

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B1001568

between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR Sprint 6480 Sprint Parkway, 3rd Floor KSOPHM0306 Overland Park, KS 66251	TELEPHONE Michael Hynes (724) 284-7268 VENDOR NUMBER/MAIL CODE BUYER (517) 335-0462 Christine Michel
Contract Administrator: Cynthia Hurst <p style="text-align: center;">Inmate Phones – Department of Corrections</p>	
CONTRACT PERIOD: From: May 21, 2001 To: May 21, 2006	
TERMS <p style="text-align: center;">N/A</p>	SHIPMENT <p style="text-align: center;">N/A</p>
F.O.B. <p style="text-align: center;">N/A</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	
MISCELLANEOUS INFORMATION: The terms and conditions of this Contract are those of ITB #071I0000354, this Contract Agreement and the vendor's quote dated January 12, 2001. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence. Post Sale Program Manager: Paul Eyde (913) 315-7767 Estimated Contract Value: \$67,500,000.00 Revenue	

THIS IS NOT AN ORDER: This Contract Agreement is awarded on the basis of our inquiry bearing the ITB No. 071I0000354. A Purchase Order Form will be issued only as the requirements of the State Departments are submitted to the Office of Purchasing. Orders for delivery may be issued directly by the State Departments through the issuance of a Purchase Order Form.

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE VENDOR:	FOR THE STATE:
Firm Name	Signature David F. Ancell
Authorized Agent Signature	Name State Purchasing Director
Authorized Agent (Print or Type)	Title
Date	Date

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1.0 DEFINITIONS

- 1.1 **Monitor** - Shall mean to have real time audio/visual (LED) access to prisoner telephone activity for multiple or selective channels
- 1.2 **Record** - Multi-channel digital recording of all prisoner telephone activity for immediate or archival retrieval.
- 1.3 **Equivalent** - Shall be taken in its general sense and shall not mean identical. These specifications are for the sole purpose of establishing minimum requirements or level of quality, standards of performance and design required and is in no way intended to prohibit the bidding of any manufacturer's item of equal material properties and performance. The State of Michigan shall be sole judge of equivalence in its best interest and the decision of the STATE as to the equivalence shall be final.
- 1.4 **Answer** - Shall mean that the carrier's network or representative is ready to render assistance and/or is ready to accept information necessary to process the call. An acknowledgment that the customer is waiting on the line shall not constitute an "answer".
- 1.5 **Call Completion Time** - Time for a call to be switched through an established network path and a conversation has begun. Shall not exceed forty (40) seconds.
- 1.6 **Call Verification Process** - Time for a PIN number entry and dialed number to be verified as being "allowed" or "disallowed". Disallowed calls are to be terminated by the call control equipment before the number is dialed to the central office. Shall not exceed 90 seconds.
- 1.7 **Contractor** - The bidder selected for award as a result of the Request for Quotation.
- 1.8 **dBmC** - Noise power, in dBm (decibels above reference noise), measured by C-message weighting.
- 1.9 **Downtime** - the time when the system in whole or part is not operating due to a fault condition.
- 1.10 **Major System Failure** - More than 50% of telephones, associated equipment and/or software at a single location inoperable. This shall also include monitoring equipment. This shall also include automated operator scripting. Vendor must respond to resolve within four (4) hours.
- 1.11 **Minor System Failure** - Less than 50% of telephones, associated equipment and/or software at a single location inoperable. Vendor must respond to resolved problem within eight (8) hours.
- 1.12 **Personal Identification Number (PIN)** - A five or more digit unique number to be determined by the State and subject to change to accommodate changing population levels, etc. A PIN is assigned to each prisoner to allow access to the list of allowed numbers, personal and universal.
- 1.13 **First Cutover Date** - Date at which the contractor makes its first cutovers to the new system.
- 1.14 **Interexchange Carrier (IXC)** - Any carrier registered with the Federal Communications

- Premise fees that is authorized to carry customer transmissions between LATAs , intra state and inter state.
- 1.15 Local Exchange Carrier (LEC) - ***Provided by DMB Telecom**
- 1.16 Last Cutover Date - Date at which the contractor makes its last cutover to the new service as a result of this Request for Quotation.
- 1.17 Numbering Plan Area - A North American geographical division within which no two telephones shall have the same seven-digit telephone number.
- 1.18 NXX - An American Central Office Code (N=2-9; X=0-9).
- 1.19 Restricted-Collect-Only - Prisoner telephones on State premises requiring the restriction to placement of debit calls or collect only calls.
- 1.20 Traffic Service Position System (TSPS) or Voice Response Unit (VRU) - a system that provides a computer-controlled operating position.
- 1.21 Premise Fee - The amount of money to be paid to the Department of Corrections for placing equipment on Department property. The fee is a percent of the gross revenue based upon billings to the called party.
- 1.22 Gross Revenue - That revenue that is based upon billings to the called party. It is defined as revenue for all accepted (completed) calls without exception. It does not include adjustments for fraud or non-collectibles. It does not include Usage fees, Per Call Charges, or other federally mandated charges between phone companies. It does include collect call surcharges and per minute call charges.
- 1.23 Call Detail Record - The record of the call indicating phone number making the call, PIN, prisoner ID number associated to PIN disconnect type/reason, number called, date, time, length of call, and any other "flags" (i.e. 3-way, confidential, hot number) pertaining to that call.
- 1.24 Allowed Calls - Calls that can be made to the telephone numbers keyed into the call control data base. These calls may be monitored/ recorded depending upon if they are to a confirmed attorney or elected official.
- 1.25 Password - Administrative staff code to allow class of service as well as access to various privileges within the call control and monitor/recording systems.
- 1.26 Call Control System - A digital software based system programmable for system wide or individual telephone or PIN allowing/disallowing prisoner phone turn on/off by time/day, call timing, allowed/disallowed numbers, prisoner conference call detection, 3-way call detection, on line call data information, clock synchronization with monitor/record equipment, do not monitor or record block, designated scripting, voice overlays, etc. as specified in the Work Statement.
- 1.27 Remote Call Forwarding - For purposes of this contract, Remote Call Forwarding is designed to allow businesses to receive calls from various cities without incurring long distance charges upon the calling parties. It is not a vehicle for prisoners to avoid long distance charges, to circumvent the contracted long distance carrier, or to get a line outside the prisoner phone system. Further, it is considered a breach of safety and security for any prisoner to use Remote Call Forwarding to place collect

- 1.28 TDD - Telephone Device for the Deaf. Also referred to as TTY - Teletypewriter device.

**SECTION I
GENERAL INFORMATION**

I-A PURPOSE

The purpose of this Contract is to obtain the necessary products and services for a prisoner telephone monitoring system for the Department of Corrections. This is a five year contract for the provision of turn-key single integrated prisoner telephone systems for various agencies of the Department of Corrections. The systems shall include telephones, inter and intra LATA service, call control, monitoring and recording equipment as stipulated in the following specifications.

This Contract is part lump sum/fixed price, part unit price.

I-B ISSUING OFFICE

This CONTRACT is issued by the Office of Purchasing, State of Michigan, Department of Management and Budget (DMB), hereafter known as the Office of Purchasing, for the State of Michigan, Department of Corrections. Where actions are a combination of those of the Office of Purchasing and Corrections, the authority will be known as the State.

The Office of Purchasing is the sole point of contact in the State with regard to all procurement and contractual matters relating to the services described herein. The Office of Purchasing is the only office authorized to change, modify, amend, alter, clarify, etc., the specifications, terms, and conditions of this Contract. The OFFICE OF PURCHASING will remain the SOLE POINT OF CONTACT throughout the procurement process, until such time as the Director of Purchasing shall direct otherwise in writing. See Paragraph I-C below. All communications concerning this procurement must be addressed to:

Christine Michel, Buyer Specialist
DMB, Office of Purchasing
2nd Floor, Mason Building
P.O. Box 30026
Lansing, Michigan 48909

I-C CONTRACT ADMINISTRATOR

Upon receipt at the Office of Purchasing of the properly executed Contract Agreement, it is anticipated that the Director of Purchasing will direct that the person named below be authorized to administer the Contract on a day-to-day basis during the term of the Contract. However, administration of this contract implies no authority to change, modify, clarify, amend, or otherwise alter the terms, conditions, and specifications of such contract. That authority is retained by the Office of Purchasing. The Contract Administrator for this project is:

Cynthia Hurst, Procurement Manager
Michigan Department of Corrections
Grandview Plaza Building
PO Box 30003
Lansing, MI 48909

I-D INCURRING COSTS

The State of Michigan is not liable for any cost incurred by the contractor prior to signing of a contract by all parties. The State fiscal year is October 1st through September 30th. The prospective contractor should realize that payments in any given fiscal year are contingent upon enactment of legislative appropriations.

I-E ACCEPTANCE OF PROPOSAL CONTENT

The contents of the ITB and the proposal become contractual obligations with the execution of this Contract. Failure of the successful bidder to accept these obligations may result in cancellation of the award.



The State further reserves the right to interview the key personnel assigned by the successful bidder to this project and to recommend reassignment of personnel deemed unsatisfactory by the State. The State reserves the right to approve subcontractors for this project and to require primary contractors to replace subcontractors who are found to be unacceptable.

I-F COST LIABILITY

Total liability of the State is limited to the terms and conditions of this Contract.

I-G PRIME CONTRACTOR RESPONSIBILITIES

The Prime Contractor will be required to assume responsibility for all contractual activities offered in this proposal whether or not that contractor performs them. Further, the State will consider the Prime Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from this contract. If any part of the work is to be subcontracted, responses to this CONTRACT should include a list of subcontractors, including firm name and address, contact person, complete description of work to be subcontracted, and descriptive information concerning subcontractor's organizational abilities. The State reserves the right to approve subcontractors for this project and to require the Primary Contractor to replace subcontractors found to be unacceptable. The contractor is totally responsible for adherence by the subcontractor to all provisions of the contract.

I-H NEWS RELEASES

News releases pertaining to this CONTRACT or the services, study, data, or project to which it relates will not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the program are to be released without prior approval of the State and then only to persons designated.

I-I INDEPENDENT PRICE DETERMINATION

- I. By submission of a proposal, the bidder certifies, and in the case of a joint proposal, each party thereto certifies as to its own organization, that in connection with this proposal:
 - a. The prices in the 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 bidder or with any competitor; and
 - b. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the bidder and will not knowingly be disclosed by the bidder prior to award directly or indirectly to any other bidder or to any competitor; and
 - c. No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not submit a proposal for the purpose of restricting competition.

I-J DISCLOSURE

All information in a bidder's proposal and this Contract is subject to disclosure under the provisions of the "Freedom of Information Act.", 1976 Public Act No. 442, as amended, MCL 15.231, *et seq.*

I-K MODIFICATION OF SERVICES

The Director of Purchasing reserves the right to modify this service during the course of the contract. Any changes in pricing proposed by the contractor resulting from possible modifications are subject to acceptance by the state. Contractor will not be obligated to modify the services until agreement is reached between the state and the Contractor as to the equitable adjustments in pricing or other contract terms, if any, required to adequately compensate for the changes.

I-L GENERAL



The following constitute the complete and exclusive statement of the agreement between the parties as it relates to this transaction:

- A. This Contract agreement
- B. State ITB and any Addenda thereto;
- C. Contractor's response(s) to the State's ITB and Addenda

The failure of a party to insist upon strict adherence to the term of this contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the contract.

This CONTRACT may not be modified, amended, extended, or augmented, except by a writing executed by the parties hereto, and any breach or default by a party shall not be waived or released other than in writing signed by the other party.

Each provision of this contract shall be deemed to be severable from all other provisions of the contract and, if one or more of the provisions of the contract shall be declared invalid, the remaining provisions of the contract shall remain in full force and effect.

This contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan.

I-M DELEGATION OF CONTRACTUAL OBLIGATION

The Contractor shall not delegate, assign or transfer any duties under this contract to a subcontractor other than a subcontractor named in the bid unless the State Purchasing Director has given written consent to the delegation. Such consent will not be unreasonably withheld.

I-N CONFIDENTIALITY

The Contractor shall be bound to confidentiality of any information its employees may become aware of during the course of performance of contracted tasks. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract. The information provided must be used solely for the purpose of this contract. Any other use, analysis, evaluation or projections shall be considered a contract violation.

SECTION II
CONTRACTUAL SERVICES TERMS AND CONDITIONS

The following are the terms and conditions to be used to govern the services described in this contract for the State of Michigan, Department of Corrections.

The following are **MANDATORY TERMS** to which the Contractor **MUST** agree without word modification.

II-A CONTRACT PAYMENT

The specific payment schedule for this **CONTRACT** will be mutually agreed upon by the State and the contractor(s). The schedule should show revenue amount and should reflect actual volume received by the payment dates, plus any late fee charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month. **BIDDERS PLEASE NOTE**: Rates quoted in response to the ITB are firm for the duration of the proposed contract; no modifications will be permitted.

PAYMENT AND METHOD OF PAYMENT OF PREMISE FEES

- (1) Contractor shall pay premise fees on the gross revenues collected by the contractor. Said payment shall be made monthly no later than thirty (30) days following first full quarter of service. Continued payments shall be made monthly for the entirety of the contract. **Failure to provide contractually agreed upon premise fees shall result in a 9% annual interest charge for late payment or lack of payment.**
- Sprint will pay the State monthly commissions on all completed local and long distance calls. All rates and charges for local and intraLATA calls will be at or below the prevailing LEC's (Ameritech, GTE, etc.), collect, station-to-station call tariffed rates. All rates and charges for interLATA and interstate calls will be no more than FCC and Michigan State tariff operator assisted station-to-station collect call rates including applicable time of day discounts. Sprint will pay the State commissions based on gross revenues. Gross revenue will be the total amount of revenue from the total amount of billable minutes. No deductions for operation cost, fraud, line charges, validation charges, equipment charges, other collectible or uncollected charges, bill and collections or other fees, expenses, or payments to suppliers will be used to reduce gross revenues for monthly commission payments.
- (2) All call information shall be tracked for purposes of calculating the STATE premise fees. Each monthly payment shall include an Account Detail Report with the following data elements: Name of Facility, Total Number of Payphones, Telephone Number of Payphone, Messages, Minutes, Usage, Surcharge, Revenues, Adjustments, Premise fees Earned, Premise fees Paid. Figures shall be by telephone , total by location and total by report.
- (3) Contractor shall assume full financial liability for any fraudulent billing. This includes back premise fees for lines that are slammed by other companies that somehow circumvent the PIC to the contracted vendor.
- (4) Contractor shall maintain complete and accurate call accounting records for three (3) years which shall be available for audit.
- (5) **The Contractor may not sell off telephone lines to other providers without the written consent of the Michigan Department of Corrections.**

II-B ACCOUNTING RECORDS

The contractor will be required to maintain all pertinent financial and accounting records and evidence



pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Michigan. Financial and accounting records shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Department of Auditor General at any time during the contract period and any extension thereof, and for three (3) years from expiration date and final payment on the contract or extension thereof.

II-C INDEMNIFICATION

1. General Indemnification

The Contractor shall indemnify, defend and hold harmless the State, its departments, divisions, agencies, sections, premise fees, officers, employees and agents from and against all losses, liabilities, penalties, fines, damages and claims (including taxes), and all related costs and expenses (including reasonable attorney's fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties), arising from or in connection with any of the following:

- (a) any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from (1) the product provided or (2) performance of the work, duties, responsibilities, actions or omissions of the Contractor or any of its subcontractors under this Contract;
- (b) any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from a breach by the Contractor of any representation or warranty made by the Contractor in the Contract;
- (c) any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or related to occurrences that the Contractor is required to insure against as provided for in this Contract;
- (d) any claim, demand, action, citation or legal proceeding against the State, its employees and agents arising out of or resulting from the death or bodily injury of any person, or the damage, loss or destruction of any real or tangible personal property, in connection with the performance of services by the Contractor, by any of its subcontractors, by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable; provided, however, that this indemnification obligation shall not apply to the extent, if any, that such death, bodily injury or property damage is caused solely by the negligence or reckless or intentional wrongful conduct of the State;
- (e) any claim, demand, action, citation or legal proceeding against the State, its employees and agents which results from an act or omission of the Contractor or any of its subcontractors in its or their capacity as an employer of a person.

2. Patent/Copyright Infringement Indemnification

The contractor shall indemnify, defend and hold harmless the State, its employees and agents from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and disbursements and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that such action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of such equipment, software, commodity or service, or the use or reproduction of any documentation provided with such equipment, software, commodity or service infringes any United States or foreign patent, copyright, trade secret or other proprietary right of any person or entity, which right is enforceable under the laws of the United States. In addition, should the equipment, software, commodity, or service, or the operation thereof, become or in the Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor shall

at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if such option is not reasonably available to the Contractor, (ii) replace or modify the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if such option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

In any and all claims against the State of Michigan, or any of its agents or employees, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in subclauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other subclauses.

II-D CONTRACTOR'S LIABILITY INSURANCE

The Contractor shall purchase and maintain such insurance as will protect him from claims set forth below which may arise out of or result from the Contractor's operations under the Contract (Purchase Order), whether such operations be by himself or by any Subcontractor or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable:

- (1) Claims under workers' disability compensation, disability benefit and other similar employee benefit act. A non-resident Contractor shall have insurance for benefits payable under Michigan's Workers' Disability Compensation Law for any employee resident of and hired in Michigan; and as respects any other employee protected by workers' disability compensation laws of any other state the Contractor shall have insurance or participate in a mandatory state fund to cover the benefits payable to any such employee.
- (2) Claims for damages because of bodily injury, occupational sickness or disease, or death of his employees.
- (3) Claims for damages because of bodily injury, sickness or disease, or death of any person other than his employees, subject to limits of liability of not less than \$500,000 each occurrence and, when applicable \$1,000,000 annual aggregate, for non-automobile hazards and as required by law for automobile hazards.
- (4) Claims for damages because of injury to or destruction of tangible property, including loss of use resulting therefrom, subject to a limit of liability of not less than \$500,000 each occurrence for non-automobile hazards and as required by law for automobile hazards.
- (5) Insurance for Subparagraphs (3) and (4) non-automobile hazards on a combined single limit of liability basis shall not be less than \$500,000 each occurrence and when applicable, \$1,000,000 annual aggregate.

The insurance shall be written for not less than any limits of liability herein specified or required by law, whichever is greater, and shall include contractual liability insurance as applicable to the Contractor's obligations under the Indemnification clause of the Contract (Purchase Order).

BEFORE STARTING WORK THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF THE OFFICE OF PURCHASING, CERTIFICATE(S) OF INSURANCE VERIFYING LIABILITY COVERAGE. THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. These Certificates shall contain a provision that



coverages afforded under the policies will not be cancelled until at least fifteen days prior written notice bearing the Contract Number or Purchase Order Number has been given to the Director of Purchasing.

II-E CANCELLATION

- (a) The State may cancel the Contract for default of the Contractor. Default is defined as the failure of the Contractor to fulfill the obligations of the quotation or Contract. In case of default by the Contractor, the State may immediately and/or upon 30 days prior written notice to the Contractor cancel the Contract without further liability to the State, its departments, divisions, agencies, sections, officers, agents and employees, and procure the services from other sources, and hold the Contractor responsible for any excess costs occasioned thereby.
- (b) The State may cancel the Contract in the event the State no longer needs the services or products specified in the Contract, or in the event program changes, changes in laws, rules or regulations, relocation of offices occur, or the State determines that statewide implementation of the Contract is not feasible, or if prices for additional services requested by the State are not acceptable to the State. The State may cancel the Contract without further liability to the State, its departments, divisions, agencies, sections, officers, agents and employees by giving the Contractor written notice of such cancellation 30 days prior to the date of cancellation.
- (c) The State may cancel the Contract for lack of funding. The Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation of funds for this project. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State shall have the right to terminate this Contract without penalty at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to the Contractor. The State shall give the Contractor written notice of such non-appropriation within 30 days after it receives notice of such non-appropriation.
- (d) The State may immediately cancel the Contract without further liability to the State its departments, divisions, agencies, sections, officers, agents and employees if the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under state or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects on the Contractor's business integrity.
- (e) The State may immediately cancel the Contract in whole or in part by giving notice of termination to the Contractor if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services pursuant to Constitution 1963, Article 11, Section 5, and Civil Service Rule 4-6.
- (f) The State may, with 30 days written notice to the Contractor, cancel the Contract in the event prices proposed for Contract modification/extension are unacceptable to the State. See Sections **Price Proposal and Modification of Service**.

II-F DELEGATION AND/OR ASSIGNMENT

The Contractor shall not delegate any duties or obligations under this Contract to a subcontractor other than a subcontractor named in the bid unless the State Purchasing Director has given written consent to the delegation.



The Contractor shall not have the right to assign this Contract or to assign or delegate any of its duties or obligations under this Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. Any purported assignment in violation of this Section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the State Purchasing Director.

II-G NON-DISCRIMINATION CLAUSE

In the performance of any Contract or purchase order resulting herefrom, the bidder agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental handicap or disability. The bidder further agrees that every subcontract entered into for the performance of any Contract or purchase order resulting herefrom will contain a provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor. This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2201, *et seq*, and the Michigan Handicappers Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, *et seq*, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

II-H UNFAIR LABOR PRACTICES

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, *et seq*, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to Section 2 of the Act. A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register.

II-I SOFTWARE PERFORMANCE

The vendor warrants that all software for which the vendor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure year 2000 compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

II-J LIQUIDATED DAMAGES

The installation dates of the equipment set forth in the Work Statement and the delivery dates of programming aids set forth in Work Statement have been fixed so that the utilization of the equipment and programming aids is consistent with the timing schedules of the State's programs. If any of the programming aids are not delivered to the State within the time limits specified, and if any of the units of equipment are not installed within the time specified, the delay will interfere with the proper implementation of the State's programs utilizing the equipment, whether leased or purchased pursuant to this contract, to the loss and damage of the State. From the nature of the case, it would be impracticable and extremely difficult to fix the actual damage sustained in the event of any such delay. The State and the Contractor, therefore, presume that in the event of any such delay, the amount of

damage which will be sustained from a delay will be the amount set forth below, and they agree that in the event of any such delay, the Contractor shall pay such amount as liquidated damages and not as a penalty. Amounts set forth shall be prorated to facility sites incurring the damages.

For purposes of this contract, liquidated damages may be collected by the State for:

- Equipment - Failure to provide and install equipment as contracted or system failure of equipment itself.
- Software - Failure to provide and install software as contracted.
- Key Personnel - Removal of key personnel without prior authorization by the State.
- Productivity - Loss of productivity due to Contractor failure to provide system as specified.
- Reports - Failure of the Contractor to provide reports as specified in order for the State to determine proper payment of premise fees.

A. Equipment (Hardware)

- (1) If the Contractor does not install or deliver the system and/or machines (designated by the Contractor's type and model number), and special features and accessories included on a specific deliverable as scheduled in the Work Statement with the system and/or machines, ready for use, on or before the installation date of that deliverable in the Work Statement, the Contractor shall pay to the State, as fixed and agreed, liquidated damages, for each calendar day between the installation date for such equipment as specified and the date of actual installation for such equipment, but not more than 180 calendar days in lieu of all other damages due to such non-installation, an amount of \$1,000 per day per DOC facility site affected as determined by the State, with a maximum of \$30,000 per day. If the Contractor supplies substitute equipment acceptable to the State, liquidated damages will not apply, provided, however, liquidated damages will apply if such substitute equipment is provided later than the installation date specified in the RFP.
- (2) If some, but not all, of the machines under a Work Statement deliverable are installed or delivered ready for use, by the installation date, and the State makes or may reasonably make operational use of any such installed machines, liquidated damages shall not accrue against those machines. The liquidated damages payment will be prorated accordingly. The use of machines for scheduled program development shall be included as operational use.
- (3) If the delay is more than thirty (30) calendar days, then by written notice to the Contractor, the State may terminate the right of the Contractor to install the equipment under a specific deliverable within the Work Statement, and may obtain substitute equipment. In this event, the Contractor shall be liable for liquidated damages in the amounts specified above until acceptable substitute equipment is installed, ready for use, or for 180 days from the original agreed upon installation date, whichever occurs first. The Contractor shall also be liable for outbound preparation and shipping costs for contracted items returned under this clause.

B. Programming Aids (Software)

- (1) If the Contractor does not deliver all of the programming aids under a specific deliverable

as scheduled in Work Statement that are required to meet RFP specifications ready for operation in substantial conformance with the Contractor's specification on or before the delivery dates specified on Work Statement, subject to subparagraph A.(2) of this Paragraph, the State may, at its option, delay the equipment installation date and the Contractor shall pay to the State as fixed and agreed liquidated damages in the amount of \$1,000 per day per DOC facility site affected, as determined by the State, with a maximum of \$30,000 per day paid to the State, irrespective of the number of programming aids undelivered, except as provided in Paragraph (2) below, for each calendar day between the date specified in the Work Statement and the date of the delivery of such programming aids, but not for more than 180 calendar days in lieu of all other damages for non-delivery of software. If the Contractor provides suitable substitution of software, acceptable to the State, liquidated damages shall not apply, provided, however, liquidated damages will apply if such substituted software is provided later than the delivery date specified in Work Statement. Liquidated damages for nondelivery of software shall likewise not apply for any day on which liquidated damages for non-installation of equipment accrues.

- (2) If some, but not all, of the programming aids are delivered ready for use by the delivery date in the Work Statement and the State makes or may reasonably make operational use of such Programming Aids, liquidated damages will not accrue against those Programming Aids. The liquidated damages payment will be prorated accordingly. The use of programming aids for scheduled program development shall be included as operational use.
- (3) If the Contractor's delay in delivering programming aids as listed on a Work Statement, or an equivalent substitute acceptable to the State, is more than 30 calendar days, then by written notice to the Contractor, and subject to subparagraph A.(2) of this Paragraph, the State may terminate the right of the Contractor to install or may discontinue the equipment immediately in the event it was already installed. In the event the State terminates the right of the Contractor to install or the State discontinues the equipment, the Contractor shall be liable for liquidated damages for the period of time between the date of installation specified for the specific deliverables in the Work Statement and the date that the State terminates the right of the Contractor to install, or the date of discontinuance of lease of the equipment, but not for more than 180 calendar days.

The Contractor shall be liable for all out-bound preparation and shipping costs for contracted items returned under this clause. Liquidated damages for non-delivery of software shall likewise not apply for any day on which liquidated damages for non-installation of equipment accrues.

C. Exception

- (1) Except with respect to defaults of subcontractors, the Contractor shall not be liable for liquidated damages when delays arise out of causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of God, or of the public enemy, acts of the State in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; but, in every case, the delays must be beyond the control and without the fault or negligence of the Contractor. If the delays are caused by the default of a subcontractor, if such default arises out of causes beyond the control of both the Contractor and subcontractor and without the fault or negligence of any of them, the Contractor shall not be liable for liquidated damages for delays, unless the supplies or services to be furnished by the subcontractors were obtainable from other sources in sufficient time to permit the

Contractor to meet the required performance schedule.

II-K LATE PAYMENT FEES

A late payment fee shall be assessed for failure to pay the proper amount due the State, or failure to pay in a timely matter, as determined in the Work Statement, Payment of Premise Fees, of this RFP. In the event that this occurs, Contractor shall pay 9% interest on its late payments.

II-L PERFORMANCE AND RELIABILITY EVALUATION (PARE)

When the State requires that a performance and reliability evaluation (PARE) is to be performed, the standard of performance for the PARE will be closely monitored during the acceptance period.

In the event that the PARE is for components only, all references to systems (processors) should be changed to components.

The Performance and Reliability Evaluation will consist of two phases.

A. PHASE I

The first phase shall be comprised of a specification compliance review of the equipment listed on the ordering documents. Such equipment shall be checked for total compliance with all required specifications of the RFP. In the event that the State determines that any component or feature of the delivered equipment or software does not comply with the mandatory specifications of the RFP, the State shall so notify the Contractor, allowing 14 calendar days for rectification by the Contractor. Should the Contractor be unable to rectify the deficiency, the State reserves the right to cancel the ordering document. Should the equipment and software pass the specification conformance review, the equipment shall enter Phase II of the PARE.

B. PHASE II

(1) Determination of System Readiness

- a. Prior to the PARE, a committee of three persons will be formed to evaluate the system's performance on a daily basis. The committee will consist of one Contractor representative and two State personnel.
- b. The PARE will begin on the installation dates when the Contractor certifies that the equipment is ready for use by the State.

