Private

Send email update to...  
 Opened by  
 Contact Email  
 Current tech

Or type in an address... [ ]

Send only most recent followup?  
 Send private followups?

Problem type: [None]

Buttons: [Reset] [Add Slip] [Cancel]

**Keystone Screen**

The ticket shows the location, nature of the problem, time of outage, response time, priority, status, and any notes. PCS will maintain sufficient spare parts to facilitate speedy repairs. The PCS Dispatch Center is available twenty-four hours a day, seven days a week.

Calls are received from designated Department of Corrections' facility personnel or the Prime Contractor's Dispatch Group reporting troubles affecting the Offender Telephone System. Dispatch operators' follow-up on ticket status daily. In addition to PCS providing regular status reports to the on-duty shift commander and the Department contract monitor, authorized Department personnel can log-on at any time to review any open or closed tickets on the Keystone Ticketing System.

PCS will develop a customized escalation procedure with the Department. Priority Levels, as tracked in Keystone, will be critical to establishing criteria to ensure that all maintenance and repair is completed in an appropriate time frame. The following priority levels are used as default settings for PCS.

- Priority Level Three: 8-hour response time with repairs completed within 48 hours. This action is taken when one of the multiple phones in a Housing Unit is not operational.
- Priority Level Two: 4-hour response time with repairs completed within 24 hours. This action is taken when one entire Housing Unit is not operational.
- Priority Level One: 1-hour response time with repairs completed within 8 hours. This action is taken when 25% or more of the telephone service at an institution is

not available, if any of the call processing, call tracking, or billing service is impaired, or when all offender telephones are not operational.

When a system malfunction occurs, the Site Administrator or the State correctional staff should immediately call PCS with a description of the problem and priority level at 800-6-INMATE.

Test Equipment and Spare Parts

Local Technicians assigned to the State of Idaho, will have extra inmate telephones available and reserved strictly for replacements at State of Idaho Department of Corrections facilities. All Technicians are supplied with the tools, test equipment, and spare parts necessary for any potential problem. Service calls will not be rendered complete until the system passes all self-tests and diagnostics. PCS will also leave extra phones on site at each facility for immediate response and repair.

All systems are designed with a replicated database and are set up as stand-alone servers. Even If the Primary Processor were to fail, each facility would still be able to operate. All systems are also setup with redundant hard drives and dual, hot-swappable power supplies to prevent total failure. In the unlikely event that a system has a total failure, spare parts can be shipped immediately.

<b>Standard Spare Parts for OTC Inmate Phones</b>		
	Handset Assembly	Volume Control Key
		
Handset Bracket	Keypad Assembly	Hook Switch Assembly
		
PCB	Screws	Security Screws
		
Terminal Block	Magnetic Hook Switch	Cradle

Standard test equipment would include, but not be limited to, a butt set, toner, cable tester, and Voltage OHM meter. PCS will maintain at least one spare inmate telephone for every ten installed phones at each site.

### *03.09 Fraud Management*

The proposed system should be able to detect attempts to 3-way call, conference call or any other multi-connect communication or fraudulent attempts. The proposed system shall prevent the inmate from receiving a second dial tone or "chain dialing." The proposed system shall detect any extra digits dialed by the inmate after the party has accepted the call. The system should recognize each attempt and cause immediate disconnect of the attempted call. The State will bear no responsibility for the loss of revenue as a result of fraudulent use of the telephone service.

PCS agrees and will comply.

The PCS System is capable of detecting dialing patterns that could be attempts at fraud. For instance, the system will allow completion of only one dialed number per individual attempt and will block the inmate's dialing attempt until the initial call is terminated. To place an additional call, the inmate must repeat the entire dialing sequence. If the call is dropped for any reason, the inmate will be advised to hang up and dial again.

PCS Systems are also designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. In addition, the three-way call detect feature may be programmed to disconnect the call or merely initiate a warning message.

Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect. At this time, the disconnect feature will be enabled. From this point forward, calls that trigger the three-way call detection feature will be disconnected. Regardless of the setting, three way call detection events are tracked and noted in the call detail record and made available for review in a report designed specifically for this purpose.

PCS will bear all costs associate with the loss of revenue resulting from telephone fraud.

### *03.10 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. 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.

PCS agrees and will comply.

Public Communications Services, Inc. is one of the three largest national providers of telephone service to federal, state, and local government agencies. For nearly two decades, Public Communications Services (PCS) has provided innovative communication solutions for correctional facilities throughout the United States. Today's correctional clients expect and demand more than a stand-alone offender phone system that allows collect-only calls. Our success in servicing over 125,000 offenders has come from listening to our client's unique requirements and then creating solutions that revolve around their needs - including critical operational and financial challenges. At the same time, we understand that security and operational efficiencies are of primary concern. Therefore, we hold ourselves accountable to create a seamless transition at the time of implementation and to ensure a fully integrated solution into existing jail management, commissary and offender banking systems.



PCS is focused solely on delivering offender telecom solutions to the corrections industry. We are not distracted by non-offender related telecom initiatives that draw resources and expertise away from serving our clients. We are committed to delivering telecom technology solutions to the corrections industry as evidenced by our current business planning initiatives that are designed to make an even greater, longer term, commitment to this exciting and dynamic industry. We intend to grow with you and will be here today, tomorrow, and beyond.

Other companies have entered, exited and entered again into this market while PCS has remained a constant, reliable vendor. Our "rock solid" financial stability is renowned in the industry and has proven its value to our clients. While other companies have endured bankruptcies, mergers, acquisitions, and market turmoil, PCS has remained focused on serving our clients.

Part of our stability is based on our vast experience installing and maintaining offender telephone systems throughout the United States. That experience includes full network infrastructure deployment, 24-hour customer support and billing/inquiry services for family and friends. Our IT department is dedicated to innovation and practical system implementations and includes a full support staff; all dedicated for the exclusive benefit of corrections. In fact, PCS has installed and maintained over 100 offender phones systems nationwide.

PCS has extensive experience with over 126 federal, state, county, city and private correctional facility accounts including, the State of Vermont; Douglas County, Nebraska; Kern County, California; Mendocino County, California; and others.

We have done all this as a turnkey system provider with in-house customer service and advanced billing capabilities that include debit, prepaid and collect calling programs. We



have deployed debit and/or prepaid programs in over 70% of our installations serving over 125,000 inmates and facilities in 25 states. This is a record unmatched in the industry.

For PCS' Audited Financial Statements for 2003 and 2004, see Appendix 3-1 and for our latest Dun & Bradstreet Report, please see Appendix 3-2. Some of PCS' major clients are shown in the table titled "Some of PCS' Clients", in Section 3, at the bottom of page 53.

## **A HISTORY OF LEADERSHIP AND INNOVATION**

PCS entered the inmate telephone business in 1988. In that year, the deregulation of payphones allowed PCS the unique opportunity to market operator services to over 70% of all private payphone vendors and the majority of inmate phones in the states of California and Nevada.

### ***Federal Bureau of Prisons***

By 1995, PCS was successful in establishing a relationship and providing service to over 20 Federal Bureau of Prisons facilities throughout the United States. PCS developed comprehensive pre-paid services, earning itself a distinct position within the marketplace.

### ***Homeland Security***

PCS then began its relationship with the US Immigration and Naturalization Service, now Immigration and Custom Enforcement (ICE), the largest investigative arm of the Department of Homeland Security.

After several successful years of establishing services at multiple ICE facilities, PCS was awarded a national contract for the installation of telephone service at all ICE correctional facilities throughout the country.

### ***PCS Creates Offender "Debit" Services***

PCS pioneered, designed, and developed the first "debit" system in the nation to meet the international calling needs of ICE for 16 of its major detention centers across the nation housing approximately 10,000 detainees system-wide. It was from this development and subsequent innovations that PCS designed and implemented the first hybrid calling system with collect, pre-paid collect and debit interfacing with the various facilities' commissary systems that most vendors are still trying to emulate.

### ***PCS Creates International Pro Bono for Feds***

In response to specific demands from the United States Attorney General, Congress and the Department of State, PCS was commissioned to develop, install and oversee the first domestic and international "Pro Bono" service linking the approximately 480 local and state facilities contracting with the ICE for detainee housing. This "Pro Bono" system is designed to address both domestic and international legal and consulate phone calls while also meeting the nation's increased demands under the Office of Homeland Security.

## **VALUE-ADDED COMMUNICATIONS (VAC)**

PCS has subcontracted with Value Added Communications (VAC) to manufacture and install the call processing and recording equipment, and to provide training on the system. We made this choice because of VAC's ability to deliver a technologically sound and robust inmate phone system.

VAC has focused on the corrections industry since 1988. From basic automated call processing to advanced, networked, multi-site systems, VAC has been able to deliver solutions for every environment. VAC offers a suite of solutions that have been stress-tested in a variety of correctional environments. As a result, VAC knows exactly what technology is best for each situation. VAC systems are based on reliable, proven technology with 99.998% system reliability.

VAC will install a state-of-the-art fully automated Focus 100 inmate call management system. This solution is a site based, self contained, inmate call processing and data management switch. The system features an analog or digital voice network interface, digital audio recording, digital call monitoring, and fully scalable CDR audio and storage capacity. The system has been engineered with the highest level of call processing accuracy available and incorporates an extensive array of call management features and investigative tools for activation at the facility.

The following list of clients is exclusive to VAC in this RFP and do not reflect any PCS customers, however the extensive list of clients below will reflect the primary reason that VAC was brought into this project.

#### VAC CLIENT LIST

Facility Name	No. of Facilities
United States Federal Bureau of Prisons	104
Charleston County (SC)	1
Delaware DOC	7
Erie County Correctional Facility (PA)	1
Oregon DOC	12
Puerto Rico DOC	22
South County Jail, Polk County Sheriff (FL)	2
Washington State DOC	1
Colorado Department of Corrections	12

Value-Added Communications, Inc. (VAC) is a corporation chartered under the laws of the State of Delaware. VAC's headquarters are located in the heart of the telecommunications corridor in Plano, Texas. The executive team is made up of seasoned professionals with many years of successful project and business experience

#### COMMUNIQUE NETWORK SERVICES (CNS)

Communiqué Network Services, L.L.C. (CNS). CNS specializes in contracting services to inmate telephone manufactures. The success of this growing company is attributable to the drive for perfection of its founder and President, Joe Joseph. CEO and President since 1990, Mr. Joseph has more than 18 years experience in telecommunications networking and thirty-three technicians currently employed in the maintenance of 13,056 lines in 268 facilities. Mr. Joseph prides himself on the quality of service provided to every customer and is actively involved with the account base.

CNS has a well established a reputation for being one of the most responsive and thorough service providers in the industry. The current relationship with inmate telephone vendors spans thirteen years within eleven states; Alabama, California, Idaho, Western Montana, Oregon, South Dakota, Washington, Northern Utah, Nevada, Texas and Oklahoma. CNS also has well-established relationships with SBC, Qwest, Verizon and AT&T.

CNS specializes in providing complete installation and repair of inmate call processing equipment, workstations, recording and monitoring equipment and inmate telephones. CNS also touts aggressive and responsive maintenance and repair services with 24/7/365 access. All major outages have a four-hour response time while general repairs and maintenance are handled on a next business day basis. Customized repair services are available upon request.

#### *03.10.01 Stability*

Proposes must 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.

- PCS has provided our Audited Financial Statement for 2003 and 2004, as well as our most recent Dun & Bradstreet Report in Appendix 3-2 at the end of this section.

#### *03.10.02 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 vendor's responses to this RFP to determine financial stability.

- PCS is a privately owned California S-Corporation and has been doing business under the same name for fourteen years.

#### *03.10.03 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.

- The chief officers of PCS are:

Co-Chairmen of the Board

Paul Jennings  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025  
(800) 350-1000, x 3101

Joe Fryzer  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025  
(800) 350-1000, x 3001

Chief Executive Officer:

Paul Jennings  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025  
(800) 350-1000, x 3101

Chief Operating Officer:

Tommie Joe  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025  
(800) 350-1000, x 3037

Chief Financial Officer:

Charles Freedman  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025  
(800) 350-1000, x 3070

PCS was incorporated in the State of Nevada in 1995, and subsequently in the State of California on January 27, 1997.

*03.10.04 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. Also indicate if the service you have provided was for a prison or jail and if for prison was it a statewide system.

- PCS has been in the inmate telephone business for seventeen years. In 1988, PCS began marketing operator services to the majority of inmate phones in the states of California and Nevada.

**Federal Bureau of Prisons**

By 1995, PCS was successful in establishing a relationship and providing service to over 20 Federal Bureau of Prison facilities throughout the United States. PCS developed comprehensive pre-paid services, earning itself a distinct position within the marketplace.

**Homeland Security**

PCS then began its relationship with the US Immigration and Naturalization Service, now Immigration and Custom Enforcement (ICE), the largest investigative arm of the Department of Homeland Security.

After several successful years of establishing services at multiple ICE facilities, PCS was awarded a national contract for the installation of telephone service at all ICE correctional facilities throughout the country.

**PCS Creates Offender “Debit” Services**

PCS pioneered, designed, and developed the first "debit" system in the nation to meet the international calling needs of ICE for 16 of its major detention centers across the nation housing approximately 10,000 detainees system-wide. It was from this development and subsequent innovations that PCS designed and implemented the first hybrid calling system with collect, pre-paid collect and debit interfacing with the various facilities' commissary systems that most vendors are still trying to emulate.

**PCS Creates International Pro Bono for Feds**

In response to specific demands from the United States Attorney General, Congress and the Department of State, PCS was commissioned to develop, install and oversee the first domestic and international "Pro Bono" service linking the approximately 480 local and state facilities contracting with the ICE for detainee housing. This "Pro Bono" system is designed to address both domestic and international legal and consulate phone calls while also meeting the nation's increased demands under the Office of Homeland Security.

Some of PCS' clients are listed below:

Agency	Size	Inmates	Inmate Phones	Contract Start Date
U.S. Bureau of Immigration and Customs Enforcement (formerly INS)	14	6,500	866	1998/ 2004
King County, Washington	4	4,000	350	2004

State of New Hampshire	7	2,500	200	2000/ 2003
Kern County, California	4	2,300	250	2000
Bernalillo County, New Mexico	1	2,200	202	2002
San Francisco, California	7	2,200	325	1999
Ventura County, California	4	2,200	250	1996/ 2004
State of Vermont	9	1,600	211	1998/ 2002
Sonoma County, California	2	1,280	120	2000/ 2003
Douglas County, Nebraska	4	1,000	88	2002
Blue Ridge Regional Jail Authority, Virginia	5	960	108	2004
Butte County, California	1	700	90	2000/ 2002
Santa Cruz, California	4	600	61	2003

PCS has extensive experience with over 126 federal, state, county, city and private correctional facility accounts. PCS has provides statewide inmate telephone service to the States of Delaware, Iowa, New Hampshire, New Mexico, and Vermont.

PCS has deployed debit and/or prepaid programs in over 70% of our installations serving over 125,000 inmates at facilities in 25 states. This is a record unmatched in the industry.

*03.10.05 References*

Provide a 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 will be used in scoring the proposal.

References should be from users with the same equipment and using the same systems as proposed in this RFP.

- The proposed PCS System is manufactured by Value Added Communications (VAC) and has been installed for the following agencies:

### **1) UNITED STATES FEDERAL BUREAU OF PRISONS**

**Address:**

320 First Street, NW  
Washington, DC 20534

**Contact Name:** David Casillas

**Title:** Master Chief Trust Fund Branch

**Telephone:** (202) 616-2060

**Project Size:** 6,000 phones, 104 facilities

**System Type:** 1,200-inmate facility with System 100, Shadow Full Channel Recording, SAM Automated Archive and frame-relay based WAN connectivity to VAC support center in Texas. Direct interface into the GEAC Jail Management System

**Project Dates:** 1998-current (10 Year Contract)

### **2) CHARLESTON COUNTY, SOUTH CAROLINA**

**Address:**

3841 Leeds Avenue  
Charleston, SC 29405

**Contact Name:** Willis Beatty

**Title:** Captain

**Telephone:** (843) 529-7314

**Project Size:** 109 phones, 1 facility

**System Type:** 1,200-inmate facility with System 100, Shadow Full Channel Recording, SAM Automated Archive and frame-relay based WAN connectivity to VAC support center in Texas. Direct interface into the GEAC Jail Management System.

**Project Dates:** May, 2002-current

### **3) DELAWARE DEPARTMENT OF CORRECTIONS,**

**Address:**

801 Silver Lake Blvd.  
Dover, DE 19904

**Contact Name:** Kay Buck

**Title:** Inmate Phone Specialist  
**Telephone:** (320) 739-9649

**Project Size:** 516 phones, 7 facilities

**System Type:** 6650-inmate facility with System 100, Shadow Full Channel Recording, Recordings stored online for 1-year, and frame-relay based WAN connectivity to VAC support center in Texas.

**Project Installed:** December, 2004

#### **4) ERIE COUNTY CORRECTIONAL FACILITY, PENNSYLVANIA**

**Address:**  
1618 Ash Street  
Erie, PA 16503

**Contact Name:** Dennis Coan  
**Title:** Deputy Warden  
**Telephone:** (814) 451-7526

**Project Size:** 62 phones, 1 facility

**System Type:** 534-inmate facility with System 100, Shadow Full Channel Recording, SAM Automated Archive and frame-relay based WAN connectivity to VAC support center in Texas.

**Project Installed:** July, 2003

#### **5) PUERTO RICO DOC**

**Address:**  
PO Box 71308  
San Juan, Puerto Rico 00936

**Contact Name:** Ana C. Perez  
**Title:** Manager  
**Telephone:** (787) 273-4823

**Project Size:** 824 phones, 22 facilities, 12,800 inmates

**System Type:** National, multi-site, WAN-based Inmate Call Control System providing collect calling capabilities. System 70s, Frame-relay based WAN connectivity to VAC support center in Texas.

#### **6) SOUTH COUNTY JAIL, POLK COUNTY SHERIFF DEPARTMENT, (FROSTPROOF MAIN JAIL)**



**Address:**

1103 US Highway 98 West  
Frostproof, Florida 33843

**Contact Name:** Lt. Slaybaugh

**Telephone:** (863) 298-4418

**Project Size:** 173 phones, 2 facilities

**System Type:** 2,000-inmate facility with two System 100s and two remote investigative offices connected via a wide area network (WAN).

