



121 South 17th Street  
P.O. Box 7001  
Mattoon, Illinois 61938-7202  
Address Service Requested

July 24, 2002

Ms. Kim Ahmer  
Department of Central Management Services  
Contract Administration  
704 Stratton Building  
Springfield, Illinois 62706

Dear Kim:

Please accept CCPS's response to the clarification questions dated July 19, 2002. I have enclosed one original and three copies within a sealed envelope.

If further clarification is required please don't hesitate to contact me with any questions. I can be reached at:

Susan Montague  
Product Manager  
Consolidated Communications Public Services  
217-234-9947 work  
217-258-8434 fax  
[smontague@mcleodusa.com](mailto:smontague@mcleodusa.com)

Sincerely,

A handwritten signature in cursive script that reads "Susan Montague".

Susan Montague  
Product Manager

## **Consolidated Communications Technical Clarification #1**

### **Item 1 Section 4.1.4 Recorder/Monitoring Equipment**

Per Addendum #3 dated May 8, 2002, it is the State's intent to replace existing recorder/monitoring equipment. You must comply with this requirement in order for your proposal to be considered. Your response indicated that you intend to reuse the existing recording equipment owned by the State. Please clarify. If your clarification changes your original pricing proposal, you must submit the change in a separate sealed envelope clearly marked REVISED PRICING.

**CCPS will replace the State of Illinois existing recording/monitoring equipment with CCPS purchased recording / monitoring equipment. This clarification will not change the pricing proposed in our original RFP response.**

### **Item 2 Section 4.1.7 Handicap Requirements**

Your response to this section omitted our requirement "All telephone handsets will be hearing aid compatible." Please respond to this requirement.

**CCPS will provide telephone handsets that are hearing aid compatible.**

### **Item 3 Section 4.3.1.1 Management of the Inmate Calling Database**

Your response to this Section was incomplete. In addition, your response included procedures which will not be in place until next calendar year (implementation of the Reception and Classification Centers). Please clarify.

**The incomplete sentence should read; we will block the customer's ANI then do a query for all the PIN s according to the specific institution or any institution under the CCPS jurisdiction.**

**Currently we receive the 5-digit number on the daily OTS feed from the State of Illinois. This will remain until the State implements the assigning of the 5-digit number from the Reception and Classification Center.**

### **Item 4 Section 4.3.1.10 Access to the Administration and Management System**

Are the functions of the workstations available on a point and click basis to select and print reports? Please clarify.

**The functionality of the administrative terminal is based on both point and click and menu driven capabilities. All functions related to recording and/or monitoring (i.e. actual monitoring, recording, reports, blocking, etc.) as well as establishing communications between the individual workstation and the administration computer in Mattoon include point and click accessibility. CCPS provides the flexibility of multiple reports based on criteria selected by an individual. The criteria would be entered into the administrative terminal on a menu driven basis.**

**Item 5 Section 4.6.3 Backup Service**

In the event of a total automation outage, your response indicated that inmate calls would be routed through live operators. Would these calls be handled only through CCPS operators and how would the operators identify the call being from an inmate? Please clarify.

**Illinois Consolidated Telephone Company employs the operators, which is the parent company for CCPS. The individual ANIs would be loaded into the live operator database as originating from a State of Illinois Inmate facility. The ANI would appear on the operator screen identifying as originating from an inmate line and collect only restrictions would apply.**

**Item 6 Section 5.1 Site Administrators**

Your response indicates that you will provide "...a Site Administrator to collect IPINs on a daily basis." Please clarify the number and location(s) of Site Administrators you intend to use statewide.

**The CCPS field operation technicians administrate the IPIN functions. Please refer to item 7 for a detailed list of technicians.**

**Item 7 Section 5.2 Maintenance Plan**

Please clarify how many technicians you intend to use statewide and their locations and whether or not you will perform any remote testing for preventative maintenance.

**Currently CCPS maintains 21 State of Illinois facilities with 6 field technicians located throughout the State of Illinois. CCPS will add approximately 3 additional field technicians. CCPS technicians are located in the Northern, Central, and Southern regions throughout the state. Please refer to the updated flowchart for specific towns. CCPS will evaluate the need for additional support with the guidance of the individual wardens.**

**CCPS performs remote diagnostics as a preventative maintenance measure. This will continue from both the field technicians as well as the Engineering Analyst located in our Central Office in Mattoon, Illinois.**

**Item 8 Section 6.1 Account Team Organization**

Physical locations and contact numbers were not included in your response as requested. Please provide this information.

**Please refer to the attached flowchart.**