(2) During the PARE:

All rerun times resulting from equipment failure and preventive maintenance shall be excluded from the performance hours.

- a. All reconfiguration and reload time shall be excluded from the performance hours.
- b. If files are destroyed as a result of a problem with Contractor equipment and must be rebuilt, the time required to rebuild the files will be considered "down-time" for the system.
- c. If the Contractor requests access to failed equipment and the State refuses, then such maintenance will be deferred to a mutually agreeable time and the intervening time will



not count against the PARE.

- d. A functional benchmark demonstration will be run for the PARE Committee to confirm that the installed system is capable of performing the same functions that were demonstrated. This run must be completed to the satisfaction of the PARE Committee.

reconfiguration and reload time will be excluded from the performance hours; if files are destroyed as a result of contractor equipment problems, that time will be considered "down-time"; and time will not count against the PARE if the State refuses the Contractor access to failed equipment. Contractor will run a functional benchmark demonstration to confirm that the installed system is capable of performing as during the demonstration, and to the satisfaction of the PARE Committee.

C. STANDARD OF PERFORMANCE

- a. The performance period (a period of thirty consecutive calendar days) shall commence on the installation date, at which time the operational control becomes the responsibility of the State. It is not required that one thirty day period expire in order for another performance period to begin.
- b. If each component operates at an average level of effectiveness of 95 percent or more for a period of 30 consecutive days from the commencement date of the performance period, it shall be deemed to have met the State's standard of performance period. The State shall notify the Contractor in writing of the successful completion of the performance period. The average effectiveness level is a percentage figure determined by dividing the total operational use time by the total operational use time plus associated down-time. In addition, the equipment shall operate in substantial conformance with the Contractor's published specifications applicable to such equipment on the date of this Agreement. Equipment added by amendment to this contract shall operate in conformance with the Contractor's published specifications applicable to such equipment at the time of such amendment.
- c. During the successful performance period, all rerun time resulting from equipment failure and preventive maintenance time shall be excluded from the performance period hours. All reconfigurations and reload time shall be excluded from the performance hours. Equipment failure down-time shall be measured by those intervals during the performance period between the time that the Contractor is notified of equipment failure and the time that the equipment is returned to the State in operating condition.
- d. During the successful performance period, a minimum of 80 hours of operational use time on each component will be required as a basis for computation of the average effectiveness level. However, in computing the effectiveness level, the actual number of operational use hours shall be used when in excess of the minimum stated above.
- e. No more than one hour will accrue to the performance hours during any one wall clock hour.
- f. Equipment shall not be accepted by the State and no charges will be paid by the State until the standard of performance is met.
- g. When a system involves on-line machines which are remote to the basic installation, the required effectiveness level shall apply separately to each component in the system.



- h. Promptly upon successful completion of the performance period, the State shall notify the Contractor in writing of acceptance of the equipment and authorize the monthly payments to begin on the first day of the successful performance period.
- i. If successful completion of the performance period is not attained within 90 days of the installation date, the State shall have the option of terminating the Contract, or continuing the performance tests. The State's option to terminate the contract shall remain in effect until such time as a successful completion of the performance period is attained. The Contractor shall be liable for all outbound preparation and shipping costs for contracted items returned under this clause.
- j. The PARE will be complete when the equipment has met the required effectiveness level for the prescribed time period.

**SECTION III
WORK STATEMENT**

The State of Michigan, Michigan Department of Corrections (DOC), on behalf of the Administration and Programs, Bureau of Fiscal Management, solicited proposals for an inmate telephone system. This contract includes the provision of all telephone equipment, monitoring, and installation at correctional facilities throughout the state. Systems at all existing facilities as well as any new prison facilities constructed and opening during the contractual period are included.

- Sprint submits this proposal in response to ITB 07110000354 to provide telephone equipment, monitoring, and installation that includes a combination of collect call and debit management systems at correctional facilities throughout the State of Michigan and at all existing facilities, as well as any new prison facilities constructed and opened during the contractual period.
- Sprint understands there is a current system in place at the Department of Corrections facilities and will work to ensure a seamless equipment transition for the State, if awarded the contract.
- The Sprint proposed inmate telephone system is a fully integrated platform that offers advanced technological features to offer a secure calling system to the State of Michigan DOC. Features such as a PIN controlled environment; allowing and disallowing calls to specific telephone numbers; recording, monitoring, and playback capabilities; verification of calls against the LIDB system; detection of three-way calls; tools that aid investigators; a fully integrated debit management system; and a centralized database.
- All rates and charges for local and intraLATA calls will be at or below the prevailing LEC's (Ameritech, GTE, etc.), collect, station-to-station call tariffed rates. All rates and charges for interLATA and interstate calls will be no more than FCC and Michigan State tariff operator assisted station-to-station collect call rates including applicable time of day discounts.
- Sprint is deploying the Evercom CAM system. Using TCP/IP protocol, each CAM and its workstation can exist on a local area network (LAN) that accommodates an individual facility, or it can exist on a wide area network (WAN) that provides service to a large number of correctional institutions sharing a common database—even facilities distributed over large geographic areas. ShawnTech Communications will be members of the Sprint Team and will provide maintenance service on the inmate telephone system (ITS) to the State of Michigan.

Specific:

The Department of Corrections is interested in the following technological enhancements to the current system:

Debit Management System or payment plan for called parties
Recording/Playback of TDD conversations
Centralized Data Base
True fully integrated platform

Universal PINs
Windows Based Platform
Auto Quote
Enhanced 3-way based on distance rather than wink detection
Enhanced investigative tools
Complete reporting of premise fees for all prisoner telephones by number and location
Inmate lines blocked from sending Caller ID information
Year 2000 compliance is mandatory.



- **Debit Management System for Called Parties**—The Sprint proposed CAM inmate telephone system (ITS) operates a PIN-controlled debit management system offering two alternatives to collect calling at the facility: Debit and Prepaid. Both the debit and the prepaid alternatives allow number blocking and unblocking, reports on call traffic, account balance updates, call detail history by PIN number, and call complaint history by PIN number. These alternatives eliminate the need for an inmate to use administrative phones to place collect calls to attorneys and others who do not accept collect calls, and afford a lower calling rate to the inmate and the called party. Please refer to response item 1.5 for further details regarding debit management.
- **Recording/Playback of TDD Conversations**—Sprint's proposed ITS is capable of recording and monitoring calls from hearing impaired and hearing prisoner's TDD telephones at the local workstation in the facility. Through the designated TDD line in each facility and TDD-specific software and hardware (modem line), Sprint enhances the ITS so it is capable of monitoring TDD calls and saving the information in an audio file and text file for future use. The modem line that connects the workstation to the ITS captures the tones emitted from each keystroke on a TDD unit and routes them back to the ITS and workstation where the tones are converted and played back in audio and text formats.
- **Centralized Data Base**—A Centralized Server will provide the central information database containing data that is relative to the inmate's calling privileges, i.e., PIN numbers, personal allowed number list, free text comments field for each prisoner, etc. The system communicates using IP over any Wide Area Network (WAN) topology to facilitate the flow/exchange of information between the central server and each site. This "exchange" will occur in a real time fashion to ensure current data information is processed with the transfer of each inmate from one institution to another. Each site will be connected to the central server for the purpose of updating the PIN/PAN information and any other information deemed appropriate by the State in utilizing additional features of the CAM System.
- **True Fully Integrated Platform**—The Sprint provided CAM ITS is a fully integrated PC-based call processor. No separate manufacturer's product is needed to work alongside the CAM. The CAM provides fully integrated recording and monitoring applications and because no separate manufacturer's product is needed to work alongside the CAM, the clocks are always in sync. The system feature software applications and user functions, including call control, call tracking, number restriction, management reports, monitoring and recording, etc., are accessible through designated workstations linked directly to the CAM System. The CAM System allows for immediate, real-time live monitoring of calls in progress via the multi-media PC workstation. The CAM employs large capacity hard drives to store recorded calls, with an automatic backup system. Investigators are able to retrieve recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation.
- **Universal PINs**—The centralized server allows a PIN number to follow the inmate upon transfer to another Michigan DOC facility. The Centralized Server provides the central information database containing data that is relative to the inmate's calling privileges. The system is capable of communicating on an IP network over a 56K Wide Area Network (WAN) to facilitate the flow/exchange of information between the central server and each site. This "exchange" will occur in a real time fashion to ensure current data information is processed with the transfer of each inmate from one institution to another. Each site will be connected to the central server for the purpose of updating the PIN/PAN information and any other information deemed appropriate by the State in utilizing additional features of the CAM System.
- **Windows-Based Platform**—The Sprint CAM system operates in a WindowsNT-based platform and is year 2000 compliant. The system can be successfully incorporated into a wide variety of network environments. With its combination of advanced computer and telephony hardware, specially designed software applications and open architecture, the CAM system allows inmates to place collect and pre-paid calls, in a universal PIN-controlled environment, while empowering correctional institutions in the areas of security, call control, and on-site investigative tools.

- **Auto Quote**—With the debit management system, an auto-quote feature notifies the called party of their account balance and the cost per minute of future calls.
- **Enhanced Three-Way**—The Sprint inmate calling system is equipped with a Silence Detect feature which measures periods of silence within a conversation that are used to determine whether an attempt has been made to connect a third party to the call. The Silence Detect feature (when activated) allows any CAM site with full channel recording to set parameters which detect and act on silence during a conversation. With this feature, authorized personnel determine at what level and rate the System will respond to a call based on specific events that occur during the conversation. Authorized personnel may select a sensitivity setting ranging from low to high to meet the unique requirements of their specific site. The CAM System can also be configured to respond in a prescribed action once the metered condition level has been met. The following actions can occur independently or in any combination presented below:
 - Termination of the call
 - Tag line stating that conference calling is not allowed, and
 - Mark the record identifying the call as a “Silence Detection”

The CAM System provides this type of on-site control through a Silence Detection Setting GUI application.

- **Enhanced Investigative Tools**—Sprint’s ITS is capable of recording and monitoring all calls (TDD calls included) at the local workstation in the facility which can then be used for investigative purposes. With regard to security and fraud prevention and detection, the CAM system allows facilities to tightly control the function and capabilities of telephones, not only for the purpose of controlling inmate communication, but also to minimize the risk of fraud and harassment to the called party.

The CAM system offers the following features:

- Voice overlays and tag line features that are used to reduce the incidence of three-way calls
- The Silence Detect feature that measures periods of silence within a conversation that may be an alert to an attempted three-way call
- A “mute call” feature that blocks the inmates’ ability to hear or converse with the called party prior to positive acceptance of the call, which reduces the incidence of harassing calls
- The called party has the ability to permanently block calls from the facility
- The HarassBlock feature which allows the called party to discontinue a call that has become harassing or threatening, and by pressing a predetermined key upon disconnection from the call, the call will be noted as “Harassing” in the call detail report, which allows the facility to take appropriate action regarding the inmate’s telephone privileges
- The CAM will not complete calls to answering machines, cell phones, or other such devices
- Inmate lines are blocked from sending caller ID information
- Flagging a telephone number as a number to “watch” for investigative purposes
- Live call monitoring, recording and playback functions
- Telephone call restrictions by PIN or by individual telephone, or by groups of telephones
- Pattern dialing detection
- Pre-recording the inmate’s name to be re-used each time the inmate places a call
- Using PIN numbers to control inmate calling, and restricting each PIN to a select number of approved telephone numbers which the inmate can call

A wide variety of reports can be generated by the CAM system and can be used for investigative purposes. Following are some of the CAM system reports:

- Phone numbers being called by multiple inmates
- Summary of phone usage in number of calls and minutes per phone groups
- Graphic display of inmate or system-wide phone usage by hour of day
- Call detail per selected Housing Unit, Cellblock, or Pod
- Call detail of all in-state or out-of-state calls

- ❑ **Complete Reporting of Premise Fees**—Premise fees will be reported for all prisoner telephones by number and location in an accurate and timely manner. An account detail report will be provided with each monthly payment of premise fees.
- ❑ **Caller ID Information Blocked**—The Sprint proposed inmate telephone system is capable of blocking inmate lines from sending caller ID information.
- ❑ **Year 2000 Compliance**—The entire Sprint Team, including all Sprint subcontractors warrant that all software and hardware provided to the State upon contract award, is fully Y2K compliant.

III-C TASKS

The following is a preliminary analysis of the major tasks involved for developing the end product of this project. The contractor is not, however, constrained from supplementing this listing with additional steps, subtasks or elements deemed necessary to permit the development of alternative approaches or the application of proprietary analytical techniques.

1. An overall plan must be developed as a basis for executing subsequent steps as the project progresses. Essential to the process of this task is the preparation of a sound approach to attaining the objectives of the project.
- ❑ Sprint will provide a detailed implementation plan with a supporting Gantt chart identifying each step and milestone, as well as the overall approach for the project. Sprint will provide, install and maintain a Frame Relay, Wide Area Network (WAN) and Voice Circuits for use by inmates at correctional facilities operated by the State of Michigan Department of Corrections. The WAN and Voice Circuits will provide a fully automated service in accordance with the requirements and provisions set forth in the contract.

Table 3-1 contains a description of tasks or work steps into which the project has been divided by preliminary agency analysis of the problem. For each task, the agency requirement for the deliverable product has been listed and Sprint roles and responsibilities have been described.

Table 3-1 Roles and Responsibilities Descriptions		
TASK	ROLE	SPRINT ROLE
Site Surveys	<ul style="list-style-type: none"> •Input site survey requirements •Notify sites of access requirements 	<ul style="list-style-type: none"> •Develop site survey schedule •Conduct physical site surveys to determine site installation requirements •Compile site information and document for order packages
Implementation Plan	<ul style="list-style-type: none"> •Input Michigan Department of Corrections regarding implementation requirements •Review and approve final implementation plan 	<ul style="list-style-type: none"> •Develop implementation strategy •Define implementation requirements •Develop master schedule, PERT charts, Gantt charts, detailed circuit implementation schedule, and detailed network cutover schedule • Define project implementation resource requirements
Order Entry	<ul style="list-style-type: none"> •Provide required order entry information 	<ul style="list-style-type: none"> •Complete required sales order forms, e.g., Letter of Agency, Premises Equipment Compatibility forms, etc. •Document site survey installation requirements •Enter orders into CIS •Download to network provisioning Facilities Management System (FMS)



**Table 3-1
Roles and Responsibilities Descriptions**

TASK	ROLE	SPRINT ROLE
Circuit Provisioning (DS0 and DS1,DS Facilities)	•Notify sites of access facilities' installation dates	<ul style="list-style-type: none"> •Order receipt in FMS (Provisioning) •Review order package and associated trunk data worksheet (Provisioning) •Process order through trunking, requisitioning, and parting (Provisioning) •Issue material requisitions for Sprint-provided CPE •Finalize circuit design (Provisioning) •Transmit access service request to LEC to order access facilities and inside wiring (Provisioning) •Receive Firm Order Confirmation (FOC) from LECs (Provisioning)
Circuit Provisioning (Continued)	•Notify sites of access facilities' installation dates	<ul style="list-style-type: none"> •Verify LEC FOC dates for acceptance (Provisioning, Activations) •Escalation for improved FOC dates where necessary (Provisioning, Activations) •Receive Design Layout Records (DLR) from LECs (Provisioning) •Confirm DLR for LEC design conformity (Provisioning)
Circuit Installation		<ul style="list-style-type: none"> •Verifies circuit facilities and equipment assignments •Coordinates field operations circuit wiring and cross-connect activities •Tests and accepts LEC access facilities •Verifies LEC inside wiring installation and point of demarcation •Verifies LEC circuit labeling •Coordinates Sprint-provided CPE equipment installations •Performs loopback testing on Sprint-provided CPE to verify equipment operation •Circuit mapping and end-to-end circuit testing and acceptance •Provides notification of circuit installation completion <p><u>LOCAL EXCHANGE CARRIER (LEC)</u></p> <ul style="list-style-type: none"> •Performs plant test activities prior to the FOC date •Implementation Management Sprint on FOC date for joint acceptance testing •Installation of inside wiring to required demarc •Demarc Circuit Labeling •Performs joint acceptance testing with Sprint PLSC
Network Cutover	<ul style="list-style-type: none"> •Assist Sprint, host, and terminal vendors in developing cutover and test plan procedures •Signs off on final system acceptance 	<ul style="list-style-type: none"> •Develop cutover procedures •Manage/Coordinate host and remote terminal cutover activities •Perform required pre-cutover preparation activities to minimize downtime during cutover •Perform required host and remote terminal reconfiguration activities •Perform system cutover

TRAINING

A. The Contractor shall provide training for personnel to achieve the level of proficiency necessary as noted in the Request for Quotation. Charges, if any, for specified RFP requirements shall be listed in the separately sealed Cost Evaluation Model.

- Professional training will be provided at no cost to the State for necessary State staff during the life of the contract. Sprint will provide the necessary training manuals that will become the property of the State. Instructor-lead training and on-the-job training will be provided, emphasizing hands-on demonstrations to familiarize participants with the CAM system. The courses are designed to encourage participants to practice the skills necessary to perform their daily functions on the CAM system.



Instruction given during the training sessions is conveniently limited to six simple applications requiring no previous computer experience. These applications are PIN/PAN, Restrict, Monitor, Report, Debit, and On/Off. These six applications use easy-to-understand language and pictures to assist staff members in operating the CAM. The click of a mouse, entering a few numbers and names when needed, is all that is required to operate the CAM system. The CAM Users Manual is provided in Tab 2. Course elements covered in the initial training session are described on the pages that follow. These elements are subject to approval and modification by Sprint, Evercom, and the Facility.

CAM Inmate Telephone System (ITS) Course Elements	
Course Element	Description
CAM Components-Their Purpose and Operation	Participants learn what a wide area network (WAN) and a local area network (LAN) are, and how they relate to the components of the CAM. Components of the CAM will be discussed, as well as the centrally located CAM server and backup system(s).
Security Features and Operation	The facility administrator has the ability to determine CAM system accessibility by assigning passwords and security levels to authorized personnel. A permanent log-in record reflects when system users enter and exit the system. Authorized personnel can control phones individually or system-wide, turning them off or on as needed.
Use of CAM System Monitoring Tools	The purpose and use of monitoring tools will be discussed.
Setup and Maintenance of Inmate Accounts and Dialing Capabilities	<p>Participants will learn how to:</p> <p>Assign a PIN to an inmate</p> <p>Enter necessary inmate information such as:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Calling Numbers <input type="checkbox"/> Setting Restrictions on Numbers <ul style="list-style-type: none"> ▪ Call Blocking ▪ Call Recording ▪ Private Number ▪ Watched Number <input type="checkbox"/> Setting Restrictions on time of day calls are allowed <input type="checkbox"/> Setting Alarms for specific numbers <input type="checkbox"/> Setting the language option <input type="checkbox"/> Making changes to an inmate's account <input type="checkbox"/> Viewing changes/revisions to an inmate's account
Real Time Monitoring of Call Activity as an Investigative Tool	<p>Visual call monitoring and Audio call monitoring will be described and instructions on how to activate these functions will be taught.</p> <p>The visual display reveals the called party's phone number and location, the person making the call, the location within the facility where the call is being made, the time, status, and duration of the call, and whether the call shows any restrictions (i.e., private or watched).</p> <p>Clicking the mouse on any call in progress that is displayed on the computer screen, and listening to the conversation on a designated monitoring phone activates the audio display.</p> <p>The potential to deter and control crime within the facility and outside the facility through the use of call monitoring will be discussed.</p>
Optional Inmate Calling Capabilities	<p>In addition to collect calling, two calling options are available through the CAM that also require positive acceptance by the called party. They are debit and prepaid.</p> <p>Debit – An inmate account can be set up to allow funds to be</p>

CAM Inmate Telephone System (ITS) Course Elements	
Course Element	Description
Optional Inmate Calling Capabilities-Continued	deposited in a commissary-type account that would allow the inmate to make calls to anyone on their call allowed list as long as there is sufficient money in the inmate's telephone account. Prepaid – Family and friends can apply money toward an account that would allow the inmate to place calls to only telephone numbers specified by the family member or friend who set up the account. As long as there is sufficient money in the account and the number is on the inmate's call allowed list.

CAM Inmate Telephone System (ITS) Course Elements, Continued	
Course Element	Description
Restriction Application	Instruction will be provided on the restriction feature, which allows authorized personnel to search, enter and review number restrictions. The use of this feature as a tool to officers and investigative personnel will be described. Instruction will be given on how to identify, add, or change a telephone number as blocked, harassed, free, private, watched, permanently blocked, or as a wildcard. Use of the search feature and use of the description field for comments or reasons for the restriction will also be discussed.
Reporting Capabilities	Instruction will be given on generating revenue reports and central office administrative reports Use of the reporting capabilities for investigative purposes will be discussed. Instruction will be given on how to search records and generate reports by telephone, location, specific telephone number, date, PIN, call duration, destination, call type, etc.
Recording Capabilities	The user will be taught how to listen to a selected call stored on the hard drive, listen to a selected call stored on a tape, copy a call/record to a Zip disk for easy transport, or print a hard copy of the report. Instruction will be provided on labeling, removing and replacing tapes containing recorded information. Mobile recording capabilities will also be discussed.

CAM Workstation Course	
Course Element	Description
Introduction	Overview of workstation functions and features.
Viewing Port Details	How to review the current status of any port within the inmate facility after logging in at the workstation.
Disconnecting an individual port or all ports	How to disconnect an individual port or all ports using a convenient popup menu.
Sorting the Ports by Location/Trunk	Understanding how ports can be displayed, either by location or by trunk.
Reviewing and Acknowledging Alarms	Explanation of how the ports that have triggered alarms can be reviewed and the alarms acknowledged within seconds after logging on at the workstation.
Set up and/or Changing	Accessing status and alarm information, and understanding how

CAM Workstation Course	
Course Element	Description
Profile Configurations	to customize the requirements of each individual user.

- B. Technical Services. Sprint's technical representative will be available to State personnel by phone to solve minor problems/questions or on-site visits to solve more complex problems or questions.
- Sprint will provide a Project Manager to serve as a single point of contact for the State to handle all technical issues—solving minor problems, questions, and performing on-site visits. This service is provided at no additional cost to the State.

SCHEDULE OF EVENTS

The desired delivery and installation schedule for this procurement is 80% installed within first 180 days; 100% completed within the first 240 days. Sprint has provided a written guaranteed delivery , installation and implementation schedule. The schedule is to be reviewed and approved by the Department of Corrections. This schedule shall also include dates when the Department of Corrections needs to provide data base information and meet site requirements. Failure to guarantee delivery and installation may be cause for rejection of bid.

SITE PREPARATION

- A. Site preparation specifications for equipment listed in Work Statement shall be furnished by the Contractor 45 days prior to install to the Contract Administrator. These specifications shall be in such detail to ensure that equipment to be installed shall operate in accordance with any special State requirements which were identified to the Contractor in the State's RFP and the Contractor's published specifications.
- B. The State will prepare the sites as specified by the Contractor. Subsequent alterations or modifications in site preparation required by the Contractor, which are attributable to Contractor's requirements and which involve additional expense to the State shall be made at the expense of the Contractor.
- C. If any such site alterations as specified in sub paragraph B. above, cause a delay in the installation, the provisions contained in the Liquidated Damages Section shall apply.
- D. The Contractor will notify the State in writing as to the adequacy of the State's planned layout of the equipment within ten (10) days after receipt of the State's plan.

INSTALLATION LOCATIONS

Note: Number of Total Stations listed in Attachment A reflects current figures; hence, size at installation. Vendor shall install equipment with a system capacity capable of 20% expansion at each facility. This is an estimate only and individual facilities may require more than 20%, others less.

Vendor shall also be prepared for and required to install equipment and monitoring system at any new facilities at new site locations, or expanded facilities at current sites.

SPECIFIC CONTRACTUAL RESPONSIBILITIES REGARDING INSTALLATION

- A. The Contractor shall provide a written, detailed plan for the cutover of the new telephone system. The cutover shall be accomplished in a manner that will provide minimum interruption of telephone service to the facility. The State reserves the right to approve the cutover date and time.
- B. The Contractor shall order trunk test facilities and test the system using a minimum of one (1) trunk per category and two (2) stations (or two stations per remote location) at least two weeks



prior to scheduled cutover. All lines, stations, and other equipment installed by the Contractor shall be tested for proper operation and function prior to the cutover date. The State reserves the right to witness and verify all testing.

- C. The Contractor shall arrange for the continued use of the present system in the event of an unsuccessful cutover.
- D. Upon completion of a successful cutover, the Contractor shall immediately correct any malfunction in station and peripheral equipment and trunks.
- E. The Contractor shall be responsible for maintaining a tranquil working relationship between the Contractor's work force, his/her subcontractors and their work force, State employees, and other construction contractors present at the work site. Labor disputes which result from the Contractor's employees presence on work site, or other action under the control of the Contractor must be quickly resolved by the Contractor. Labor disputes by the work force of the Contractor shall not be deemed sufficient cause to any claim by the Contractor for additional compensation for loss or damage to equipment, tools, or vehicles, or lost work time, nor shall such labor disputes be deemed sufficient reason to relieve the Contractor from any of his/her obligations under the Contract.
- F. The installation of the specified telephone system shall be accomplished by the Contractor with minimum disruption or interruption to the State's normal business operation at the installation site.
- G. The equipment contracted by the State hereunder, shall be delivered to its proper location and installed by the Contractor without additional cost or expense to the State. The State shall not be deemed to have accepted any component or piece of equipment until such time as said equipment has been installed and is operating in accordance with the specifications as determined by the State.
- H. Prior to acceptance of such equipment contracted by the State hereunder, the Contractor shall be responsible for destruction or damage of such equipment while in transit, storage or partially installed. In the event destruction or damage occurs to such equipment, the Contractor shall replace or repair such equipment without additional cost or expense to the State.
- I. Where penetration of any fire or smoke barrier is necessary, barriers shall be restored by approved method as specified in the National Fire Protection Association (NFPA) Codes and National Building Codes.
- J. The Contractor shall obtain written permission from the State before proceeding with any work requiring cutting into or through any part of the building structure as girders, beams, concrete or tile floors. This includes, but is not limited to, any part of the building structure where the fireproofing or moisture barrier may be impaired. This does not apply to the installation of screws, expansion columns, walls and ceilings. All work must adhere to the State and local building and life safety codes.
- K. The Contractor shall exercise reasonable care to avoid damage to the State's property or to property being made ready for the State's use. The Contractor shall promptly report any damage, regardless of cause, to the State.
- L. The Contractor shall ensure that required fire fighting apparatus is accessible at all times and that his/her employees are trained in its use. The use and/or storage at the site of flammable, explosive and/or toxic components including (but not limited to) gasoline, benzene, alcohol, naphtha, carbon tetrachloride or turpentine for cleaning any of the equipment on the State's

premises is prohibited. The equipment room and other areas shall be kept clean and free of debris.

- M. The Contractor shall keep fully informed of all Federal and State laws; regulations pertaining to the Occupational Safety and Health Act (OSHA); all local ordinances and regulations; and all orders and decrees of bodies and tribunals having any jurisdiction or authority, which in any manner affect the conduct of the work. The Contractor shall, at all times, observe and comply with all applicable laws, ordinance regulations, orders and decrees, and shall protect and indemnify the State and its representatives against all claims and liabilities arising from or based on violations committed by Contractor's employees or subcontractors.
- N. The Contractor shall promptly remove all debris, including wire tailing and packing materials from the job site. On a daily basis, it is permissible to coordinate debris removal with other contractors.
- O. Within site and facility limitations the State shall provide a suitable equipment room, operating environment, safe storage, and power for the successful installation and operation of the specified telephone system in accordance with the requirements of the Contractor as stated in the bid documents.
- P. The State shall keep the equipment room free from storage of combustible items, corrosive chemicals, or bulky items such that the room will be virtually free from any use not associated with operation of the telephone system or for other equipment requiring a similar automatic EDP operation and environment.
- Q. Access to the equipment room will be restricted to authorized personnel.
- R. The State will confer with the contractor to provide janitorial and maintenance services in the equipment room such that the least amount of dust, dirt, moisture, or gaseous chemical evaporation is created while meeting these service needs.
- S. The State shall provide: Diffused fluorescent lighting providing ambient room lighting of 70 foot candles as measured 30 inches from the floor and sealed concrete or equivalent floor covering for the entire floor area of the equipment room which will accommodate loading to 200 lbs/square foot.
- T Contractor shall provide for all telephone or data signal and power circuits to be protected from lightning or power system induced voltage transients with appropriate protective devices (e.g., arrestors, suppressers, etc.) and earth ground such that damage to the telephone system equipment shall not be possible except for a direct lightning hit on the system wiring/cabling.
- U. The State does not provide smoke or combustion detectors or alarms. The Contractor is permitted to provide alarms at his/her own expense to meet insurance requirements.
- V. The State shall permit a water charged fire sprinkler system in or directly above the equipment room provided the sprinkler heads are high-temperature rated. Where local code requires sprinkler protection, the State shall also permit an automatic fire protection system, provided by the Contractor, to be loaded with an electrically non-conductive medium of low toxicity such as Halon 1301 gas.