## ADDITIONAL PCS REFERENCES WITH NON-VAC SYSTEMS

### 1. STATE OF IOWA



**Address:**

Department of Corrections  
W-4 Railroad Avenue, Camp Dodge, P.O. Box #587  
Johnston, IA 50131-0587

**Agency:** Department of Corrections  
**Key Contact:** Fred Scaletta  
**Title:** Executive Officer, DOC  
**Phone No.:** (515) 242-5707  
**Cell Phone:** (515) 360-9300  
**E-Mail:** fred.scaletta@doc.state.ia.us  
**Best Contact Method:** Cell Phone

**Project Size:** 9000 inmates, 9 facilities

**Features:** Originally, Site Administrator was full-time. Due to system reliability and Site Administrator's workload the State requested we reduce to half time in 2004.

**Facility Summary:** Iowa is the only pure debit system in the nation. No collect calls are allowed. This system interfaces with 5 separate data bases of the State and provides full debit system support to both the inmate and to members of the general public. You can see the phone system at <http://www.doc.state.ia.us/> (Click on Inmate Phone System and then click on any functions you are interested in).

**Project Description:** PCS is under contract with the State of Iowa ICN (Iowa Communications Network) to provide and maintain a centrally located inmate calling system for the Iowa DOC. There are nine correctional facilities housing approximately 9,000 inmates and serviced by 481 inmate telephone stations. The inmate telephones are connected to the STARC Armory through T-1 connections and the workstations are connected through high-speed Frame Relay connections. PCS is proud to disclose that the entire cutover required less than 20 minutes of down time for the entire statewide system, an implementation that was highly appreciated by the DOC.

This project was unique because it is the first State Department of Corrections that required that all offender telephone calls be made through a Prepaid Calling system. The PCS Offender Telephone System is fully integrated with both the state's offender banking system and the state's commissary services. This process required skillful coordination between the State of Iowa ICN division, the JMS provider and PCS. The same diligence

and experience will be brought in to ensure that Idaho State DOC offenders have the same prepaid calling services along with their traditional collect calling services.

**Recommended Additional Contact(s):** Mr. Dave Lingren, Chief Operations Officer for the Iowa Communications Network and who oversees the Network Operations Center (NOC).

**Direct:** 515-725-4795  
**Fax:** 515-323-1791  
**Cell:** 515-707-1638  
**Pager:** 515-849-2327  
**E-Mail:** [dave.lingren@icn.state.ia.us](mailto:dave.lingren@icn.state.ia.us)



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR  
Iowa Results Website ([www.resultsiowa.org](http://www.resultsiowa.org))

DEPARTMENT OF CORRECTIONS  
GARY D. MAYNARD, DIRECTOR  
Website ([www.doc.state.ia.us](http://www.doc.state.ia.us))

August 10, 2005

To Whom It May Concern

This letter is to confirm that Public Communications Services has been our inmate telephone provider since April 2001 and has provided excellent service to our facilities and the Department of Corrections.

The inmate telephone system was a particularly challenging undertaking as we converted from a traditional "collect only" service to a fully integrated "debit only" system. This required the full interface of our Human Resources Department, commissary, banking and the Department of Corrections data basis.

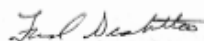
An additional complication was our desire to have debit services to the families of inmates across the State of Iowa with remote access allowing each family to manage their own account.

Finally, we asked PCS to rate and tariff the entire system in the name of the Department of Corrections so that we in the DOC could be fully responsible for and responsive to public, legislative and policy needs.

In each of these cases PCS accomplished each task with timeliness and professionalism creating a system that has operated without hesitation or failure in all aspects since installation.

In the event you should desire any additional information please do not hesitate to contact me at the number or e-mail address listed below.

Respectfully,



Fred Scaletta, Executive Officer  
Iowa Department of Corrections

(515) 242-5707  
[www.fred.scaletta@doc.state.ia.us](mailto:www.fred.scaletta@doc.state.ia.us)

The mission of the Iowa Department of Corrections is to:  
**Protect the Public, the Employees, and the Offenders**

(Office) 515-242-5702 . 420 Watson Powell Jr. Way . Des Moines, Iowa 50309 . (FAX) 515-281-7345

## 2. BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)



U.S. Immigration  
and Customs  
Enforcement

**Address:**

U.S. Dept. of Homeland Security  
801 "I" Street NW, Room 900  
Washington DC, 20536

**Contact Person:** Robert G. Rillamas

**Telephone:** (202) 353-7216

**E-Mail:** robert.rillamas@dhs.gov

**Best time for Contact:** 9:00AM to 3:00PM, M-F (EST)

**Project Size:** 10,000 inmates, 16 facilities

**Project Description:** PCS is a true pioneer of providing correctional facilities with hybrid collect and debit calling services. Since 1988 PCS has been providing services to the ICE.

The first debit system in the nation was developed by PCS and is still operating for the Bureau of Immigration and Customs Enforcement (ICE) formerly know as the INS.



In response to specific demands from the United States Attorney General, Congress and the Department of State, PCS was commissioned to develop, install and oversee the first domestic and international "Pro Bono" service linking the approximately 480 local and

state facilities contracting with the ICE for detainee housing. This "Pro Bono" system is designed to address both domestic and international legal and consulate phone calls while also meeting the nation's increased demands under the Office of Homeland Security.

PCS developed the first "debit" system in the nation to meet the international calling needs of the ICE for 16 major detention centers across the nation and approximately 10,000 detainees system wide. It was from this development and innovation that PCS also subsequently designed and implemented the first hybrid calling system with collect, pre-paid collect and debit to interface with the various facilities' commissary systems.

**Installed Cutover Date:** 1988 – Current

### 3. SANTA CRUZ COUNTY DOC



**Address:**

Santa Cruz County Sheriff's Department  
259 Water Street  
Santa Cruz, CA 95060

**Contact Person:** Sue Hibbs

**Title:** Chief Administrative Officer

**Telephone:** (831) 454-2841

**E-Mail:** [shf450@co.santa-cruz.ca.us](mailto:shf450@co.santa-cruz.ca.us)

**Best Contact Method:** Phone Message and Email

**Best Days/Times:** Early AM Tuesday - Thursday

**Project Size:** 800 inmates, 4 facilities

PCS has included the Santa Cruz Sheriff's Office as a reference for the State of Idaho for the sole reason that this County has a complex and sophisticated system of investigative and other service tools, such as recording and monitoring of visitations, debit integration, customized Site Administration and related features that may be of interest to the Idaho Department of Correction.

**Facility Summary:** Santa Cruz California is an internationally recognized location for its beaches and culture. It is also an area with intense narcotics traffic and related issues. Prior to PCS, the inmate telephone system was a traditional and fundamental collect-only process with high costs for inmate calling. The correctional system operates a high security main jail, a separate women's facility and two work camps.

**PCS accomplished the following results:**

- Reduced rates
- Collect, pre-paid and PIN-based debit services
- Integrated full recording and monitoring on PIN based visitation phones
- Integrated system network to support investigators
- Integrated system to the District Attorney's Office
- Provided investigative training in case management and system use
- Provided special training for prosecutors and BAR Association
- Provided a no-cost Site Administrator

This system operates on a Virtually Private Network with firewall security that linked into and through the County's WAN/LAN networks to allow full desk-top pass-word controlled access by financial, administrative, management, detectives, prosecutors and other persons as approved by the County.

System integration was especially challenging as all systems within the County were previously stand-alone and thus required not only shifts in policy and data security at the MIS/IT level but inter-departmental agreements and protocols.



## County of Santa Cruz

### Sheriff-Coroner

DETENTION BUREAU, 259 WATER STREET, SANTA CRUZ, CA 95060  
PHONE (831) 454-2420 FAX (831) 454-2864 TDD (831) 454-2123

**Steve Robbins**  
Sheriff-Coroner

March 3, 2005

Mr. Paul Jennings, CEO  
Public Communication Services  
11859 Wilshire Blvd., Suite 600  
Los Angeles, CA 90025

Dear Mr. Jennings:

In August 2003, Public Communications Services (P.C.S.) became our new, inmate telephone services provider. I would like to take this opportunity to express my appreciation and satisfaction for your company's staff and services.

Customer service was one of our top priorities in selecting a new vendor. Your customer service has proved to be exceptional. From my first contact with your Senior Account Executive, Randall Yankee, to project implementation with Chris Moore, to working with our on-site administrator, Ed Wagner, all my dealings with P.C.S. are extremely positive and productive. I can say that P.C.S. has even exceeded my expectations for customer service. As an example of this, when an on-site, county network problem was affecting the use of the phone web access, P.C.S. worked diligently with our IT staff to assist them in resolving the problem. Randall Yankee is very attentive to our needs, keeps regular contact and has presented training to local attorneys. Our on-site administrator is a blessing in disguise, taking care of any issues, inmate requests and grievances, assisting with investigations and appearing in court.

Project management was handled efficiently at implementation, but more important, has remained consistently effective throughout several, subsequent procedural and technical changes and additions to the system. Our system has evolved over the past 18 months with P.C.S. P.C.S. realizes that project management does not end with the initial installation, but requires on-going project management throughout the life of the relationship. Our initial installation consisted of collect only inmate phones, visiting phones and some coin-operated pay phones. All of these systems worked very well.



We were especially happy with the inclusion of the visiting phones within the P.C.S. system.

The next phase of the project was to initiate the Debit / PIN system and remove all coin-operated pay phones. Again, P.C.S., and specifically Randall Yankee, Chris Moore and Ed Wagner were very responsive to our needs and concerns. The Debit system and the IntelliTalk (which we have explained on our website) give inmates and families broader calling options.

In October 2004, we went to an ALL PIN use system, along with a technical and procedural integration with our commissary provider (Canteen), I was extremely pleased with the amount of effort and coordination that P.C.S. exhibited. The inmates are now able to purchase their debit time through commissary.

I would highly recommend Public Communications Services to any institution. Their staff is very courteous and professional, and responsive to technical needs.

Sincerely,

STEVE ROBBINS, Sheriff-Coroner

by:



Susan J. Hibbs  
Detention Bureau  
Sr. Departmental Administrative Analyst

cc: Randall Yankee  
Chris Moore  
Ed Wagner

#### 4. SONOMA COUNTY SHERIFF'S DEPARTMENT



**Address:**

2777 Ventura Avenue  
Santa Rosa, CA 95403

**Contact Person:** Phil Lawrence

**Title:** Commander

**Phone:** (707) 565-1434

**Email:** plawrence@sonoma-county.org

**Fax:** (707) 565-1442

**Project Size:** 1,200 inmates, 2 facilities

PCS provides only management services to this client. The equipment used is the Global Tel\*Link call processor.

**Project Description:** PCS was awarded the inmate telephone services management by the County of Sonoma, a political subdivision of California, to provide 164 inmate telephones operating under the Global Tel\*Link platform. The site consists of two (2) separate facilities, 100% full-channel recording, and a full-reporting suite. Collect was implemented on 8/22/02 with AT&T.

**Installation Date:** 2000

## 5. STATE OF VERMONT DEPARTMENT OF CORRECTIONS



**Address:**

Vermont Department of Corrections  
P.O. Box 257, 4 Vermont Route 113  
Chelsea, VT 05038-0257

**Contact Person:** Sharon Welch, Regional Business Manager

**Telephone:** (802) 685-3386

**E-Mail:** [swelch@doc.state.vt.us](mailto:swelch@doc.state.vt.us)

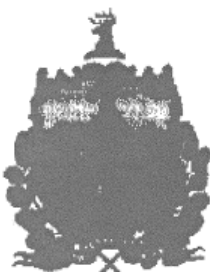
**Best time for Contact:** 9a.m. to 3:00 p.m., M-F (EST)

**Project Size:** 2,200 inmates, 9 facilities

**Project Description:** PCS is under contract with the State of Vermont DOC to provide is a turnkey system that allows inmates to make both Collect and Debit Calls. The Offender Telephone System is integrated with their canteen service so that inmates can seamlessly purchase debit telephone time and automatically have these funds available for usage. The savings to offenders has been dramatic.

The DOC consists of nine facilities housing approximately 2,200 inmates and is serviced by approximately 98 telephones. The project configuration consists of an inmate call processor at each site. All the systems are connected into PCS' Wide Area Network (WAN) for the DOC. Correctional and Security Staff, through their workstations, have access to all call records and recordings statewide, and can access it as if all information were stored at their location. The WAN is comprised of high speed Frame Relay Circuits that replicate all inmate information in real time. PCS provided the State with a gradual cut over that took less than 1 week and each site was cut over individually at night so that the inmate population experienced no downtime.

**Installed Cutover Date:** June 10, 1998



**STATE OF VERMONT  
AGENCY OF HUMAN SERVICES  
DEPARTMENT OF CORRECTIONS**

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Sharon Welch, Business Manager  
P.O. Box 257/4 VT Route 113  
Chelsea, VT 05038  
Phone: 802-685-3386 Fax: 802-685-3237

September 2, 2005

To Whom It May Concern:

The Vermont Department of Corrections has contracted with Public Communication Services to provide inmate telephone services since December 1, 1999. PCS has exceptional knowledge of the Correctional industry. Combined with their expertise in communication they have and continue to provide the State of Vermont excellent inmate telephone services.

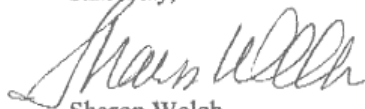
Initially, under our original contract, PCS provided the State of Vermont a turnkey system allowing inmates to make collect calls. A notable characteristic of PCS is their "above and beyond" approach to customer service. This was demonstrated when the previous telephone provider (who was not awarded the new contract) left with all their equipment, leaving the Department with no ability to access recordings. Although PCS did not use the outdated equipment the previous contractor used, they provided the Department the equipment needed to access the material—at no charge. PCS's technology is all digital and automated. Needless to say, we are pleased with their customer service and technology.

During the 2001 legislative session, our State Legislature required our Department to offer debit in addition to collect. Because this change would drastically alter the specifications and intent of our current contract, we were required to re-bid the contract. Again, PCS successfully competed and was awarded the contract in June 2002. PCS was able to implement and provide all services legislatively mandated—seamlessly.

One of the greatest benefits PCS provides the Department is an on-site administrator, who among other duties: responds to inmate complaints; trains our staff; makes digital copies of recordings when subpoenaed by the court; enters PANs in the system; activates accounts; and more. This administrator is provided at no cost to the State.

Should you require additional information about our experience with PCS, please do not hesitate to contact me, direct line: 802-685-3386 or email: [swelch@doc.state.vt.us](mailto:swelch@doc.state.vt.us).

Sincerely,



Sharon Welch  
Business Manager

## 6. STATE OF NEW HAMPSHIRE



**Address:**

Division of Plan and Property Management  
State House Annex  
Concord, NH 03301

**Contact Person:** Dennis LeClerc

**E-Mail:** [dlecler@admin.state.nh.us](mailto:dlecler@admin.state.nh.us)

**Telephone:** (603) 271-2888

**Best time for Contact:** 9 a.m. to 3:00 p.m., M-F (EST)

**Project Size:** 2,500 inmates, 12 facilities

**Project Description:** PCS is under contract with the State of New Hampshire to provide both inmate telephones for the DOC and public telephones for their administrative locations. The State DOC houses over 2,500 inmates serviced by approximately 194 phones through the PCS Sourced Offender Telephone System call processor.

PCS provided the State with a gradual cutover that took less than 2 weeks, and each site was cutover individually at night so that no down time was experienced by the inmate population.

**Installed Cutover Date:** 1999

## REFERENCES FOR CNS (Maintenance Subcontractor)

### 1. VERMONT DEPARTMENT OF CORRECTIONS

**Address:** P.O. Box 257, 4 Vermont Route 113

**Contact Person:** Sharon Welch

**Title:** Regional Business Manager

**Telephone:** (802) 685-3386

**Best time for Contact:** 9a.m. to 3:00 p.m., M-F (EST)

**Email:** [swelch@doc.state.vt.us](mailto:swelch@doc.state.vt.us)

**Project Size:** 2,200 inmates, 9 facilities

**Services performed:** Technical support and maintenance of inmate telephone system with 211 phones.

### 2. EL DORADO COUNTY SHERIFF'S DEPARTMENT

**Address:** 300 Forni Road Placerville, CA 95667

**Contact Person:** Capt. Bob Altmeyer

**Title:** Jail Administrator

**Telephone:** (530) 621-6031

**Email:** [altmeyer@edso.org](mailto:altmeyer@edso.org)

**Project Size:** 370 inmates, 2 facilities

**Services performed:** Technical support and maintenance of 50 phone inmate telephone system.

### 3. SANTA CRUZ COUNTY SHERIFF'S DEPARTMENT

**Address:** 259 Water Street Santa Cruz, CA 95060-0000

**Contact Person:** Susan Hibbs

**Telephone:** (831) 454-2841

**Project Size:** 600 inmates, 4 facilities

**Services performed:** Technical support and maintenance of inmate telephone system of 60 phones.

#### *03.10.06 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.

PCS agrees and will comply.

PCS certifies that we 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. Please see "Licensing and Certifications", Appendix 3-4.

### 03.10.07 Disclosures

Disclose all litigation filed by stockholders and/or class action over the past 24 months. List all contracts for inmate phone service you have been awarded by other states in the past five years. Please include the start and ending date for each contract and the reason the contract has ended (termination for default or cause, or contract term ended). List any debarment by any governmental agency over the past 24 months. List all cases in which any clients, inmates or customers have sued you during the last 3 years. 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, etc. for any type of inmate telephone service, etc.

No litigation has been filed by stockholders and/or class action over the past 24 months.

PCS hold contracts with the following states to provide inmate telephone service:

<u>STATE</u>	<u>START DATE</u>	<u>END DATE</u>	<u>REASON CONTRACT ENDED</u>
Delaware	10/20/2005	12/31/2007	Contract Ongoing
Iowa	4/21/2001	1/1/2006	Contract Will Expire
New Hampshire	8/23/2003	8/22/2006	Contract Ongoing
New Mexico	7/8/1999	Monthly	Contract Ongoing
Vermont	5/31/2004	5/28/2006	Contract Ongoing

PCS has never had a debarment by any governmental agency. There have been no cases in which clients, inmates or customers have sued PCS during the past 3 years. PCS has never 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.

### 03.10.08 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 support 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 Bidder.

- PCS provides advanced inmate network services to correctional facilities nationwide from our corporate headquarters in Los Angeles. In order to provide a quick on-site response, PCS has subcontracted with CNS to provide local Technicians. At the present time, there are eight CNS technicians stationed within the State of Idaho:

- 1) Kevin O'Neil-Parma, Idaho
- 2) Pat O'Neil-Fruitland, Idaho
- 3) Anita Tucker-Fruitland, Idaho
- 4) Mike Boyer-Payette, Idaho
- 5) Justin Tidwell-Fruitland, Idaho
- 6) Bob Finklea-Fruitland, Idaho
- 7) Jon Walz-Rigby, Idaho
- 8) Denise Alexander-Filer, Idaho

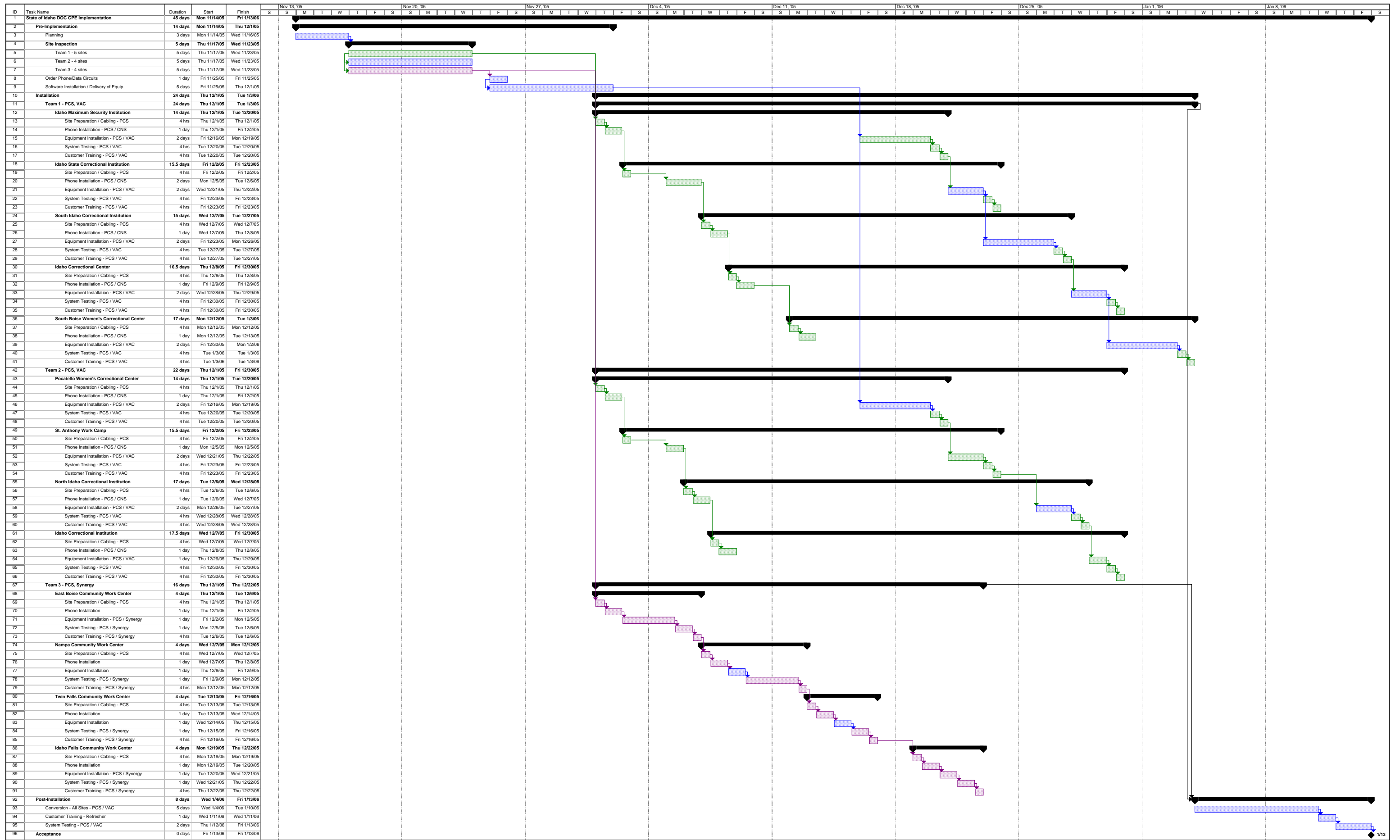
Fruitland, located just 50 minutes from the Boise area facilities, will serve as the primary contact location for dispatching Technicians.

Upon contract award, the assignment and location of the On-Site technicians will be determined in concert with the Department. We also propose to open at least one office in Boise that would be dedicated exclusively to the Idaho Department of Correction. PCS looks forward to serving the State of Idaho and expanding our presence in this growing region of the country.



**APPENDIX 3-1**  
**AUDITED FINANCIAL STATEMENTS FOR 2004, 2003**

**APPENDIX 3-3  
IMPLEMENTATION SCHEDULE**



**APPENDIX 3-4**  
**LICENSING AND CERTIFICATIONS**

# State of Idaho

Office of the Secretary of State

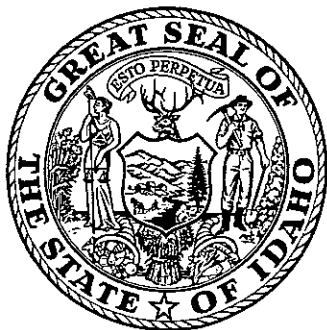
**CERTIFICATE OF AUTHORITY  
OF  
PUBLIC COMMUNICATIONS SERVICES, INC.**

File Number C 161893

I, BEN YSURSA, Secretary of State of the State of Idaho, hereby certify that an Application for Certificate of Authority, duly executed pursuant to the provisions of the Idaho Business Corporation Act, has been received in this office and is found to conform to law.

ACCORDINGLY and by virtue of the authority vested in me by law, I issue this Certificate of Authority to transact business in this State and attach hereto a duplicate of the application for such certificate.

Dated: 10 August 2005



*Ben Yursa*

SECRETARY OF STATE

By *Sally Lloyd*

FILED EFFECTIVE

2005 AUG 10 AM 10:15

202



APPLICATION FOR CERTIFICATE OF AUTHORITY (For Profit) (Instructions on Back of Application)

SECRETARY OF STATE STATE OF IDAHO

The undersigned Corporation applies for a Certificate of Authority and states as follows:

- 1. The name of the corporation is: PUBLIC Communications Services, INC.
2. The name which it shall use in Idaho is: Public Communications Services, Inc.
3. It is incorporated under the laws of: CALIFORNIA
4. Its date of incorporation is: 2/17/97
5. The address of its principal office is: 11859 Wilshire Bl Ste 600, Los Angeles CA 90025
6. The address to which correspondence should be addressed, if different from item 5, is:
7. The street address of its registered office in Idaho is: 1423 Tyrell Lane, Boise, Idaho 83706 and its registered agent in Idaho at that address is: National Registered Agents, Inc.
8. The names and respective business addresses of its directors and officers are:

Table with 3 columns: Name, Office, Address. Rows include Paul Jennings (President-Director), Joseph Fryzer (Director), Charles B. Freedman (Treasurer), Paul Jennings (Secretary), and Tommie Joe (V.P./COO).

Dated: August 8, 2005
Signature: [Handwritten Signature]
Typed Name: Charles B. Freedman
Capacity: Treasurer / CFO

[The signer must be a director or an officer of the corporation.]

Customer Acct #: (if using pre-paid account)

Secretary of State use only

Vertical text: group/individual, franchise/other, professional, other, professional, other, professional, other

Web Form

IDAHO SECRETARY OF STATE
08/10/2005 05:00
CK: none CT: 3048 BH: 985401
1 @ 100.00 = 100.00 AUTH PRO # 2
1 @ 20.00 = 20.00 CORP SUR # 3
1 @ 20.00 = 20.00 EXPEDITE C # 4

COPY

C161893

**State of California  
Secretary of State**

**CERTIFICATE OF STATUS  
DOMESTIC CORPORATION**

I, **BRUCE McPHERSON**, Secretary of State of the State of California, hereby certify:

That on the **27TH** day of **JANUARY, 1997**, **PUBLIC COMMUNICATIONS SERVICES, INC.** became incorporated under the laws of the State of California by filing its Articles of Incorporation in this office; and

That said corporation's corporate powers, rights and privileges are not suspended on the records of this office; and

That according to the records of this office, the said corporation is authorized to exercise all its corporate powers, rights and privileges and is in good legal standing in the State of California; and

That no information is available in this office on the financial condition, business activity or practices of this corporation.

**IN WITNESS WHEREOF**, I execute this certificate and affix the Great Seal of the State of California this day of August 9, 2005.



A handwritten signature in cursive script, appearing to read "Bruce McPherson".

**BRUCE McPHERSON**  
Secretary of State



## IDAHO STATE TAX COMMISSION

800 Park Blvd, Plaza IV \* P.O. Box 36 \* Boise, Idaho 83722-2210  
(Hearing Impaired TDD) 1-800-377-3529 Equal Opportunity Employer

November 20, 2001

PUBLIC COMMUNICATIONS SERVICES INC  
11859 WILSHIRE BLVD  
LOS ANGELES CA 90025-6616

Dear Taxpayer,

Your application for an Idaho Seller's Permit has been accepted. You have been approved to file on a quarterly basis, and the number assigned to you is shown on the attached permit. Tax reporting forms (returns) are being sent to you in a separate mailing. You must file a return even if no tax is due.

After one year, you may file a written request to change your filing frequency.

If you need help filing your returns or have questions about sales tax, call (208) 334-7660 in Boise or (800) 972-7660 toll free nationwide.

atl.16\_V13 dot

POST IN A VISIBLE PLACE

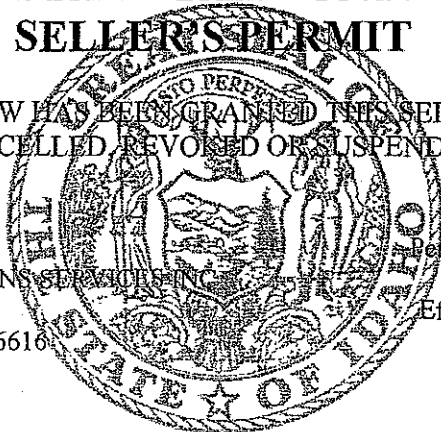
THIS PERMIT IS NOT TRANSFERABLE

### IDAHO STATE TAX COMMISSION SELLER'S PERMIT

THE BUSINESS NAMED BELOW HAS BEEN GRANTED THIS SELLER'S PERMIT. THIS PERMIT IS VALID UNTIL CANCELLED, REVOKED OR SUSPENDED FOR CAUSE AS PROVIDED BY LAW.

ISSUED TO:

PUBLIC COMMUNICATIONS SERVICES INC  
11859 WILSHIRE BLVD  
LOS ANGELES, CA 90025-6616



Permit Number: 001036748-S  
Issue Date: 11/20/2001  
Effective Date: 11/01/2001





**2005 FCC Form 499-A Telecommunications Reporting Worksheet**

Approval by OMB  
3060-0855

>>> Please read instructions before completing. <<<

Annual Filing -- due April 1.

**Block 1: Contributor Identification Information**

During the year, carriers must refile Blocks 1, 2 and 6 if there are any changes in Lines 104 or 112. See Instructions.

101 Filer 499 ID [If you don't know your number, contact the administrator at (888)-641-8722. If you are a new filer, write "new" in this block and a Filer 499 ID will be assigned to you.]	823820
102 Legal name of reporting entity	Public Communications Services, Inc.
103 IRS employer identification number	95-4615444
104 Name telecommunications service provider is doing business as	
105 Telecommunications activities of filer [Select up to 5 boxes that best describe the reporting entity. Enter numbers starting with "1" to show the order of importance -- see directions.]	
<input type="checkbox"/> All Distance <input type="checkbox"/> CAP/CLEC <input type="checkbox"/> Cellular/PCS/SMR (wireless telephony incl. by resale) <input type="checkbox"/> Coaxial Cable <input type="checkbox"/> Incumbent LEC <input type="checkbox"/> Interexchange Carrier (IXC) <input type="checkbox"/> Local Reseller <input checked="" type="checkbox"/> 1 Operator Service Provider (OSP) <input type="checkbox"/> Paging & Messaging <input type="checkbox"/> Payphone Service Provider <input type="checkbox"/> Prepaid Card <input type="checkbox"/> Private Service Provider <input type="checkbox"/> Satellite Service Provider <input type="checkbox"/> Shared-Tenant Service Provider / Building LEC <input type="checkbox"/> SMR (dispatch) <input checked="" type="checkbox"/> 2 Toll Reseller <input type="checkbox"/> Wireless Data <input type="checkbox"/> Other Local, Other Mobile or Other Toll is checked, describe carrier type / services provided: → <input type="checkbox"/> Other Local <input type="checkbox"/> Other Mobile <input type="checkbox"/> Other Toll	
106.1 Holding company (All affiliated companies must show the same name on this line.)	None
106.2 Holding company IRS employer identification number	
107 FCC Registration Number (FRN) [https://svartifoss2.fcc.gov/cores/CoresHome.html ] [For assistance, contact the CORES help desk at 877-480-3201 or CORES@fcc.gov]	0010-0179-86
108 Management company [if carrier is managed by another entity]	N/A
109 Complete mailing address of reporting entity corporate headquarters	11859 Wilshire Blvd., Suite 600 Los Angeles, CA 90025
110 Complete business address for customer inquires and complaints [if different from address entered on Line 109]	(same)
111 Telephone number for customer complaints and inquires [Toll-free number if available]	888-288-9879
112 List all trade names used in the past 3 years in providing telecommunications. Include all names by which you are known by customers.	
a	g
b	h
c	i
d	j
e	k
f	l

[ This space reserved for processing ]

Use an additional sheet if necessary. Each reporting entity must provide all names used for carrier activities.

PERSONS MAKING WILLFUL FALSE STATEMENTS IN THE WORKSHEET CAN BE PUNISHED BY FINE OR IMPRISONMENT UNDER TITLE 18 OF THE UNITED STATES CODE, 18 U.S.C. §1001

Save time, avoid problems -- file electronically at

<http://form499.universalservice.org/>

FCC Form 499-A  
April 2005

**2005 FCC Form 499-A Telecommunications Reporting Worksheet**

**Block 6: CERTIFICATION: to be signed by an officer of the filer**

601	Filer 499 ID [from Line 1011]	823820
602	Legal name of reporting entity [from Line 102]	Public Communications Services, Inc.

Section IV of the instructions provides information on which types of reporting entities are required to file for which purposes. Any entity claiming to be exempt from one or more contribution requirements should so certify below and attach an explanation. [The Universal Service Administrator will determine which entities meet the *de minimis* threshold based on information provided in Block 4, even if you fail to so certify, below.]

603 I certify that the reporting entity is exempt from contributing to: Universal Service  TRS  NANPA  LNP Administration


Provide explanation below:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

604 Please indicate whether the reporting entity is State or Local Government Entity  I.R.C § 501 Tax Exempt  PUHCA § 34 (a)(1) Exempt

605 I certify that the revenue data contained herein are privileged and confidential and that public disclosure of such information would likely cause substantial harm to the competitive position of the company. I request nondisclosure of the revenue information contained herein pursuant to Sections 0.459, 52.17, 54.711 and 64.604 of the Commission's Rules

I certify that I am an officer of the above-named reporting entity, that I have examined the foregoing report and, to the best of my knowledge, information and belief, all statements of fact contained in this Worksheet are true and that said Worksheet is an accurate statement of the affairs of the above-named company for the previous calendar year. In addition, I swear, under penalty of perjury, that all requested identification registration information has been provided and is accurate. If the above-named reporting entity is filing on a consolidated basis, I certify that this filing incorporates all of the revenues for the consolidated entities for the entire year and that the filer adhered to and continues to meet the conditions set forth in Section II-B of the instructions.

606	Signature	
607	Printed name of officer	Paul Jennings
608	Position with reporting entity	CEO
609	Business telephone number of officer	310-231-1000
610	E-mail of officer	
611	Date	3-30-05

612 Check those that apply:  Original April 1 filing for year  New filer, registration only  Revised filing with updated registration  Revised filing with updated revenue data

Do not mail checks with this form. Send this form to: **Form 499 Data Collection Agent c/o USAC 2000 L Street, N.W. Suite 200 Washington DC, 20036**

For additional information regarding this worksheet contact: Telecommunications Reporting Worksheet information: (888) 641-8722 or via e-mail: [Form499@universalservice.org](mailto:Form499@universalservice.org)

PERSONS MAKING WILLFUL FALSE STATEMENTS IN THE WORKSHEET CAN BE PUNISHED BY FINE OR IMPRISONMENT UNDER TITLE 18 OF THE UNITED STATES CODE, 18 U.S.C. §1001