MAJOR FIELD MODIFICATIONS

- A. The Contractor shall provide for major on-site field modification, which is defined as a Contractor-generated improvement in equipment which Contractor provides without cost to other similar customers. Such modification must be scheduled and approved by the State.



B. When the Contractor requests such modification activity and it results in equipment remaining inoperable for periods in excess of eight (8) consecutive hours of State scheduled operation (Saturday, Sunday, and State holidays excluded).

Sprint has read and agrees that maintenance credits will be allowed as stipulated above.

C. Any hours during which the Contractor is prevented from performing work on the equipment for causes shall not accrue toward the eight-hour period.

ADDITIONAL SECURITY CONDITIONS

The work comprising this project will be performed at State Correctional Facilities and the contractor shall comply with the following special working conditions:

Contractor shall submit a list of names, social security numbers, birth dates, and additional information when requested, on all persons expected to be employed on the project site. Such list shall be submitted directly to the Administrative Officer at each facility for approval prior to any person's appearance at the site for work assignments.

Contractor will be allowed to work within or on facility confines from 8:00 am to 5pm No work shall be performed on Saturdays or Sundays without Warden's permission. Other time schedules may be set by the Facility.

All work visits shall be scheduled with the facility and contractor shall check in and out with the Facility.

All employees of the Contractor may be subject to individual body search each time they enter the Facility. Packages or containers of any kind may be opened for inspection. Lunch boxes are not permitted inside the security perimeter. All employees of the Contractor will be required to have identification cards or badges furnished by the Contractor.

All trucks and other mobile equipment may be subject to inspection both on arrival and upon departure from the Facility. Absolutely no fraternization between prisoners and the Contractor's employees will be tolerated. Any attempts at same by prisoner are to be reported immediately to Facility personnel.

No requests for visits with prisoners will be granted to Contractor's employees except where such visiting originated prior to award of the Contract.

Contractor shall follow rules pertaining to foot and vehicle traffic as established by the Facility. Contractor shall observe all off-limit restricted areas beyond which no unauthorized personnel may trespass.

All heavy power tools and machinery such as air hammers, acetylene tanks, etc, must be removed from the inside of the security perimeter, through the assigned gate by 5pm. Such heavy equipment as power shovels, compressors, welding machines, etc, can remain inside but must be immobilized in an acceptable manner.

Cutting torches and cutting tools in general shall be securely locked where and as directed by the Facility, and checked out as needed. No tools, small pipe, copper or wire shall remain on the site overnight unless acceptably locked inside shanties or tool chests.

. There will be no exchange, loaning or borrowing of tools, equipment or manpower between the facility personnel and the Contractor.



- . The assigned gate through which materials, equipment and vehicles must be transported will be opened upon request between the hours of 8 am to 5 pm.

- . Sanitary facilities will be assigned for the use of the Contractor's employees. Facility personnel may inspect and search areas under construction at any time, including the Contractor's equipment.

Contractor personnel are not allowed in security areas unless accompanied by Facility security personnel.

Parking of Contractor's and Subcontractor's employees' automobiles shall be limited to areas as directed.

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SERVICE REQUIREMENTS - MAINTENANCE OF EQUIPMENT

MAINTENANCE OF EQUIPMENT

- A. The Contractor must be responsible for maintenance (labor and parts) at no cost to the State and shall keep quoted equipment in good operating condition for the length of the contract. All maintenance performed must be identified by equipment serial number or other agreed upon designation.

- B. The Contractor shall normally respond by phone within one hour after notification by the State that the equipment is inoperative. The phone call will establish the urgency and time of arrival on site. In critical situations the Contractor shall arrive within 4 PPM hours and the equipment shall be repaired within 12 hours. If the Contractor fails to repair the equipment within the above period, the Contractor shall pay liquidated damages as described in Section I-L of the RFP.

There are no additional charges for remedial maintenance during the principal period of maintenance (8:00 a.m. to 5:00p.m.).

- C. All Remedial Maintenance will be performed promptly after notification of equipment becoming inoperative. The vendor shall provide the State with a designated continuous contact point and shall make arrangements to enable the maintenance representative to receive such notification and respond.

- D. Contractor must be responsible for contractor required preventive maintenance. Preventive maintenance must be performed at no additional cost, between the hours of 8:00 a.m. to 5:00 p.m., at a time agreeable to the State.

- E. The Contractor must supply, upon request, a monthly service report to the designated State office for service performed.

The following information is required on the Contractor Service Report: (This will be provided on a monthly basis.)

- Serial/Model number of equipment being repaired
- Service performed
- Date/Time equipment repaired
- Date/Time service request received
- Location of service



- Cause of breakdown or need of service
 - Field engineer's name performing service
 - Service report control number
 - Replacement part description
- F. Principle period of Maintenance (PPM) will be the same hours as the State's normal working hours (currently Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding a one (1) hour lunch period, excepting State-observed holidays).
- G. The principle period of maintenance hours may be changed upon 30 days written notice by mutual agreement, except that the Contractor shall make every reasonable effort to change his schedule in a shorter period of time.
- H. **Malfunction Reports**
The Contractor shall furnish a malfunction incident report to the State upon completion of each maintenance call. Such reports shall initiate at the request of the Contract Administrator and shall continue until designated to halt. The report shall include, as a minimum, the following:
- (1) Date and time (hours, minutes, and a.m. or p.m.) notified (to be supplied by user and verified by Contractor).
 - (2) If applicable, date and time (hours, minutes, and a.m. or p.m.) of arrival (to be supplied by user and verified by Contractor).
 - (3) Type and model number(s) of machine(s).
 - (4) Time (hours, minutes, and a.m. or p.m.) repair completed.
 - (5) Description of malfunction (equipment or software).
 - (6) If charges are applicable, the estimated full amount.
- I. **Unreliable Equipment**
In the event of equipment failure to the degree that productivity is seriously impaired, the State shall call for a review of the malfunction reports, as required in Paragraph **REVISED PER ADDENDUM: 7.N, H Malfunction Reports**, for the preceding 3 months. If accumulated malfunction time (determined by Paragraph H reports) for this period is equal to or exceeds 5% of the schedule hours for this period, it shall be determined that the productivity has been seriously impaired.
- The malfunction condition(s) shall be corrected within five (5) working days of such review. If at the end of this period it has not been corrected, the issue will be escalated to a special committee which shall consist of:
1. Two Departmental Representatives
 2. One Contractor Representative
- This committee shall determine by majority vote which of the following three options is most appropriate.
1. Provide a backup machine, without additional charge to the State.
 2. Provide on-site service and call in appropriate Contractor engineering or plant personnel.

3. Mechanically replace the equipment (In whole or in part). Contractor shall replace a persistently failing machine for up to one year after warranty commencement. Thereafter, Contractor shall replace all persistently failing components.

The Contractor will not unreasonably decline to perform the option determined by the Committee.

At the end of the five (5) working day period, and upon written notice to the Contractor, the State may exercise the option to initiate termination proceedings on the unreliable equipment. The Contractor is obligated to continue, in compliance with contractual terms contained herein, to the date set forth for removal of the equipment in a written notice from the State to the Contractor.

The Contractor shall be liable for all outbound preparation and shipping costs for equipment returned pursuant to this provision.

SYSTEM SPECIFICATIONS AND REQUIREMENTS:

OPERATIONAL AND TECHNICAL STANDARDS

1.0 SYSTEM OVERVIEW STATEMENT

- 1.1 The Prisoner Telephone System involves in excess of 40,000 prisoners in 56 locations throughout the state. Sites vary from 6 to +100 housing unit and yard telephones. Some locations utilize TDD (Telecommunication Device for the Deaf) telephones. Hours of operation vary among facilities, but generally, telephones are in use from 7 am to 11 pm.
- 1.2 By department policy, hearing impaired prisoners shall be granted access to a TDD for telephone calls to a person on the prisoner's approved telephone list. In addition, prisoners shall have access to a TDD for telephone calls to a person on the prisoner's approved telephone list who is hearing impaired.

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- 1.3 At this time, the locations do not share a common data base. Hence, when a prisoner moves from one facility to another, he/she will get a new PIN and the allowed numbers will have to be re-entered into the system.

All responsive bidders must include in their proposal, a move to a centralized data base and universal PIN system for stored allowed prisoner telephone numbers that can be accessed regardless of prisoner location. The Network Management System will be operated and maintained by the Department of Corrections MIS (Management Information Services) data center located at Logan Square in Lansing, Michigan. The centralized system must have the capability to be viewed by anyone on the State's approved WAN (Wide Area Network). Changes in the central data base must be restricted to those with secured access only.

- Sprint will provide a centralized database and universal PIN system that contains stored allowed prisoner telephone numbers accessible from multiple locations. Sprint understands and agrees that the Network Management System will be operated and maintained by the Department of Corrections MIS data center located at Logan Square in Lansing, Michigan. Additionally, Sprint can provide network access at any location required by the State. Sprint will work with the State to determine the best access methodology for state administrative locations. Sprint's centralized system will have the capability to be viewed by anyone on the State's approved WAN. All changes in the central database will be restricted to those with secured access only, as determined by the State.



The robust WAN offers a secure, efficient, fast and reliable solution, and can be located anywhere the State desires. Total WAN cost and overall management will be provided by Sprint.

- 1.4 By department policy, each prisoner is limited to 20 allowed numbers. In addition to those numbers, each prisoner has access to a list of Universal Numbers. Each prisoner call allowed number must be tied to a physical address with the same area code and phone number as the number dialed. Universal Numbers are automatically included in addition to prisoner call allowed numbers. Universal Numbers may not be included in a prisoner's call allowed list, as Universal Numbers are not monitored and prisoner allowed numbers are.
- 1.5 Recent legislation may require a debit management as well as a collect call system. Therefore, the State encourages that potential contractors include debit management in their bid proposal.

- The Sprint call control application provides two alternatives to collect calling: Debit and Prepaid. call control is maintained through allowed number blocking and unblocking, reports on call traffic, account balance updates, call detail history by PIN number, call complaint history by PIN number, and positive acceptance of calls. The benefit of both the debit and prepaid alternatives is a lower cost per call to the called party, and the ability to budget for telephone expenses. The debit application has been developed as a fully integrated component of the CAM System.

The **debit system** allows the inmate to establish funds in a commissary account at the facility. The inmate can make calls to anyone on the inmate's call allowed list as long as funds are available in the inmate's account and positive acceptance is granted by the called party. Sprint's debit application informs the inmate of the remaining minutes and funds available prior to placing the call.

The **prepaid system** allows for a family member or friend to open an account by sending an amount of money to the Sprint billing services customer support center. The paying party can then designate what telephone numbers (on the inmate's call allowed list) the inmate is permitted to call, while using the funds established in the family member or friend's account. Sprint's prepaid application informs the inmate of the remaining minutes and funds available prior to placing the call.

- 1.6 By department policy, all calls are collect and all conversations are limited to 15 minutes, except TDD calls which are limited to 30 minutes. Call timing in the system is set to allow for the approximately 1.5 minutes for call setup; hence, actual time may be 16.5 minutes. Call length parameters must be capable of being set on a line by line basis vs. system wide.

The State may assign a "class of service" that will allow call restrictions and/or tracking per PIN as follows:

- An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally (all PINs).
 - The global restrictions can take precedence over individual PIN restrictions.
 - The system has the ability to limit the duration of calls by PIN and by specific telephone numbers assigned to a PIN.
- 1.7 By department policy, all calls are limited to the United States, Canada, Mexico, Guam, Puerto Rico and Virgin Islands.
 - 1.8 By department policy and with the warden's approval, some prisoners are allowed to make collect telephone calls.
- The CAM System will allow collect, station-to-station calls as required by the State of Michigan.



1.10 By Michigan law, all prisoner calls are monitored and recorded UNLESS TO AN ATTORNEY OR ELECTED OFFICIAL.

1.11 Assume that existing cable/wire will be used.

2.0 CALL CONTROL REQUIREMENTS

2.1 Design shall be Windows based GUI platform to allow for flexibility and customization.

The CAM uses Windows@NT™ as its platform, which offers flexibility, customization, and networking capabilities. This means that a familiar icon-based desktop is available to all users while incorporating the substantial benefits that Windows@NT™ provides. The CAM workstation is designed so that users can perform a specific task associated with its own icon. Each icon represents a particular function or family of functions that are closely related. This approach enables the user to access and complete a task in a simple and timely manner. The user merely clicks on a task icon and the CAM's information, appropriate for that task, is immediately accessible. After data has been manipulated, the user saves any changes, and exits the task. Any number of available tasks may be completed in this manner while using the CAM workstation.

2.2 System shall allow user to define on/off times by day of week, by individual phone or by system. Settings for day/night timing shall not be less than four. These controls SHALL BE IN ADDITION TO AND NOT REPLACE the cutoff keys located in the Control Center.

One of the features of the CAM is its ability to determine the "On" and "Off" times for the phones at a facility based on a variety of different criteria. On/Off times may be programmed:

- At each minute, 24 hours a day
- Unique to each day of the week
- Unique to different areas within a facility
- Per telephone, per PIN and per site/location

The entire phone system and/or individual telephones may be turned On or Off with several clicks of the mouse. In addition, authorized personnel may disconnect a designated telephone conversation at the on-site workstation.

2.3 System shall provide for Allowed and/or Disallowed numbers. This feature shall be defined by PIN, individual telephone or by system.

The CAM System has the ability to restrict calls based on number restrictions, per PIN, per PAN, per telephone, per site/location and globally. The restrictions may be placed on-site or remotely by Evercom, to become effective immediately upon entry into the System.

2.4 System shall control prisoner calls by means of a PIN number. This number shall be a minimum of five digits, numeric. The PIN is to allow access to a list of Allowed Numbers; there shall not be less than 30 numbers per prisoner list. In addition to Allowed Numbers, Disallowed and Do Not Record shall also be a function of the PIN or System. The functions can have any combination of Allowed, Disallowed and/or Do Not Record.

The PIN application requires an inmate to use a predetermined number when placing a call. The PIN application allows for the identification, by name, of individuals making calls while monitoring or playing back recorded calls. The PIN application allows administrators to assign special disciplinary time periods or specific call and time restrictions per PIN to further strengthen the control of inmate calling privileges. And, when running reports, investigators are able to quickly isolate and identify desired data by the use of an inmate's PIN.



2.5 System shall have flexible Call Blocking capabilities. Call Blocking shall be system wide or PIN specific; shall have wild card capabilities.

- The Sprint- CAM system provides telephone number blocking by PIN or system-wide. During installation, a "Call Blocking" table is established that denies inmates from making calls to specific numbers or blocks of numbers as in wildcard capabilities. Typically, access is denied to the following:
 - Direct Dialing (1+)
 - Operators (0-, 00-, 1-0-XXX-0-)
 - Information (411, 1-411, 555-1212, 1-555-1212)
 - Talk Lines (900, 976 Exchanges)
 - IXC Access (950, 10-XXX, 10-10-XXX)
 - Toll Free Lines (1-800, 1-888, 1-877, etc.)
 - Correctional Facility telephone numbers
 - Correctional Facility Employees' home numbers
 - Judges' and Prosecutors' home numbers
 - Emergency Numbers (911, Police, Fire, Poison, etc.)
- Sprint's CAM offers a standard capability of 1,000,000 individual entries with virtually unlimited blocking potential obtained through system add-ons. These entries may consist of an entire area code, an entire exchange code within an area code, or a specific telephone number.

Control granted in blocking, unblocking and defining telephone numbers is one of the most helpful innovations the CAM offers. Besides giving the corrections administrators this control, the CAM goes a step further in providing the called party several options with which to accept, reject and/or block calls from an inmate or inmate facility. For example, the CAM PermaBlock feature allows the called party to press a specific digit to reject all calls from the correctional facility. With the HarrassBlock feature, the called party is also given the option of pressing a specific digit which will alert the facility administrators of a telephone call that is suspected of being a harassing call.

CAM administrators have the ability to search a problem number and add or remove blocks. A brief narrative may also be attached to any number. If a number needs to be flagged as a "watched" number for investigative purposes, or labeled as "private" in order to avoid being monitored or recorded, this is immediately accomplished with the quick click of the mouse. The CAM also allows "Wildcard" blocking which can block inmates from calling large groups of unknown phone numbers (i.e., hospitals, government offices, college campuses, party lines, payphones, etc.).

Calls attempted through the CAM are first validated to verify any outside billing problems that may exist. If there are any outside blocks on a number, the inmate and the administrator are both notified as to why the block exists. This has been instrumental in reducing the stress level at facilities using the CAM system. Correction officers no longer need to spend an inordinate amount of time calling the vendor to check on number problems.

2.6 Timing of telephone calls shall be a software function, variable by PIN, telephone or both. There shall be audible warnings of call termination two minutes prior to end of call and just before disconnect.

Using the PIN Application, administrators may assign special disciplinary time periods or specific call and time restrictions by PIN, and/or telephone. If there are time restrictions on inmate calls, both parties are warned two minutes prior to the call being terminated.

- Maximum call duration can be set globally (all PINs), by site, by facility area, or by individual inmate's PIN.
- An allowed calling schedule can be provided for each specific PIN, by facility area, by site and globally.



- The global restrictions can take precedence over individual PIN restrictions.
- An inmate under disciplinary action can be restricted from placing all calls assigned to his/her particular PIN with the exception of privileged numbers (i.e., attorney, approved clergy and social work professionals).
- The system has the ability to limit calls for a specific duration by PIN and by specific telephone numbers assigned to a PIN.
 - 2.7 There shall be three voice overlay messages during the conversation that state: "This call is coming from a Michigan Correctional Facility". This message shall play randomly, not in the first minute. The volume of this message shall not be so loud as to disrupt the conversation. Scripting shall include inmate name and facility prior to acceptance of call.
- Voice overlay messages may be played on a random basis throughout the call, indicating the call is coming from a correctional facility. The frequency the message is played and the message content are fully programmable parameters that may be changed, as the facility requires. The CAM system is also capable of pre-recording the inmate's name and then playing that recording to announce the inmate's name to the called party prior to acceptance of the call. The inmate is not able to interface with the programmed announcements.
 - 2.8 The verbal, system generated instructions to the prisoner shall be bilingual (English or Spanish). They shall be as follows:
 - 2.81 Prisoner picks up handset and hears: "Please press 1 for English, Marque Dos Para Espanol".
 - 2.82 Prisoner presses 1 or 2 and hears in the appropriate language: "Your call may be listened to or recorded by the Department of Corrections unless it is to an attorney or elected official". PRISONER CANNOT BYPASS THIS MESSAGE BY PRESSING ANY KEY; PRISONER MUST HEAR THIS MESSAGE BEFORE PROGRESSING WITH CALL.
 - 2.83 Prisoner hears "Please enter your PIN number", and "please press zero and then the area code and the number you wish to call".
 - 2.84 Prisoner hears (1)Invalid PIN: "The PIN entry is not valid. Please try again". SYSTEM TIMES OUT AFTER THREE INVALID ENTRIES; (2) Valid PIN: "After the dial tone, please enter the phone number".
- The CAM system prompts the inmate for a PIN number and for a telephone number. The system then confirms the accuracy of both numbers. If either number is invalid, the inmate is notified and the inmate is prompted to hang up and try again. The System will allow completion of only one dialed number per individual attempt.
 - 2.85 After dialing the phone number, the prisoner hears (1) Invalid phone number: "The dialed number is not valid. Please hang up and try again"; (2) Valid number: "Please stay on the line".
- The inmate is notified by an automated voice response as to whether the dialed number is valid or invalid. If invalid, the inmate will be asked to re-enter a valid number. Voice prompts can be customized to meet the State's needs.

- 2.9 Access to system shall be controlled by password; password controls level of access; system logs password activity and generates report on screen and hard copy on demand. System log shall record the following:

Time/date password logged in/out of system
Time/date password entered PIN database utility
Time/date password entered any other utilities, i.e. disallowed numbers, allowed numbers, system settings, line settings, etc.
Addition/deletion of PIN and any changes thereof
Addition/deletion of prisoner name/number and any changes thereof
Addition/deletion of disallowed numbers
Any changes to any database affecting prisoner's ability to place call i.e. restrictions

- 2.10 Telephone call control, call tracking, monitoring and recording software shall be integrated and PC based.

- The CAM is a fully integrated PC-based call processor. The system feature software applications and user functions, including call control, call tracking, number restriction, management reports, monitoring and recording, etc., are accessible through designated workstations linked directly to the CAM System.

- 2.11 There shall be clock synchronization with the monitoring/recording equipment.

- 2.12 System shall disconnect call if additional (third party) call is detected.

- The CAM system will disconnect the call if an additional (third party) call is detected. No three-way calling detection method is completely effective 100% of the time. Local exchange carrier switching equipment, age of equipment and infrastructure (wire, terminations, etc.), the switching that occurs over the distance of a call and several intangible factors influence the effectiveness of detection. Also, multi-party calls established through a PBX or multi-line phones are almost completely undetectable. Post-call detection is the only method of complete accuracy in the issue of three-way calling.

Sprint provides reliable sources of three-way call deterrents by:

- 1) Terminating the call following a predetermined period of silence that could be interpreted as the initiation of a 3-way call attempt.
- 2) Informing both parties that 3-way calls are not permitted as follows:
 - Inmate is informed verbally prior to placing the call, and informed through written instructions present on the telephone.
 - Called party is informed prior to acceptance of call.
- 3) Utilizing a voice overlay during the call process.
- 4) Inserting random voice overlay messages informing both inmate and called party that three-way calls are not permitted.
- 5) The system monitors calls for periods of silence that may indicate potential three-way or other events not permitted in the inmate application. This is a programmable variable in the system, in increments of 0.01 seconds.

- 6) Sprint will work with the State to provide the proper treatment of three-way attempted calls. Some correctional facilities are monitoring three-way calls for further investigation into criminal activities or harassment.
- 7) All calls are recorded and stored for on-command verification of suspected illegal activity and the retrieval of conversations for investigative or corrective action.

The Silence Detect feature measures periods of silence within the conversation that are used to determine whether an attempt has been made to connect a third party to the call, which may warrant a specific consequence pre-determined by the facility. The Silence Detect feature (when activated) allows any CAM site with full channel recording to set parameters which detect and act on silence during a conversation. With this feature, authorized personnel determine at what level and rate the System will respond to a call based on specific events that occur during the conversation. Authorized personnel may select a sensitivity setting ranging from low to high to meet the unique requirements of their specific site. The CAM System can also be configured to respond in a prescribed action once the metered condition level has been met. The following actions can occur independently or in any combination presented below:

- Termination of the call
- Tag line stating that conference calling is not allowed, and
- Mark the record identifying the call as a "Silence Detection"

The CAM is the only System that provides this type of on-site control through a Silence Detection Setting GUI application.

2.13 Switch hook manipulation shall be prohibited by software. Upon completion of call, telephone shall reset itself for the next call. Prisoner shall not be able to switch hook to regain dial tone. Software programs that recognize changes in distance during the call, or utilize other technological advances are encouraged as opposed to three-way software based only on "clicks" signifying switch hook manipulation.

- The System will allow completion of only one dialed number per individual attempt. To place additional calls the individual must repeat the entire dialing sequence. Chain calling, incoming calls, third-party calls, credit card calls, etc. are not permitted.

2.14 In addition to manual cut off keys in the Control Center, there shall be the ability to cut off telephones via software in the Call Control system. There shall be the ability to cut a call in progress; cut off shall be instrument or system specific.

- The entire phone system and/or individual telephones may be turned on or off with several clicks of the mouse. Further, authorized personnel may disconnect a designated telephone conversation at the on-site workstation.

On/Off times may be programmed:

- At each minute, 24 hours a day
- Unique to each day of the week
- Unique to different areas within a facility
- Per telephone, per PIN and per site/location

- 2.15 The system shall provide for a visual display of on/off hook activity status. It shall indicate all essential call activity in a real time mode, showing any or all of the following: Prisoner ID Number, PIN, telephone ID, dialed number, duration of call, recording status.
- Phones that are in use will display the specific telephone location, inmate PIN and name, the destination number dialed, city and state of the destination, time and duration of the call, any restrictions such as "Watched" or "Private", and the status of the call, for example "In Progress," "Calling Destination," or "Get Acceptance". The CAM System also allows for any specific telephone number to be marked as "Private," which prevents the call from being recorded, and prohibits monitoring of the call.
- 2.16 System shall provide call activity data and search capabilities by PIN, Prisoner Name, Prisoner ID, Telephone ID, Called Number, Date, Time, Call Duration. System data base shall not be limited to these features.
- 2.17 System shall provide for ability to designate "hot" numbers and shall provide for automatic notification when number(s) is/are accessed as well as provide for reports. Report shall provide for, but not be limited to, number dialed, date, time, prisoner ID, PIN, telephone ID.
- The CAM System allows for call alerting on watched or "Hot" numbers. Numbers can be marked as "Watched" in the Restrict Editor Application, or in the PIN Editor Application. Once a number is marked as watched, any calls or attempted calls are flagged in both the call detail record, as well as the live Monitoring Application. As an additional feature, an administrative alert can be sent to a network workstation, alerting authorized personnel that a call is being placed that they might want to monitor live, or be aware of to play back later.
- 2.18 System shall provide for identification of a third party call when it is dialed. This notification shall be automatic and can be audible and/or visual; a report shall be automatic and shall be available on demand. Report shall provide for number dialed, date, time, prisoner ID, PIN, telephone ID. (This is in the event a third-party call goes through undetected by the system. Bidder to state estimated percentage of this occurrence.)
- The CAM utilizes a silence detect algorithm in determining fraudulent use of the telephones. Typically, silence is always present during a third-party-type call. The called party and inmate receive an audible notification, utilizing silence detect, with a visual screen display noting that a silence event was detected during the conversation. The call detail record will be marked with a silence detect notation. As in the case of any silence detection, the results will vary greatly depending on the local exchange carrier switching equipment, age of equipment and infrastructure (wire, terminations, etc.), the switching that occurs over the distance of a call, and the State-chosen setting of the sliding bar that determines how long a silent session is allowed before call termination will occur. With the adjustable sliding bar, the percentage of completed third-party calls is controlled by the State. A third party call report is available that meets all of the above-required provisions.
- 2.19 System shall provide for called number correlation. There shall be automatic notification of when the same telephone number is called by one or more of the following: facility, PIN, telephone ID.
- The CAM has a "Multiple Dialing" feature that prohibits inmates from placing a call to the same number simultaneously. The CAM will block his or her attempt until the initial call is terminated. In addition, the CAM System allows for call alerting on watched or "Hot" numbers. Numbers can be marked as "Watched" in the Restrict Editor Application, or in the PIN Editor Application. Once a number is marked as watched, any calls or attempted calls are flagged in both the call detail record, as well as the live Monitoring Application. An administrative alert can be sent to a network workstation, alerting authorized personnel that a call is being placed that they might want to monitor live, or be aware of to play back later.