Save time, avoid problems - file electronically at

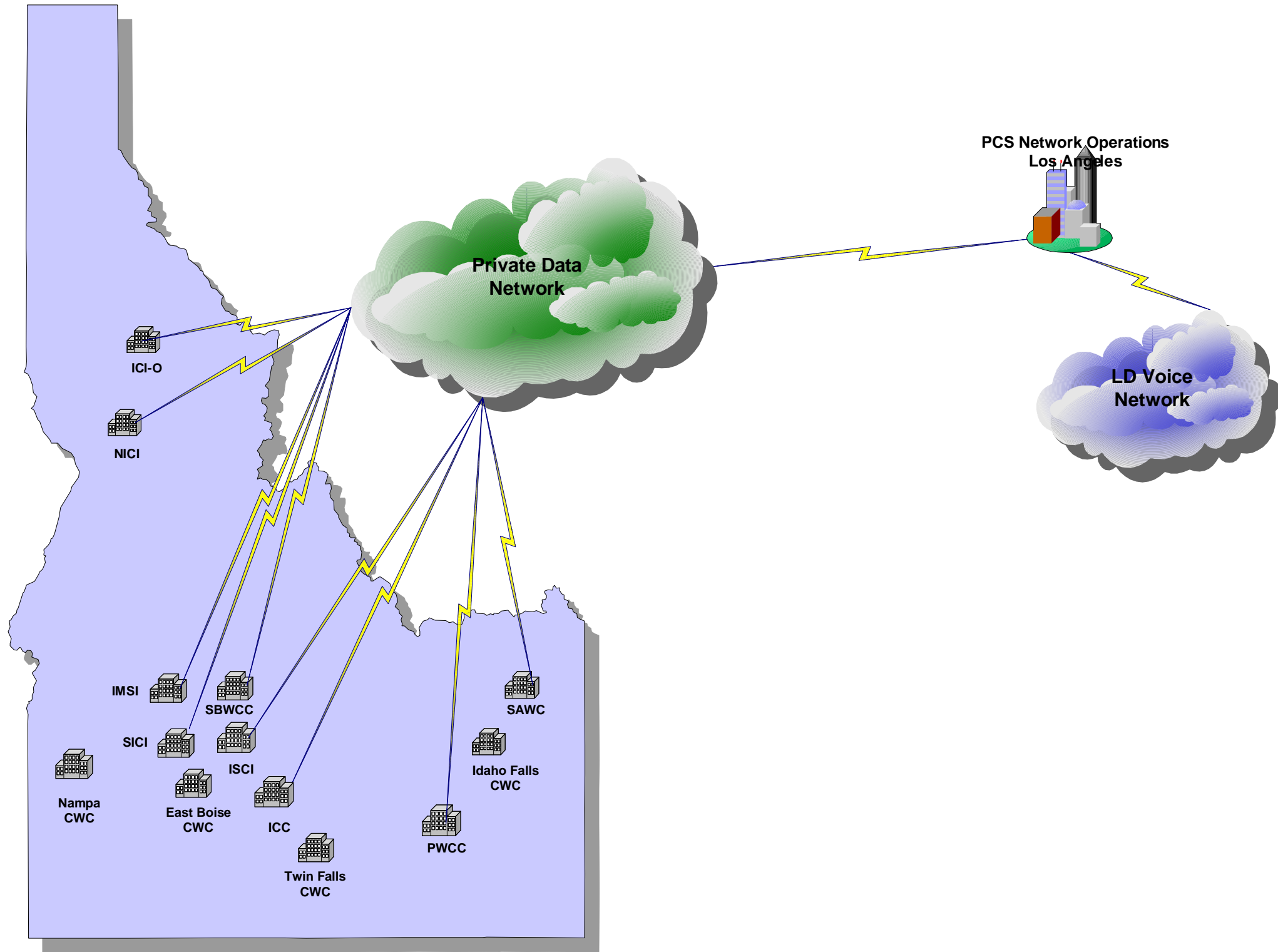
<http://form499.universalservice.org/>

FCC Form 499-A

April 2005

**APPENDIX 3-5  
NETWORK DIAGRAM**

# State of Idaho DOC Inmate Telephone System Network



<b>PROJECT:</b>	State of Idaho Dept. of Corrections	<b>PAGE</b>	1 of 1	State ITS Network
<b>DATE:</b>	October 24, 2005		Version 1.0	<b>DRAWN BY:</b>
				Alfredo Graham

**APPENDIX 3-6  
TEST PLAN**

## Test Plan for the State Of Idaho Department Of Correction

### 1. Introduction

#### 1.1. Purpose

This document describes the details of the Test Plan for the implementation and deployment of the PCS System. This plan is intended to be executed during the test period within the Idaho Department of Correction and from remote sites. This document identifies the specific functional areas of the product that should be tested before the system receives final acceptance.

#### 1.2. Acronyms

Term	Definition
CPE	Call Processing Equipment
CDR	Call Detail Record
CR	Change Request
LAN	Local Area Network
NLT	No Later Than
NOC	Network Operations Center
PIN	Personal Identification Number
PSTN	Public Switched Telephone Network
WAN	Wide Area Network

### 2. Test

2.1. The test is defined as the period during which PCS equipment is installed in the Idaho Department of Correction's network for the purposes of testing the functional capabilities, stability and final acceptance of the PCS System. The test shall also include all financial and reporting features of the PCS System and any interoperability testing required to provide telephone minute purchase information from the commissary system to PCS.

### 3. The Specific Testing Team

3.1. Areas of functionality to be exercised during the test are defined in Section 9 of this Schedule. It is expected that much of this functionality will be tested before the existing system is suspended. If there are areas that are not covered by these tests, specific tests may be executed.

- 3.2. The Testing Team responsible for the execution of the Test Plan is a joint team of PCS and Idaho Department of Correction engineers and technicians, or their designees.
- 3.3. Both Idaho Department of Correction and PCS engineers and technicians, or their designees, will be responsible for the initial turn-up of the PCS System in the Idaho Department of Correction's network.
- 3.4. The team leaders for the Test shall be designated by the Idaho Department of Correction and the Project Management team from PCS.
4. **Entrance Criteria.** The following is a list of criteria that should be met before the test may begin:
  - 4.1. Product functionality capable of meeting the test requirements of the Idaho Department of Correction as verified by PCS and identified in Section 9 of this document.
  - 4.2. Interface with Department commissary vendor is operational. The test plan should include installing separate hardware and software to allow for full, operational testing.
  - 4.3. An existing agreed upon test plan (this document plus any test plan amendments or additional testing detail plans as may be required).
5. **Exit Criteria.** Successful completion criteria for the test are as follows:
  - 5.1. Testing coverage of the areas identified in the Test Plan.
  - 5.2. All CRs created during the test have been identified and corrected.
  - 5.3. Sign off on all system parameters for all aspects of the PCS System including technical, engineering and final acceptance of the PCS System.
6. **Metrics.** Various metrics will be used to gauge both the stability and service quality provided by the PCS System during the test period as well as the progress of the test itself. These metrics are as follows:
  - 6.1. **Test Progress:**
    - 6.1.1. Number and Type of Outstanding CRs. This metric details the progression and status of CRs outstanding against the PCS System that were initiated during the test period.
    - 6.1.2. Tests Executed and Tests Passed/Failed. This metric details the coverage of planned functional testing areas that have been executed, and the breakdown of tests that passed/failed during the test.
  - 6.2. **PCS System Stability and Service Quality.**



- 6.2.1. Quality of Service provided in Network. This metric details the quality of circuits transporting the data to and from each Department facility.
- 6.2.2. Traffic Statistics. Such as the percentage of successfully placed calls.
- 6.2.3. System Outage time. Total PCS System outage/downtime during the test.
- 6.2.4. Billing System functionality. This verifies the accuracy of the pre-paid call rating tables and software. Additionally, testing shall
  - 6.2.4.1. Verify the information captured by the commissary data transmitted to PCS;
  - 6.2.4.2. The accuracy of telephone charges, sales tax charges, other telephone taxes and fees, surcharges;
  - 6.2.4.3. Calculation of remaining minutes available to inmates, crediting mechanism to inmate accounts;
  - 6.2.4.4. Error reporting and refunding mechanisms;
  - 6.2.4.5. Include any other test applicable to an accounts receivable accounting system that the Idaho Department of Correction deems necessary to test all aspects of the PCS System.

### **6.3. Problem Reporting.**

- 6.3.1. Any identified problems will be entered into the CR system where the progress of fixes can be tracked.
- 6.3.2. A joint PCS/Idaho Department of Correction group should be created to periodically review the validity of submitted CRs and the current status and progress of active CRs.
- 6.3.3. There are four defined levels of severity from CRs, critical, major, minor, and informational. All definitions are given below.
  - 6.3.3.1** Critical. Faults defined as Major Faults but require immediate correction before additional testing can be completed in a particular general area of the product or service, including the financial reporting and data capturing features of the product or service.
  - 6.3.3.2** Major. Faults that are service affecting, or prevent or seriously degrade routine system operation, maintenance, administration, billing, etc.
  - 6.3.3.3** Minor. Faults that do not significantly impair the functioning of the software system. These faults can be tolerated during system use.

**6.3.3.4** Informational. A comment, suggestion or feature request that does not relate to an actual system fault.

6.3.4. During the test approved, CRs will be considered closed and verified only after the identified problem does not occur after repeating the original test (or operational steps) that led to the creation of the CR. Any final verification will occur before the PCS System is deployed.

## **7. Planned Configuration.**

7.1. The purpose of this section is to detail the expected configuration of the PCS System for the test and eventual deployment by the cutover date, as agreed with the Department.

7.2. Description of the PCS System.

7.2.1. The PCS System shall be comprised of state of the art inmate call processors at each site and a centralized database/web server. Each of these systems is based on a computer telephony hardware platform with industry standard telephony boards and computer components.

7.2.2. The inmate call processors can be configured to allow both collect and per-paid calling. All phone conversations will be subject to monitoring and recording with the exception of calls to numbers designated as privileged. The PCS System is designed to allow for direct online access to all call recordings made during the agreed upon number of days. The System has call blocking and tracking features that are further enhanced through the configuration that requires the inmates to use a PIN when dialing all calls.

7.2.3. Each of the Idaho Department of Correction facilities has a dedicated call processor. Both the outgoing trunks and the inmate stations are connected to the Idaho Department of Correction for the proper routing to the PSTN and the correctional facilities respectively. The Idaho Department of Correction also provides network connectivity to the workstations located at each of the correctional facilities.

7.2.4. The PCS System is also connected to PCS's NOC at the corporate office in Los Angeles via a frame relay circuit. The WAN connectivity provides collect call validation and CDR polling for subsequent rating and billing as well as revenue report generation. PCS will also utilize PCS System and network monitoring applications to provide reliable 24/7 monitoring of the PCS System and WAN.

7.2.5. The PCS System also allows for full-featured billing for the Idaho Department of Correction. The PCS System will capture minutes purchased by inmates, deduct minutes expended by inmates, deduct charges for sales taxes, phone taxes and fees, surcharges, maintain running balances in the inmate accounts, provide for recording and retrieval functions for the Idaho Department of Correction and Department, provide credit reporting, and interoperability features with third party vendor accounting systems.

8. **Network Installation and Turn-up.** This section details the planned network installation and initial turn-up procedures for the PCS System within the Idaho Department of Correction's network.
  - 8.1. PCS will utilize existing, in house pre-implementation checklists to verify all information is gathered to successfully configure the PCS.
  - 8.2. PCS will have technicians install all PCS hardware based on the project plan provided by PCS.
  - 8.3. LAN Network connectivity will be verified from the PCS server utilizing industry standard software.
  - 8.4. Idaho Department of Correction personnel will test WAN Network connectivity upon successful installation of workstations and configuration of routers.
  - 8.5. Voice grade T1 network connectivity will be tested to ensure voice prompts are delivered to each Department facility. The synchronization of T1's to the PCS will be tested and all framing verified.
  - 8.6. All billing and reporting functions will be fully verified and tested upon installation of the PCS System. Interoperability with third party vendor software will be verified and data captured and tested.
  - 8.7. PCS will utilize existing, in house post-implementation checklists to verify all procedures have been completed.
9. **Functional Testing.** This section details the planned functional testing that is to be exercised during the test period. Attachment - A provides an itemized list of test steps.
  - 9.1. The parties will test the ability of the PCS System to operate transparently in the Idaho Department of Correction network by successfully passing telephone traffic over the network.
    - 9.1.1 This will be verified upon completion of 8.5.
  - 9.2. The parties will test the ability of the PCS System to provide financial and call records as required by the RFP.
    - 9.2.1. Testing of the PCS call tables and pre-paid account software will be performed on each inmate call processor to verify accuracy in call billing and creation of CDR's.
    - 9.2.2. Testing of the entire PCS System as an account receivables system will be performed.
    - 9.2.3. The parties will test the accuracy of the data transmitted by the Department commissary vendor.

- 9.3. The parties will test the ability of the PCS System to complete an inmate call using both the collect call feature and the direct dial feature.
  - 9.3.1. Test calls will be made from each respective Department facility for completion of collect and pre-paid calls.
  - 9.3.2. Test calls will calculate the telephone charge, the sales tax, the other telephone taxes and fees, surcharges, announce the balance remaining at the beginning of the next call properly calculated, maintain a running balance, add minutes to the existing balance and generally account for the telephone minutes purchased and spent.
  - 9.3.3. Billing reports will be generated from the test calls to test money transfer features.
  - 9.3.4. Any other feature of the PCS System requiring a telephone call or recording feature will be tested.
- 9.4. The parties will test the ability of the PCS System to deliver messages in English, Spanish and other languages designated by the Idaho Department of Correction.
  - 9.4.1 Each inmate call processor will be tested to verify that the voice prompts are played in all designated languages.
- 9.5. The parties will test all the phones and workstations in the facilities, at Department headquarters and at all other locations for proper functionality and storage capacity.
  - 9.5.1. The phones will be tested for complete functionality and the station ports assignments verified.
  - 9.5.2. The workstations will be tested for network connectivity, storage capacity and complete feature functionality.
- 9.6. The parties will test the flagging, blocking and other internal alarm or flagging protocols in the PCS System.
  - 9.6.1. All investigative software features of the system will be tested for proper operation.
- 9.7. The parties will test all the reporting features of the PCS System.
  - 9.7.1. PCS will demonstrate and verify that all reporting feature requirements are met.
10. **Schedule.** The parties anticipate that the PCS System will be installed no later than the agreed upon date, with testing at each institution to take place as soon as equipment is in place and to continue through to the agreed upon installation date. The entire System will be ready for a flash cutover for all institutions on agreed upon installation date.

- 10.1. All testing shall be completed by agreed upon installation date.
- 10.2. The schedule will be based on the approved project plan created by PCS with all parties being notified of any updates or changes.
- 10.3. The implementation plan will be scheduled for completion NLT date agreed upon with the Department. This schedule may be compressed for an earlier completion date, if agreed to by both parties after the successful completion of all testing and resolution of CR's.

## Attachment – A

All components of the ITS will be thoroughly checked and tested to insure proper feature functionality. Checks and testing will include but not be limited to the following:

### 1. PCS INMATE SYSTEM CHECK LIST

- Check – Station Blocks Mounted.
- Check – All inmate housings (stations) are in place and operational.
- Check – Create and/or verify Station ID list using PortMap document.
- Check – T1's in place and operational. Smart jack(s) or cable(s) located where ITS cabinet will reside.
- Check – Proper power outlets supplied (2 – 110VAC 20A dedicated circuits on generator power, floor space adequate, environmental requirements met.
- Check – Network connection in place for ITS System cabinet from Data Network to ITS System. (CAT 5 UTP)
- Check – Network connection in place for ITS Workstation from ITS System cabinet to workstation. (CAR 5 UTP) Mount wall jack at W/S and terminate at jack. No termination at ITS system cabinet. Leave 30' cable at ITS system cabinet.
- Check – Analog backup line in place at ITS System cabinet. Analog line terminated in surface mount wall jack. Line tested and labeled.
- Check – Manual cut off switches in place.
- Remove existing ITS recorder computer(s) from the cabinet.
- Mount new ITS controller computer in the cabinet where the old recorder was located.
- Add ITS power supply to the cabinet. Run power cable from P/S to POTS cards on controller.
- Upgrade Operating System and software on ASR's, Mass Storage, and workstations
- Check – UPS is fully charged and operational. (plugged in)
- Check – Cabling from ITS Rack to station punch blocks via 25' WIP cable(s)
- Check – T1's are connected to T1 cards in the ITS system rack. From smart jack to back of ITS controller. All cables labeled and properly secured.
- Check – Set up ITS workstations 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 Data network to ITS hub.
- Check – Analog backup lines had been tested and hooked to ITS controller. Perform dial-up test (access number will be supplied) and verify modem tone.
- Test – ITS System – Perform start-up test and confirm all machines start up correctly.
- Test – ITS 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 – ITS workstation – UPS test (utilize UPS test switch and confirm system stays on)
- 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 – RAID Storage – Check/Verify the stripe set is intact and can be read from and written to. Check network connection (can see other PC's).
- Check – Admin computer – Check/Verify Admin 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.
- Check – Controller – Verify PIP information for the following: Validation and test.
- Check – Controller – Configure or Verify Inmate Stations.
- Check – Controller – Configure or Verify Trunk Settings (T1)
- Test – Workstation – Test Monitoring and Recording, test Read-Writable CD ROM device, print test page.
- Check – Facility PIN load if applicable
- Test – Make test calls from station blocks.
- Check – Facility branding
- Verify system functionality by performing a Collect/Prepaid/Debit 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 – Call Records 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 ITS engine settings are current
- Check – Verify that Key Word Search is working.
- Check – Calls are being monitored by ITS.
- Test – Perform live monitoring.
- Test – Printing reports to printer.

## 05 Proposal Requirements

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.

- PCS acknowledges the provisions of Section 5, inclusive, without further comment or reservation.

### 05.01 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. Each Proposal must also be submitted with an electronic copy (CD or floppy disc).

#### *05.01.01 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.

#### *05.01.02 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.

#### *05.01.03 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.

#### *05.01.04 Pricing Information Excluded from main Proposal*

Proposals must be submitted in two volumes. Volume 1 contains Proposal Sections 2 and 3 as defined below. Volume 2 contains Proposal Section 4, 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.

*05.01.05 Proposal Sections (volume 1)*

Proposals must be submitted as outlined in the following sections.

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.

*05.01.06 Proposal Section 2: Functional and Technical Proposal (volume 1)*

Respond to each and every requirement in RFP Section 2, using identical numbering. Follow the additional instructions in RFP Section 2 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.

*05.01.07 Proposal Section 3: Implementation and Ongoing Service Requirements (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 a reiteration of the specific question. Responses of "Understood", or "Comply", or similar phrases will generally be given a minimum score.

*05.01.08 Proposal Section 4: Cost and Revenue Requirements (Volume 2)*

Provide the required pricing information in exactly the format shown in RFP Section 4.

**Remember that Proposal Section 4 (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.**

## 05.02 Oral Presentation

The Department reserves the right to invite Proposers who have may be awarded a contract 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)
- Functional and Technical Requirements
- Implementation and On-going Service Requirements
- Demonstration of System and Equipment

## 06 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.

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.

- PCS acknowledges the provisions of Section 6, inclusive, without further comment or reservation.

### *06.01.01 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:

Contractor Qualifications	100
Functional and Technical Requirements	300
Implementation and Ongoing Service Requirements	300
Reporting Requirements	50
Price	250
Grand Total	1000
Oral Presentation	200

### *06.01.02 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.

### *06.01.03 Waiver of Minor Administrative Irregularities*

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

*06.01.04 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.

## 07 Special Terms and Conditions

- PCS acknowledges the provisions of Section 7, inclusive, without further comment or reservation.

### *07.01.01 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.

### *07.01.02 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.

### *07.01.03 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.

### *07.01.04 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 IDOC 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.

### *07.01.05 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.

#### *07.01.06 Notification/Resolution Of Deficiency*

The Contractor will have a reasonable period not to exceed 30 days from the date of the written notification to rectify the deficiency. If after a reasonable period not to exceed 30 days from the date of written notice, 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.

#### *07.01.07 Insurance*

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.

#### *07.01.08 Litigation*

The Proposer shall provide a list of all litigation the company has been or is

currently involved in during the last five (5) 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.

#### *07.01.09 Termination*

After a period of three months (90 days) from the effective date of execution of the Contract, the Idaho Department of Correction may terminate the Contract upon 90 days written notice to the Contractor. Written notice shall be served upon the Contractor by certified mail.

#### *07.02 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 IDOC 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.

#### *07.02.01 Acceptance of Proposals Content*

The entire contents of the proposal of the successful Proposer will become contractual obligations if procurement action ensues.

#### *07.02.02 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.

#### *07.02.03 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.

#### *07.02.04 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.

#### *07.02.05 Idaho Public Utility Commission*

Proposers must currently be in good standing with the Idaho Public Utility Commission

#### *07.02.06 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.

*07.02.07 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.

*07.02.08 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.

*07.02.09 Multiple Proposals*

Multiple proposals are permitted but the State prefers that each Proposer submit its single best offering. If the Proposer believes the scope, requirements or terms and conditions 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.

*07.02.10 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.

*07.02.11 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.

*07.02.12 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 IDOC.

*07.02.13 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.

07.03 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 Idaho Department of Correction. 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 State of Idaho Department of Correction.

#### 07.04 Assignment Of Contract Or Sub-Contracts

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. The prime contractor will be responsible for total contract compliance and performance whether or not subcontractors are used.

The Contractor may assign this Contract with prior written consent of the Department of Administration and the Director of the Idaho Department of Correction. 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

##### *07.04.01 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.

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.

#### *07.04.02 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.

#### *07.04.03 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.

#### *07.05 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.

#### *07.06 Acknowledgement Of Addenda*

All contractors shall acknowledge receipt of any addenda to this request. Addenda shall be signed by the contractor and included with the contractor's proposal. Failure to acknowledge receipt of any addenda may render the proposal to be non-responsive.

**APPENDIX 7-1  
PCS SAMPLE CONTRACT**

## **INMATE TELEPHONE SERVICES AGREEMENT**

This Inmate Telephone Services Agreement (“Agreement”) is made and entered into as of the \_\_\_\_ day of \_\_\_\_\_, 2005 (the “Effective Date”), by and between Public Communications Services, Inc. (“PCS”), and \_\_\_\_\_ (“Client”).

### **RECITALS**

A. PCS is in the business of installing, maintaining, operating and managing inmate telephone systems and providing related services at correctional facilities; and

B. Client now desires to engage PCS to render inmate telephone services at Client's correctional facilities, and PCS is willing to provide such services.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the parties agree as follows:

### **1. INMATE TELEPHONE EQUIPMENT AND SERVICES**

a. Client hereby grants to PCS the exclusive right during the Term, and any subsequent Renewal Term, of this Agreement to install, maintain, operate and manage the inmate telephone systems, including without limitation pay telephones, enclosures, instruments, lines, associated wiring, and related hardware and software (the "Equipment"), as defined in Exhibit A, for and within the correctional facilities operated by Client listed on Exhibit B to this Agreement (individually, a “Facility” and collectively, the “Facilities”), for the purpose of providing inmate telephone services.

b. Subject to its tariffs and the terms of this Agreement, PCS agrees to install, maintain, operate and manage Equipment for and at each Facility (the “Services”). The Equipment for each Facility is described on a schedule for that Facility (the "Facility Schedule"). The Facility Schedules are attached to this Agreement as Exhibit C.

### **2. COSTS, COMMISSIONS AND CALL RATES**

a. Costs. The costs and expenses of providing all Services, including but not limited to installation charges, materials and labor costs, shall be PCS's sole responsibility and shall not be charged to Client, except as otherwise expressly provided for in this Agreement.

b. Commissions. PCS shall pay to Client commissions in connection with the telephone usage at each Facility of XXX percent (XX.00%) on the total gross billable collect, prepay and debit revenue at each Facility, calculated at the rates set forth on the respective Facility Schedule for each Facility. PCS shall be responsible for maintaining books and records sufficient to permit the proper determination of commissions due to Client. PCS shall send a statement to Client setting forth the current commissions due to Client, and commissions shall be paid monthly. These payments shall continue until the end of the contract terms, unless the client cancels this agreement, at which point commission payments shall end upon receipt of a termination letter by the client. Other

than the foregoing commissions, Client shall not be entitled to receive any other fees or remuneration in connection with this Agreement or the Services provided by PCS.

- c. PCS will provide client with a One Million Dollar (\$1,000,000.00) Minimum Annual Guarantee (MAG). This MAG ensure that the client will receive a minimum amount of commission in a 12 month period. Should the clients Average Daily Population drop below 2,800 inmates for the period defined for the MAG, PCS and the client shall review the MAG and through mutual good faith negotiations reassess the MAG. (**ONLY IF APPLICABLE**)

- d. Call Rates. The collect, debit and prepaid-collect call rates charged at each Facility shall be in the amounts set forth on the respective Facility Schedule for each Facility.

### 3. **TERM AND TERMINATION OF AGREEMENT**

- a. Term. This Agreement shall be binding as of the Effective Date. The term of the Agreement shall commence upon the date that PCS completes installation of the Equipment at all Facilities, and shall continue for one\_\_\_\_\_ year from that date (the "Term") and have four (4) options years. PCS shall notify Client in writing of the date upon which it completes installation of the Equipment at all Facilities, and of the termination date of the initial Term, within thirty days from the date of completion. After the expiration of the initial Term, the Agreement shall automatically renew for successive one-year terms (each, a "Renewal Term"), unless either party provides written notice of termination of the Agreement to the other party not less than ninety days prior to the end of the initial Term or any subsequent Renewal Term.

- b. Default. In the event of a material default of a party's obligations under this Agreement, the non-defaulting party shall promptly provide written notice of the material default to the other party upon discovery of the material default.

- i. The party in default shall then have thirty days after its receipt of the notice to cure the default unless, prior to the expiration of the thirty-day cure period, the defaulting party notifies the other party, in writing, that the default is not of a character that reasonably can be cured within the thirty-day cure period.

- ii. If the default is of a character that reasonably requires more than thirty days to cure, the party in default shall notify the other party, in writing, that the default is not of a character that reasonably can be cured within the thirty-day period, state the cure period, and describe the character of the default that requires a longer cure period.

- iii. If the defaulting party fails to cure the default within the applicable cure period, then the other party may, within thirty days of expiration of the cure period, terminate this Agreement as to the Facility for which the party is in default by sending a written notice of termination of the Agreement as to that Facility. Failure to terminate the Agreement within the time frame set forth above means that the default shall be deemed cured, and that default cannot be the basis for termination of the Agreement for the duration of the then-Term or Renewal Term, as the case may be.

iv. The default by a party as to one or more Facilities shall not cause the defaulting party to be in default as to any other Facility, or this Agreement as a whole. This Agreement shall remain in full force and effect as to all other Facilities.

c. Termination. Upon termination of the Agreement for any reason other than Client's material default, the Equipment located at each Facility shall be disconnected and removed by PCS at its sole expense. Upon termination of the Agreement because of Client's material default; Client shall indemnify PCS for the actual cost to PCS for disconnecting and removing the Equipment located at each Facility. In either event, Client shall provide safe access to each Facility for PCS's removal of Equipment from such Facility, and Client agrees to cooperate, and not to interfere, with PCS's removal of the Equipment.

#### 4. SERVICE REQUIREMENTS

a. Maintenance. PCS shall maintain the Equipment in proper working order. Client shall promptly notify PCS, orally or in writing, of any problem(s) with the Equipment. Service calls shall be made by PCS to the applicable Facility within standard industry timeframes of the reported problem.

b. Installations. PCS shall install the Equipment at locations within each Facility in consultation with and as agreed to by Client, which consent shall not be unreasonably withheld. All work performed by PCS and its subcontractors, including but not limited to site preparation activities (e.g., cabling, electric wiring, conduit and cementing/paving), station installation and network and station maintenance, provision and installation of telephone enclosures, mounting posts and other associated equipment, shall be in accordance with PCS's standard business practices.

c. Subcontractors. Client agrees that PCS, in PCS's sole discretion, may use one or more subcontractors to provide all or any part of the Services. PCS shall provide Client with each subcontractor's operating procedures and guidelines. All subcontractors shall be subject to Client's customary security procedures.

d. Management. At no cost to Client, PCS shall provide all management services for the Equipment, and shall supervise all operations as part of the Services, except that PCS shall have no responsibility for the management or control of the inmates or Client representatives who use Equipment.

e. Relocation and Upgrade. PCS, at its sole option and sole expense, may relocate or remove installed Equipment upon agreement of the parties, because of recurrent vandalism, or because of insufficient usage of the Equipment by inmates. Client shall not tamper with, disconnect or move the Equipment from any location without the express written consent of PCS. PCS, at its sole option and sole expense, may upgrade or replace the Equipment.

#### 5. CLIENT'S OBLIGATIONS

a. Restrictions on Use of Telephones. Client acknowledges that the Equipment is intended for the use of inmates in making outgoing calls, and for the recording and/or monitoring of those calls. Client acknowledges and agrees that it will not utilize the inmate telephone

number(s) to receive incoming calls in the conduct of its business or otherwise.

b. Condition of Facilities. Client shall provide suitable space for the Equipment at each Facility that is in compliance with federal and state laws and tariffs. Client, at Client's expense, shall provide proper lighting, power and power sources, and ventilation (so the Equipment does not overheat), and shall keep the premises around the Equipment clean and safe. Client shall keep the inmate telephones readily accessible, and shall permit the inmates to use the inmate telephones subject to Client's security procedures.

c. No Attachments. Client shall not attach or connect any apparatus or appliance to the Equipment unless such apparatus or appliance is approved by PCS, which approval will not be unreasonably withheld.

d. No Other Telephones. Except as expressly provided herein, Client will not allow other pay telephones or inmate telephones not installed by PCS under this Agreement to either remain or be installed at the Facilities during the Term or the Renewal Term, including but not limited to additional inmate telephones needed as a result of Client's expansion, relocation of a Facility, or opening of a new Facility.

e. Vandalism. Client agrees to take reasonable steps to prevent the misuse, destruction, damage, defacement, or vandalism to Equipment, consistent with its operating policies and procedures. Client shall report to PCS any misuse, destruction, damage, defacement, or vandalism to the Equipment at each Facility as soon as practicable after Client learns of, discovers, or has reason to know about any such event.

f. Damage to Equipment.

i. Client agrees that PCS shall not be liable by reason of any defacement or damage to a Facility resulting from the presence of the Equipment at a Facility, or by the installation or removal therefrom, when such defacement or damage is not the result of the sole negligence or willful misconduct of PCS or its agents. If Equipment is negligently or willfully damaged or destroyed by Client, Client's employees or agents, or Client's contractors, Client shall be responsible for, and shall pay to PCS, the costs of restoring service, and of repairing or replacing Equipment, promptly upon Client's receipt of an itemized bill for such from PCS.

ii. Client shall not be responsible for the misuse, destruction, damage, defacement, or vandalism to the Equipment caused by an inmate, except where the inmate's misuse, destruction, damage, defacement, or vandalism to the Equipment is caused, in whole or in part, by Client's gross negligence or willful misconduct. If an inmate causes damage to Equipment, Client shall promptly and diligently pursue disciplinary action and restitution from the inmate consistent with Client's policies and procedures. All sums in restitution recovered by Client shall promptly be remitted in full to PCS.

g. Interruptions in Service. Client hereby releases PCS from any liability to Client arising from, out of, or on account of any interruption in the telephone network connecting service to the Equipment, with the exception of interruptions caused by the sole negligence or willful misconduct of PCS.



## 6. AUTHORITY TO CONTRACT

a. Each party represents and warrants to the other party that it has the authority to enter into this Agreement, thereby creating a contract legally binding upon it, and to authorize the installation and operation of Equipment at the Facilities. The representative executing this Agreement on behalf of each party is empowered to do so and thereby binds his, her or its respective party.

b. Each party shall defend, release, indemnify and hold the other party, its officers, directors, assigns, employees, representative, and agents harmless from any and all claims, damages and actions (including without limitation attorneys' fees and costs) arising out of this Agreement and caused by said party's lack of authority to enter into this Agreement and create an Agreement binding on each party.

## 7. INSURANCE

At all times during the term of this Agreement, PCS and its subcontractors shall provide and maintain in effect the following types and amounts of Insurance:

a. Employers' Liability Insurance: \$5,000,000 per occurrence and \$1,000,000 per person.

b. Commercial General Liability Insurance with Bodily Injury Liability and Property Damage Liability Combined Single Limit: \$5,000,000 per occurrence and \$1,000,000 per person.

c. Commercial Automobile Liability: Combined Bodily Injury and Property Damage Single Limit: \$5,000,000 combined single limit for each occurrence and \$1,000,000 per person.

d. Workers' Compensation: PCS shall comply with all Workers' Compensation requirements in each state in which PCS provides Services to Client under this Agreement.

e. The insurance coverage set forth in Sections 7a. through 7c. may, in PCS's sole discretion, be provided through primary and excess coverage that, when added together, provide dollar coverage in the total respective coverage amounts set forth above

## 8. INDEMNITY

a. Except as to rate-related matters, regulatory or otherwise, PCS agrees to protect, defend, indemnify and hold Client, and any of its officers, directors, agents, contractors and employees harmless from and against any and all loss, costs (including reasonable attorneys' fees), damages, liabilities, claims, liens, demands or causes of action of every nature, including damage to property or injury or death to persons arising directly or indirectly out of PCS's breach of its obligations under this Agreement.

b. Client agrees to protect, defend, indemnify and hold PCS, its parent company and any of their officers, directors, agents, contractors and employees harmless from and against any

and all loss, costs (including reasonable attorney's fees), damages liabilities, claims, liens, demands or causes of action of every nature, including damage to property or injury or death to persons arising directly or indirectly out of Client's breach of its obligations under this Agreement.

## **9. COOPERATION**

Each party agrees to work in good faith with the other, and to cooperate fully in the completion of all actions that may be reasonable, convenient, necessary, or desirable to carry out the provisions of this Agreement, for PCS to provide Services under this Agreement, and for Client to carry out its obligations under this Agreement. Client hereby grants to PCS the authority to do all things reasonable, necessary, convenient, or desirable to manage and conduct the operation of the Equipment, and to provide the Services.

## **10. RIGHT OF ACCESS**

The Equipment is and shall remain the sole property of PCS. Client agrees that PCS's agents and employees shall have the right to enter the Facilities at any reasonable hour for the purpose of installing, inspecting, maintaining, repairing, moving, or removing the Equipment, or for the purpose of making collections from coin boxes. Client shall provide a safe working environment for PCS's agents and employees during such visits. Whenever PCS ceases to provide Equipment or Services at any Facility, Client shall provide safe access to such Facility for PCS's removal of Equipment from such Facility, and Client agrees to cooperate, and not to interfere, with PCS's removal of the Equipment. Client shall not require waivers or releases of any personal rights from employees or agents of PCS in connection with such visits to the Facilities.

## **11. REGULATORY CHANGES**

a. This Agreement is subject to the applicable provisions of PCS's tariff(s), to federal and state laws, rules, and regulations relating to inmate telephone services, and to regulatory or other governmental orders, rules, regulations or approvals as may apply from time to time (collectively, the "Laws"). The parties acknowledge and agree that the applicable Laws may be deleted, amended, or added to from time to time, and that such alterations may create a conflict between the then-current Laws and the terms or operation of this Agreement. If any conflict between this Agreement and such Laws exists, or comes into existence, during the Term or a Renewal Term of this Agreement, then the Laws shall control and this Agreement shall be deemed modified accordingly.

b. This Agreement may be renegotiated at PCS's option in the event that any alteration in the Laws (including but not limited a rate change mandated by a federal, state or local regulatory authority) adversely affects PCS's ability to fulfill its obligations under this Agreement in a manner that, in PCS's sole discretion, meets PCS's business or economic requirements. In this event, PCS shall provide written notice to Client of the need to renegotiate the Agreement. Both parties agree to renegotiate the Agreement's terms in good faith, and to agree upon any provisions necessary in order to meet such altered Laws as well as PCS's business or economic requirements. If the parties fail to renegotiate the Agreement and



Agreement shall be in the County of Los Angeles, State of California.

c. Severability. Each provision of this Agreement shall be valid and enforceable to the fullest extent permitted by law. If any provision of this Agreement or application of such provision to any person or circumstance shall, to any extent, be or become invalid or unenforceable, the remainder of this Agreement, or the application of any such provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected by such invalidity or unenforceability, unless such provision or such application of such provision is essential to this Agreement.

d. Entire Agreement. The parties acknowledge that no other person or any agent or attorney of any other individual or entity has made any promise, representation or warranty whatsoever, express, implied or statutory, not contained herein, concerning the subject matter hereof, to induce the execution of this Agreement, and each signatory hereby acknowledges that it has not executed this Agreement in reliance upon any such promise, representation or warranty. This Agreement represents the entire agreement between the parties and supersedes all prior negotiations, representations or agreements between the parties, either written or oral on the subject hereof.

e. Modification In Writing. This Agreement may be amended or modified only by a written instrument designated as an amendment to this Agreement, and executed by the parties hereto.

f. Assignment. PCS may assign its rights under this Agreement, but only with the written consent of Client to the assignment, which written consent shall not be unreasonably withheld. No assignment shall relieve PCS of its obligations to Client nor diminish Client's rights under this Agreement, unless so stated in a written agreement executed by Client.

g. Force Majeure. If the performance of this Agreement or any obligation hereunder is interfered with by reason of any circumstances beyond the reasonable control of the party affected, including without limitation fire, explosion, power failure or acts of God; war, civil commotion or acts of public enemies, any law, order, regulation, ordinance or requirement of any government or legal body or any representative of any such government or legal body, labor unrest, including without limitation, strikes, slow downs, picketing or boycotts, then the party affected shall be excused from such performance to the extent that such interference prevents, delays or hampers performance and the other party shall likewise be excused from performance of its obligations provided that the parties so affected shall use reasonable efforts to remove such causes of non-performance.

h. Limit on Liability. Except as expressly provided for in this Agreement, the liability of any party in connection with this Agreement shall be limited to the economic losses of the injured party caused by the other party's injurious action or inaction. In no event may punitive or exemplary damages be sought or awarded by either party as to any claim or cause of action.

i. Interpretation.

i. Neither of the parties hereto shall be deemed the drafter of this Agreement

for purposes of construing its provisions. The language in all parts of this Agreement shall be construed according to its fair meaning, and not strictly for or against any of the parties hereto.

ii. The headings preceding each of the sections, paragraphs, or subparagraphs in this Agreement are for convenience only and shall not be considered in the construction or interpretation of this Agreement.

iii. Whenever the context so requires in this Agreement, all words used in the singular shall be construed to have been used in the plural (and vice versa), each gender shall be construed to include other genders, and the word "person" shall be construed to include a natural person, a governmental entity, a corporation, a firm, a limited liability company, a partnership, a joint venture, a trust, and estate, or any other entity.

j. Execution of Agreement.

i. For purposes of execution of this Agreement, the parties agree that facsimile signatures shall have the same force and effect as original signatures.

ii. This Agreement may be executed in counterparts, and when each party has signed and delivered at least one such counterpart, each counterpart shall be deemed an original, and, when taken together with the other executed counterparts, shall constitute one Agreement, which shall be binding upon and effective as to all parties.