- 2.20 Call records shall be collected and processed in real time. Call records shall be available for all reports and searches from the time of call completion. Additionally, call records shall contain number called from, number called, date of call, time of call, duration of call, any flags or special designators associated with the call, reason for disconnect PIN, and prisoner number.
- 2.21 Search and report capabilities shall include, but not be limited to, the following: Date, Time, Prisoner ID, PIN, telephone ID, Duration of Call, Called Number.
- 2.22 System shall be capable of allowing/disallowing calls during power outage.
- As the CAM System is a fully electronic-based switching system, upon failure of the centralized processor the uninterruptible power supply (UPS) backup will maintain the system and allow calls to be completed. The CAM will have a sufficient UPS system installed to ensure complete, uninterrupted operation of the Inmate Calling System, including recording and network services, for a minimum of one hour and up to four hours. All UPS equipment provides electrical surge, lightning, and power conditioning protection as well.
- Upon the loss of commercial power, no change in the operational characteristics of the Inmate Calling System will occur. If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down. The CAM System will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required. If commercial power is restored prior to the exhaustion of UPS power, no change in the operational characteristics of the Inmate Calling System will occur.
- 2.23 System shall be user friendly, menu driven, software based, have remote and built-in diagnostics, visual and audible alarms, system redundancy and remote access support.
- The CAM system contains user-friendly icons and is menu-driven because each CAM call processor and workstation operates in the Microsoft® WindowsNT™ operating system. This proven platform provides a stable and reliable networking environment that provides significant security features, including visual and audible alarms. Much of the CAM's functionality is based on Microsoft® SQL Server™ multi-user relational database management system, which provides powerful tools for the creation, maintenance, and administration of large databases. SQL has significant data replication capabilities that provide substantial data backup security. Networked to each CAM are multi-media computer workstations that function as an extension of the call processor. From these remote workstations an array of reporting, data maintenance, and investigative procedures may be performed. SQL gives the CAM the ability to organize and process large amounts of data in a fast and efficient manner.
- 2.24 System shall provide for the "blocking" of certain numbers (attorney or elected official) that are not to be monitored or recorded. Though the call will not be monitored or recorded, call detail record (time, date, PIN, telephone ID, length of call, number called) shall be maintained in data base.
- Numbers designated as "Private" are prevented from being recorded and do not allow a call to be monitored. In the event that a retrieval of a "private" call is attempted, the System will inform the user that, "This call is prohibited from monitoring." The time, date, PIN, telephone ID, duration, and number called are noted in the call detail record in the database.
- 2.25 System backup shall be at the workstation level.
- Sprint has read, understands and will comply with this requirement. The system is capable of being backed up at the workstation level. The system can be backed up at a specific date and time, or when the drive reaches its designated capacity. Once the drive reaches its designated capacity, the CAM automatically begins to transfer recorded call data to the Advanced Intelligent Tape (AIT). The CAM then instructs the user how to label the tape for archiving purposes. This means that investigators are able to retrieve

recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation. Sprint ensures that call records cannot be lost because in addition to call record backup on-site at each facility, the call records are also sent to the centralized computer to be located in Lansing, where they are also saved to a tape. This duplication of saved data ensures accurate and secure historical call detail records.

The CAM is equipped with an uninterruptible power supply (UPS) backup that will maintain the system and allow calls to be completed in the event of loss of power. The CAM will have a sufficient UPS system installed to ensure complete, uninterrupted operation of the Inmate Calling System, including recording and network services, for a minimum of one hour and up to four hours. All UPS equipment provides electrical surge, lightning, and power conditioning protection as well.

2.26 System shall provide for a visual off hook/on hook activity status.

- The Monitor application provides a visual on hook/off hook activity status by displaying a concise description of activity for each phone. Telephones that are in use will display the specific telephone location, inmate PIN and name, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, for example "In Progress," "Calling Destination," "Get Acceptance".

2.27 Access to "411" and/or "555-1212" information service shall be prohibited.

2.28 Access to 800/888/877 (toll free) numbers shall be prohibited.

2.29 Access to multiple IntraLATA carriers via 800+ 900+1 976+, or 10-10XXX and other calls as defined from time to time by the Issuing Office shall be prohibited.

2.30 Access to the "911" emergency system shall be prohibited.

2.31 System shall deny access to pager numbers dialed or to telephone answering machines or voice mail systems.

- Sprint's ITS will deny access to pager numbers dialed or to telephone answering machines or voice mail systems. The CAM automatically prohibits calls to all pay-per-call, directory assistance and emergency services, including 900, 972, 976, 550, 555-1212, 700, 500, 911, 411, etc. The CAM automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers that access long distance carriers such as 950-XXXX and toll-free area codes and exchanges. The System will not complete calls to answering machines, cell phones, or other such devices. Further, the CAM will be pre-programmed to prevent/block calls to specific numbers designated by the State.

2.32 System shall provide means to disable/enable a prisoner's phone privileges, preferably by prisoner number, or if not by prisoner number, by PIN, by accepting date/time privileges are to be restricted and date/time privileges are to be restored. System shall automatically disable and enable PIN according to dates/times entered.

- When utilizing the PIN application, individual PINs and/or telephones may be programmed with specific call restrictions and call durations to further control the telephone usage of the inmates. The CAM system allows for automatic disabling/enabling of a PIN by specific dates/times entered into the system. In addition, when you incorporate the PAN (personal allowed number) list, the inmate may place calls only to the numbers that appear on his/her pre-approved number list. And, once a number is restricted/blocked in the System, calls to that number are prohibited until otherwise modified by authorized personnel.

- 2.33 System shall provide a record of the entry of removal of disallowed phone numbers including system operator/password identification, date/time number disallowed. A free text field for comments is desired.
- 2.34 System shall be able to provide a report identifying all numbers designated/coded as confidential whether or not such a number has been dialed. This report shall specify all PINs associated with each number.
- 2.35 System shall provide a free text comments field for each prisoner. This field, and all other information, to be able to be accessed only at site where prisoner is located and, under a centralized system, the designated "master" workstation.
- 2.4 COLLECT CALL MODE
Bid proposal must provide for inmate use through debit management, PIN controlled operation AND collect call mode.
- 2.41 Collect call services shall be through the use of an Automated Operator. At no time shall an inmate be connected to a "live"operator.
- 2.42 Contractor shall assume responsibility for billing called parties receiving collect calls from inmates and for the collecting of payments for these calls.
- 2.43 Contractor shall provide a toll free number which will be clearly shown on the called party's bill for assistance in billing matters.
- 2.44 Contractor shall provide all local, intraLATA, interLATA and interstate collect call services at all facilities. Subcontractors are permitted. The Contractor shall be responsible for installing and maintaining all telephone circuits necessary to provide the required collect call services.
- 2.45 Rates charged to the called party for collect calls within Michigan shall not exceed the rate cap for residential collect call rates.
- 2.46 Contractor shall collect all revenue from the called party for collect calls placed by inmates. A percentage of this revenue shall be provided as a premise fee to the State of Michigan, Department of Corrections on a monthly basis. Contractor shall not deduct fraudulent, uncollectible or unbillable calls from the gross revenue prior to applying the premise fee percentage rate.
- 2.5 DEBIT BASED MODE REQUIREMENTS
- 2.51 Debit calls shall be used only in a PIN controlled environment. Debit calls must be made through network services provided by the Contractor at no cost to the State. Debit accounts are to be tied to the called party number, **not** the prisoner account number. Debit account number must match prisoner's Call Allowed List.

The debit application has been developed as a fully integrated component of the CAM System. Debit accounts will be tied to the called party, and the called party's number will be present on the inmate's Call Allowed List. The prepaid system allows for a family member or friend to open an account by sending an amount of money to the Sprint billing services customer support center. The paying party can then designate what telephone numbers (on the inmate's call allowed list) the inmate is permitted to call, while using the funds established in the family member or friend's account. Sprint's prepaid application informs the inmate of the remaining minutes

- 2.54 System shall confirm that funds are available in the inmate's "telephone usage account" after the telephone number is dialed by the inmate but prior to placing the call.
- 2.55 System must interface with DOC inmate store accounts, which will collect money for pre-paid telephone service from the inmates for the express purpose of collection or billing of calls base on the PIN number of the inmate.

2.

- The Sprint CAM inmate telephone system (ITS) operates a PIN-controlled debit management system offering two alternatives to collect calling at the facility: Debit and Prepaid. Both the debit and the prepaid alternatives allow number blocking and unblocking, reports on call traffic, account balance updates, call detail history by PIN number, call complaint history by PIN number, and require positive acceptance by the called party. These alternatives eliminate the need for an inmate to use administrative phones to place collect calls to attorneys and others who do not accept collect calls, and afford a lower calling rate to the inmate and the called party.

Sprint will offer the same premise fee to the State for debit-based calls as for collect calls (as outlined in the Pricing Proposals), but would also be open to offering further reduced rates for the calls in lieu of a portion of the premise fee to the State.

2.57

- Sprint has a designated 800 number that can be accessed as notification that the account is no longer needed. Sprint can refund the balance in an account to the designated party at any time, as requested.

2.58 Proposed system must provide for true "answer supervision" for the billing of Debit charges. Billing shall begin when the call is accepted by the called party and shall terminate when either the inmate or the called party hangs up. The system must allow for a delay in initial billing of the call by a predetermined number of seconds.

- Sprint's ITS provides for true "answer supervision" for the billing of debit charges. In addition, the System can be set so that the called party depresses a specified number on the keypad to accept, reject, or block calls from the facility as they can with a collect call. Typically the CAM is set up to delay the initial billing of the call by eight (8) seconds or as determined by the State.

2.59 Debit charges shall terminate when either the inmate or the called party hangs up.

- During answer supervision (line side), an electrical signal is passed back to the originating end of a switched connection. This signal indicates that the called line has gone off hook, triggering the end of the billing period for that call.

2.60

- The inmate and the called party will be notified by an automated voice prompt one minute prior to call termination when the funds in the account become insufficient to allow the call to continue. If the account has not been replenished, then at the next call attempt, the inmate will be notified by an automated voice prompt that insufficient funds are present in the account to complete the call.

3.0 MONITORING AND RECORDING REQUIREMENTS

- 3.1 System shall be an integrated design; all recording done digitally and shall be continuous and uninterrupted.



- The CAM's recording feature is fully digital and completely integrated into the system. The CAM utilizes multiple redundant high capacity fifty (50) gigabyte hard disk drives for storage and seventy (70) gigabyte industry-standard Advanced Intelligent Tape (AIT) for long-term storage and future archival of call recordings. An AIT cartridge is approximately the same size as an 8-millimeter videocassette, conserving valuable storage space, and making it convenient to use in court with a notebook computer and an external drive.

Once the hard drive reaches its designated capacity, the CAM automatically begins to transfer recorded call data to the Advanced Intelligent Tape (AIT). The CAM then instructs the user how to label the tape for archiving purposes. This means that investigators are able to retrieve recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation.

3.2 Silent sessions or pauses shall be labeled. Upon playback, pauses or silent sessions shall be fully recovered and displayed graphically when desired.

- The Live Monitoring Application will show all calls currently in progress, including calls marked as private. A "P" will appear in the Restrictions column of the monitoring screen if a private call is in progress. A dialog box will tell the system administrator that the call is confidential and cannot be monitored if an attempt is made to monitor a call marked as private. In addition, all private calls made will generate a call detail record. Further, the Report Generator Application has the ability to graph all private calls made according to user-defined parameters.

3.3 There shall be multi-level password protection and system shall provide for a password activity log.

- The CAM can be programmed to allow only authorized personnel access to system functions via password security levels. Each of the following functions can be uniquely protected by a password:

- Monitoring - Recording
- Reporting - PIN and debit
- Inmate account data - System control

3.4 There shall be a library management system to automatically store date, time and duration of call.

- Sprint's CAM system is programmed to automatically produce a time, date, and duration of call stamp on each completed call.

3.5 System hard drive storage capacity sufficient to hold a minimum of 30 days of recorded data prior to archiving such data to provide replay without need for accessing archived data.

- Utilizing multiple redundant, high capacity, fifty (50) gigabyte-SCSI2 hard disk drives, the System is able to accommodate a minimum of 30 days of recorded data before archiving the data on the AIT cartridge. This data is quickly and easily retrievable for replay.

3.6 There shall be the capability of re-recording onto a standard analog cassette without degradation in sound quality. There shall also be an audible clock time and date stamp.

- The CAM offers the State the option of fully restoring a pre-recorded call from an AIT cartridge by highlighting a call, clicking on the "restore" icon in the playback application and the call is immediately restored to the hard drive. This feature allows the user to then re-record the call from hard drive to a tape recorder and/or Zip disk for enhanced portability and sound quality in instances that require evidence to be broadcast in court. There will be an audible clock time and date stamp.



- 3.7 There shall be capability for headset(s) use.
- 3.8 Time and date entries for each recorded conversation shall be displayed on a per channel basis; recorded conversations shall be selected via the keyboard and menu driven CRT display. Selected playback shall be instantaneous.
- 3.9 Recorded time/date and current time/date shall be displayed during playback. Conversations, pauses, or silent sessions shall be displayed on a graphic time-line. Conversations, pauses, or silent sessions may be scanned or skipped during playback. The scan shall be instantaneous.
- The CAM is capable of showing the call start time, end time, origination phone number, called party phone number, duration of the call, and date of a call that has been flagged as private (do-not-record). Because it is illegal to record an inmate's call to an attorney, the CAM was engineered to eliminate the inadvertent recording of a private call. Because of this, it is not possible to record a call that has been identified as private. When a telephone number has been marked as private, the system will not allow a path to be developed between that call and the monitoring system, thereby eliminating the inadvertent recording of a private call.
- 3.10 System shall be user friendly, software controlled, accessible via modem. There shall be audible and visual alarm systems. Features shall be available via function keys; all functions are to be performed with instantaneous results.
- Sprint's CAM System offers software-driven programs that make changes and upgrades easily accomplished quickly and remotely, resulting in little or no down time to the inmate calling system.
- 3.11 System shall display clear and concise status regarding channel configuration, including user programmed channel names, individual channel status (active, inactive, disabled). Disk/tape utilization status shall be displayed.
- The System provides real-time reporting and viewing capabilities through the on-site multimedia workstation. The following describes information available through the reporting and monitoring applications:
- Phones that are in use will display:
- site location
 - inmate PIN and name
 - destination number dialed
 - city and state of the destination number
 - call time and duration
 - any restrictions such as "Watched" or "Private"
 - status of the call, for example "In Progress," "Calling Destination," "Get Acceptance," "busy," etc.
- Authorized personnel have the ability to "re-arrange" the order in which the calls are displayed on screen through the Report Generator and Playback applications. Disk/tape utilization status is also displayed
- 3.12 There shall be graphic display of silent sessions to demonstrate the integrity of continuous recording.
- The Report Generator Application provides the State the ability to generate a report of all private calls made according to user-defined parameters. The CAM System offers two graphical reports--the System Wide Hourly Usage Report and the Hourly Usage by Phone Report. To display private calls made, the System Administrator would simply choose which report was needed, check the box marked "Private", and set the

date and time period needed for the report, and the System will generate a graphical display of the calls made during that time frame.

3.13 There shall be instantaneous relative time search. User may "skip" ahead or behind in set, pre-determined increments.

- Sprint's proposed ITS provides instantaneous relative time search capabilities that can skip ahead or behind in pre-determined increments.

3.14 Specific sections of individual sessions may be replayed (loop feature) continuously or any number of times as required for or clarification.

- The Sprint ITS can replay specific sections of individual sessions continuously or repeatedly for clarification.

3.15 The recording system shall be approved by Underwriter's Laboratories (UL), SCA, FCC, part 15 and part 68 and shall be labeled with the appropriate markings.

- Sprint's proposed ITS has been approved by Underwriter's Laboratories, SCA, FCC, part 15 and part 68 and will be labeled with the appropriate markings.

3.16 On-line and archive storage capacity, shall be field expandable through software and hardware upgrades as new technology becomes available.

- Any future modifications will be provided to the State at no charge.

3.17 The system shall provide for continuous on-line diagnostics and continuous supervision as well as local remote off- line system control access for advanced programming and diagnostics.

- The CAM System is constructed to enable remote access at any time. This allows for nightly "polling" of information, future software enhancements and upgrades via modem or data link. This method of connectivity may also be used to provide general system maintenance or on-site user assistance. To accomplish this the CAM uses a remote access program called Reachout®.

3.18 Access to the built-in advanced diagnostics and program control shall be via modem by service center personnel and shall provide failure reports, service history and other diagnostics

- Sprint will use its controlled closed-loop system for reporting, documenting, analyzing and correcting failures, problems, and anomalies. The initial trouble report is generated via system diagnostics, State facility phone call, or facsimile. The facility's failure records will begin with the first functional and acceptance tests of the equipment, then continue through the life cycle of the operational installations. These records include incoming inspection, integration, acceptance, special tests, and operation. Failures are recorded for review, evaluation, and appropriate corrective and recurrence control action, compiled in our Failure Reporting and Corrective Action System (FRACAS) database. Information gathered includes the conditions prevalent at the time of occurrence, actual results or effects of the occurrence, and action taken. Refer to Tab 3 for a sample failure/malfunction report.**

3.19 The recorder shall provide a location for optional time synchronization card to automatically synchronize the recording system time clock to ASCII, IRIG, or other time sources with the communication center.

- The CAM has recording and monitoring applications fully integrated into the system. Because no separate manufacturer's product is needed to work alongside the CAM, the clocks are always in sync.



- 3.20 When adjusting the time clock of the recording system the maximum allowable time corrections, except for seasonal time changes shall be limited to ten minutes to prevent any unwanted (accidental) time change entries.
- 3.21 Any time adjustments are to be made gradually and continuous without interruption of continuous time on any recording in progress.

4.0 SYSTEM SOFTWARE REQUIREMENTS

- 4.1 Called party cannot hear prisoner during call verification process.
- Sprint's ITS mutes the line of communication until the System detects a positive acceptance by the called party. Further security parameters may be set in place by allowing only pre-recorded names to be used every time an inmate makes a call. When utilizing the PIN application, the facility has the option of pre-recording the inmate's name prior to the inmate placing calls. The pre-recorded "name" is associated with his/her PIN and inserted automatically upon input of the inmate's PIN.
- 4.2 System shall be programmed for collect calls only.
- The lines used for the inmate telephones are ordered from the local exchange carrier (LEC) to allow outgoing calls only. The proposed CAM System is not capable of answering calls. The only incoming line provided by the LEC will be utilized as a dedicated modem line for remote access and diagnostic testing. Further, we propose to install "dumb" telephone instruments that serve as a tool from which inmates place outgoing calls only.
- 4.3 TDD equipment is to be programmed to access only relay centers.
- 4.4 All incoming calls to correctional telephones shall be blocked.
- The CAM System is not capable of answering calls. The only incoming line provided by the LEC will be utilized as a dedicated modem line for remote access and diagnostic testing.
- 4.5 Switchhook manipulation to regain dialtone shall be prohibited.
- Sprint's ITS allows completion of only one dialed number per individual attempt. To place additional calls the individual must repeat the entire dialing sequence. Additionally, the CAM has a "Multiple Dialing" feature that prohibits inmates from placing a call to the same number simultaneously. The CAM will block his or her attempt until the initial call is terminated.
- 4.6 Depressing additional keys on dialpad beyond those to access dialed number shall be prohibited.

5.0 TELEPHONE EQUIPMENT REQUIREMENTS

- 5.1 Cabinet shall be thoroughly tested for outdoor use; shall be compatible with standard telco mountings; shall be 10 gauge stainless steel with polyurethane finished steel insert; compatible with 10A coinless or WECOL-type mountings.
- The Phillips & Brooks\Gladwin, Inc. (PBG) GO7090SS series telephone meets and exceeds the above requirements. The PBG GO7090SS series telephone and cabinet are constructed for indoor or outdoor use. The GO7090SS is compatible with standard telco mountings, is constructed of heavy 14-gauge brushed stainless steel to provide supreme mar and scratch resistance, and is compatible with 10A coinless or WELCO-type mountings.

- 5.2 Handset shall be heavy duty Lexon-molded with no removable parts; transmitter and receiver shall be shielded to protect from insertion of sharp objects; shall be compatible to usage by persons wearing hearing aids; shall be equal to handsets generally in use in the US; each consisting of transmitter element, receiver element, handset shell, transmitter cup and element caps.
- The PBG GO7090SS series telephone meets and exceeds all the requirements identified above. The telephone is equipped with an armored handset cord with steel lanyard along with stainless steel o-ring cord entry and internal retainer bracket that prevent handset cord removal. To prevent insertion of sharp objects, both the elements themselves and the design of the handset protect the transmitters and receivers. The telephone is hearing aid compatible and meets the E.I.A. Standard RS-504 for compatibility. The telephone features a volume control dial with "LOUD" button for user-controlled sound amplification.
- 5.3 Transmitter elements are of carbon-granule type where vibrations of the diaphragm cause the resistance of the carbon to vary inversely with pressure. With proper voltage a voltage gain of 20-30 dB is possible. Typical resistance of 40 ohms (DC measurement).
- 5.4 Receiver elements consist of a diaphragm, magnetic core and coil. Voice currents in the coil produce a change in the magnetic field that causes the the diaphragm to follow the fluctuations of current. Receiver elements should operate through the frequency range of 400 to 3300 Hz with an impedance of 150 ohms and an overload capacity of one milliwatt input with no rattle or distortion over a frequency range of 500 to 2500 Hz.
- 5.5 Element caps are sealed using epoxy to prevent removal of caps and elements or passage of contraband. Elements are wired in series using special #24 flexible two-conductor cables. Average current to each handset is only 30 ma.
- 5.6 Model distance of handsets is approximately 5-5/8".
- 5.7 Armored cable shall be used for handsets. Armored cable is identical to Bell Telephone type used in police call boxes and pay telephones. Inner diameter of armored cable is 3/16" and outer diameter is 5/16". It shall be double steel-wrapped lanyard reinforced to withstand 800 PSI pulling power. The standard long cord measuring 2 feet 8 inches (32 inches) is to be used.
- 5.8 Line cords for all instruments shall be terminated for modular connection of an equivalent approved termination.
- 5.9 TDD equipment shall be of industry standard.
- 5.91 System shall have ability to record and playback TDD conversations.

6.0 TECHNICAL REQUIREMENTS

- 6.1 The system shall include a powerline surge protection device and gas tube telephone line protector assemblies to protect user personnel and prevent system damage or total loss resulting from voltage and current surges superimposed upon the commercial power line and all telephone line circuits by lightning strikes, commercial power faults and powerline faults.
- Sprint has read, understands and will fully comply with this requirement. As the CAM System is a fully electronic-based switching system, upon failure of the centralized processor the uninterruptible power supply (UPS) backup will maintain the system and allow calls to be completed. The CAM will have a sufficient UPS system installed to ensure complete, uninterrupted operation of the Inmate Calling System, including recording and network services, for a minimum of one hour and up to four hours. All UPS equipment provides electrical surge, lightning, and power conditioning protection as well.



Upon the loss of commercial power, no change in the operational characteristics of the Inmate Calling System will occur. If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down. The CAM System will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required. If commercial power is restored prior to the exhaustion of UPS power, no change in the operational characteristics of the Inmate Calling System will occur.

- 6.2 Identify any construction changes or additions to the State's facility and the points of system interface with the common carrier trunks, State's and contractor supplied equipment. This should include, but not be limited to, AC power, lighting, environment, telephone and modem extensions/ lines, etc.

Installation Specifications

Evercom CAM Inmate Telephone System (<71 Phones)

Physical Dimensions of CAM Inmate Call Processor (ICP)	10 inches wide x 3 feet deep x 2 feet tall
Physical Description of CAM ICP	Mini-tower on four rollers
Power Requirements of ICP	Dedicated 20 Amp Circuit (125 V) with Twistlock connector on separate circuit breaker
Power Backup Utilized	600 Watt UPS
ICP to 21X Punch Down Block Connection	Amphenol Connectorized Category 3 Cable (4 pair, 24 gauge, jumper wire)
ICP to Workstation Connection	Category 5 cable with RJ-45 connectors (22 or 24 gauge)
Media Storage	DAT in Workstation (estimated 12,483 ten minute calls/tape)

Evercom CAM Inmate Telephone System (>=71 Phones)

Physical Dimensions of CAM Inmate System	2 feet wide x 3 feet deep x 6 feet tall
Physical Description of CAM System	19" relay rack in cabinet on four rollers
Power Requirements of System	Dedicated 30 Amp Circuit (125 V) on separate circuit breaker
Power Backup Utilized	Redundant 300 Watt Power Supply (combined system output = 600 Watts)
ICP to 21X Punch Down Block Connection	Amphenol Connectorized Category 3 Cable (4 pair, 24 gauge, jumper wire)
ICP to Workstation Connection	Category 5 cable with RJ-45 connectors (22 or 24 gauge)
Media Storage	Tapes in Workstation (estimated 12,483 ten minute calls/tape)

- 6.3 Provide sample(s) equipment layout design, including construction changes indicated in Item 6.2 (above).

- 6.4 Reliability predictions indicating system mean time to repair and the identification of critical system elements and components. Include supporting documentation of the calculation method used which is to be based on historical (empirical) data insofar as such data is available.

- In addition to the reliability the UPS provides, the Sprint Team also "polls" information nightly using a remote access program called Reachout® and a dedicated modem line.

6. Upon the loss of commercial power, no change in the operational characteristics of the Inmate Calling System will occur. The CAM will have a sufficient uninterruptible power supply (UPS)



system installed to ensure complete, uninterrupted operation of the Inmate Calling System, including recording and network services, for a minimum of one hour and up to four hours. If commercial power is not restored prior to the exhaustion of UPS power, the system will terminate all calls in progress and shut down. The CAM System will fully recover from any power failure automatically, within five (5) minutes, with no outside intervention required. If commercial power is restored prior to the exhaustion of UPS power, no change in the operational characteristics of the Inmate Calling System will occur. Upon recovery of power, no reprogramming of the system is necessary to re-implement features.

7.0 NETWORK REQUIREMENTS

7.1 Traffic routing shall be with established traffic carrier, e.g., Sprint, Ameritech, GTE, AT&T, MCI or acceptable alternative.

7.2 Call shall be administered/measured on a V and H coordinated basis.

7.3

- Sprint is proposing both interLATA and intraLATA service. A detailed description of the routing plans and associated diagrams are located under Tab 8.

Network Security and Integrity

Sprint's Transmission Control Center (TCC), formerly known as the NOCC (Network Operations Control Center), is responsible for security at the POP (Point of Presence) and regenerator sites, but not the switch sites. However, the same security measures are used for all three.

All network sites, whether they are unmanned such as POPs and Regenerator sites, or manned such as Switch sites and data Centers, are monitored closely for entrance. Each site has the capability of sending an alarm to the appropriate control center whenever the entrance door is opened. When a door alarm has been received, the TCC monitors ATLAS to ensure that an authorized employee has checked in or out of the system. If they do not check in or out within 15 minutes, the TCC will attempt to call the site. If there is no answer, the TCC will contact the local law enforcement agencies for immediate investigation. Switch sites have personnel on site 24 hours a day. In addition to the surveillance center, the site technicians and their management monitor everyone coming in or out of the site.

Operator Services

Sprint's CAM System does not require default to a live operator. The CAM features professionally recorded voice prompts that allow for specific call progressions and requirements.

Routing of TDD Calls

Prior to any other communication between the inmate and the called party, a "voice overlay" announcement will be made for a hearing called party and a digital display message will be visible on the TDD device, which identifies the call as coming from a Michigan correctional facility and that the call will be monitored. Communication through the relay center can be accomplished whether the inmate is hearing impaired. Telephone calls passing through the relay center are fully recorded. Because the calls are fully recorded and are capable of being played back, the need for DOC staff to watch the call is eliminated.

Monitoring for Technical and Hardware Problems

Sprint currently manages over 5,000 customer routers, representing 25,000 managed objects and 290 customer networks. Sprint/Long Distance Division (LDD) will handle the deployment and operation of the Wide Area Network (WAN) for the State of Michigan DOC as a Managed Network Services (MNS) package. MNS is an offering of Sprint/LD equipment and services, sold in conjunction with Sprint's transport products, which allow a customer to outsource their network management.

Core features of MNS include:

- Comprehensive custom network design
- Next-day or same-day hardware maintenance
- Installation of hardware and software
- 24 X 7 real-time proactive network monitoring of routers and T-1s using SNMP (Simple Network Management Protocol).
- Performance management
- Software management
- Configuration management
- Fault management
- Network optimization

Ability to Handle Volume of Traffic

On backbone routes, SONET technology using 2.4 Gbps, is deployed almost exclusively. In addition, DWDM equipment is being deployed with the capability of up to 96 OC-48 systems on a single pair of fibers.

Start-up capital expenditures for constructing a fiber-optic network are extensive due to labor-intensive cable placement. Once placed, capacity is easily managed via opto-electronics. The minimum expected lifetime of the cable is 20 years. The network allows for traffic growth by upgrading the electronics without labor-intensive and costly cable replacement.

All new optical transmission equipment being deployed within Sprint's network meets SONET specifications and allows for modularity and future growth of bandwidth. This means the standard does not have to be completely rewritten to accommodate higher speeds. With this flexibility, SONET becomes the enabling technology for future broadband services.