DATED: \_\_\_\_\_

DATED: \_\_\_\_\_

CLIENT:  
\_\_\_\_\_

PCS:  
  
PUBLIC COMMUNICATIONS  
SERVICES, INC.

By: \_\_\_\_\_

By: \_\_\_\_\_

Its: \_\_\_\_\_

Its: \_\_\_\_\_

**EXHIBIT A**

Equipment

**EXHIBIT B**

Facilities

**EXHIBIT C**  
**Facility Schedules**



Facility Schedule for \_\_\_\_\_

The Equipment provided by PCS will be as follows:

Inmate Phones:

Workstation:

CPE:

**Call Rates – Collect\***

<b>JAIL COLLECT CALL RATES</b>		
	<b>Connect</b>	<b>Rate/Minute</b>
<b>Local</b>	\$	\$ /minute
<b>IntraState</b>	\$	\$ /minute
<b>InterState</b>	\$	\$ /minute

**Call Rates – Debit\***

<b>JAIL DEBIT CALL RATES</b>		
	<b>Connect</b>	<b>Rate/Minute</b>
<b>Local</b>	\$	\$ /minute
<b>IntraState</b>	\$	\$ /minute
<b>InterState</b>	\$	\$ /minute

**Call Rates – Prepaid Collect\***

<b>JAIL PREPAID COLLECT CALL RATES</b>		
	<b>Connect</b>	<b>Rate/Minute</b>
<b>Local</b>	\$	\$ /minute
<b>IntraState</b>	\$	\$ /minute
<b>InterState</b>	\$	\$ /minute

**\*Rates do not include State, Federal and Local Taxes or Regulatory Fees**

# OTC - 2110V2 Full Size Full Feature Inmate Phone

The **OTC-2110V2** is a full size full feature Inmate / Coinless Phone designed for use in locations where strength and reliability is needed.

This wall-mounted unit is also made of durable 14-gauge stainless steel, and is protected with tamper resistant security screws. It has a built-in volume control button and a re-enforced window for customized instruction card.

The **OTC-2110V2** is easy to install and simple to maintain.

## *Standard Features*

- ☎ Calling card service compatible.
- ☎ Works with most auto-dialers and call controllers.
- ☎ Tamper resistant locking system.
- ☎ Re-enforced window for customized instruction cards.
- ☎ Built in volume control button.

**and more...**

- ☎ Can be used as a standalone single line phone or on a PABX as an extension phone.
- ☎ Heavy-duty armored handset is hearing aid compatible (HAC) and has an anti-static receiver



## *Applications*

- |                    |                  |                   |
|--------------------|------------------|-------------------|
| ☎ House phone      | ☎ Courtesy phone | ☎ Emergency phone |
| ☎ Employee phone   | ☎ Security phone | ☎ Hot line phone  |
| ☎ Speed dial phone | ☎ Inmate phone   | ☎ Free call phone |



138 Mountain Brook Drive  
Canton, Georgia 30115  
www.navitelinc.com

Tel: 800-753-1707 Fax: 770-345-8142

## Specifications

### Housing

- Heavy-duty 14 gauge stainless steel
- 2 year limited manufacturers warranty
- Armored modular hook-switch lever.
- Metal keypad assembly is moisture, fire, and shock resistant.
- Works with most call restrictors and auto-dialers.
- Tamper resistant mounting system.
- Built in volume control switch.



### Handset

- Heavy-duty armored 18 inch, 32 inch, or any customized length cord with dynamic or carbon transmitter available.
- All handsets are hearing aid compatible (HAC) and have an anti-static receiver.
- Armored cord is made to Bell Core standards and will withstand a minimum 800 lbs pulling test.

### Power

- Telephone line powered. 42 VDC to 56 VDC
- Loop current range: 20 mA to 90 mA

### Telco line type

- Pal, B-1, loop start, standard dial tone 600/120 Hz
- Line interface: Terminal strip connections inside of the phone.

## Options

- Magnetic or micro-switch hook lever assembly is optional
- Optional colors and finishes available as a special order item to accommodate the décor of your location.
- Customized handset lengths available to meet your special needs.
- Handsets available with dynamic or electret transmitter.
- Restrictional dialing is optional.

Measures: 21.2”H x 7.5”W x 2.5”D (4.5” deep with cradle)

Weight: 12Lbs (5.45Kg)

Part Number	Description	Model
A 90-2100VF-MN	Full Size Full Feature Inmate Phone w/ Magnetic Hook Switch	OTC-2110V2



138 Mountain Brook Drive  
Canton, Georgia 30115  
www.otctelecom.net  
Tel: 800-753-1707 Fax: 770-345-8142

## ICOR-24 Phone Cut-Off Switches

It is vital for system cut-off switches to be designed to ensure maximum phone quality. The industry standard in correctional facilities has been to simply run all phone wires to a location and connect them all to off-the-shelf switches. This can result in degraded phone quality.

PCS made a determination that inmate systems needed a more sophisticated solution and that the market did not have the quality of cut-off switches that ensured this quality of service. Due to this need, PCS has designed a switching unit that meets and exceeds the needs of the correctional environment. The ICOR-24 is a switching unit that allows PCS employees and/or correctional personnel to shut down a number of phones with a single switch. This increases variation options for cutting off phones, reduces required wiring and space required for installations. The unit can be configured in a variety of ways. It can accommodate multiple switches, so that only certain phones are disabled at a time. Please refer to the following photo:



As the name implies, the ICOR-24 can disable up to 24 phones at a time. When you wish to control more than 24 phones, the multiple units can be ganged together. Each new unit that is ganged gives you the ability to control another 24 phones. Please refer to the photo on the right

By using the ICOR-24, PCS can group phones in a variety of ways so that facility personnel can easily shut off selected phones. These configurations are not limited to phone locations. We simply configure the ICOR-24 as required and then run a single pair of wires to wherever the cutoff switch needs to be located.

For example, there may be pay phones located in several areas of a facility. Even though these phones may connect to different trunk lines, they could be connected through the ICOR-24 so that all of them could be shut off at once.

No other ITS provider has made this quality commitment in switching units. The ICOR-24 is a unique, patent pending device only available through PCS.



**State of Idaho**  
**Inmate Phones, Escalation Procedure**

THE FOLLOWING INFORMATION APPLIES TO INMATE PHONES ONLY

**Priority Level 1:**

*(Repair will be made within 2 business days)*

- One of multiple inmate phones in a housing area not operational

**Priority Level 2:**

*(Repair will be made within 1 business day)*

- One intake phone not operational
- Multiple inmate phones in a housing area not Operational

**Priority Level 3:**

*(4 hour physical response and / or remote reset and repair)*

- One or more entire housing areas not operational
- Multiple intake phones not operational
- All inmate phones not operational

**IMMEDIATELY CALL PCS WITH DESCRIPTION OF  
PROBLEM AND PRIORITY LEVEL:**

**(800) 646-6283**

**( 800-6-INMATE )**

**DO NOT DISTRIBUTE THE ABOVE NUMBER TO  
INMATES OR INMATE FAMILIES AND FRIENDS**

**INMATE FAMILIES WITH BLOCKED NUMBERS OR BILLING**

**PROBLEMS SHOULD CALL:** *Monday through Friday, 8:00AM TO 5:00PM Pacific Time*

**(888) 288-9879**

**LAMINATED,  
FOR OFFICERS  
USE**

## State of Idaho

### Facility Administration, Back-Up Contact Sheet (To be used only if (800) 6-INMATE number should fail)

**\*\* Please Keep This Sheet Private \*\***

*These numbers are to be used by facility administration personnel only.*

If the 800 number fails during normal business hours, please call Public Communications Services to report any problems with the Inmate Phone System.

#### PCS INMATE SERVICES:

**818-898-3524**

PCS OFFICE PHONE NUMBER:

(310) 231-1000

ERIC PETTERSEN, EXT. 3046

HELEN DOUGLAS, EXT. 3008

**SOFT PLASTIC  
COVER, FOR  
OFFICERS IN  
CHARGE USE**

If the 800 number fails after normal business hours, then call the following individuals to report the problem with the Inmate Phone System. Please allow fifteen minutes for individuals to respond before attempting to contact the next person on the list. Place calls in order listed below:

#### STAFF

ERIC PETTERSEN

HELEN DOUGLAS

#### CELL PHONE

(310) 487-5297

(818) 523-5245

### **INMATE FAMILIES WITH BLOCKED NUMBERS OR BILLING**

**PROBLEMS SHOULD CALL:** Monday through Friday, 8:00AM TO 5:00PM Pacific Time

**(888) 288-9879**

# NOTICE TO INMATES

\*\*\*

*AVISO PARA LOS DETENIDOS*

**LAMINATED,  
PLACED IN  
INMATE VIEW**

**PLEASE INFORM FRIENDS OR FAMILIES  
WITH BLOCKED NUMBERS OR BILLING  
PROBLEMS TO CALL:**

\*\*\*

*POR FAVOR INFORMEN A LOS AMIGOS Y  
FAMILIARES CON PROBLEMAS CON SU  
CUENTA QUE LLAMEN A:*

# **(888) 288-9879**

*Monday through Friday 8:00am to 5:00pm Pacific Time*

**UNBLOCKING**

\*\*\*

*PARA QUITAR UN BLOQUEO*

**QUESTIONS ANSWERED**

\*\*\*

*PARA PREGUNTAS Y RESPUESTAS*



**State of Idaho**  
**INMATE PHONES**  
**IN-HOUSE TROUBLE REPORT**

**TABLET FORM  
 FOR OFFICERS  
 USE**

Facility Name: \_\_\_\_\_

Date Reported to PCS: \_\_\_\_\_ Time Reported to PCS: \_\_\_\_\_

Person Filing Report: \_\_\_\_\_

Person Reported to at PCS: \_\_\_\_\_

Location of Phone(s) Experiencing Trouble: \_\_\_\_\_  
 \_\_\_\_\_

Description of Trouble: \_\_\_\_\_  
 \_\_\_\_\_

**PRIORITY LEVELS:**

**CHECK ONE:**

<p><b>Priority Level 1:</b>  <i>(Repair will be made within 2 business days)</i></p> <ul style="list-style-type: none"> <li>• <u>One</u> of multiple inmate phones in a housing area not operational</li> </ul>	<input type="checkbox"/>
<p><b>Priority Level 2:</b>  <i>(Repair will be made within 1 business day)</i></p> <ul style="list-style-type: none"> <li>• One intake phone not operational</li> <li>• Multiple inmate phones in a housing area not Operational</li> </ul>	<input type="checkbox"/>
<p><b>Priority Level 3:</b>  <i>(4 hour physical response and/or remote reset and repair)</i></p> <ul style="list-style-type: none"> <li>• One or more entire housing areas not operational</li> <li>• Multiple intake phones not operational</li> <li>• All inmate phones not operational</li> </ul>	<input type="checkbox"/>

**RESOLUTION:**

**Remote Fix (no signature needed)**– PCS Rep Name: \_\_\_\_\_

**Technician Needed on Site** – Description of correction to trouble: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date of Correction: \_\_\_\_\_ Time of Correction: \_\_\_\_\_

Technician Signature: \_\_\_\_\_

VAC Systems offer an extensive array of flexible reporting options to meet the needs of correctional facilities. These include: Maintenance Reports, Investigative Reports, and Financial Reports as described below:

## 1.1 Financial Reports

Financial Reports are most often used for systems that feature debit calling. Using the VAC administrative workstation VAC personnel, system administrators, and authorized facility staff are provided with the capability to generate, view and print the following Financial Reports:

- Call Refund Report
- Daily Call Charges
- Financial Transactions
- Inmate Deposit
- Inmate Reconciliation

### 1.1.1 *Call Refund Report*

The *Call Refund Report* automatically generates when a user, with the appropriate authorization level, performs a Call Refund transaction. Call Refund generates and prints a summary transaction report. The Call Refund Report includes the following information:

- Inmate ID Number
  - Inmate name
  - Date & Time of Transaction
  - Reference Number
  - Dialed Digits
  - Amount of Transaction
  - Total Number of Call Refund Transactions
  - Total Net Amount of Call Refund Transactions
-



# Sample Reports

Run Date : 11/24/2001 **Inmate Phone System**

Run Time : 11:22:04 **Call Refund** Page 1 of 1

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Report Site: COF From 09/20/2001 00:00:00  
Terminal Making Request: COTB2\_WS02 Thru 10/31/2001 23:59:59  
User ID: TESTADMIN

Facility Name:		Facility Code:			
----------------	--	----------------	--	--	--

DOC	Inmate Name	Date/Time	Reference #	Phone	Amount
-----	-------------	-----------	-------------	-------	--------

**Total Number of Call Refund Transactions :** 0  
**Total Net Amount of Call Refund Transactions:** \$0.00

## Sample Reports

### 1.1.2 Daily Call Charges

The *Daily Call Charges* report displays the total number of calls, duration, and charges for both Collect and Debit calls. The user determines the range of dates covered in the report. Grand totals are available at the bottom of the report. The Daily Call Charges report displays the following information for Debit and Collect calls:

- Call Date
- Call Type
- Minutes
- Calls
- Charges
- Total Calls
- Total Minutes

Run Date: 07/30/2001	<b>Daily Call Charges By Facility</b>		Page 1 of 1
Run Time: 12:24:22	Report Site: COF	From: 07/01/2001 00:00:00	
	Terminal Making Request: DRDC_WS02	Thru: 07/30/2001 23:59:59	
	User ID: testadmin		
<b>Facility Name: DENVER</b>		<b>Facility Code: DRDC</b>	
<b>Call Date:</b>	7/19/2001		
<b>Call Type:</b>	Debit		
	<b>Minutes</b>	<b>Calls</b>	<b>Charges</b>
	8	1	\$2.00
<b>Total calls:</b>	1		
<b>Total minutes:</b>	8		
<b>Call Date:</b>	7/27/2001		



# Sample Reports

## 1.1.3 Financial Transactions

The *Financial Transactions* report provides a record for all inmates with a financial transaction during a specified period. The Financial Transactions report displays the following information:

- Inmate ID
- Inmate Name
- Date/Time of transaction
- Transaction Type
- Amount of transaction
- Reference Number
- Total Number of Financial Transactions for the Inmate

Run Date : 11/21/2001			
Run Time: 14:21:20	<b><u>Financial Transactions</u></b>	Page	1 of
Report Site: COF		From 10/25/2001	00:00:00
Terminal Making Request: COTB2_WS02		Thru 11/21/2001	23:59:59
User ID: TESTADMIN			
<b>Facility Name: TEST BED 2</b>		<b>Facility Code: COTB2</b>	
<b>Inmate DOC</b>	<b>00299-999</b>	<b>Inmate Name:</b>	<b>LO, CO</b>
<b>Date/Time</b>	<b>Transaction Type</b>	<b>Amount</b>	<b>Reference #</b>
10/25/2001 20:30:08	COLLECT CALL	\$0.00	008DDA
10/25/2001 20:30:08	COLLECT CALL - INCOMPLETE	\$0.00	008DDA
10/25/2001 20:30:49	DEBIT CALL	\$0.00	008DDB
10/25/2001 20:30:49	DEBIT CALL - INCOMPLETE	\$0.00	008DDB
10/25/2001 20:46:18	COLLECT CALL	\$0.00	008DDC
10/25/2001 20:46:18	COLLECT CALL - INCOMPLETE	\$0.00	008DDC
10/25/2001 20:46:35	DEBIT CALL	\$1.00	008DDD
10/25/2001 20:46:35	DEBIT CALL - INCOMPLETE	\$1.00	008DDD
10/25/2001 20:55:41	COLLECT CALL	\$0.00	008DDE
10/25/2001 20:55:41	COLLECT CALL - INCOMPLETE	\$0.00	008DDE
<b>Total Number of Financial Transactions for the Inmate:</b>		<b>10</b>	
<b>Total Number of Financial Transactions for the Facility:</b>		<b>10</b>	

## Sample Reports

### 1.1.4 *Inmate Deposit*

The *Inmate Deposit* report provides a record of all inmates with deposits during a specified period. The Inmate Deposit report displays the following information:

- Inmate Number
- Inmate Name
- DEP Date (deposit date)
- Deposit (deposit amount)
- Total Inmate Deposits For
- Total Amount (total amount of deposit)

RunDate: 09/22/2001			
RunTime: 16:19:44			
<b><u>Inmate Deposits For: 2900</u></b>			
<b><u>For Inmate: 111111</u></b>			
Report Site:	COF	From	09/06/2001 00:00:00
Terminal Making Request:	QACOLO_WS01	Thru	09/22/2001 23:59:59
UserID:	TESTADMIN		
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
<b>DOC</b>	<b>INMATE NAME</b>	<b>DEP DATE</b>	<b>DEPOSIT</b>
111111	SMITHERS,TOM,	09/12/2001	\$2,500.00
<b>Total Inmate Deposits For:</b>		9/12/01	1
		<b>Total Amount</b>	\$2,500.00
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
<b>DOC</b>	<b>INMATE NAME</b>	<b>DEP DATE</b>	<b>DEPOSIT</b>
111111	SMITHERS,TOM,	09/21/2001	\$50.00
<b>Total Inmate Deposits For:</b>		9/21/01	1
		<b>Total Amount</b>	\$50.00
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
<b>DOC</b>	<b>INMATE NAME</b>	<b>DEP DATE</b>	<b>DEPOSIT</b>
111111	SMITHERS,TOM,	09/22/2001	\$0.00
111111	SMITHERS,TOM,	09/22/2001	\$5.00



# Sample Reports

## 1.1.5 Inmate Reconciliation

The *Inmate Reconciliation* report displays all financial activity associated with a particular inmate account for a specified time period. The Inmate Reconciliation report displays the following information:

- Inmate Number
- Inmate Name
- Inmate Debit Called Number
- Date/Time (of debit call)
- Duration
- Cost (deposits)
- Inmate Deposits
- Cost (withdrawals)
- Previous Balance
- Total deposits
- Previous Balance + Deposit
- Total Call Charges
- Ending Balance

Run Date : 11/21/2001	<b><u>Inmate Reconciliation For: 3100</u></b>	Page 1 of 1								
Run Time : 14:24:01	<b><u>For Inmate DOC:299999</u></b>									
Report Site : COF From 10/24/2001 00:00:00										
Terminal Making Request : COTB2_WS02		Thru 11/21/2001 23:59:59								
User ID : TESTADMIN										
<b>Facility Name: TESTBED2 Facility Code: COTB2</b>										
<b>DOC: 00299-999</b>	<b>Inmate Name : L.O.CO,</b>									
	<b>Inmate Debit Calls</b>									
	<table border="1" style="width: 100%;"><thead><tr><th>Called Nbr</th><th>Date/Time</th><th>Duration</th><th>Cost</th></tr></thead><tbody><tr><td>9754292334</td><td>10/25/2001 20:44:33</td><td>47</td><td>\$1.00</td></tr></tbody></table>	Called Nbr	Date/Time	Duration	Cost	9754292334	10/25/2001 20:44:33	47	\$1.00	
Called Nbr	Date/Time	Duration	Cost							
9754292334	10/25/2001 20:44:33	47	\$1.00							
	<b>Inmate Deposits</b>									
	<table border="1" style="width: 100%;"><thead><tr><th>Date/Time</th><th>Cost</th></tr></thead><tbody><tr><td>11/21/2001 14:20:10</td><td>\$50.00</td></tr></tbody></table>	Date/Time	Cost	11/21/2001 14:20:10	\$50.00					
Date/Time	Cost									
11/21/2001 14:20:10	\$50.00									
<b>PREVIOUS BALANCE</b>	:	\$0.00								
<b>TOTAL DEPOSIT</b>	:	\$50.00								
<b>TOTAL WITHDRAWAL</b>	:	\$0.00								
<b>PREV BALANCE + DEPOSIT</b>	:	\$50.00								
<b>TOTAL CALL CHARGES</b>	:	\$1.00								
<b>ENDING BALANCE</b>	:	\$49.00								

## Sample Reports

### 1.2 Maintenance Reports

The following Maintenance Reports are available via the System workstation, or remote communications for authorized users:

- City by NPA-Nxx Search
- Local Exchanges
- Non Area Code/Exchange Attempts
- Percentage Grade of Blocking
- State by NPA Search

#### 1.2.1 *City by NPA-Nxx Search*

The *City by NPA-Nxx Search* report provides the city and state for a particular NPA-Nxx. The *City by NPA-Nxx Search* report includes the following information:

- NPA
- Nxx
- City
- State

RunDate: 09/22/2001	<u>Colorado Inmate Phone System</u>		
RunTime: 16:14:30	<u>City By NPA-Nxx Search</u>		
	Page	1 of	1
Report Site: COF			
Terminal Making Request: QACOLO_WS01			
UserID: TESTADMIN			
NPA	NXX	City	State
303	371	MONTBELLO	CO
719	275	CANON	CO



## Sample Reports

### 1.2.2 *Local Exchanges*

The *Local Exchanges* report provides a list of all area codes and exchanges, which are designated within the local calling area for the designated facility.

The Local Exchanges report contains the following:

- Facility Code
- Area Code
- Exchange associated with the area code
- Total Number of Local Exchanges

RunDate: 09/21/2001		
RunTime: 14:05:48	<b><u>Local Exchange</u></b>	1
<hr/>		
Report Site: COF		
Terminal Making Request: QACOLO_WSO1		
UserID: TESTADMIN		
<b>Facility Code:</b> TEST 1		
<b>Area Code</b>	<b>Exchange</b>	
972	808	
<b>Total Number Of Local Exchanges : 1</b>		
<b>Facility Code:</b> TEST 2		
<b>Area Code</b>	<b>Exchange</b>	
972	808	
<b>Total Number Of Local Exchanges : 2</b>		

## Sample Reports

### 1.2.3 *Non Area Code/Exchange Attempts*

The *Non Area Code/Exchange Attempts* report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- Inmate Number
- Inmate Name
- Date/Time of call attempt
- Dialed Digits
- Station
- Number of Calls Attempted with Invalid Area Code/Office

Run Date: 11/21/2001				
Run Time: 14:27:30		<u>Non Area Code/Exchange Attempts</u>		1
<hr/>				
Report Site: COF		From 09/21/2001 00:00:00		
Terminal Making Request: COTB2_WS02		Thru 10/26/2001 23:59:59		
User ID: TESTADMIN				
<b>Facility Name:</b>		<b>Facility Code:</b>		
<b>DOC</b>	<b>Inmate Name</b>	<b>Date/Time</b>	<b>Dialed Digits</b>	<b>Station</b>
<b>Number of Calls Attempted With Invalid Area Code/Office Code:</b>				0

## Sample Reports

### 1.2.4 *Percentage Grade of Blocking*

The *Percentage Grade of Blocking* report provides phone information on a line-by-line basis for the percentage of calls blocked during specific hourly periods. The Percentage Grade of Blocking report displays the following information:

- Facility Name
- Facility Code
- Number of calls attempted
- Number of blocked by traffic
- Blocked Percentage
- Trunk Types

### 1.2.5 *State by NPA Search*

The *State by NPA Search* report allows the facility to locate the state for a particular NPA. The State by NPA Search report displays the following information:

- NPA
- State

RunDate: 09/21/2001					
RunTime: 14:17:56	<b><u>State By NPA Search</u></b>				
Report Site: COF					
Terminal Making Request: QACOLO_WS01					
UserID: TESTADMIN					
<table border="1"> <thead> <tr> <th>NPA</th> <th>State</th> </tr> </thead> <tbody> <tr> <td>719</td> <td>CO</td> </tr> </tbody> </table>	NPA	State	719	CO	
NPA	State				
719	CO				

### 1.3 Investigative Reports

The Investigative following Reports are available to view or print:

- Account Telephone Number List
- Alert Notification
- Approved Telephone Numbers Search
- Call Detail Report
- Calls From PIN Not at Facility
- Chronological List of Calls
- Currently Suspended Telephone Accounts
- Extra Dialed Digits
- Inmate Directory
- Inmate History Report
- Inmates Transfers
- Invalid PIN Attempts
- Locally Blocked Telephone Numbers
- New Inmates Report
- Quantity of Calls Placed
- Quantity of Minutes Called
- Released Inmates
- System Wide Blocked Telephone Numbers
- Telephone Numbers Called by More Than One Inmate
- Telephone Numbers Listed In More Than One Account
- Telephone Number Usage
- Toll Free Numbers Called by Inmates
- Toll Free Phone Numbers on Inmate's List
- 3 Way Call Detect Report



## Sample Reports

### 1.3.1 Account Telephone Number List

The *Account Telephone Number List* report displays all the phone numbers on the Allowed List for one or more inmates. The Account Telephone Number List report displays the following information:

- Inmate Number
- Inmate Name
- Number Dialed
- Collect
- Debit
- Allow
- Called Party Language
- Activation Date
- Total Telephone Numbers for Inmate
- Total Telephone Numbers
- Total Active Numbers
- Total Inactive Numbers

Run Date: 11/21/2001					
Run Time: 14:31:13		<u>Account Telephone Number List</u>		Page 1 of 1	
<hr/>					
Report Site: COF			From 11/21/2001 00:00:00		
Terminal Making Request: COTB2_WS02			Thru 11/21/2001 23:59:59		
User ID: TESTADMIN					
<b>Facility Name: TEST BED 2</b>			<b>Facility Code: COTB2</b>		
<b>DOC :</b>		<b>Inmate Name: L O,CO ,</b>			
<b>Phone Number</b>	<b>Collect</b>	<b>Debit</b>	<b>Allow</b>	<b>Called Party Language</b>	<b>Activation Date</b>
3032715589	YES	YES	YES	ENGLISH	11/21/01
7192754455	YES	YES	YES	ENGLISH	11/21/01
<b>Total Telephone Numbers for Inmate:</b>		<b>2</b>			
<b>Total Telephone Numbers</b>		<b>: 2</b>			
<b>Total Active Numbers</b>		<b>: 2</b>			
<b>Total Inactive Numbers</b>		<b>: 0</b>			

## Sample Reports

### 1.3.2 Alert Notification

The *Alert Notification* report displays all accounts or telephone numbers placed on Alert status by facility staff. This is regardless of whether the alert was for all calls by a particular inmate, or calls to a particular number. Ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Inmate Number
- Inmate Name
- Dialed Digits
- Alert
- Date/Time of call
- Station ID
- Cost of call
- Total Number of Alerted calls

Run Date: 09/21/2001						
Run Time: 14:40:03	<b><u>Alert Notification</u></b>					
Report Site: COF				From 09/04/2001 - 00:00:00		
Terminal Making Request: QACOLO_WS01				Thru 09/21/2001 - 23:59:59		
User ID: TESTADMIN						
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1				
DOC	Inmate Name	Dialed Digits	Alert	Date/Time	Station	Cost
111111	SMITHERS, TOM	3212683354	PHONE	09/12/2001 15:20:55	0	\$ 0.00
111222	BURNS, MR	7134332628	PHONE	09/12/2001 15:21:55	0	\$ 0.00
111333	SIMPSON, HOME R	3212683354	PHONE	09/12/2001 15:22:38	0	\$ 0.00
111444	SMITH, LENNY	7134332625	PHONE	09/12/2001 15:25:07	0	\$ 0.00
111555	CUTT, BUZZ	3212683357	PHONE	09/12/2001 15:25:37	0	\$ 0.00
111666	CAREY, DREW	7134332625	PHONE	09/12/2001 15:26:41	0	\$ 0.00
111777	FAUNT, ELLE	3212683354	PHONE	09/12/2001 15:27:22	0	\$ 0.00
111888	CHEETUM, DEWW E	3212685953	PHONE	09/12/2001 15:28:09	0	\$ 0.00
111999	HOW, ANN	3212685457	PHONE	09/12/2001 15:28:28	0	\$ 0.00

## Sample Reports

### 1.3.3 *Approved Telephone Numbers Search*

The *Approved Telephone Numbers Search* report allows for the retrieval of specific or generic telephone numbers inmates are allowed to call. This report is sorted by Inmate number and telephone number. The Approved Telephone Number Search report displays the following information:

- Telephone Number
- Inmate DOC Number
- Inmate name
- Facility
- Number of Inmates with This Number

RunDate: 09/21/2001		<b><u>Approved Telephone Numbers Search</u></b>	
RunTime: 14:42:37			
Report Site:	COF	SelectedPhone Number(s):	
Terminal MakingRequest:	QACOLO_WS01	9723312543	
UserID:	TESTADMIN		
<b>9723312543</b>			
<b>DOC</b>	<b>Inmate Name</b>	<b>Facility</b>	
111111	SMITHERS, TOM	TEST 1	
<b>Number of Inmates with This Number:</b>		1	

## Sample Reports

### 1.3.4 Call Detail Report

The *Call Detail Report* displays a log of calls from specific inmates in the order that they were placed over a specified time. The Call Detail report displays the following information:

- Inmate Name
- Inmate Number
- Trunk
- Called Number
- Date/Time of transaction
- Duration
- Completion Code
- Cost of call
- Total transactions
- Total cost

RunDate: 09/21/2001		<u>Colorado Inmate Phone System</u>				Page 1 of 14	
RunTime: 14:43:22		<u>Call Detail Report</u>					
Report Site:	COF	From 09/11/2001		00:00:00			
Terminal Making Request:	QACOLO_WS01	Thru 09/21/2001		23:59:59			
UserID:	TESTADMIN	For Both Debit and Collect Calls					
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1					
Inmate Name	DOC	TRK	Called Nbr	Date/Time	DUR	Comp Code	Cost
SMITHERS,TOM,	111111	2	3212683354	09/12/2001 16:30:33	397	10	\$0.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:35:22	397	0	\$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:42:43	397	0	\$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:50:04	397	0	\$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:57:25	397	0	\$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 17:04:47	397	0	\$2.00



## Sample Reports

### 1.3.5 Chronological List of Calls

The *Chronological List of Calls* report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order:

- Inmate Number
- Date/Time of call
- Duration of call in seconds
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Line Number
- Station ID
- Cost of call
- Total Facility Calls
- Total Facility Minutes
- Total Facility Cost

RunDate: 09/21/2001		<b>Chronological List Of Calls</b>					
RunTime: 14:44:41							
Report Site:	COF	From 09/04/2001		00:00:00			
Terminal Making Request:	QACOLO_WS01	Thru 09/21/2001		23:59:59			
UserID:	TESTADMIN						
<b>Facility Name:</b> TEST BED 1				<b>Facility Code:</b> TEST 1			
DOC	Date/Time	Duration	Dialed Digits	Call Type	Line	Station	Cost
111111	9/12/01 4:30:33 PM	397	3212683354	InterState	2	0015	\$0.00
111111	9/12/01 4:35:22 PM	397	3212683354	InterState	6	0014	\$3.00
111111	9/12/01 4:42:43 PM	397	3212683354	InterState	6	0014	\$3.00
111111	9/12/01 4:50:04 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 4:57:25 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:04:47 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:12:07 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:19:28 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:26:48 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:34:07 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:41:28 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:48:48 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 5:56:09 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 6:03:29 PM	397	3212683354	InterState	6	0014	\$2.00
111111	9/12/01 6:10:48 PM	397	3212683354	InterState	6	0014	\$2.00

## Sample Reports

### 1.3.6 *Currently Suspended Telephone Accounts*

The *Currently Suspended Telephone Accounts* report lists all inmate telephone accounts whose calling privileges have been suspended. Records are sorted by Inmate Number, and then by date of suspension. The *Currently Suspended Telephone Accounts* report displays the following information:

- Inmate Number
- Inmate name
- Date/Time suspension began
- Date/Time suspension ends
- Number of days of total suspension
- Days to be Suspended
- Days already Suspended
- Suspended Days Left
- Total Number of Suspended Accounts

Run Date: 09/21/2001	<b>Colorado Inmate Phone System</b>			Page 1 of 1
Run Time: 14:47:06	<b>Currently Suspended Telephone Accounts</b>			
Report Site: COF	Terminal Making Request: QACOLO_WS01		Selected Sites: TEST	
User ID: TESTADMIN				
<b>Facility Name:</b> TEST BED 1	<b>Facility Code:</b> TEST 1			
<b>DOC:</b> 111444	<b>Start Date:</b> 09/21/2001	<b>Days to be Suspended:</b>	1	
<b>Last Name:</b> SMITH	<b>Start Time:</b>	<b>Days Already Suspended:</b>	0	
<b>First Name:</b> LENNY	<b>End Date:</b> 09/22/2001	<b>Suspended Days Left:</b>	1	
<b>Middle Name:</b>	<b>End Time:</b>			
<b>DOC:</b> 733200	<b>Start Date:</b> 09/21/2001	<b>Days to be Suspended:</b>	1	
<b>Last Name:</b> WELDON	<b>Start Time:</b>	<b>Days Already Suspended:</b>	0	
<b>First Name:</b> CHARLES	<b>End Date:</b> 09/22/2001	<b>Suspended Days Left:</b>	1	
<b>Middle Name:</b> R	<b>End Time:</b>			
<b>Total Number of Suspended Accounts:</b>		2		

## Sample Reports

### 1.3.7 *Extra Dialed Digits*

The *Extra Dialed Digits* report lists all calls that extra dialed digits were detected within a specified period. The Extra Dialed Digits report displays the following information in chronological order:

- Date/Time
- Inmate Number
- Inmate Name
- Dialed Number
- Station ID
- Facility
- Total Number of Calls With Extra Digits Dialed

RunDate: 09/21/2001	!	<b>Extra Dialed Digits</b>				
RunTime: 14:56:37						
Report Site: COF		From 09/04/2001 - 00:00:00				
Terminal Making Request: QACOLO_WS01		Thru 09/21/2001 - 23:59:59				
UserID: TESTADMIN						
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1				
Date/Time	DOC	Inmate Name	Dialed Number	Station	Facility	
09/21/2001 14:52:39	111333	SIMPSON, HOME R	9728083325	15	TEST 1	
09/21/2001 14:54:21	111777	FAUNT, ELLE	9728083325	15	TEST 1	
09/21/2001 14:55:53	111888	CHEETUM, DEWWW E	9728083389	15	TEST 1	
<b>Total Number of Calls With Extra Digits Dialed:</b>			<b>3</b>			

### 1.3.8 *Inmate Directory*

The *Inmate Directory* report displays a log of all inmates requested by facility or statewide within a specified time. The Inmate Directory report displays the following information:

## Sample Reports

- Inmate Numbers
- Inmate Name
- Total Number of Inmates

Run Date: 09/21/2001  
 Run Time: 14:49:26

### Inmate Directory Report

Report Site:	COF	From	09/10/2001	00:00:00
Terminal Making Request:	QACOLO_WS01	Thru	09/21/2001	23:59:59
User ID:	TESTADMIN			

<b>Facility Name:</b> TEST BED 1	<b>Facility Code:</b> TEST 1
----------------------------------	------------------------------

DOC	Inmate Name
111111	SMITHERS,TOM,
111134	SMITHERS,TOM,
111222	BURNS,MR,
111333	SIMPSON,HOME,R
111444	SMITH,LENNY,
111555	CUTT,BUZZ,
111666	CAREY,DREW,
111777	FAUNT,ELLE,
111888	CHEETUM,DEWWW,E
111999	HOW,ANN,
733100	REED,Q,
733200	WELDON,CHARLES,R
920001	GUY,XFER,GUY
920002	TEST,GUY,TEST
920003	TEST.GUY3,TEST

## Sample Reports

### 1.3.9 *Inmate History Report*

The *Inmate History Report* displays all transactions placed by inmates over a specified time. The report includes Debit calls, Collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The Inmate History report displays the following information:

- Inmate Number
- Inmate Name
- Date/Time of transaction
- Transaction Description
- Total Inmate Transactions

Run Date: 09/21/2001	<b><u>Inmate History Report</u></b>		
Run Time: 14:50:09			
Report Site: COF	From 09/11/2001	00:00:00	
Terminal Making Request: QACOLO_WS01	Thru 09/21/2001	23:59:59	
User ID: TESTADMIN			
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
DOC	Inmate Name	Date/Time	Transaction Description
111111	SMITHERS,TOM,	09/12/2001 15:20:03	ADD-INMATE
111111	SMITHERS,TOM,	09/12/2001 15:20:55	
111111	SMITHERS,TOM,	09/12/2001 15:32:17	ACCOUNT-DEPOSIT
111111	SMITHERS,TOM,	09/12/2001 16:30:33	COLLECT-CALL
111111	SMITHERS,TOM,	09/12/2001 16:35:22	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001 16:42:43	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001 16:50:04	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001 16:57:25	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001 17:04:47	DEBIT-CALL
111111	SMITHERS,TOM,	09/12/2001 17:12:07	DEBIT-CALL

### 1.3.10 *Inmate Transfers*

The *Inmate Transfers* report displays accounts received or transferred from each facility over a specified period. The Inmate Transfers report displays the following information:

## Sample Reports

- Inmate Number
- Inmate Name
- PIN
- Facility code transferred From
- Facility code transferred To
- Suspend (Yes or No)
- Notes

Run Date: 09/21/2001	<b><u>Inmate Transfers</u></b>					
Run Time: 14:51:04						
Report Site: COF					From 09/01/2001 00:00:00	
Terminal Making Request: QACOLO_WS01					Thru 09/21/2001 23:59:59	
User ID: TESTADMIN						
<b>Date Of Transfer :</b> 09/12/2001						
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1				
DOC	Inmate Name	PIN	From	To	Suspend	Notes
111111	SMITHERS,TOM,	4224	2900	2900	N	
111111	SMITHERS,TOM,	4224	2999	2900	N	
111134	SMITHERS,TOM,	0234	2999	2900	N	
111222	BURNS,MR,	1021	2900	2900	N	
111222	BURNS,MR,	1021	2999	2900	N	
111333	SIMPSON,HOME,R	1013	2900	2900	Y	

### 1.3.11 Locally Blocked Telephone Numbers

The *Locally Blocked Telephone Numbers* report generates a list of phone numbers locally blocked in the system for the local facility. When an inmate attempts a call to a number on this list, the call is blocked and issued a Completion Code. The Locally Blocked Telephone Numbers report displays the following information:

- Telephone number

## Sample Reports

- Inmate Number (if blocked for individual inmate)
- Inmate name (if blocked for individual inmate)
- Facility code of inmate (if blocked for individual inmate)
- Not Allow Reason for block (comment or description)
- Total number of inmates with the telephone number on their lists

Run Date: 09/21/2001  
 Run Time: 14:54:05

**Locally Blocked Telephone Numbers**

---

Report Site: COF Selected Sites: TEST  
 Terminal Making Request: QACOLO\_WS01  
 UserID: TESTADMIN

011442345678

DOC	Inmate Name	Facility	Not Allow Reason
111444	SMITH,LENNY,	TEST 1	Direct and Collect Calls. Reason: ,

**Number Of Inmates With This Number : 1**

01192214936993

DOC	Inmate Name	Facility	Not Allow Reason
111333	SIMPSON,HOME,R	TEST 1	Direct and Collect Calls. Reason: ,

**Number Of Inmates With This Number : 1**

2143736985

DOC	Inmate Name	Facility	Not Allow Reason
733200	WELDON,CHARLES,R	TEST 1	Direct and Collect Calls. Reason: ,

**Number Of Inmates With This Number : 1**

## Sample Reports

### 1.3.12 *New Inmates Report*

The *New Inmates Report* displays new inmates that were added into the system. Inmates are grouped by facility. The New Inmates report displays the following information:

- Date Added
- Inmate Name
- Inmate Number
- Notes
- Inmate Count by Facility
- Total New Inmates for Report

RunDate: 09/21/2001	<b><u>New Inmate Report</u></b>		
RunTime: 14:55:01			
Report Site: COF	From 09/01/2001	00:00:00	
Terminal Making Request: QACOLO_WS01	Thru 09/21/2001	23:59:59	
UserID: TESTADMIN			
<b>Facility Name:</b> TEST BED 1	<b>Facility Code:</b>	TEST 1	
Date Added	Inmate Name	DOC	Notes
09/12/2001	SMITHERS,TOM,	111111	
09/12/2001	SMITHERS,TOM,	111134	
09/12/2001	BURNS,MR,	111222	
09/12/2001	SIMPSON,HOME,R	111333	
09/12/2001	SMITH,LENNY,	111444	
09/12/2001	CUTT,BUZZ,	111555	
09/12/2001	CAREY,DREW,	111666	
09/12/2001	FAUNT,ELLE,	111777	



## Sample Reports

### 1.3.13 *Quantity of Calls Placed*

The *Quantity of Calls Placed* report lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). The Quantity of Calls Placed report displays the following information sorted by the number of calls made in descending order:

- Inmate Number
- Inmate Name
- Facility
- Number of Calls
- Total Number of Inmates that Made at Least 'X' Calls 'X'

RunDate: 09/21/2001	<b>Quantity of Calls Placed</b>		
RunTime: 14:55:48			
Report Site: COF	From 09/01/2001 to 09/21/2001		
Terminal Making Request: QACOLO_WS01	For Both Debit and Collect Calls		
UserID: TESTADMIN	Minimum Number of calls: 2		
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
DOC	Inmate Name	Facility	# of Calls
111222	BURNS, MR	2900	228
111555	CUTT, BUZZ	2900	222
111111	SMITHERS, TOM	2900	221
111666	CAREY, DREW	2900	216
111333	SIMPSON, HOME R	2900	191
111444	SMITH, LENNY	2900	191
992901	TEST, GUY T	2900	6
920001	GUY, XFER GUY	2900	2
920003	TEST, GUY3 TEST	2900	2
<b>Total Number of Inmates That Made at Least</b>		<b>2 Calls:</b>	<b>9</b>

## Sample Reports

### 1.3.14 *Quantity of Minutes Called*

The *Quantity of Minutes Called* report lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls, Collect calls, or both may be selected for the report. The *Quantity of Minutes Called* report displays the following information sorted by the total number of minutes called in descending order:

- Inmate Number
- Inmate Name
- Number of Minutes
- Total Number of Inmates that Called for at Least 'X' Minutes 'X'

RunDate: 09/21/2001	<b>Quantity of Minutes Called</b>		
RunTime: 14:57:31			
Report Site: COF	From 09/01/2001 to 09/21/2001		
Terminal Making Request: QACOLO_WS01	For Both Debit and Collect Calls		
UserID: TESTADMIN	Minimum Minutes	2	
<b>Facility Name:</b> TEST BED 1		<b>Facility Code:</b> TEST 1	
DOC	Inmate Name	Facility	# of Minutes
111444	SMITH, LENNY	2900	1629
111333	SIMPSON, HOME R	2900	1625
111222	BURNS, MR	2900	1620
111666	CAREY, DREW	2900	1606
111111	SMITHERS, TOM	2900	1576
111555	CUTT, BUZZ	2900	1574
992901	TEST, GUY T	2900	4
<b>Total Number of Inmates That Called for at Least</b>		<b>2 Minutes</b>	<b>7</b>

### 1.3.15 *Released Inmates*

The *Released Inmates* report displays inmates released from incarceration and removed from system using Manual Transaction. The *Released Inmates* report displays the following information:



## Sample Reports

- Date of Release
- Inmate Number
- Inmate Name
- Balance
- Total Inmates Released For: 'X'

Run Date: 09/21/2001  
 Run Time: 14:58:03

### Released Inmates For: 2900

Report Site:	COF	From	09/04/2001	00:00:00
Terminal Making Request:	QACOLO_WS01	Thru	09/21/2001	23:59:59
UserID:	TESTADMIN			

<b>Facility Name:</b> TEST BED 1	<b>Facility Code:</b> TEST 1
----------------------------------	------------------------------

**Date Of Release:** 09/17/01

DOC	Inmate Name	Balance
920001	GUY,XFER,GUY	\$0.00
920002	TEST,GUY,TEST	\$0.00

**Total Inmates Released For :** 09/17/01                      2

**Date Of Release:** 09/18/01

DOC	Inmate Name	Balance
920003	TEST,GUY3,TEST	\$0.00
920004	TEST,GUY4,TEST	\$0.00

**Total Inmates Released For :** 09/18/01                      2

## Sample Reports

### 1.3.16 System Wide Blocked Telephone

The *System Wide Blocked Telephone* report produces a list of phone numbers globally blocked throughout system. When an inmate attempts to place a call to a number on this list, the call is blocked and issued the Completion Code #1. The System Wide Blocked Telephone report displays the following information:

- Telephone Number
- Block Description
- User ID
- Site Code
- Block Type

Run Date: 08/03/2001		<b>System Wide Blocked Telephone</b>		
Run Time: 09:17:01				
Report Site:	COF	Selected Sites: BVCF, COCO, CTCF, DRDC		
Terminal Making Request:	DRDC_WS01			
User ID:	testadmin			
<b>719-269-4260</b>				
<b>Block Description</b>		<b>User ID</b>	<b>Site Code</b>	<b>Block Type</b>
CDOC FAX LINE		testadmin	CTCF	Blocked by Facility
<b>720-XXX-XXXX</b>				
<b>Block Description</b>		<b>User ID</b>	<b>Site Code</b>	<b>Block Type</b>
		testadmin	COCOF	Blocked by Facility
<b>800-786-8521</b>				
<b>Block Description</b>		<b>User ID</b>	<b>Site Code</b>	<b>Block Type</b>
		testadmin	COCOF	Blocked by Facility
<b>972-454-1000</b>				
<b>Block Description</b>		<b>User ID</b>	<b>Site Code</b>	<b>Block Type</b>
		testadmin	COCOF	Blocked by Facility
BLOCK TEST		testadmin	DRDC	Blocked by Facility

## Sample Reports

### 1.3.17 Telephone Numbers Called by More Than One Inmate

The *Telephone Numbers Called by More Than One Inmate* report displays telephone numbers called by user-defined inmates within a user-defined range of dates and times. The records are grouped by telephone number. The Telephone Numbers Called by More Than One Inmate report displays the following information:

- Inmate DOC
- Inmate Name
- Date of call
- Originating Station
- Facility name
- Total Calls
- Total Inmates

Run Date: 09/21/2001	<b><u>Telephone Numbers Called By More Than One Inmate</u></b>			
Run Time: 15:01:22				
Report Site: COF	From 09/01/2001 - 00:00:00			
Terminal Making Request: QACOLO_WS01	Thru 09/21/2001 - 23:59:59			
User ID: TESTADMIN	Minimum Number of Inmates: 2			
DOC	Inmate Name	Date	Station	Facility
111111	SMITHERS, TOM	09/12/2001	0	TEST 1
111111	SMITHERS, TOM	09/13/2001	0	TEST 1
111111	SMITHERS, TOM	09/21/2001	0	TEST 1
111134	SMITHERS, TOM	09/12/2001	0	TEST 1
111134	SMITHERS, TOM	09/21/2001	0	TEST 1
111222	BURNS, MR	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/12/2001	0	TEST 1
111333	SIMPSON, HOME R	09/18/2001	0	TEST 1
111444	SMITH, LENNY	09/12/2001	0	TEST 1
111444	SMITH, LENNY	09/21/2001	0	TEST 1
111555	CUTT, BUZZ	09/12/2001	0	TEST 1
111666	CAREY, DREW	09/12/2001	0	TEST 1
111777	FAUNT, ELLE	09/12/2001	0	TEST 1

## Sample Reports

### 1.3.18 Telephone Numbers Listed in More Than One Account

The *Telephone Numbers Listed in More Than One Account* report lists all telephone numbers listed on more than one inmate's list of Allowed numbers. The records are sorted by telephone number, then by Inmate Number. The Telephone Numbers Listed in More Than One Account report displays the following information:

- Telephone Number
- Inmate Number
- Inmate Name
- Date Activated (date phone number was placed on the list)
- Facility
- Telephone Number 'X' Appeared 'X' Inmate's Lists

RunDate: 09/21/2001	<u><b>Telephone Numbers Listed In More Than One Account</b></u>		
RunTime: 15:03:57			
Report Site: COF	From 01/01/1999	00:00:00	
Terminal Making Request: QACOLO_WS01	Thru 01/01/1999	00:00:00	
UserID: TESTADMIN			
<b>3212683354</b>			
DOC	Inmate Name	Date Activated	Facility
111111	SMITHERS, TOM	09/13/2001	TEST 1
111333	SIMPSON, HOME R	09/12/2001	TEST 1
111777	FAUNT, ELLE	09/12/2001	TEST 1
<b>Telephone Number</b>	3212683354	<b>Appeared</b>	<b>3 Inmate's Lists.</b>

## Sample Reports

### 1.3.19 Telephone Number Usage

The *Telephone Number Usage* report lists calls made to user-specified telephone number(s). The wildcard (%) can be used to search for and select number patterns. Additional search filters include: Completed calls, Uncompleted calls, Debit calls, Collect calls, and Duration of calls. The Telephone Number Usage report displays the following information sorted by phone number and then chronologically:

- Telephone Number
- Inmate Number
- Inmate Name
- Date/Time of call
- Duration
- Cost of call
- Facility
- Total calls
- Total calls for the report

Run Date: 09/21/2001						1
Run Time: 15:05:32	<b>Telephone Number Usage</b>					
Report Site: COF			From 09/01/2001	00:00:00		
Terminal Making Request: QACOLO_WS01			Thru 09/21/2001	23:59:59		
User ID: TESTADMIN			For Both Debit and Collect Calls			
			Minimum Call Duration	1		
<b>9728083325</b>						
DOC	Inmate Name	Date/Time	Duration	Cost	Facility	
920001	GUY,XFER,GUY	09/16/2001 15:53:26	25	\$1.00	TEST 1	
920001	GUY,XFER,GUY	09/16/2001 15:55:41	31	\$1.00	TEST 1	
111333	SIMPSON,HOME,R	09/21/2001 14:52:39	5	\$1.00	TEST 1	
111777	FAUNT,ELLE,	09/21/2001 14:54:21	7	\$1.00	TEST 1	
<b>Total calls:</b>		4				
<b>Total calls for report:</b>		4				



## Sample Reports

### 1.3.20 Toll Free Numbers Called by Inmate

The *Toll Free Numbers Called by Inmate* report lists toll free numbers (800, 866, 877, 888 etc.) called by inmates. The Toll Free Numbers Called by Inmate report displays the following information:

- Date/Time of call
- Inmate number)
- Inmate Name
- Toll free Number
- Station ID
- Total Number of Calls to Toll Free Telephone ‘X’

Run Date : 11/21/2001				
Run Time : 14:34:10		<b><u>Toll Free Numbers Called by Inmates</u></b>		
<hr/>				
Report Site: COF		From 09/01/2001 00:00:00		
Terminal Making Request: COTB2_WS02		Thru 11/21/2001 23:59:59		
User ID: TESTADMIN				
<b>Facility Name:</b>		<b>Facility Code:</b>		
<b>Date/Time</b>	<b>DOC</b>	<b>Inmate Name</b>	<b>Toll Free Number</b>	<b>Station</b>
<b>Total Number of Calls to Toll Free Telephone Numbers: 0</b>				



## Sample Reports

### 1.3.21 *Toll Free Phone Numbers on Inmate's List*

The *Toll Free Phone Numbers on Inmate's List* report lists inmates with toll free numbers (800, 866, 877, 888, etc.) on their Allowed List. The Toll Free Phone Numbers on Inmate's List report displays the following information:

- Inmate Number
- Inmate Name
- Toll Free Number
- Total Number of Calls to Toll Free Telephone 'X'

RunDate: 09/21/2001	<b><u>Toll Free Phone Numbers on Inmate's List</u></b>		
RunTime: 15:06:57			
Report Site: COF	From 09/01/2001	00:00:00	
Terminal MakingRequest: QACOLO_WS01	Thru 09/21/2001	23:59:59	
UserID: TESTADMIN			
<b>Facility Name:</b>		<b>Facility Code:</b>	
<b>Date/Time</b>	<b>DOC</b>	<b>Inmate Name</b>	<b>Toll Free Number</b>
<b>Total Number of Calls to Toll Free Telephone</b>		0	

### 1.3.22 *3 Way Call Detect Report*

The *3 Way Call Detect* report displays the number of times a 3 way call was detected on an inmate's Allowed call list. The 3 Way Call Detect report displays the following information:

## Sample Reports

- Inmate Number
- Date/Time (of the call)
- Duration (of the call)
- Dialed Digits
- Call Type (Local, Long Distance, International)
- Station ID
- Total Number of 3 Way Calls Detected

Run Date: 11/21/2001

Run Time: 14:35:41

**3 Way Call Detect Report**

---

Report Site : COF  
 Terminal Making Request: COTB2\_WS02  
 User ID: TESTADMIN

From 08/27/2001 00:00:00  
 Thru 11/21/2001 23:59:59

Selected Sites: COF , COTB

**Facility Name:** \_\_\_\_\_ **Facility Code:** \_\_\_\_\_

DOC	Date/Time	Duration	Dialed Digits	Call Type	Station
-----	-----------	----------	---------------	-----------	---------

**Total Number of 3 Way Calls Detected:**                  0

## Exhibit G

### Cell Phone Detector

Fortunately for the general public, the size of cell phones continuously decreases. Due to this fact the amount of cell phone usage in correctional facilities by inmates continues to increase. The amount of usage is estimated to be between 10-50% of the usage on inmate telephones in the same facility. The usage varies widely based on security levels, access to the public and many other factors. The main concern of cell phone usage in correctional facilities is that there is no security barrier between the inmates using a cell phone and the outside population.



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#### Phones shot into prison with bow and arrow

Swedish police charge man with planning to aid escape

**AP** Associated Press

Updated: 6:00 p.m. ET Nov. 27, 2004

Since mobile phone jamming is not permitted in the United States, PCS has come to rely on mobile phone detectors.

TENNESSEAN.com

Monday, 03/28/05

#### Prisons combat contraband cellular phones

By IAN DEMSKEY  
Staff Writer

The Cellular Activity Analyzer (CAA) detects cell phone use. This is a discreet portable device, which is in fact a fully functioning modified Toshiba E740 PDA.



It is particularly useful in prisons to enable officers to home in on the individual prison cell from where the illicit phone call is being made. Since 2003, it is being used in an increasing number of UK prisons.

PCS will work with the Department of Correction to ensure that the correct training and accessories are used for the full benefit of the security of its facilities.