The OC-48 SONET transmission equipment Sprint is deploying in our network provides about the same linespeed (capacity) as 48 DS3s. The fastest asynchronous equipment today provides capacity for 36 DS3s. The vast majority of the new SONET equipment being installed in Sprint's network today runs at OC-48. Also, Dense Wave Division Multiplexing (DWDM) allows Sprint to increase capacity by 40 times, increasing to 96 times when demand dictates. This more reliable equipment, with fewer points of failure, and millisecond recovery in the event of an optical system failure or fiber cut, means improved network performance.

Sprint's original network design is flexible and based on survivability rings. This flexibility allows Sprint to rebuild networks—incorporating transmission changes to make this important transmission change. Our proven networking track record positions Sprint to bring the State of Michigan DOC the enhanced benefits of SONET technology quickly and cost efficiently.

Security

Fiber-optic facilities are the most secure transmission media available today. The very nature of the fiber makes it extremely difficult to tap. National Security Emergency Preparedness standards are met by the



basic fiber-optic media. Because the network is fully digital, Sprint is able to support more sophisticated encryption methods than if the network were analog or a combination of analog and digital.

Network Trouble Resolution

The first level of support is the Sprint Service Management Center (SMC) located in Atlanta, GA. The Managed Network Service Center (MNSC), located in Reston, VA, is responsible for all second-level troubleshooting of these networks. The MNSC runs three shifts with 24 X 7 coverage.

The following guidelines are used when assigning priorities to a Sprint-Managed Network Services trouble ticket:

Priority	Definition
1	Critical Condition Examples: Frame Relay Switch out of service Host Access Channel outage-no redundant access Host customer premise equipment out of service
2	Out of Service Condition Examples: Remote Access Channel outage or severe impairment Remote customer premise equipment out of service
3	Service Impairment Examples: Circuit bouncing Slow Response Access Channel outage, redundant access available Continuous errors or discarded frames
4	Intermittent Service Quality/RFO Examples: Intermittent Access Channel Failure Reason for Outage (RFO)
5	Information Ticket Examples: Sprint Internal databases missing information
6	Install Ticket Used to address problems related to service installations or upgrades. Please contact local account team.

From this point on, the trouble ticket will be managed by the SMC. The SMC will provide the following functions:

- Prompt, professional call management
- A trouble ticket number for each reported trouble
- Referral to the appropriate fix agency for restoration and repair
- End-to-end trouble ticket management
- Trouble ticket status updates as defined by priority
- Perform Sprint escalation according to the Escalation Guidelines
- Verify trouble ticket resolution and ticket closure



7.4 All lines shall be programmed for PIC freeze.

- The CAM automatically prohibits calls to all long distance carrier access codes including 10-XXX, 101-XXXX Primary Interstate Carrier (PIC) codes, all local numbers that access long distance carriers such as 950-XXXX and toll-free area codes and exchanges. Sprint understands the State Department of Corrections will bear no responsibility for fraudulent calls or unbilled or uncollectable calls. Sprint will not deduct unbilled or uncollectable calls from monthly commissions. Sprint understands that the State is concerned about slamming calls. Sprint will guarantee the revenue from the PIC being circumvent, by paying 100% of the previous months commissions for that line.

7.5 Calls shall be identified to operator/system as being from a correctional facility and that it may only be a collect call. Other types of calls shall be prohibited.

- Sprint's System will be programmed to provide "branding" and other voice announcements as determined by the State, indicating to the called party that the call is from a correctional facility and is a collect call.

7.6 The operator/system shall verify acceptance of charges at the termination number prior to connecting the parties. During the verification process, prisoner shall not be able to hear transaction.

- The CAM allows the called party to accept or decline a call, or block further calls from the Facility by depressing a designated number on the telephone keypad. The System will not complete calls to answering machines, cell phones, or other such devices. Further, if the call is not completed (refusal, busy signal, unauthorized number, etc.) the CAM informs the inmate via automated voice response of the reason the call was not completed. As a result of the integration between the CAM and our validation system, all audio is muted between parties prior to call acceptance. The call charges begin upon positive acceptance of the call by the called party.

7.7 The operator/system shall announce to the called party that the call may be listened to or recorded by the Department of Corrections unless the call is to an attorney or elected official BEFORE CONNECTING THE PARTIES. Automated operator MUST complete this statement BEFORE connecting the parties.

Further, the CAM System allows for any specific telephone number to be marked as "Private," which prevents the call from being recorded, and prohibits monitoring of the call. In the event that a retrieval of a "marked" call is attempted, the System will inform the user that, "This call is prohibited from monitoring."

7.8 Prisoner calls originating from the Department of Corrections shall be uniquely identified on the operator's screen, e.g., 74-DOC.

- Sprint's Monitor application displays a concise description of activity for each phone. Phones that are in use will display the specific telephone location, inmate PIN and name, the destination number dialed, city and state of the destination, time and duration of call, any restrictions such as "Watched" or "Private", and the status of the call, for example "In Progress," "Calling Destination," "Get Acceptance".

7.9 Operators shall be prohibited from redialing telephone numbers.

7.10 Network busy calls shall default to a live operator. Live operator MUST announce that the call may be listened to or recorded by the Department of Corrections unless to an attorney or elected official BEFORE connecting the parties.

- The CAM features professionally recorded voice prompts that allow for specific call progressions and requirements. With the CAM System there is never a need to default to a live operator. When monitoring



and recording, a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel prior to call acceptance. If there are time restrictions on inmate calls, both parties are warned one minute prior to the call being terminated.

7.11 Real time validation shall be completed on each call prior to connection.

- As a real-time, computer telephony based switching system, the CAM System never allows an inmate to be connected to a conventional dial tone. All dialed numbers are thoroughly analyzed before the call is allowed to process. This includes determining if the area code and exchange are valid, checking the number against any restrictions such as customer requested blocks, and verifying through the national Line Information Data Base (LIDB) that the number is able to receive collect calls, and is not a cellular or pay phone, pager, etc. The system will not dial the number until it passes all these tests.

7.12 Contractor shall recognize (in real time) subscribers who have a "collect restriction". If the called number is found to have such restriction, the call must be denied.

- Sprint's proposed CAM system recognizes subscribers who have a "collect restriction" in real time. Before the CAM sends a call to an outside party, the number for that party is first sent to a validation service. It is checked for any potential problems due to a LIDB block, such as a collect call block. Once the global restrictions are verified to be clear, the system then verifies that the PIN number is valid and that the number being called is an allowed number for that PIN. The CAM keeps a daily record of all validated phone numbers it processes. If the phone number is determined to have a collect call block, then inmate is informed through an automated voice prompt that collect calls are not allowed for this telephone number.

7.13 Called party cannot hear prisoner during call verification process.

- The CAM system mutes all audio between parties until positive call acceptance.

8.0 USAGE CHARGES REQUIREMENTS

8.1 Bidder shall include a copy of the tariff governing their rates for this proposal. unregulated companies shall include a written statement of rate charges. Usage charges and/or Per Call Charges should also be defined.

8.2 Rates must be determined using current FCC approved V and H coordinate methodology.

8.3 Intended recipients of calls shall not be charged for non-completed call(s).

8.4

- The applicable rates will be loaded into the Inmate Pay Telephone Station (IPTS) during the installation phase, and will be verified by Sprint and Evercom, our equipment vendor. When an inmate places a call, but prior to the call being connected, the IPTS will determine the jurisdiction of the intended call (i.e., local, intraLATA, or interLATA) and rate the call accordingly, based on FCC-approved V and H coordinates. Upon acceptance of the collect call, the called party will be billed the determined surcharge plus the initial minute of use rate, as outlined in the Sprint proposal. For each minute after the initial minute until the call is terminated (by either party or the DOC), the called party will be billed the additional minute of use rate. There is no limit to the number of minutes that can be billed on any given call aside from State- or facility-mandated limits.

8.5

- Sprint is proposing two separate tariffs options, to be implemented upon selection of one of the Sprint pricing proposals. Either tariff option selected would be effective upon the first date of installation of the Sprint proposed inmate call control system. Each tariff offers different rates, but all rates are below currently tariffed rates provided by Ameritech and AT&T--the predominant carriers of the State of Michigan traffic.



The Primary Tariff provides the collect station-to-station calling tariff effective with the Primary Pricing Proposal. Likewise, the Alternate Tariff provides the collect station-to-station calling tariff applicable should the Sprint Alternate Pricing Proposal be selected by the State. Both tariffs have been marked, sealed and submitted separately in clear envelopes with the Sprint Pricing Proposal, per the instructions of this ITB. The Primary Pricing Proposal has been placed in the black Folder and the Alternate Pricing Proposal in a navy blue folder.

9.0 REPORT REQUIREMENTS

9.1 Contractor shall provide a monthly revenue report showing: Dates of Reporting Period, Name of Facility, Number of Payphones, Telephone Number of prisoner phone, Usage by Telephone, Minutes by telephone, Number of Calls per Phone, Surcharge by telephone, Revenues by telephone,

Premise fees Earned by telephone, Premise fees Paid by telephone, Totals by location, Grand Total.

Monthly Reports are to be provided in an ASCII (*.TXT) file separated by commas with the following fields:

*Note: Only prisoner telephones are to be listed in this report, not all public payphones for which a premise fees is paid at the facility.

Vendor Name

Start Date, (reporting period start date, date type)

End Date, (reporting period end date, date type)

Name of Facility

Telephone Number, (12 digit text or alphanumeric field, e.g. 517-555-5555)

Usage by Telephone, (currency)

Minutes by Telephone, (number)

Number of Calls per Phone, (number)

Surcharge by Telephone, (currency)

Revenues by Telephone, (currency)

Premise fees Earned by Telephone, (currency)

Premise fees Paid by Telephone, (currency)

Example of the ASCII file contents:

Vendor Name, 5/1/1999, 5/31/1999, Facility Name, 517-263-9828, \$8.50, 27, 5, \$13.70, \$22.20, \$9.05, \$0 Vendor Name, 5/1/1999, 5/31/1999, Facility Name, 517-555-8888, \$10.00, 30, 2, \$15.00, \$30.00, \$10.00, \$0

This TEXT file is to be sent via electronic mail ("e-mail"). Addresses will be provided to awarded Contractor.

- Sprint agrees to provide a monthly revenue report on time each month in an ASCII (*.txt) file format. This report will include all the required elements listed above.

9.2 System must provide reporting and querying methods which provide maximum flexibility, a user friendly interface, speed, efficiency and accuracy.

- SQL has significant data replication capabilities that provide substantial data backup security. On demand authorized personnel generate call detail reports through the on-site multimedia workstation, by accessing the Report Generator application. The System Administrator has the option of generating information



through the Report Generator application, based on standardized reports, user-specified parameters, and an ASCII format. The timeframe for developing and delivering such reports is dependent on the user entry and retrieval capabilities. The Sprint Team will fully train authorized personnel in the process for generating reports on demand through the CAM System.

9.3 Proposed system must allow for generation of reports by an MDOC facility, a combination of MDOC facilities or all MDOC facilities.

9.4 Proposed system must allow for the generation of standard system reports as well as reports customized for the specific needs of MDOC.

9.5

- The System Administrator can generate custom queries or investigator based on PIN, telephone location, site, or all sites using the Report Generator Application. For example, this will allow an investigator to find out if other institutions are calling the same telephone number. A State investigator can e-mail on-site investigators to collaborate on reports or investigations. A Centralized Server will provide the central information database containing data that is relative to the inmate's calling privileges, i.e. PIN numbers, personal allowed number list, etc. The system is capable of communicating on an IP network over a 56K Wide Area Network to facilitate the flow/exchange of information between the central server and each site. This "exchange" will occur in a real time fashion to ensure current data information is processed with the transfer of each inmate from one institution to another. Each site will be connected to the central server for the purpose of updating the PIN/PAN information and any other information deemed appropriate by the State in utilizing additional features of the CAM System.

9.6

- The Report Generator allows data to be stored as a text file (*.csv or .txt), a Dbase file (*.dbf), an Excel file (*.xls), an HTML file (*.htm or .html), a Powerpoint file (.ppt), a Microsoft Works file (*.wks), and is easily converted to rich text and other software applications such as Word and WordPerfect

9.7 The system must be capable of generating the following reports, at a minimum:

1. Chronological List of Calls
2. Daily Call Volume Summary
3. Daily Call Volume Detail
4. Inmate Account Summary
5. Inmate Account Detail
6. Frequently Dialed Numbers
7. Specific Telephone Number Dialed Usage
8. Suspended Inmate Account
9. Alert Notification
10. Telephone Numbers Called by More Than One Inmate
11. Telephone Numbers Assigned to More Than One Inmate Account
12. Quantity of Calls per Inmate Account
13. Quantity of Minutes per Inmate Account
14. Blocked Telephone Number List
15. Local Exchange Volume (by Exchange)
16. Area Code Volume (by Area Code)
17. List of Confidential Numbers

10.0 SECURITY REQUIREMENTS

10.1 Each line terminating in the system shall be controlled by a cutoff key associated with that line/instrument. Keys are to located at the Control Center and other locations (if any) designated by the facility. IN ADDITION, remote telephone/line cutoff/disconnect shall be available via the call control computer. User shall have the ability to cutoff/disconnect a call in progress, turn off the telephones/lines by individual instrument/line, cell block, building, PIN number, etc.

- Sprint's ITS will be configured to control each line terminating in the system and control by a cutoff key. Keys will be located at the Control Center and other locations (if any) designated by the facility. Remote telephone/line cutoff/disconnect will be available via the call control computer. User has the ability to cutoff/disconnect a call in progress, turn off the telephones/lines by individual instrument/line, cell block, building, PIN number, etc.

10.2 System passwords shall be designated by one level or multiple levels of access to the system. Categories are (but not limited to) all, back-up only, back-up and PIN entry, PIN entry only, all but monitoring and administration, change tape only. Accessible levels should be able to be changed as requested by facility.

- Sprint's User Editor provides the System Administrator with the ability to determine System accessibility by assigning passwords and security levels to authorized personnel. This application also establishes a permanent log-in record reflecting user entry into the System.

11.0 CUSTOMER SERVICE

11.1 Contractor shall provide reasonable service to prisoner families regarding billing and service problem resolution.

- Sprint's Receivables Management Department is dedicated to superior customer service, accurate billing, and service problem resolution. The Receivables Management department works with inmate families to ensure that the communication between inmates and their families are uninterrupted. Sprint takes into account unforeseen hardships on an inmate's family, such as a seriously ill family member or the birth of a child. In the past, when a family member's account has historically been in good standing, and a family hardship occurs, the Sprint Receivables Management Department has allowed calls to that family member even when the account is in a past due status.

11.2 Contractor shall identify account team by function and responsibilities as well as problem escalation process.

The following graphic displays Sprint's State of Michigan Inmate Services Account Management team.



The following provides an overview of Sprint's Account Management Team roles and responsibilities.

General Manager Sales

Sprint's General Manager of Sales is responsible for overall sales and payphone, including inmate telecommunications operations of the eastern portion of the United States.

Senior Account Manager

Sprint's Senior Account Manager plays an integral part in maintaining daily and monthly reports, assisting in the facilitation and coordination of initial inmate installations, including line connections, construction and resources.

Sprint Program Manager

The Sprint Program Manager oversees all network implementation activities and will be the point of contact for the Department of Corrections during implementation. For some products and services, the Project Manager assists the Program Manager by preparing and ordering equipment and circuits. The Program Manager will conduct status meetings with the Department of Corrections to ensure appropriate progress is being made throughout the implementation period. Action items from previous meetings will also be recorded and cleared upon completion. All Michigan Department of Corrections issues and concerns from will be discussed during these meetings to ensure the project remains focused and on schedule.

Sprint's Program Manager maintains the overall project implementation schedule, including:

- Preparing program plan, identifying tasks and appropriate team participants, assigning responsibilities and due dates
- Conducting internal program kickoff meeting

- Coordinating, review and approval of equipment/network configuration(s)—utilizing engineering, as required.
- Conducting implementation-planning sessions(s) with the State of Michigan Department of Corrections.
- Preparing required purchase requisitions
- Managing subcontractor/partner performance, as required.
- Resolving project roadblocks through escalation
- Cost tracking (planned and actual) by task and resource
- Providing numerous project reports, as required:
 - Status reports
 - Project tracking reports
 - Outlines and charts for various tasks

Sprint Project Manager

The Sprint Project Manager works with the Program Manager, Installation Manager and Manager, Technical Support throughout all phases of implementation. After installation is complete, The Project Manager remains onsite—ensuring all aspects of the system run smoothly.

Sprint Manager Technical Support

Sprint's Manager Technical Support is responsible for working closely with the network groups within Sprint as well as various Local Exchange Carriers (LECs) to ensure cost-effective and quality connectivity to the inmate platforms. The Manager Technical Support is ultimately charged with engineering the network.

Sprint Installation Manager

Sprint's Installation Manger is responsible for coordinating schedules and facilities access with the Department of Corrections to prepare the equipment rooms for call control application and network access installation. The Installation Manager is supported by a total of six Technicians who will remain onsite after the install to support and maintain service. The Installation Manager's responsibilities include:

- Confirmation the site is correctly prepared
- Unpacking and inventory of all equipment
- Management of physical aspects of installation

End-to-End Solutions

Sprint proposes to provide complete service through installation, cutover and final acceptance. Throughout all phases, Sprint will work closely with the State of Michigan Department of Corrections to minimize the impact on present operations and end users. The ultimate goal is to ensure a smooth and transparent implementation.

Sprint's Problem Escalation Process

Upon receipt of a call for repair, the Sprint System Administrator opens a ticket and a trouble code indicating the severity level is placed on the ticket. Should a critical situation arise, Sprint's designated Program Manager will personally work through the resolution. Further information regarding Sprint's trouble reporting process and methods of resolution are identified in 2.6 and in Tab 1, Sprint Support Services.

11.3 Contractor shall provide detail trouble reporting process and method of resolution as well as escalation process.

- Sprint is dedicated to providing a high level of customer service, 24 hours a day, seven days a week. Sprint operates customer service centers across the United States, specializing in providing customer service to state, local and government customers. Sprint's state-of-the-art all digital fiber optic network enables network operations and support resources to share in resolving call issues to the complete satisfaction of the end-user. Upon receipt of a call for repair, the Sprint System Administrator opens a ticket and a trouble code indicating the severity level is placed on the ticket. Should a critical situation arise, Sprint's designated Program Manager will personally work through the resolution. Further information regarding Sprint's trouble reporting process and methods of resolution are identified in Tab 1, Sprint Support Services.

The tables that follow provide summaries of Sprint's escalation levels, and severity level assignment definitions.

Sprint Escalation Levels and Points of Contact		
Escalation Levels	Escalation Point of Contact	Tasks/Roles
1st Level	Sprint System Administrator	Opens ticket and establishes severity level. Responsible for closing and tracking resolution.
2nd Level	Technical Project Manager	Resolves trouble/issue or escalates further if necessary.
3rd Level	Program Manager	Manages open trouble ticket resolution to completion.
4th Level	Account Manager	Dispatches additional resources from repair center.

Sprint Severity Levels	
Severity Level	Definition
Severity 1 = Catastrophic Failure	<ul style="list-style-type: none"> ▪ Any event that causes 25 to 100 percent of the inmate phones at any one site to be unable to process calls or the complete loss of any single facility service or application that is mandatory (e.g., recording). ▪ Response Time = Under 1 Hour / escalation performed until problem resolved.
Severity 2 = Critical Failure	<ul style="list-style-type: none"> ▪ Service affecting with a significant impact on the site's ability to conduct "normal" business. ▪ Response Time = 1 to 4 Hours / escalation performed until problem resolved.
Severity 3 = Standard/Limited Impact	<ul style="list-style-type: none"> ▪ Localized failures at a site (e.g., local exchanges and area code update issues or PIN administrative issues) that have a limited impact on ability to conduct normal phone calling. ▪ Response Time = Under 24 Hours.

Severity 4 = Administrative / Product Upgrades	<ul style="list-style-type: none"> ▪ Includes items that are on a "software fix" list or that are related to administrative issues that are informational or non-service affecting conditions. ▪ Response Time = Under 48 Hours. (Note: For software fixes, response time for commitment ONLY).
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12.0 TDD EQUIPMENT

Intralata service contractors shall provide industry standard telecommunication devices for the deaf (TTD) as required by the Americans with Disabilities Act (ADA). Department of Corrections Policy 05.03.130 requires that Wardens permit a hearing impaired prisoner to have access to a TDD for telephone calls to a person on the prisoner's approved telephone list. In addition, wardens shall permit a prisoner to have access to a TDD for telephone calls to a person on the prisoner's approved telephone list who is hearing impaired. There are several variances with regard to inmate telephone policy and the allowance for TDDs. Required specifications listed below are possible solutions using updated technology. Please include as part of the bid proposal, how the following issues might be addressed, and whether or not the technology is available to address these concerns. If technology is not currently available, explain when it is anticipated that such options will become available.

Policy currently requires that DOC staff shall visually observe the TDD communications and shall ensure that the prisoner indicates to the receiver that the communication is being observed by staff prior to communicating any other message. With 30 minutes allowed for TDD calls, and several TDDs at some facilities, this can result in an enormous amount of staff time and effort to ensure security.

- ❑ Prior to any other communication between the inmate and the called party, a "voice overlay" announcement will be made for a hearing called party and a digital display message will be visible on the TDD device, which identifies the call as coming from a Michigan correctional facility and that the call will be monitored. Communication through the relay center can be accomplished whether or not the inmate is hearing impaired. Telephone calls passing through the relay center are fully recorded. Sprint will utilize the Intel-Modem by Ultratec Inc., to provide real-time audio and visual (text) display of TDD calls. TDD calls to be monitored or played back just like any the call. Because the calls are fully recorded and are capable of being played back, the need for DOC staff to watch the call is eliminated.
- ❑ Since the calls are saved and stored for future use the MI DOC staff does not have to monitor the call. Please refer to Tab 2 for specifications on the TDD equipment.
 - **Procedure for a hearing inmate contacting a hearing impaired called party.**
When a telephone at the correctional facility is used by a hearing prisoner contacting a hearing impaired called party, the telephone call is routed through the relay center. The inmate verbally notifies the relay center of the telephone number they wish to call. The relay center dials the number, and when the hearing impaired called party answers, the relay center notifies the called party via keypad on a TDD unit that the call is coming from a Michigan correctional facility and will be monitored. Once the called party accepts the call via their TDD keyboard, the inmate is allowed to begin communication with the called party via the relay center. The hearing inmate verbally relays his conversation to the relay center who then types the information into a TDD unit so that the called party who is hearing impaired is able to read the communication on their TDD unit. The system works in reverse if the inmate is hearing impaired and the called party is not. A "voice overlay" message stating that the call is coming from a Michigan correctional institution is used when the called party is not hearing impaired.
 - **Procedure for a hearing impaired inmate contacting a hearing impaired called party.** When both parties are hearing impaired, the inmate uses a TDD telephone at the facility and all

information is relayed to the relay center via the TDD unit used by the inmate and the TDD unit used by the called party. The called party is notified via the digital display on their TDD unit that the call is coming from a Michigan correctional facility and that the call is being monitored.

TDD calls are made via a relay center. At no time is there a "voice over" announcement, randomly made during the conversation indicating that the call is coming from a correctional facility. State how you would address this issue.

- Sprint will designate at least one line per facility, more if needed, for TDD calling. This line will be tagged to show the relay center that the call is coming from a Michigan correctional facility. A "voice overlay" announcement will be made for a hearing called party and a digital display message will be visible on the TDD device, which identifies the call as coming from a Michigan correctional facility and that the call will be monitored.

Blocking of numbers. System requirement is ability to restrict numbers of those businesses/individuals who have requested not to receive telephone calls from a prisoner. With TDD, once place to restrict the prisoner from making any call. Restriction of 800, 900 and other toll free exchanges. Once prisoners reach the Relay Center using a TDD, there is no way to restrict the area code or number dialed.

- The Sprint-proposed CAM system and TDD equipment are fully compliant in the blocking of numbers. Sprint will allow PIN number access to the relay center only. Relay calls will be based on a positive acceptance only. Sprint has award-winning trained representatives who are specifically trained on how to handle inmate calls. The relay center does not allow calls to 800, 900 or other toll free numbers.
- Sprint's proposed ITS is capable of recording and monitoring calls from hearing impaired and hearing prisoner's TDD telephones at the local workstation in the facility. Through the designated TDD line in each facility and TDD-specific software and hardware (modem line), Sprint enhances the ITS so it is capable of monitoring TDD calls and saving the information in an audio file and text file for future use. The modem line that connects the workstation to the ITS captures the tones emitted from each keystroke on a TDD unit and routes them back to the ITS and workstation where the tones are converted and played back in audio and text formats.

Three-way calls are prohibited and the current system contains software which terminates three-way calls. addition to the Relay Center) on the TDDs.

- Sprint's proposed ITS prohibits three-way calling. Because TDD calls go through the ITS, voice overlays are inherently present that alert the called party and the inmate that three-way calls are prohibited. Prior to any other communication between the inmate and the called party, a "voice overlay" announcement will be made for a hearing called party and a digital display message will be visible on the TDD device, which identifies the call as coming from a Michigan correctional facility and that the call will be monitored. Because TDD calls are recorded and monitored, they are available for later playback and review.

Policy requires that, in addition to posting of signs, both the prisoner and the called party shall be verbally notified prior to the initiation of their conversation, that the call is being monitored. There are no voice over messages or announcements with TDD calls. The officer monitoring the call must make sure the prisoner states that the call is from a correctional facility and will be monitored.

- Sprint's proposed ITS provides the above-required functionality. Prior to the initiation of a conversation, an audio announcement will be made and a TDD text message will be displayed on the called party's TDD unit stating that the call is coming from a Michigan correctional facility and will be monitored. All calls are subject to recording and monitoring. Because TDD calls go through the ITS, voice overlays are inherently present that alert the called party and the inmate that the call is being monitored.

Required Specifications:

- 12.1 All inmate telephone station equipment shall be compatible with TDD equipment.
- The Sprint standard Phillips & Brooks\Gladwin, Inc. (PBG) telephones have full TDD capabilities and are compatible with the CAM. Sprint understands that select phones will be TDD-equipped. Please refer to Tab 2 for further information regarding Sprint's selected TDD equipment vendor.
 - 12.2 The Contractor shall provide the required number of TDDs for each correctional facility at no cost to the State.
 - 12.3 TDD equipment shall be portable, such that it can be used with any station set, or a permanent phone station with TDD built in, depending on the need of the specific site.
 - 12.4 One phone minimum within every bank of four or more phones must have phone with volume control, per federal ADA regulations.
- All Sprint proposed equipment and services comply with the Americans with Disabilities Act (ADA). The PBG phones and TDD equipment comply with all ADA requirements as listed below.
 - Equipped with volume controls
 - Identified by signs where required
 - Equipped with a text readout or TDD
 - Equipped with a handset cord at least 29 inches long
 - Push-button pad
 - Accommodates persons in wheel chairs from either a "front reach" or a "side reach" position
- 12.5 TDD equipment shall allow inmates to communicate via keyboard entry.
- 12.6 TDD equipment shall contain a display (i.e. LCD, LED).
- The TDD equipment is equipped with a bright, 20-character display.
 - 12.7 TDD equipment must have real-time monitoring capability so that whatever is keyed is immediately displayed at a remote monitoring area or site. It shall record transmission of tones between the Relay Center and the TDD.
- Sprint will record and monitor the tones between the relay center and the TDD; these tones are saved to the inmate call control system computer along with every other call. The TDD calls are then immediately available to be displayed visually at a remote monitoring area or site for playback. The TDD tones are converted to spoken word for immediate play back.

12.8 TDD equipment shall have decoding and playback capability. The system shall not rely on paper copy only. There shall be means at the Control Work Station to convert TDD signals into readable printout.

- The Sprint proposed TDD equipment is capable of decoding and playback of all calls. In addition to the date and time of the call, the duration of the call, the originating TDD location, and the destination telephone number can be monitored and displayed. All TDD calls are recorded and saved to an audio file that can play back the conversation or a text printout of the conversation can be generated.

12.9 Due to TDD call allowance of 30 minutes per call, a separate call length timer shall be provided for the TDD service. Must have ability to set by line or phone number.

- Sprint's proposed ITS and TDD equipment are fully compliant. The TDD calls will be 30 minutes in length. The length of the call can be set by line or by phone number.

D.REQUIRED SPECIFICATION REFERENCE SHEETS

ITEM	SPECIFICATION	REFERENCE
2.0	CALL CONTROL REQUIREMENTS	43
2.1	Design Windows based.	43
2.2	User defined on/off times	43
2.3	System provides for Allowed/Disallowed numbers.	43
2.4	PIN controls access to system.	43
2.5	System has flexible Call Blocking.	44
2.6	Call timing software based, variable; audible warnings of call termination at 2 min and 30 seconds prior to disconnect.	45
2.7	Three random voice overlay messages; volume does not break conversation.	45
2.8	Bilingual system generated instructions; includes record/monitor message that cannot be bypassed.	46
2.9	Access to system is password controlled; system logs password activity; generates report on screen and hard copy on demand.	46
2.10	Call control, call tracking, monitoring and recording software is integrated and PC based.	47
2.11	There is clock synchronization with monitoring/ recording equipment.	47
2.12	System disconnects call if additional DTMT is detected.	47
2.13	Switchhook manipulation is prohibited by software.	48
2.14	System software provides line/telephone cutoff capability; this can be done while call is in progress.	48
2.15	Visual display of on/off hook status; all call activity is in real time mode.	49
2.16	Call activity data and search capabilities are by PIN, Prisoner Name, Prisoner ID, Telephone ID, Called Number, Date, Time, Call Duration. System data base is not limited to these.	49
2.17	System designates "hot" numbers and provides for automatic notification when number(s) is/are accessed;	49

2.18	generates related reports. Provides for automatic identification of 3rd party call when it is dialed; provided related reports.	49
2.19	System provides called number correlation; notification automatic; related reports.	50

ITEM	SPECIFICATION	REFERENCE
2.20	Call records collected and processed in real time; reports are readily available.	50
2.21	Search and report capabilities include: Date, Time, Prisoner ID, PIN, Telephone ID, Duration Of Call, Called Number.	50
2.22	System allows/disallows calls during power outage.	50
2.23	System is user friendly, menu driven, software based, has remote and built-in diagnostics, viable and audible alarms, system redundancy, remote access support.	50
2.24	System allows for "blocking" designated numbers from being monitored or recorded; call detail record maintained in data base.	51
2.25	System backup is at workstation level.	51
2.26	System provides for visual off/on hook activity status.	51
2.27	Access to "411" and/or "555-1212" prohibited.	52
2.28	Access to toll free numbers prohibited.	52
2.29	Access to 800+900+1 976+, 10-10XXX prohibited.	52
2.30	Access to "911" emergency system prohibited.	52
2.31	Access denied to pagers, telephone answering machines, voice mail sys.	52
2.32	Disable/enable prisoner phone privileges by date/time.	52
2.33	Record of entry or removal of disallowed telephone numbers.	52
2.34	Report identifying confidential numbers and all PINs associated with each number.	53
2.35	Free text comments field for each prisoner, as prisoner site and master workstation.	53
2.4	COLLECT CALL ONLY MODE	53
2.41	Automated operator only.	53
2.42	Responsibility for billing called parties.	53
2.43	Toll free number for called parties on bill.	53
2.44	Provide all local, intraLATA, interLATA, and interstate collect call serv.	53
2.45	Rates shall not exceed rate cap for residential collect calls.	53
2.46	Collection of revenue and payment of premise fees.	53
2.5	DEBIT BASED MODE REQUIREMENTS	53
2.51	Debit calls only in PIN controlled environment. Debit account tied to called party number. Debit account phone number must match phone number in prisoner's Call Allowed List.	53
2.52	Tracking of inmate's telephone usage balance.	
2.53	No debit cards permitted.	
2.54	Confirm funds available to inmate after number is dialed.	54
2.55	Interface with DOC inmate store accounts	54
2.56	Detailed description of Debit Mode and how premise fees are paid.	54
ITEM	SPECIFICATION	REFERENCE
2.57	Describe refunds to inmates released with money remaining in account.	54
2.58	Answer supervision and delay in initial billing.	54
2.59	Debit charges must terminate when inmate or called party hangs up.	54
2.60	How system will notify inmate when call is terminated due to lack of funds.	55

3.0	MONITORING AND RECORDING REQUIREMENTS	55
3.1	System is integrated; Bidder to describe storage media; is continuous and uninterrupted.	55
3.2	Silent sessions or pauses are labeled; upon playback are fully recovered and graphically displayed when desired.	55
3.3	There is multi-level password protection; system provides for activity log; sample log attached.	56
3.4	There is a library management system to automatically store date, time, duration of call.	56
3.5	Hard drive storage capacity to hold 30 days of recorded data prior to archive.	56
3.6	There is capability of re-recording onto standard analog cassette without degradation in sound quality; audible time and date stamp.	56
3.7	Accommodates headset(s) use.	56
3.8	Time and date entries are displayed on a per channel or all channel basis; recorded conversations are selected via keyboard and menu driven CRT display; selected playback is instantaneous.	56
3.9	Recorded time/date and current time/date is displayed during playback; conversations, pauses, silent sessions are displayed on a graphic time line; conversations, pauses silent sessions can be scanned or skipped during playback; scan is instantaneous.	56
3.10	System is user friendly, software controlled, accessible via modem; audible and visual alarms; features available via function keys; all functions are performed with Instantaneous results.	57
3.11	System displays clear and concise status regarding channel configuration.	57
3.12	There is graphic display of silent sessions.	57
3.13	There is instantaneous relative time search.	58
3.14	Specific sections of sessions can be replayed continuously or any number of times.	58
3.15	Recording system is approved by UL, SCA, FCC, part 15 and part 68 and is labeled appropriately.	58
3.16	On-line and archive storage capacity is field expandable.	58
ITEM	SPECIFICATION	REFERENCE
3.17	System provides for continuous on-line diagnostics and continuous supervision and local remote off-line access.	58
3.18	Has modem access to built-in diagnostics and program control.	58
3.19	Recorder has a location for optional time synchronization card.	59
3.20	Maximum allowable time correction (except for seasonal) is 10 minutes.	59
3.21	Time adjustments are made gradually and continuous without interruption of continuous time on any recording in progress.	59
4.0	SYSTEM SOFTWARE REQUIREMENTS	59
4.1	Called party cannot hear prisoner during call verification process.	59

4.2	System is programmed for collect calls only.	59
4.3	T.D. equipment is programmed to access only relay centers.	59
4.4	All incoming calls to prisoner telephones are blocked.	59
4.5	Switchhook manipulation to regain dialtone is prohibited.	60
4.6	Depressing additional keys on dialpad beyond those to access dialed number is prohibited.	60
5.0	TELEPHONE EQUIPMENT REQUIREMENTS	60
5.1	Cabinet tested and meets requirements for outdoor use.	60
5.2	Handset meets requirements.	60
5.3	Transmitter elements meet requirements.	60
5.4	Receiver elements meet requirements.	60
5.5	Element caps are properly sealed, wired correctly and generate average current of 30 ma.	61
5.6	Model distance of handsets is approximately 5-5/8".	61
5.7	Specified armored cable is used for handsets; standard 32 inch long cord.	61
5.8	Lines cords for all instruments are correctly terminated.	61
5.9	T.D. equipment meets industry standard.	61
6.0	TECHNICAL REQUIREMENTS	61
6.1	System included powerline surge protection device and gas tube protection.	61
6.2	Identify any construction changes or additions to State's facility as detailed in Section C.	62
6.3	Provide sample(s) equipment layout design, including construction changes indicated in Section C, Item 6.2.	62
6.4	Reliability predictions meet standards; supporting documentation is included.	62
6.5	Explanation of effects of an AC commercial power reduction as outlined in Section C, Item 6.5.	63
ITEM	SPECIFICATION	REFERENCE
7.0	NETWORK REQUIREMENTS	63
7.1	Meets standards of established carriers.	63
7.2	Calls are administered/measured on a V and H coordinated basis.	63
7.3	Description and diagrams of routing plan if providing inter and intra LATA service as specified in Section C, Item 7.3.	63
7.4	All lines are programmed for PIC freeze.	67
7.5	All calls identified to operator/system as being from a correctional facility and collect only.	67
7.6	Prisoner cannot hear call verification process.	67
7.7	Operator/system makes record/monitor announcement prior to connecting call.	67
7.8	All Department of Corrections calls are uniquely identified on operator's screen.	67
7.9	Operators are prohibited from redialing telephone numbers.	68
7.10	Network busy defaults to live operator; operator gives monitor/record message prior to connecting call.	68
7.11	Real time validation done on all calls.	68
7.12	Network realizes (in real time) subscribers with "collect restriction".	68

7.13	Called party cannot hear prisoner during call verification process.	69
8.0	USAGE CHARGES REQUIREMENTS	69
8.1	Copy of tariff or written statement of rate charges is included.	69
8.2	Rates are determined using current FCC approved V and H coordinate methodology.	69
8.3	Intended recipients of calls are not charged for non-completed call(s).	69
8.4	Explanation of how charges to called parties are determined and calculated; include surcharges; how are rates are related to distance and call duration.	69
8.5	Comparison of rates to published competitors rates; how they are equal to or less than competitors for equal services.	69
9.0	REPORTS REQUIREMENTS	70
9.1	Copy of sample monthly revenue report as specified in Section C, Item 9.1.	70
9.2	Reports must demonstrate maximum flexibility, user friendly interface.	70
9.3	Generation of reports by MDOC facility, combination, or all.	71
9.4	Standardized as well as customized reports.	71
9.5	Custom queries on centralized database.	71
ITEM	SPECIFICATION	REFERENCE
9.6	Storage in various electronic formats: list.	71
9.7	Specific 17 reports system must be capable of generating.	71
10.0	SECURITY REQUIREMENTS	72
10.1	Cutoff keys for system located in facility and call control computer.	72
10.2	System has multiple levels of passwords as detailed in Section C, Item 10.2.	72
11.0	CUSTOMER SERVICE	72
11.1	Provide examples of past problems and resolution process for prisoner family billing and service problems.	73
11.2	Documentation of account team by function, responsibilities; define problem escalation process.	73
11.3	Documentation of detailed trouble reporting process and method of resolution; escalation process.	76
12.0	TDD EQUIPMENT	77
12.1	Inmate telephone equipment compatible with TDDs.	80
12.2	TDDs provided by Contractor at no cost to the State.	80
12.3	TDD equipment portable or permanent with TDD built in.	80
12.4	One phone within each bank of four must have volume control.	80
12.5	TDD equipment shall have keyboard entry.	80
12.6	TDD equipment shall contain computer display monitor.	80
12.7	Real-time monitoring with display capability at remote sites; record transmission of tones between Relay Center and TDD.	81
12.8	Decoding and playback capability. Convert TDD signals at Control	81

- 12.9 Work Station to readable printout.
Separate call-length timer, set by line or phone number. 81

APPENDIX A

The following scripts are currently being used by GTE, Ameritech and Sprint.
Contractor shall maintain verbiage.

- Sprint agrees to use the current verbiage in the scripts currently being used by the State.

III-D PROJECT CONTROL AND REPORTS

I. Project Control

- a. The contractor will carry out this project under the direction and control of the Michigan Department of Corrections.
- b. Although there will be continuous liaison with the contractor team, the client agency's project director will meet quarterly at a minimum with the contractor's project manager for the purpose of reviewing progress and providing necessary guidance to the contractor in solving problems which arise.
- c. The contractor will submit brief written monthly summaries of progress which outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, which should be brought to the attention of the client agency's project director; and notification of any significant deviation from previously agreed-upon work plans. These reports should be sent to the Contract Administrator and the buyer from Department of Management and Budget, Office of Purchasing.
- d. Within five (5) working days of the award of the contract, the contractor will submit to the Department of Corrections project director for final approval a work plan. This final implementation plan must be in agreement with Section III-C subsection 2 as proposed by the bidder and accepted by the State for contract, and must include the following:
 - (1) The contractor's project organizational structure.
 - (2) The contractor's staffing table with names and title of personnel assigned to the project. This must be in agreement with staffing of accepted proposal. Necessary substitutions due to change of employment status and other unforeseen circumstances may only be made with prior approval of the State.
 - (3) The project breakdown showing sub-projects, activities and tasks, and resources required and allocated to each.
 - (4) The time-phased plan in the form of a graphic display, showing each event, task, and decision point in your work plan.

2. Reports

This portion of the ITB should be specific as to the content, frequency, and number of copies of each report required. If the project has included the development of a computerized system, documentation requirements as provided for in Administrative Guide Procedure 1310.06 and 1310.07 must be followed (as regards to computerized systems only).

In all cases, a requirement should be included for the submission of draft copies of the final report to permit the agency to satisfy itself as to the report's completeness and factual accuracy.

ONE VENDOR POINT OF CONTACT

Sprint will provide a single Program Management team to manage the inmate telephone system. Simply stated, Sprint's Inmate Program Management Organization assures seamless interaction between all components of the inmate telephone system—managing each aspect of the call from the moment the inmate picks up the telephone receiver to make a call, through the necessary call communications processor until the called party receives the bill.

2. TECHNICAL WORK PLANS

Preliminary Implementation Plan

Sprint will provide the appropriate DOC telecommunications official representative a schedule and equipment needs overview to be reviewed and approved by the DOC within 5 days of award.

Site Survey

The site survey will include conversations with local management addressing their individual requirements, concerns, and questions. Sprint will evaluate the site via a detailed survey form that effectively details a profile for that site. This will help dictate the procedures and steps necessary to ensure a seamless transition between the new Sprint ITS and the current system. The site visits will include preparation for the ITS. The site visit will also identify any additional cabling or conduit that is required.

Order Circuits

Immediately after the initial evaluations are complete, Sprint will order the necessary telephone circuits for the facility. All circuit evaluation will be the responsibility of Sprint and all costs will be incurred by Sprint. Sprint will order the appropriate number of circuits so that each inmate telephone will have a designated outgoing telephone line.

Implementation Plan

After the staffing requirements, site evaluation, system requirements, conduit and access evaluation are complete, Sprint will provide the facility representative a final Project Plan which will need to be approved before any changes or installation can proceed.

Ordering of Equipment

In preparation of the bid award, Sprint has identified all equipment necessary for inmate collect calling and WAN. Sprint will coordinate with the appropriate equipment providers to ensure that all technical specifications and requirements are met.

Cabling

Although most locations have existing inmate telephones, there is also a need for additional phones at several locations. This growth in phone sets and the need for additional wiring to integrate the inmate call processor and peripheral equipment such as Recording/Monitoring and work-stations might require additional conduit. Conduit will need to be evaluated and possibly replaced or added by Michigan DOC. If the State requests, two workstations per site could be supplied by Sprint.

Installation of Inmate Phones

Sprint will begin the installation of inmate phones to minimize down time in accordance with the facility access hours and implementation plan.

❑ **Installation of Inmate Telephone System**

Sprint will begin installing the inmate telephone system, consisting of a 24-hour equipment burn-in before actual cutover to ensure all requirements are in full compliance with Michigan DOC requirements.

❑ **Data Input**

At time of bid award, Sprint will meet with Michigan representatives to discuss the transfer of PINs; universal allowed numbers and blocked numbers.

❑ **Training**

Sprint will provide initial and ongoing training on all facets of the inmate-calling platform. Sprint is committed to providing the State a security tool to administer the inmate collect calling.

PROJECT STAFFING

Sprint Program Management Staff

Michael K. Jewell - Director, Public Access Services, Sprint LTD: Mike Jewell has served as a director of product development, director of competitive markets, and a variety of other management positions in Sprint's local division. A 15-year veteran of Sprint, Mr. Jewell graduated from the University of Kentucky in 1985 with a Bachelor of Science degree in Business Administration and a double major in Economics and Finance. Mr. Jewell was awarded a master's in Business Administration from East Tennessee State University in Johnson City, Tennessee.

Paul H. Kutz - Director, Product Management and Operations, Sprint LTD: During his 21 years with Sprint, Paul Kutz has served in a variety of management positions within Sprint's LTD and Long Distance Divisions (LDD). Since 1987, Mr. Kutz has been involved in the development and marketing of services related to inmate call control systems, payphones, operator services, and prepaid calling cards. He holds a bachelor's degree in journalism from the University of North Carolina in Chapel Hill.

Mike R. Hart - Senior Product Manager, Sprint LTD: During his 23 years with Sprint, Mike Hart has served in a variety of management positions within Sprint's LTD and LDD. His primary focus is the inmate market, with responsibilities including the translation of conceptual designs involving network and Customer Premise Equipment (CPE) hardware into viable solutions addressing customer needs. Mr. Hart coordinates internal and external resources to deliver the products and implement services according to contracted business specifications. Mr. Hart holds a Bachelor of Arts degree from the University of North Carolina; and a Masters of Science in Management from Baker University, Baldwin City, Kansas.

Paul Eide - Program Manager, Sprint LTD: Upon bid award, Paul Eide will devote 100 percent of his time to the State of Michigan installation. After successful installation, Eide will remain in Kansas City—continuing to function as the overall Program Manager and single point of contact for the State.

Paul Eide joined Sprint in 1995 and has been responsible for the management of numerous government and commercial customer telecommunication programs, including voice, video and data. Mr. Eide has coordinated complex installations of new voice and data services, local and long distance services for inmate collect calling and video visitation. Mr. Eide manages several vendors, providing diverse technical and operational support of Sprint programs. Mr. Eide has a Bachelor of Science in Political Science from the University of Wisconsin.

Michael P. Hynes - Senior Account Manager, Sprint LTD: Michael Hynes joined Sprint in 1999 with 14 years experience in the public telecommunications industry. This experience included simultaneously managing sister companies, while serving as Senior Managing Partner and as Vice President. Mr. Hynes has a Bachelor of Arts degree with a double major in Economics and Business from Muskingum College. Mr. Hynes has played an integral part in maintaining daily and monthly production reports for the company and its clients, facilitating routing schedule and coordinating installations, line connections, construction, inventory, manpower, and software requirements for projects.

Keith E. Shiflett - Manager, Technical Support: Upon bid award, Keith Shiflett will dedicate 100 percent of his time working closely with the Sprint network groups, as well as various Local Exchange Carriers (LECs) to ensure cost-effective and quality connectivity to the inmate platforms. Shiflett will be in Michigan during the initial installation engineering a smooth cutover process, returning to his home base in Florida after successful installation. Shiflett will remain on board after the initial cutover and accessible via pager to resolve any networking issues for the State.

Keith Shiflett joined Sprint in 1995 with 17 years experience in the public telecommunications industry, Mr. Shiflett's telecommunication experience has involved numerous engineering projects in network planning, technology planning, business planning, complex regional networks, and national public access. Mr. Shiflett has a Masters of Business Administration from Rollins College, a Master of Science in Electrical Engineering from Georgia Tech, and a Bachelor of Science in Electrical Engineering from Virginia Tech.

Everett Martin, Jr. - Installation Manager: Upon bid award, Everett Martin will devote 100 percent of his time, working on-site in the State of Michigan. Martin is responsible for management and coordination of all physical aspects of the installation, including scheduling and facilities access with the Department of Corrections to prepare the site for call control application and network access installation. Six technicians will support Martin during the installation and remaining to support and maintain service in the State of Michigan.

Everett Martin joined Sprint in 1994 with 14 years experience in the public telecommunications industry, Mr. Martin has been experience involved in the facilitation, management, and development of implementation plans for the installation of inmate management systems; technical support for hardware and software; testing and evaluating new product functionality and operations; installation and supervision of various communication and paging systems; and establishing processes for evaluating items identified on a trouble report.

□ **Evercom Staff**

Note: Evercom staff identified in red will dedicate 100 percent of their time to the State of Michigan during the initial installation period. After installation, they will work with the Sprint Program and Project Manager on a continuing basis to ensure overall fluid operation of the proposed Inmate Call Control System.

Doug Johnson – Director National Sales: Mr. Johnson has over 30 years experience in the telecommunications/computer industry. Following a 20 year career within Bell System/AT&T Information Systems Inc., he helped create Americall Dial “O” services, later know as InVision Telecom, and implemented the sales and marketing plan that positioned InVision as the dominant inmate telecommunications provider in the Mid-West. Today Mr. Johnson has over-all responsibility for the national sales efforts at Evercom Systems. Mr. Johnson is a military veteran and active in various state Sheriffs' Associations, the National Sheriffs' Association, the American Correctional Association and the American Jail Association.

Brian Dietert – Director of Network and Technical Operations: Mr. Dietert has more than 14 years experience in telecommunications. His primary responsibilities include network design and implementation, technical support, engineering of all networked systems, and advance design and troubleshooting. Mr. Dietert has participated in several large projects including the Federal Immigrations and Naturalization Service, State of Florida, State of Oklahoma, and Federal Bureau of Prisons (FBOP). Mr. Dietert will head up the network design, implementation and operational team for this project.

Pat Robertson – Director of Operations: Mr. Robertson has been involved in the telecommunications industry for four years. His responsibilities have included Technical Support Manager, Customer Service Manager and Regional Operations Manager. He is currently responsible for 600 correctional facilities located in the Eastern Region. Mr. Robertson is accredited with developing and implementing project plans for the State of Florida's inmate telephone system. Mr. Robertson will serve as the Operations Director for this project.

Wayne McQuaig – Lead Field Technician: Mr. McQuaig has more than 20 years experience in the telecommunications industry. His primary responsibilities include network design and implementation, field technical support, installation of all networked systems, and advance diagnostics and troubleshooting. Mr. McQuaig has participated in several large projects including the Federal Immigrations and Naturalization Service, State of Florida, State of Alaska, and State of Nebraska. Mr. McQuaig will head up the implementation, installation and maintenance team for this project.

Tim Vaughn – Field Technician: Mr. Vaughn has more than eight years experience in the telecommunications industry. His primary responsibilities include sales and account support for the Michigan area, field technical support, and installation of all networked systems. Mr. Vaughn will serve as the Service Technician for this project.

5 SUBCONTRACTORS

List here all subcontractors; include firm name and address, contact person, complete description of work to be subcontracted. Include descriptive information concerning subcontractor's organization and abilities.

- **Evercom Systems, Inc.**
8201 Tristar Drive
Irving, TX 75063-2824
Mr. Doug Johnson

800-861-8686

Evercom is the largest independent supplier of inmate telecommunication and information services in the United States. Sprint is partnering with Evercom to provide the CAM inmate telephone system. The CAM system is a fully integrated inmate call processor that uses WindowsNT as its platform. Evercom serves more than 2,200 correctional facilities in 45 states, including locations operated by city, county, state, and federal authorities, and other types of facilities such as juvenile detection centers and private jails. Evercom's sole focus is serving the highly specialized needs of the correctional industry. Evercom operates four regional operating centers that are located in Selma, Alabama; Louisville, Kentucky; Kansas City, Missouri; and Irving, Texas. The network-based operating systems that support all of Evercom's regions—as well as their finance and accounting, operations support, engineering, MIS, and marketing activities—are consolidated under one roof, in their corporate headquarters in Irving, Texas. By consolidating network and technologies in one centralized location, and maintaining customer support facilities close to customers, Evercom has become the correctional industry's recognized leader in comprehensive innovative technical solutions and responsive, value-added customer service.

- **Phillips & Brooks\Gladwin, Inc.**
139 Hightower Parkway
Dawsonville, GA 30534
Audrey Ambriez
800-264-8889

Phillips & Brooks\Gladwin, Inc. (PBG) will provide inmate telephones that include telephones for the deaf for the State of Michigan facilities. PBG will provide inmate telephones, which include telephones for the deaf, and maintenance on the telephones and inside wiring for the State of Michigan facilities. PBG has been a manufacturer of enclosures for the public telephone industry for over 40 years, and is the largest manufacturer of telephone enclosures in the United States. PBG provides installation, maintenance, and refurbishment and set repair and refurbishment, representing over one-half of PBG revenue. PBG is the only company who can deliver nationwide sales, distribution, and installation of these products and services seamlessly from one source. PBG has performed installation of enclosures, phones, wiring and on-going phone maintenance for many major airports, seven State prison systems, many individual county and city jails, and other high security locations. PBG is a leader in the design, manufacturing, and installation of custom telephone enclosures and kiosks.

- **ShawnTech Communications, Inc.**
4732 Payne Avenue
Dayton, OH 45414
Lance Fancher
937-275-4999

A member of the Sprint team, ShawnTech will provide maintenance service on the inmate telephone system (ITS) to the State of Michigan. ShawnTech Communications is a full-service telecommunications company, offering both large and small business system sales and service, cabling, prewiring, and fiber cabling. Currently located in Ohio, Michigan, New York, Missouri, Minnesota and Virginia, ShawnTech Communications has also conducted business in California, Wisconsin and Iowa. With technicians located in strategic areas across these states, ShawnTech Communications is able to respond to calls quickly and efficiently. State-of-the-art communications and dispatch equipment provide for an up to the minute picture of where technicians are and how ShawnTech can most effectively provide service with an absolute minimum amount of down time.

IV-D BIDDER'S AUTHORIZED EXPEDITOR

Include the name and telephone number of person(s) in your organization authorized to expedite any proposed contract with the State.

- Robert Zyck, Vice President, SPSI (913) 315-8022.

IV-E ADDITIONAL INFORMATION AND COMMENTS

Include any other information that is believed to be pertinent but not specifically asked for elsewhere.

- Sprint proposes offering a wide area network (WAN) to the State of Michigan to support the inmate collect calling. Sprint will install its own centralized network services to manage the inmate PIN system. The robust WAN can be located anywhere the State desires. By using Sprint's years of experience in data networking, the State saves time and money. No State employee will be involved in the procurement of additional services to serve the Michigan DOC inmate collect calling. The total WAN cost and management will be absorbed by Sprint. Proactive monitoring, preventive maintenance, and virus protection provided 24 hours a day, 7 days a week, will be in parallel with the State's network instead of jeopardizing the State's network. The State will save money, time coordinating and the risk of security violation to its existing network. Sprint is prepared to offer the State two remote stations per location.

Sprint is an industry leader in data networking. Sprint built and operates the United States' only nationwide, all-digital, fiber-optic network and is a leader in advanced data communications services. Sprint operates the largest 100% digital, 100% PCS nationwide wireless network in the United States—serving more than 17 million business and residential customers. Sprint looks forward to discussing additional features utilizing the WAN, such as video conferencing (which reduces travel costs), e-mail, and fax capabilities.

- Within Michigan prisons there currently exists a growing awareness and dissatisfaction with the telecommunication calling rates that are typically borne by the family and friends of the inmates. At the same time, it has been repeatedly tested and confirmed that regular contact with family is one of the key elements that can impact conduct within the term of incarceration, and improve the rate of recidivism.

The issues facing the family include:

- The lack of control on the total amount of charges the inmate can generate through the normal collect-call method.
- Due to the requirements and financial dynamics of the inmate collect calling environment, these charges are higher than normal "at home" public call rates. (Although they parallel public payphone collect rates.)
- When charges are in excess of what the family had planned, and exceed what the budget can support, the charges can not be paid and further contact is cancelled until past due amounts can be settled.
- Where debit card, or "debit-based" calling programs are available, these require the purchase of the card at the facility, limiting who and how funds can be applied to telephone contact.
- There is presently no motivation tied to telephone contact, for the family to encourage or promote good behavior on the part of the inmate.

With these things in mind, and considering the accelerated rate of interest from consumer advocacy groups, the various associations of the corrections industry, and the inmates and families involved, The Sprint team has identified the following technical and product opportunities to assist with preferred behavior patterns, the cost of calls, and add to the options available to our customers.

Good Behavior Discounts

Concept: The correctional facility has the additional ability to affect inmate conduct by approving a reduced charge (rate) for a collect call, for good behavior on the part of the inmate.

Impacts:

1. Due to the potential for reduced costs to the family, they provide added incentive and motivation to the inmate to "behave appropriately" and cut down on the rates and charges to the called party.
2. The on-site personnel have another component of motivational management to use while assisting in establishing and maintaining the best possible environment.
3. The Michigan DOC is seen as aware and responsive to the issues and concerns presented by the various consumer advocacy groups.

Implementation:

1. The ability to identify individual inmates exists. This could be through the use of a Personal Identification Number (PIN) assigned to the inmate for regular collect calling, or could be implemented on a separate calling program managed through the use of issued "Good Behavior Calling Program" in a prepaid/debit application.
2. The Michigan DOC and the Sprint Team would agree to the program and how much to reduce the charges. We would further agree on how the reduced charges would be applied to the financial model of the business relationship. (i.e., a specialized commission or fee agreement for the discounted calls.)
3. Qualifying criteria for "good behavior" must be established, and may be unique for each site. It is suggested that a pre-qualifying period be established to "re-earn" the privilege if lost due to poor conduct.
4. As an optional control method, it is possible to limit the destination of these discounted calls to only a select number(s), such as the parents, uncles, etc., or the DOC may want to open this up to anyone receiving a collect call from a specific inmate on "good behavior rates".
5. The details of how to reduce the charge (per minute rates, set-up surcharge, etc.) and the confirmation would be on a per-case basis. In addition, verification of the applicable tariffs and other regulatory approvals must be considered.

Other Considerations:

Due to the lower cost of calls, the families involved in the program will very likely continue to apply a high degree of pressure on the inmate to continue his or her good behavior. As a result of lower per-minute costs, the family may in fact spend the same amount of dollars, but have more time in communication with the inmate.

This could produce a reduction in costs in other programs designed to reduce recidivism and the associated costs in the continued growth of the overall inmate population.

Remote Owner Prepaid Calling

Concept: The use of prepaid calling cards is not new. However in today's use, the card (or "account") owner is also the party making the call. This means they are the one in control of the Personal Identification Number (PIN) that is entered on the phone to complete the call. The card (or at least the PIN) must be in the possession of the calling party. This new program changes this dynamic of ownership and control to the called party.

Implementation:

1. A prepaid amount of calling value (the "Account") is purchased by anyone wishing to receive calls on a pseudo-collect basis.
2. When an inmate desires to call the owner of the "Remote Prepaid Account", the procedure is much the same as today: The inmate dials a 1-800 number to access the account database, they then enter the destination number of the party they want to call and, optionally, can be asked to state their name. At this point, however, the process changes.

3. When the product platform (the Account database reached by calling the 1-800 number), has verified that sufficient value exists in the account, the called number (destination) is dialed and a voice prompt is presented to the Account holder; "You are receiving a remote prepaid call, (with optional: "from [stated name]"), "if you wish to accept this call and debit your account, please enter your PIN."
4. As with the other "standard" prepaid, this method has no risk of bad debt or collection expenses, and can therefore be offered at rates lower than collect calling.
5. The called party entering in the PIN number from the destination phone accomplishes control of the account. This enables the inmate to reach a person (the Account owner), when they may be located at any telephone. The service is not tied to a specific termination number.
6. Consideration must still be given to the control of certain destination numbers that involved the protection and security of designated parties such as law enforcement and members of the judicial system, as well as the victims.

Other Considerations:

This product has a wider potential distribution within the corrections industry due to removing any inmate sale or administration within the prison. The product may be offered for sale to friends or family from the reception desk while visiting the inmate, or may be offered by other means such as direct mail or telemarketing. The current "standard" prepaid calling may, however continue to be offered and present even more options to the families involved. The purchase of Remote Prepaid cards benefit the family in three ways:

1. They know how much they can spend on a prepaid product and cannot create excessive monthly phone bills as with accepting collect calls.
2. The family may now be reached while at other locations away from home. This would allow them to take calls while at work and not violate company policy. They could accept calls while with other family members and not encumber them with collect charges on their home phone bills.
3. The rates they are charged for this type of call are less than the standard collect calling type.

The Sprint Team believes these products can offer new choices and new solutions to the corrections industry and the families of inmates. We further suggest that a proactive approach to working through the implementation and offering of these services can address many of the concerns and requirements being promoted by organizations such as CURE and others. The Sprint Team remains committed to the full interpretation of "Partnership" as we continue to serve our customers in this industry. We welcome any opportunity to discuss these, or other ideas, with those who share our purpose.

Proposed Voice Network Configuration

The voice communication network (See Figure 8-1) involves a large number of entities to process inmate calling activity. The coinless inmate telephone and the called party's telephone set are the simplest parts of the calling equation. Between these two points lies the technology required to connect the two parties together. Located at the institution is the Evercom Call Control System. Its primary function is to limit the inmate's access to unrestricted calling by providing such things as PIN management, call number blocking, on-line validation, and recording and monitoring. Further, the system is responsible for out-dialing the inmate's requested destination. Once the dialing request is made, the call may take one of two different routes before reaching the called party.

Route 1) Local Collect Call

Inmate calls within the Local Exchange Carrier (LEC) local calling area will be routed by the inmate telephone system to the serving LEC. These local collect calls will travel from the institution through a local telephone line "local loop", through the local telephone company central office, and then to the called party residing in the local exchange (NXX) dialed by the inmate. Local calls will utilize the automated operator, resident in the CAM call

control equipment, to obtain positive acceptance of the call by the called party. After positive acceptance by the called party the call will be completed and a talking path established.

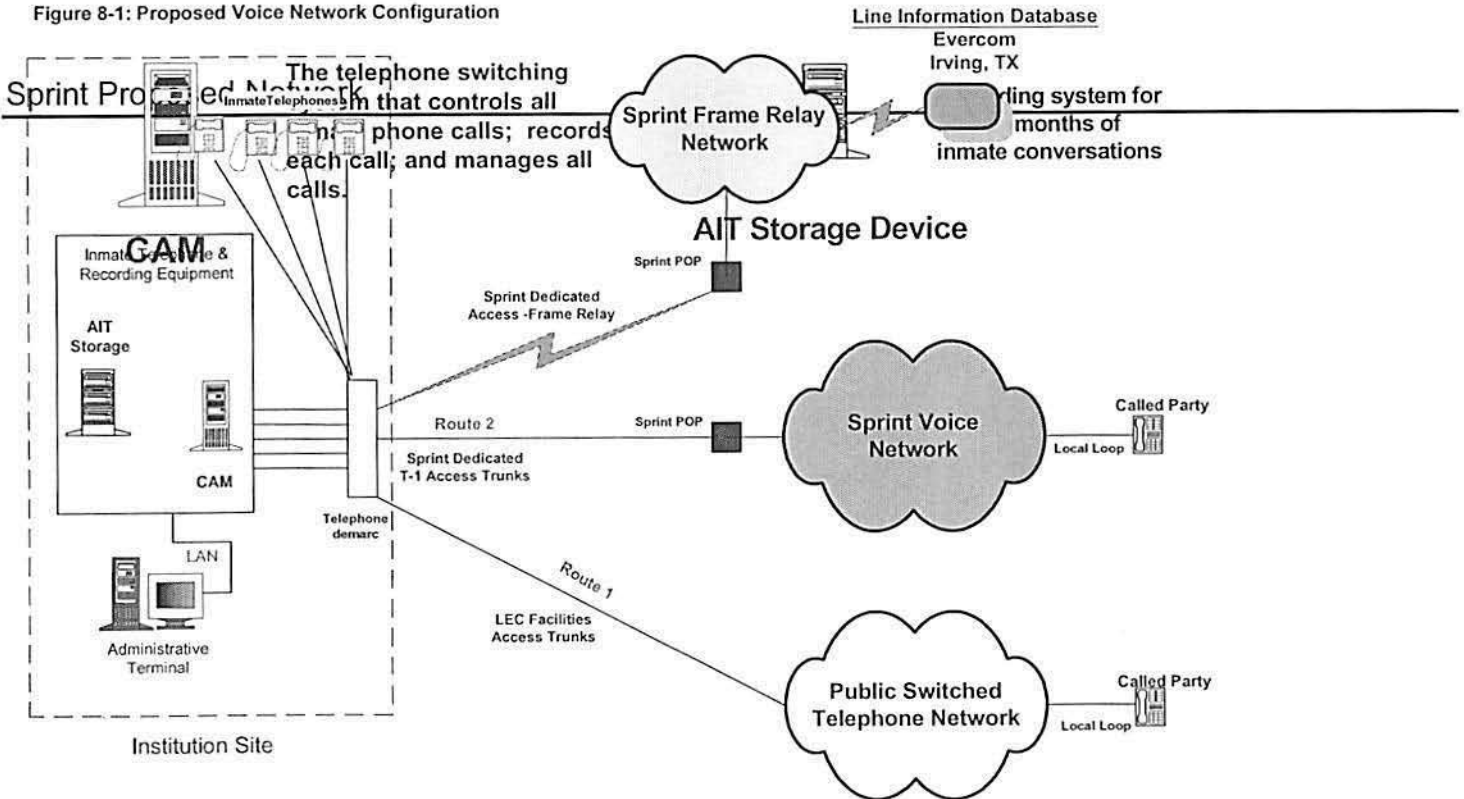
The following seven LECs have been initially identified as serving Michigan DOC sites.

- ❑ Ameritech
- ❑ Baraga Telephone Company
- ❑ Centurytel
- ❑ Chippewa County
- ❑ GTE
- ❑ TDS-Chatham
- ❑ Upper Peninsula

Route 2) Long Distance Collect Call

All inmate calls to telephone numbers outside the local calling areas will be completed through the SPRINT/LD network (Intra-LATA, Inter-LATA, Interstate, and International) using dedicated SPRINT trunk groups. These long distance (LD) calls will also utilize the automated operator to obtain positive acceptance by the called party prior to completing the talk path. After the call has been routed to the SPRINT dedicated trunk group using a digital T1 circuit (1.544 MB/s), the call will reach its final destination across the SPRINT digital fiber-optic backbone network. T1 circuits reduce the cost of processing a call because the T1 provides a dedicated link to SPRINT's voice network, which eliminates the need for involving other long distance carriers. Typically, calls pass through only two switches within the SPRINT network, the originating and terminating switch using Intermachine Trunks (IMTs). (See Figure 8-1.)

Figure 8-1: Proposed Voice Network Configuration

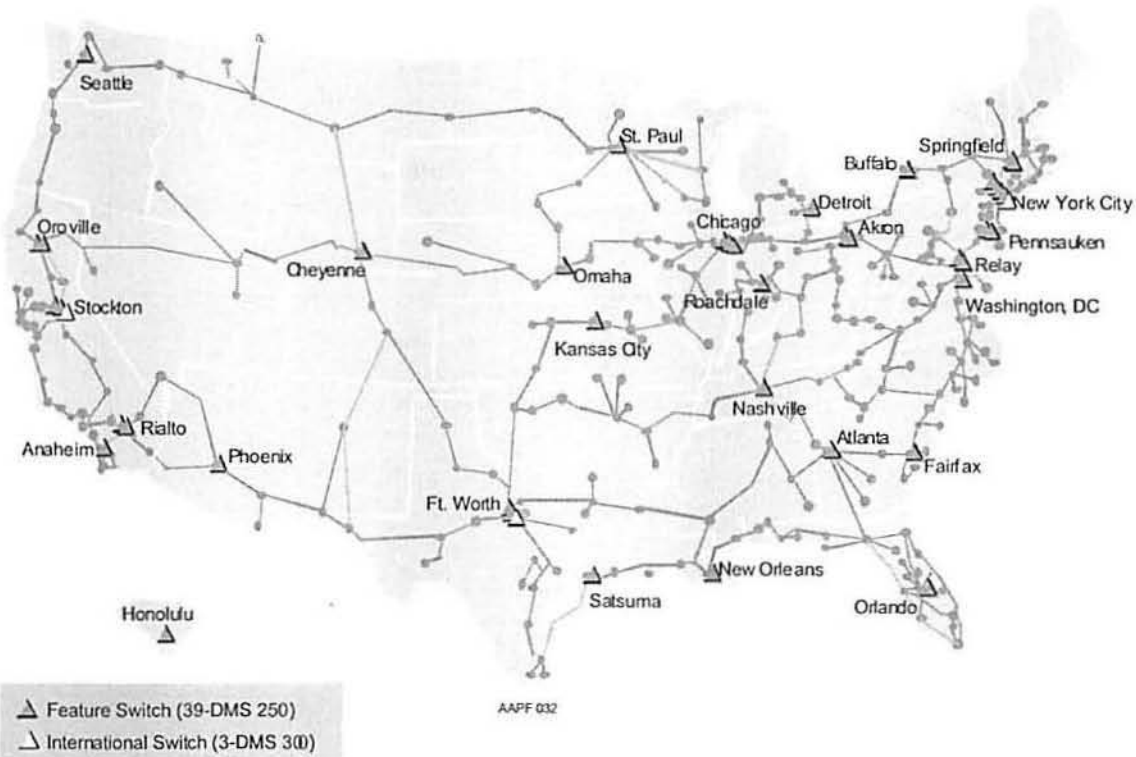


The Existing Sprint/LD Network

SPRINT/LD voice services are provided via 39 Northern Telecom DMS-250 switches at 28 locations. Three switches (Northern Telecom DMS-300s)—located in Stockton, CA; New York, NY; and Fort Worth, TX—serve as international gateways for switched traffic. The remaining 39 switches provide switching and ISDN functions for SPRINT's domestic switched services. (See Figure 8-3.)

SPRINT's network has been designed as a flat (non-hierarchical) network. Each of its 39 DMS-250 feature switches has IMTs (InterMachine trunks) to every other switch. These IMTs are provisioned using 50/50 physical route diversity. For example, if there were 500 IMTs between our Stockton and Anaheim DMS-250s, 250 would take the direct route from Stockton to Anaheim. The second group of 250 would go from Stockton, through San Jose to Anaheim. This means a call from Stockton to Anaheim would have two physical routes. Typically, calls pass through only two switches within the SPRINT network, the originating and terminating switch.

Figure 8-3: Sprint Network



This is an administrative workstation and printer for monitoring and changing any call control requirements.

Sprint Proposed Network

Sprint has Points of Presence (POPs) in over 340 locations, which are connected to its backbone fiber optic network. It also has approximately 96 leased POPs in the network where it has an arrangement with another carrier to transport its traffic. In the State of Michigan Sprint has seven POPs:

- Detroit
- Flint
- Grand Rapids/Elmdale
- Kalamazoo
- Lansing
- Pontiac
- Saginaw

The DCS system is a vital part of the SPRINT network. The DCS system consists of a series of digital cross-connects located at switch sites and POP locations throughout the SPRINT network. Operationally the DCS is a method of connecting circuits, of the same or differing bandwidths, without having to physically run wire "jumpers" or connecting wires between the terminating equipment; these connections are done remotely through digital mapping in the DCS. These digital cross-connect locations allow SPRINT to "breakdown" or reverse-multiplex the large bandwidths present on our backbone networks to smaller bandwidths usable by the LECs or individual customers. The DCS also provides the ability to "groom" or multiplex various smaller circuits or bandwidths (DS0 or DS1) into larger bandwidths for transport between switches or POPs on the network. For example, several T-1 circuits (DS1) from one company might be "groomed" with other circuits from another company to form a much larger bandwidth, possibly a T-3 (DS3) or an OC3 for transport through the network. This multiplexing process allows SPRINT to better utilize the available bandwidth and make more efficient use of available SONET facilities.

SPRINT/LD uses SS7 signaling throughout its voice network and switching systems. SS7 is a signaling system based on the concept of "out-of-band" signaling in which signaling is a data communications function and has its own channels on the network separate from the call transmission facilities. Prior to the deployment of SS7, all call set-up information was relayed switch-to-switch on the same trunk circuit as the call itself. This information included supervisory signals (e.g., dial tone, ringback, busy tone), billing information (who called whom), and network management signals, such as maintenance test signals. This type of signaling (per trunk or associated channel) has some inherent disadvantages in that it is slower, does not use available circuits as efficiently, and is more susceptible to fraud than SS7.

SS7 is a basic building block required for the addition of an abundance of new features and services, which depend upon SS7 technology. The variety of different services available with digital networks could not be offered with transparent interconnection without the use of common channel signaling. SS7 is the signaling system transport mechanism for the Integrated Services Digital Network (ISDN), which has been developed with the ultimate goal of combining all communications services into a single network to which any customer has access over common facilities. SS7 is also the foundation for the Distributed Intelligent Network Architecture (DINA). Other services made possible by SS7 include Automatic Number Identification, Call Forwarding, and Caller ID.

Transport of Sprint/LD voice and data is provided by a fiber-optic backbone network supported by sophisticated management control systems. These elements provide a highly reliable, proven, and redundant network. The design of the SPRINT network contains survivability at the backbone or transmission level and the service level. The SPRINT network minimizes the adverse effect of service interruptions due to equipment failures, cable cuts, network overload conditions, or regional catastrophes. All Sprint/LD lightwave transport devices were built using the SONET standard.

SONET is the broadband networking standard in the United States. It is designed to be compatible with the Synchronous Digital Hierarchy (SDH), the networking standard for countries operating under ITU standards. SONET also defines a family of fiber-optic transmission rates from 51.84 Mbps to 2.5 Gbps, designed to provide the flexibility needed to transport many digital signals with different capacities. SONET is the postal system, or transport vehicle, that transports the envelope across the network, regardless of the envelope's size or content. In this way, SONET has the flexibility to transport the packages we use today as well as packages that have yet to be defined.

SPRINT's SONET architecture is based on a 4-fiber Bi-directional Line Switched Ring (BLSR) design. The 4-fiber BLSR consists of two pairs of fiber, with one pair designated for working traffic and one pair designated for protection. Bi-directional means SPRINT is capable of sending traffic in either direction on a ring enabling SPRINT to route circuits on the most efficient paths through the network. This reduces the number of potential failure points and increases reliability. In the event of an equipment failure, the intelligent SONET equipment recognizes the failure and switches traffic from the working pair to the protect pair between the affected SONET

nodes only. This type of protection is referred to as "span" switch, and it occurs in less than 50 milliseconds. With its all-SONET network in place, SPRINT is the first carrier to offer end-to-end real-time capacity to transmit video, voice, and data both domestically and internationally.

At the end of 1999, Sprint had completed deployment of 220 interconnected SONET rings. An additional 106 SONET rings are planned for 2000, bringing the expected total number of rings to 326.

Fiber-optic facilities are the most secure transmission media available today. The very nature of the fiber makes it extremely difficult to tap. National Security Emergency Preparedness standards are met by the basic fiber-optic media. Because the network is fully digital, Sprint is able to support more sophisticated encryption methods than if the network were analog or a combination of analog and digital.

ATM (Asynchronous Transfer Mode) is an emerging switching technology based on the high-speed transmission of fixed length cells. These cells are like boxcars full of information. ATM ensures that "trainloads of information" from different areas can be sent back and forth on the tracks between telecommunications switches. When implemented with SONET, these tracks, or fiber-optic lines will allow "trainloads of information" to travel from depot to depot, exchanging boxcars when needed so that each car gets to the correct destination with virtually no loss of information.

ATM is a high bandwidth, fast-packet switching technology based on fixed-length cells of 53 bytes. ATM is a high speed, broadband-networking technology that simultaneously supports voice, data, image and video transmissions on a single network. ATM combines the statistical multiplexing efficiencies of packet switching with the low delay characteristics of circuit switching technologies. Like private lines, ATM supports any application and any protocol. ATM is the only standards-based technology designed from the start to simultaneously transmit voice, data and video. As a packet technology, ATM is simple; requiring limited processing, and efficient, utilizing network bandwidth only when there's data to send.

ATM is a long-lasting solution for enterprise networks because it is extremely flexible, scaleable, cost effective and based on international standards, which assures compatibility and access to the latest features. ATM service allows you to connect frame relay, Internet Protocol (IP) and private line sites with ATM users.

SPRINT's leadership and early commitment to ATM services has accelerated the development and deployment of ATM throughout industry, government, and user communities. SPRINT was a founding member of the ATM Forum in 1991; our personnel have continued high-profile activities in the ATM Forum, ANSI (American National Standards Institute), and the ITU (International Telecommunications Union), while increasing participation in industry consortia and key research community groups such as the IETF (Internet Engineering Task Force).

The combination of ATM switching and SONET allow SPRINT to provide digital transport service at speeds over 400 times the current bandwidth and beyond. No other "communication train" compares in speed. Some 8,000 pages of information from a standard-sized dictionary can be transmitted in one second compared with the previous rate of 20 pages. ATM and SONET are also especially suited to handle multimedia (i.e., the integration of voice, video, text, graphics, and fax into one transmission medium), applications that require high bandwidth.

Switching and Trunking the Existing Sprint/LD Network

The circuit switching process within the SPRINT network consists of the operation of connecting an incoming voice call or switched data call from a line termination on the customer side of the switching equipment to a line termination on the trunk side of the switch (or vice-versa). If the call goes from the line side of the switch (the local subscriber or user) to the trunk side (inter-machine trunks or IMTs) the switching equipment must select a trunk from a group of available trunks. The number of available IMTs is determined by traffic engineering and is always a smaller number than the maximum possible connections available from the trunk side of the switch.

The number of trunks available for call completion is determined by traffic studies using either the busy hour traffic or a monthly minute total. From these traffic studies the Grade of Service or the number of blocked calls allowed will be determined.

SPRINT uses Grade of Service methodology to measure call blocking. Grade of Service methodology uses the average time consistent busy hour (sums the load by hour of day over the five business days, Monday through Friday). SPRINT will provide a maximum blockage of not more than one call per 200 which equates to a P.005 Grade of Service. SPRINT's network switch architecture is non-hierarchical (i.e., flat), which means a call across the SPRINT network passes over a maximum of one InterMachine Trunk. Call completion is enhanced by the following techniques:

- High usage trunks are established directly to a LEC's access tandem or end office, based on traffic volumes and economic consideration.
- Calls can originate and terminate on the same SPRINT network switch, based on the NPA/NXX homing arrangement across the domestic switch network.
- SPRINT switches are equipped with emergency WATS capacity. During conditions of severe network blockage, standby WATS can be made available to enhance call completion.

SPRINT's objective IMT grade of service is P.005 for the average busy hour; however, through the use of Dynamically Controlled Routing (DCR), we expect to be able to improve overall call completion rate.

Grade of service performance is important to SPRINT and the factors described above are incorporated to ensure that the desired level of service is available when it is needed. Together, these factors minimize the impact of a fiber failure or other catastrophic damage. It is a clear demonstration of SPRINT's commitment to provide the best possible long-distance service to our customers.

Typically, calls pass through only two switches within the SPRINT network, the originating and terminating switch. During mass calling events or network disruptions that have the potential to cause congestion, we would tandem a call through an intermediary switch rather than block it. For example, if the IMTs between Stockton and Anaheim were congested, we would send some Anaheim bound calls from Stockton to Rialto. Our Rialto switch—having available IMT capacity to Anaheim—would pass the call to our Anaheim switch for termination. This process is totally automated and is referred to as DCR (Dynamically Controlled Routing).

DCR monitors the IMT network in near real-time and recommends tandem routes when direct routes are congested. This results in increased network efficiency and improved network survivability. The DCR system consists of a central Network Processor (NP), DCR capable DMS-250 switches, and data links connecting the switches to the NP. The NP receives information regarding trunk capacity and CPU status from all switches every 10 seconds via the data links. The NP uses this information to recommend tandem routes for IMT overflow traffic. In effect, DCR uses switches and transmission capacity that are not in their busy hour to carry additional traffic. Considering the Stockton to Anaheim call, DCR coupled with 50/50 IMT route diversity means a call would have up to four physical routes between Stockton and Anaheim. Two standard routes (Stockton to Anaheim direct), and two additional physical routes if the call tandems through a third switch. While switched services have typically been perceived as voice, switched data is also supported on the SPRINT network. Dial-up voice grade data transmission is currently provided as a permissive service or function on SPRINT's network. The network is compatible with all modems that are designed for voiceband telephone channels, including dial-up modems and leased line modems.

The Proposed Sprint/LD Wide Area Network (WAN) for the State of Michigan DOC

The purpose of a WAN is to link systems that are separated geographically, as is the case with the large number of sites operated by the Michigan DOC. In order to transmit data for administrative and database

access from these institutions to the central control center, SPRINT will utilize what is known as Frame Relay technology. "Blocks" or "Frames" of information are sent at high speeds over SPRINT's private dedicated circuits. The high-speed transmission of data allows for real-time activity, such as PIN updates, blocked numbers, and call detail reporting to occur.

SPRINT proposes a WAN for the State of Michigan DOC that will provide connectivity between all institutions listed in Attachment A of the RFP (updated 6/2/00). WAN connectivity will also be provided to a central database located in Lansing, Michigan. This central locations will be able to access all other DOC sites' databases for the purpose of controlling inmate calling activity, broadcasting global updates to all institutions, monitoring and recording call activity at each institution (if desired as an option), and analyzing data produced at each institution. This network will consist of SPRINT Frame Relay Service and SPRINT provided CPE equipment at each corrections facility. The proposed network will provide the high-speed data links necessary for full database redundancy for all Call Processors within the system. In addition, the WAN will be used to transport call detail records, LIDB queries and responses for call validation as well as system configuration and maintenance functions required by the DOC.

During the call setup process, a request is made to the Line Information DataBase (LIDB-pronounce "Lid-bee") over the WAN in order to "validate" the inmate's call. In doing this, the system will determine if the called party is capable of accepting and paying for collect calls. This function further restricts an inmate's access to unwanted destinations. Reasons for a LIDB restriction include non-payment of a phone bill or merely that the destination is a payphone incapable of processing collect call charges. This function is virtually transparent to the inmate as it only takes approximately six seconds or less to complete the task and is done simultaneously with other parts of the call process.

SPRINT will provide full Frame Relay service to all DOC corrections facilities utilizing dedicated T-1 access to the nearest SPRINT Point of Presence (POP) and associated customer premise equipment (CPE) deployed at each DOC site. Additional Frame Relay connectivity will be provisioned to Fairway, KS (SPRINT Control Center) and Irving, TX (Evercom Management Control Center) for monitoring, database management, maintenance activities, and line validation functionality. (See Figure 8-4.)

SPRINT will provision 0 CIR PVCs (Permanent Virtual Circuits) to each corrections institution and camp from the central node in Lansing, Michigan. Each PVC will operate at a port speed of 128 Kb/s, occupying 2 of the 24 channels on the T-1 serving the site. The remaining 22 channels will be used to provide transport of voice to the Sprint/LD network. A 768 Kb/s PVC will also be established to the Evercom Labs office in Irving, Texas to provide connectivity to the LIDB database for call validation, and to Fairway, KS for monitoring and network administration functions. These PVCs perform in much the same way as traditional dedicated or "private line" facilities, however, the PVC offers the flexibility of adding additional PVCs or "circuits" quickly and efficiently over the existing physical access. This expandability feature of Frame Relay service feature allows the State of Michigan DOC maximum flexibility when expanding facilities or adding new sites. The usage of zero CIR (committed information rate) PVCs enables Sprint/LD to provide frame relay service in a more effective manner than fixed CIR, since all traffic is sent as burst traffic, which allows sustained bursts right up to the access channel rate (port speed).

SPRINT's frame relay network is provisioned to work over the SPRINT SONET backbone network, which provides the ultimate in reliability and performance. The access into the frame relay network is through SPRINT-certified, frame relay compatible CPE devices, (CSUs and routers) that reside at the DOC premises.

CSUs (channel service units) are the termination devices for T-1s on the customer's premises. They convert local network signals to the format of wide area access circuits. In addition to basic signal formatting and testing, they also:

- Collect frame relay error and traffic information for performance monitoring.

- Automatically initiate dial backup procedures if the access circuit fails.
- Allow multiplexing of voice and data inputs onto the T-1.

Routers are networking devices for receiving, forwarding, and delivering packets between end systems. They are the central switching offices of the Internet and most WANs. A router operates at Layer 3 of the seven layer OSI model, while bridges operate primarily and Layer 1 and switches, which operate primarily at Layer 2. Each router requires a modem and business line for the router, for use as a dial-up connection in case in-band management fails.

Sprint currently manages over 5,000 customer routers, representing 25,000 managed objects and 290 customer networks. Sprint/LD will handle the deployment and operation of the WAN for the State of Michigan DOC as a Managed Network Services (MNS) package. MNS is an offering of Sprint/LD equipment and services, sold in conjunction with Sprint's transport products, that allows a customer to outsource their network management.

The features of MNS include

- Comprehensive custom network design
- Next-day or same-day hardware maintenance
- Installation of hardware and software
- 24 X 7 real- time proactive network monitoring of routers and T-1s using SNMP (Simple Network Management Protocol).
- Performance management
- Software management
- Configuration management
- Fault management
- Network optimization

The first level of support is the Sprint Service Management Center (SMC) located in Atlanta, GA. The Managed Network Service Center (MNSC), located in Reston, VA, is responsible for all second-level troubleshooting of these networks. The MNSC runs three shifts with 24 X 7 coverage. (See Figure 8-5).

Sprint Inmate Calling Solutions Overview

Sprint Overview

Sprint Inmate Calling Solutions

Sprint provides the only Inmate Calling Solution with a premier portfolio of local and long distance network services. Sprint's System provides enhanced technology and timely and accurate reporting capabilities to ensure inmate phone service operates efficiently for the institution, end user and inmate.

Sprint takes total ownership of Inmate Calling Solution management by maintaining service 24 hours a day, seven days a week assuring few, if any, day-to-day interruptions. Our responsive and award-winning customer service, market-proven network reliability, and dedicated account management assures hassle-free and dependable service.

Inmate Program Management Organization Overview

Sprint's Program Management approach addresses the scope and objectives, as outlined in this RFP, for installation, operation and management of a turnkey inmate calling solution. Sprint's management team is comprised of experienced telecommunications professionals who focus on specific services. These individuals are accountable to the designated Program Manager who functions as a single point of contact. This management structure ensures all issues and opportunities are responded to immediately.

Sprint has the resources in place to operate and provide on-going maintenance to all telecommunication services being proposed, including the following:

- Managing and coordinating all aspects of support resources and personnel activity during installation phase-in to changeover
- Providing comprehensive rollout schedules documenting the installation activities at each location
- Responding to any issues regarding telecommunication service(s) problems
- Providing complete and accurate management reports on time
- Assuming continual responsibility for compliance with maintenance requirements
- Providing thorough training on the proposed CAM system at no additional cost

Sprint's Feature Portfolio

Sprint's Inmate Portfolio includes the following features:

- Automated Operator—station-to-station collect service only
- Multilingual Call Processing (prompts and announcements)
- Debit
- Prepaid
- Customized Announcements and Branding
- Three-Way Call Detection
- LIDB Validation
- Fraudulent Call Detection
- Call Blocking
- Call Duration Restrictions
- Time-of-Day Access Restrictions
- Inmate Personal Identification Numbers (PINs)
- Inmate Specific Call Allowed List
- Integrated Digital Call Detail Recording
- Call monitoring

- Comprehensive System Reporting Capability
- Accurate and Timely Commission Reports
- Prompt Commission Payments
- Called Party Spending Limits
- Called Party Block

Sprint History

The Sprint vision began 100 years ago in Abilene, Kansas. Sprint's mission is to be a world-class telecommunications company—the standard by which others are measured. Over the past century, Sprint evolved from a local telephone company serving rural America, into a global telecommunications leader—at the forefront in integrating long distance, local, wireless and Internet communications services. Sprint built and operates the United States' only nationwide, all-digital, fiber-optic network and is a leader in advanced data communications services. With more than \$17 billion in annual revenues, Sprint operates the largest 100 percent digital, 100 percent PCS nationwide wireless network in the United States—serving more than 17 million business and residential customers.

EVERCOM SYSTEMS, INC. An Overview of the Company

Evercom is the largest independent supplier of inmate telecommunication and information services in the United States. Evercom serves more than 2,200 correctional facilities in 45 states, including locations operated by city, county, state and federal authorities, and other types of facilities such as juvenile detention centers and private jails. By consistently offering unequaled expertise, superior service, and application-driven solutions, Evercom has earned its place among the correctional industry's top telecommunications and information systems providers. Our sole focus is serving the highly specialized needs of the correctional industry.

Evercom, formerly Talton Holdings, Inc., was formed, and continues to evolve, as a consolidation of regional independent inmate telecommunication services companies with long-time experience in servicing the correctional facilities within their respective geographic areas. Five acquired companies provide regional customer support and collectively establish the foundation of a strong national service organization; Talton Telecommunications in the Southeast, Ameritel in the Midwest, Security Telecom Corp in the Southwest, Corrections Communications Corporation in the West and InVision Telecom in the Northeast.

The network-based operating systems that support all our regions – as well as our finance and accounting, operations support, engineering, MIS and marketing activities – are consolidated under one roof, in our corporate headquarters in Irving, Texas. Customer development, account management, installation and support, and customer service are managed from our four regional operating centers in Selma, Alabama; Louisville, Kentucky; Kansas City, Missouri; and Irving, Texas. By consolidating our network and technologies in one, centralized location, and maintaining customer support facilities close to our customers, Evercom has become the correctional industry's recognized leader in comprehensive innovative technical solutions and responsive, value-added customer service.

A unique single-source supplier in this industry, we design, install, operate and maintain sophisticated inmate telephone systems, alternative calling options, automated information management system, dedicated direct billing operation, and provide comprehensive customer service for both correctional facilities and the recipients of inmate calls.

In addition to remaining a full-service system provider to local, county, state, federal and private correctional facilities, Evercom also partners with other large service providers who are pursuing

inmate service contracts. No other independent provider has the business experience, scale of operations or billing agreements to offer these capabilities. Interexchange carriers (IXCs) and the Regional Bell Operating Companies (RBOCs) have also come to recognize the value of outsourcing their key service functions to Evercom. At the same time, we have partnered with major long distance service providers to create joint ventures in winning several state contract awards.

Evercom's call processor technology, billing and validation systems, debit and pre-paid calling options, fraud management, customer service capabilities and technical support resources can be packaged together as a complete system or as unbundled, independent modules to provide potential partners value-added components of their own system offerings.

EVERCOM SYSTEMS, INC. PRODUCTS OFFERED

CAM SYSTEM: The CAM System, a fully integrate inmate call processor, is our flagship product that offers correctional facilities unique feature applications to allow greater control and management of the inmate's telephone privileges. The CAM uses Windows®NT™ as its platform, which means that a familiar icon-based desktop is available to all users while incorporating the substantial benefits that WindowsNT provides. Extensive networking functions, system and application stability, heightened security features, user auditing, and password-specific utilities are just a few of these benefits. The CAM System also provides unique investigative tools that have proven to be an invaluable resource to our customers nationwide.

DEBIT AND PREPAID CALLING: Inmate telecommunication systems customarily allow calls to be placed as collect only, without any involvement of a live operator. Evercom, however, offers alternative solutions with our debit and prepaid calling options. The debit or prepaid calling cards allow the inmate to place calls both within the continental United States and Internationally. As an integrated component of the CAM processor, our customers may choose a flexible debit module that has been successfully implemented in numerous sites across the country. Another viable option is the Prepaid calling card that may be purchased through the inmate/jail commissary.

JMS AND REM SYSTEMS: Evercom launched its LEM's package in 1997, to offer a viable jail and records management solution to our small- to medium-sized facilities. Our LEM's product offers digital photo imaging, color mug-photo lineup, long-term data storage, and records management modules uniquely packaged to meet the needs of customers.

CORRECTIONAL BILLING SERVICES (CBS): Evercom is the only inmate telephone provider to offer a telephone billing company dedicated to the corrections industry. A division of Evercom, CBS is located in Selma, Alabama where we provide dedicated customer service to the called party 24 hours a day, 7 days a week. And for the convenience of the customer, CBS also provides personal account access through either our Web Site at www.evercom.net or by e-mailing CBS directly at CBS@evercom.net. Our CBS center offers inmate families workable payment options such as prepayment of the charges, remittance directly to the local phone company, and alternative payment methods (i.e., Visa, MC, etc.) to establish an equitable relationship with our customer.

State of Michigan Implementation Gantt Chart

Sprint Overview

Sprint has fully complied with the delivery and implementation schedule, as outlined in the Section III, Work Statement section of the RFP. Sprint's preliminary Implementation Gantt Plan provides a high-level overview of a comprehensive end-to-end inmate telephone system installation for the State of Michigan in response to RFP No. 07110000354. Upon bid award, Sprint will provide a detailed Implementation Gantt Plan, as required and approved by the Department of Corrections.

As displayed in Sprint's preliminary Implementation Gantt, the majority of work will be completed in a five-month period. The objective is to implement as quickly and efficiently as possible—providing a seamless transition. Components covered in Sprint's preliminary Implementation Gantt Plan include:

- Start and end dates
- Major milestones
- Week by week examples of installation and coordination activities
 - Project plan acceptance by state
 - Site survey analysis
 - Implementation planning schedule
 - Circuit installation
 - Resource management
 - Equipment ordering and installation
- Training

Sprint Support Services

Sprint Customer Service Centers

Sprint is dedicated to providing a high level of customer service, 24 hours a day, seven days a week. Sprint operates customer service centers across the United States specializing in providing customer service to state, local and government customers.

Sprint's state-of-the-art all digital fiber optic network enables network operations and support resources to share in trouble ticket management responsibility. As each trouble ticket is opened by the Sprint System Administrator, the system immediately routes the trouble ticket electronically to the appropriate repair center within Sprint's operations network (repair centers). Sprint repair centers are separated into fault isolation, diagnostics and telecommunication repair services.

Ticket resolution and priority is based on the trouble code entered on the ticket for the type of service and problem encountered by the user. The Sprint System Administrator proactively contacts users to discuss the actions being taken to correct the problem. Standard ticket status intervals provide information to users on ticket progress. If additional groups must be involved for problem resolution, the entire ticket is forwarded electronically to all involved departments. A ticket is closed after the issue has been resolved to the satisfaction of the end user.

The following table provides a list of Sprint escalation levels and points of contacts.

Sprint Escalation Levels and Points of Contact	
Escalation Point of Contact	Escalation Level
Sprint System Administrator	1 st Level
Project Manager	2 nd Level
Program Manager	3 rd Level

Sprint Customer Service Centers

The pages that follow contain information detailing Sprint's prioritization of severity levels, escalation procedures and timetables, and information about the proposed Inmate Telephone System's diagnostic capabilities.

After a trouble ticket is initiated by the Sprint System Administrator, a severity categorization is assigned to the ticket for the issue based on the information obtained from the end user at the time of ticket entry. The table below provides definitions of Sprint severity levels.

Severity Level	Definition
Severity 1 = Catastrophic Failure	<ul style="list-style-type: none"> Any event that causes 25 to 100 percent of the inmate phones at any one site to be unable to process calls or the complete loss of any single facility service or application that is mandatory (e.g., recording). NSC Response Time = Under 1 Hour / escalation performed until problem resolved
Severity 2 = Critical Failure	<ul style="list-style-type: none"> Service affecting with a significant impact on the site's ability to conduct "normal" business. NSC Response Time = 1 to 4 Hours / escalation performed until problem resolved
Severity 3 = Standard/Limited Impact	<ul style="list-style-type: none"> Localized failures at a site (e.g., local exchanges and area code update issues or PIN administrative issues) that have a limited impact on ability to conduct normal phone calling. NSC Response Time = Under 24 Hours
Severity 4 = Administrative / Product Upgrades	<ul style="list-style-type: none"> Includes items that are on a "software fix" list or that are related to administrative issues that are informational or non-service affecting conditions. NSC Response Time = Under 48 Hours. (Note: For software fixes, response time for commitment ONLY)

The table below details escalation procedures and timetables used for working on trouble tickets and obtaining status to problem resolution.

Sprint Customer Service Center Escalation Procedures and Timetables

Critical Condition Status: Initial status within 30 minutes of ticket entry; every hour thereafter		
<i>NOTE: All repair center escalations are escalated at concurrent match levels within the SCSC.</i>		
<i>* The SCSC will prioritize and work tickets based on their severity</i>		
Ticket Duration	Escalation Level	Notification Contact
Initial Outage	1	The SCSC escalates immediately to repair center Manager
1 hour	2	The SCSC escalates to Project Manager
2 hours	3	The SCSC escalates to Program Manager
3 hours	4	The SCSC escalates to Sr. Product Manager
4 hours	5	The SCSC escalates to Director

Critical Condition Status: Initial status within 30 minutes of ticket entry; every hour thereafter		
<i>NOTE: All repair center escalations are escalated at concurrent match levels within the SCSC. * The SCSC will prioritize and work tickets based on their severity</i>		
Ticket Duration	Escalation Level	Notification Contact
Out Of Service Condition Status: Initial status within 1 hour of ticket entry; every hour thereafter as necessary		
Ticket Duration	Escalation Level	Notification Contact
1 hour	1	The SCSC escalates immediately to repair center Manager
2 hours	2	The SCSC escalates to Project Manager
4 hours	3	The SCSC escalates to Program Manager
6 hours	4	The SCSC escalates to Sr. Product Manager
8 hours	5	The SCSC escalates to Director
Multiple Attempt – Service Impairment – Duplicable Condition Status: Provided every 2 hours as necessary		
Ticket Duration	Escalation Level	Notification Contact
2 hours	1	The SCSC escalates immediately to repair center Manager
4 hours	2	The SCSC escalates to Project Manager
6 hours	3	The SCSC escalates to Program Manager
8 hours	4	The SCSC escalates to Sr. Product Manager
10 hours	5	The SCSC escalates to Director
Single Attempt – Intermittent – Minimal Impact – RFO Status: Provided every 2 hours as necessary		
Ticket Duration	Escalation Level	Notification Contact
4 hours	1	The SCSC escalates immediately to repair center Manager
8 hours	2	The SCSC escalates to Project Manager
12 hours	3	The SCSC escalates to Program Manager
16 hours	4	The SCSC escalates to Sr. Product Manager
20 hours	5	The SCSC escalates to Director
Non-Service Affecting Conditions		
On a 24-hour basis or as necessary depending on situation.		

Upon award of a bid, a Sprint Senior Project Manager is dedicated to supporting the products and services offered in this proposal. As the number of products and services provided by Sprint increases, the project team members and support groups will increase proportionately. This group also coordinates the activities of any additional support groups. Experience levels and descriptions of Sprint support personnel are described in the table below.

Sprint Support Personnel

Title and Experience	Experience	Description
Network Service Manager (NSM)	Minimum 5 years of experience	Serves as the end user's escalation point of contact for resolving network service issues.
Implementation Managers (IM)	Minimum 5 years of	As the designated Project Manager, the Implementation Manager facilitates service implementation, orders provisioning, provides

Title and Experience	Experience	Description
	experience	resolution of service matters, and interfaces with local access and equipment vendors.
Senior Network Design Engineer (NDE)	Minimum 5-7 years of experience	Provides managerial and engineering services to enhance the end user's overall telecommunication and network services. Leads the development of the end user's network design and site configurations. Analyzes network traffic for the initial network—ensuring optimization is maintained on an ongoing basis.
General Manager, Western Operations	Minimum 10 years of experience	Responsible for the installation, management and day-to-day operations of all end user telephones and inmate services.
Sprint Customer Service Center	Minimum 5 years experience	The SCSC is responsible for providing immediate customer care over the phone for each product. SCSC provide trouble management support 24 hours a day, seven days a week for resolution of all Sprint network service issues. Responsibilities include trouble reporting, tracking, escalation and follow up.

The proposed Inmate Telephone System (ITS) comes equipped with diagnostic systems easily utilized by the end user, as well as remote diagnostic and repair capabilities.

End users will be trained to operate a host of diagnostic parameters available within the ITS platform, including the accumulation of additional metrics and statistical analysis of metrics to provide quick detection of system abnormalities or suspicious trends. Remote diagnostics include the ability to test trunks, phones, and make test calls from a remote site. Through constant monitoring, if any anomaly is encountered, a system alarm will notify personnel, which will trigger an immediate diagnosis of the situation. Additionally, the ITS performs nightly automatic call record polling for protection of the records. The nightly automatic call record polling is a seamless process that will not require any involvement from the County personnel. The table below provides a checklist of potential problem areas to review before calling the Sprint System Administrator to perform remote diagnostics.

Sprint Diagnostics Checklist

Problem	Solution
System Unit Power Lamp not ON	<ul style="list-style-type: none"> • Set power switch to ON position • Verify that power cable to processor wall outlet is connected • Replace the power cable if defective • Inform site electrician if no power at wall outlet
No Screen Display	<ul style="list-style-type: none"> • Check that display is ON • Touch any key; display is "blank" in screen saver mode • Check that display signal cable is connected • Check that power cable to display/wall outlet is connected • Adjust brightness and contrast of display
Screen Display Freezes or "Locks up"	<ul style="list-style-type: none"> • System is experiencing temporary program difficulty. (The clock in the upper right corner of the display stops) Power ON and

Problem	Solution
	OFF
No system prompt (>) at start up	<ul style="list-style-type: none"> • Reload the system diskette(s) • Use another copy of the diskette from the master diskette
Printer will not print.	<ul style="list-style-type: none"> • The printer is not "online" (check indicator light) • The paper tray is out
Red Warning Message appears	<p>These messages appear when the LAN access to the ITS has been interrupted, or the ITS is unable to be accessed via the LAN</p> <p>Possible causes may be:</p> <ul style="list-style-type: none"> • Cable installation failure; break in wiring • ITS disconnected from LAN cable • Cable terminator was removed • ITS is being serviced and is off-line • ITS is experiencing a program check and is in the restart process • ITS LAN card has a hardware failure

Task Name	Duration	Start	Finish	Work	9/17	10/15	11/12	12/10	1/7	2/4	3/4	4/1	4/29
Notification of Intent to Award	1 d	Fri 9/22	Fri 9/22	0 hr	90 days after bid due date.								
ContraAwardDate	1 d	Fri 9/22	Mon 9/25	16 h									
ContraSigning	1 d	Mon 9/25	Mon 9/25	8 hr									
Project Acceptance	1 d	Fri 9/22	Mon 9/25	0 hr									
Acceptance of Contract	1 d	Mon 9/25	Tue 9/26	0 hr									
Security Clearance for Personnel	1 w	Wed 9/27	Tue 10/2	40 h									
Site Surveys	11 da	Wed 10/4	Wed 10/11	1,840 h									
First Three Site Surveys	1 d	Wed 10/4	Wed 10/4	48 h									
Survey NW (2 sites)	10 da	Thu 10/5	Wed 10/11	480 h									
Survey Center (1 site)	10 da	Thu 10/5	Wed 10/11	480 h									
Survey SE (2 sites)	10 da	Thu 10/5	Wed 10/11	480 h									
Furnish Site Preparation Specifications to Contract Administrator	1 d	Thu 10/11	Thu 10/11	8 hr									
Order Equipment and Services	5 da	Wed 9/27	Tue 10/2	80 h									
Order Evercote Equipment (gedeliveredate)	5 da	Wed 9/27	Tue 10/2	16 h									
Order Inmate Phones (gedeliveredate)	5 da	Wed 9/27	Tue 10/2	16 h									
Order Dia Tone and Trunk from LEC (gedeliveredate)	5 da	Wed 9/27	Tue 10/2	16 h									
Order Access (gedeliveredate)	5 da	Wed 9/27	Tue 10/2	16 h									
Order T-1s FR Router and LID from Sprint/LD	5 da	Wed 9/27	Tue 10/2	16 h									
Develop Implementation Plan and Schedule	2 da	Thu 10/11	Fri 10/20	32 h									
Initial Implementation Meeting with MI	1 d	Mon 10/22	Mon 10/22	56 h									
Implement Plan Acceptable by MI	2 da	Mon 10/22	Wed 10/24	0 hr									
Wire for Work Station Recording/Monitor Equipment peripher (no phone)	7.5 da	Thu 10/24	Mon 11/6	120 h									
Two-M Crew Install Inmate Phones	30 da	Fri 12/22	Thu 2/1	1,440 h									
Install Inmate Phone NW (2 sites 2 macrew)	6 w	Fri 12/22	Thu 2/1	480 h									
Install Inmate Phone Center (1 site 2 macrew)	6 w	Fri 12/22	Thu 2/1	480 h									
Install Inmate Phone SE (2 sites 2 macrew)	6 w	Fri 12/22	Thu 2/1	480 h									
Install Evercote Equipment	45 da	Fri 12/22	Thu 2/22	2,520 h									
Review Process Inmate Database	9 w	Fri 12/22	Thu 2/22	360 h	Audit inmate data in preparation								
Inst/Test/Cut Evercote Equip NW (2 sites 2 macrew 2 days/site)	9 w	Fri 12/22	Thu 2/22	720 h									
Inst/Test/Cut Evercote Equip Center (1 site 2 macrew 2 days/site)	9 w	Fri 12/22	Thu 2/22	720 h									
Inst/Test/Cut Evercote Equip SE (2 sites 2 macrew 2 days/site)	9 w	Fri 12/22	Thu 2/22	720 h									
Network Service Coordination Meeting	1 d	Wed 12/1	Wed 12/1	56 h									
Training	45 da	Fri 12/22	Thu 2/22	360 h									
Train for State MI Staff (monitorian recording)	9 w	Fri 12/22	Thu 2/22	360 h	Must determine where State will								
Cut off T-1s	10 w	Fri 2/23	Thu 5/3	100 h									
Official Handover to Michigan DOC	1 d	Fri 5/18	Fri 5/18	48 h									

The CAM, by Evercom, Inc. is a highly versatile inmate calling system that has been intentionally designed to meet the needs of tomorrow's corrections environment. With its combination of advanced computer and telephony hardware, specially designed software applications and open architecture, the CAM allows inmates to place collect and pre-paid calls, while empowering correctional institutions in the areas of security, call control and on-site investigative tools. The CAM offers live call monitoring, call recording, long term tape archiving, site-specific reports, and a user friendly environment. The following information provides an overview of the features and benefits of the CAM System.

OPERATING SYSTEM AND NETWORKING

A Microsoft WindowsNT-based system, CAM offers users the familiarity of user-friendly icons, easy-to-navigate windows, and point-and-click convenience. The system can be successfully incorporated into a wide variety of network environments. Using TCP/IP protocol, each CAM and its workstation(s) can exist on a local area network (LAN) that accommodates an individual facility, or it can exist on a wide area network (WAN) that provides service to a large number of correctional institutions sharing a common database – even facilities distributed over large geographic areas. The specific design of a calling network depends on a number of variables, including facility specifications and LEC/IXC parameters. Whatever the design, CAM delivers a superior quality, cost-effective networking scheme, with each CAM network installed, monitored, maintained, and serviced to meet the specific needs of each facility.

If necessary, Evercom network engineers can design installation plans that effectively integrate CAM capabilities into an existing network configuration. Our system designs can accommodate distributed systems, centralized systems, Evercom managed networks, or customer managed networks. Evercom application specialists will work with your facility representatives to assure that your CAM system is a practical and productive enterprise networking solution that satisfies your every requirement, while anticipating future needs.

SECURITY:

CAM allows facilities to tightly control the function and capabilities of phones, not only for the purpose of controlling inmate communication, but also to minimize the risk of fraud. And, the CAM can be programmed to allow only authorized personnel access to system functions via password security levels.

Evercom utilizes voice overlays and tagline features to reduce the incidence of three-way calls. The CAM also utilizes a "mute call" feature that blocks the inmates' ability to hear or converse with the called party prior to positive acceptance of the call. This function reduces the incidence of harassing calls.

VALIDATION:

Before the CAM sends a call to an outside party, the number for that party is first sent to a validation service. It is checked for any potential problems due to a Line Information Data Base (LIDB) block, such as a collect call block (CCB). Once the global restrictions are verified to be clear, the system then verifies that the Personal Identification Number (if used) is valid, and that the number being called is a valid Personal Allowed Number (if used) for that inmate. The CAM keeps a daily record of all validated phone numbers it processes. These records can be found in the Restrict file.

NUMBER RESTRICTION:

One of the most helpful innovations the CAM offers is the control that is granted in the blocking, unblocking, and defining of telephone numbers. Besides giving the corrections administrators this control, the CAM goes a step further in providing the called party several options with which to accept and reject calls from an inmate. For example, the CAM gives a Perma-block feature that allows the called party to press a specific digit to reject all calls from the correctional facility. The called party is also given the option of pressing a specific digit which will alert the facility administrators of a telephone call that is suspected of being a harassing call.

CAM administrators have the ability to search a problem number and add or remove blocks. A brief narrative may also be attached to any number. If a number needs to be flagged as a “watched” number for investigative purposes, or perhaps labeled as “private” in order to avoid being monitored or recorded, this is immediately accomplished with the quick click of the mouse. The **CAM** also allows “Wildcard” blocking which can block inmates from calling large groups of unknown phone numbers (i.e. hospitals, government offices, college campuses, party lines, payphones.)

Calls attempted through the **CAM** are first validated to verify any outside billing problems that may exist. If there are any outside blocks on a number, the inmate and the administrator are both notified as to why the block exists. This has been instrumental in reducing the stress level at facilities using the **CAM** system. Correction officers no longer need to spend an inordinate amount of time calling the vendor to check on number problems. The following provides a brief description of the number restriction field names:

Free: A check mark in the adjoining box indicates that a number is defined as a free call and will not be processed through normal validation and billing parameters. (This option may be shaded out and limited to certain authorized personnel.)

Watched: If a check mark is in this box, the number will be subject to a ‘watch’ status. This means that if the number is dialed, and you are monitoring inmate phone calls, a “watched” indication will appear on your screen alerting you to the number being attempted. It also allows for a ‘watched’ number report to be generated at any time.

Wildcard: A check mark in this box indicates that an incomplete number has been input to block all numbers that may exist in a series. This is accomplished by using the asterisk (*) for any unknown quantity (IE. 800*****, or 900*****). The asterisk may be used for any of the ten digits.

Blocked: A check mark in this box indicates that the number has been added to this application in order to be blocked. No calls will be allowed to this number.

Private: A check mark in this box indicates that this number will not be recorded, nor will it be subject to “live” audio monitoring. It also removes the tag line played during calls that states, “This telephone conversation is recorded and may be monitored by department staff.”

Validated: A check mark in this box indicates that the number has been validated to test the number’s status.

Permablocked: A check mark in this box indicates that an outside individual upon receiving a phone call from your facility has been given the option, and has chosen, to have their phone number permanently blocked from all calls emanating from your facility. The receiving party would hear the following prompt: “To prevent further calls from this facility, press (specified digit)”.

Description: This field is used to add narrative information about a phone number. Descriptions serve to inform all administrators of special requests or requirements as they pertain to the number.

Individual phones and phone group definitions

The **CAM** is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility. Up-to-the-minute on/off call times may be set on phones as well as the application of any specific calling restrictions that may be necessary. Such restrictions could possibly mean only certain types of calls and call lengths are allowed from specially designated phones.

The CAM is able to configure an institution's inmate phones in a wide variety of ways and under different criteria:

- 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 duration can be set per phone, line, PIN/PAN, or identified number.
- The entire phone system may be turned On/Off with a couple clicks of the mouse.

Voice prompts

The CAM features professionally recorded voice prompts that allow for specific call progressions and requirements. Currently, voice prompts are available in English, Spanish, and Vietnamese. A personalized prompt that identifies the facility on each attempted call will be included. When monitoring and recording, a voice prompt informs both parties that the call is being recorded and may be monitored by department personnel prior to call acceptance. If there are time restrictions on inmate calls, both parties are warned one minute prior to the call being terminated. Random tag lines are also available as a precautionary measure to deter fraudulent use of phone. Further security parameters may be set in place by allowing only prerecorded names to be used every time an inmate makes a call, or having all audio muted between parties prior to call acceptance. Voice prompts are easily manipulated and can be customized to meet the facility's wishes. Upon lifting the receiver the inmate is prompted by an automated operator as follows:

First prompt: "For English Press One" or "For Spanish Press Two", etc.

Second Prompt: The following prompts are optional.

Option 1: "To place a station-to-station collect call press one"

Option 2: "To place a person-to-person collect call press two"

Option 3: "To place a debit call press three"

Once the inmate has selected as option he/she is prompted as follows:

Option 1: "Enter the number now", after entry, "State your name after the beep"

The called party is prompted as follows: "Hello, this is a collect call from <inmates recorded name>, an inmate at the XYZ Facility/Jail." "To accept charges press three; to refuse charges press five or hang up now; to block your number from receiving calls from this facility/jail press six," after acceptance of call, "Thank you for using Evercom"

Option 2: "Enter the number now", after entry, "State the name of the person you are calling after the beep", then "State your name after the beep"

The called party is prompted as follows: "Hello, this is a person-to-person collect call from <inmates recorded name>, an inmate at the XYZ Facility/Jail." "To accept charges press three; to refuse charges press five or hang up now; to block your number from receiving calls from this facility/jail press six," after acceptance of call, "Thank you for using Evercom"

Option 3: "Please enter your debit number now", after the account is scanned to insure that adequate funds are available, "Enter the number you wish to call now"

The called party is prompted as follows: "Hello, this is a prepaid debit call from the XYZ Facility/Jail"

Automated Voice Prompts explaining the reason a call has not been completed are as follows:

"No calls are allowed at this time"

"Your call was refused"

"If you are using a rotary phone please dial (three or five) after the beep"

"All circuits are busy"

"No one is answering at this time"

"That is not a valid phone number"

"Please dial the number again with the area code"

"No third party or credit card calls are allowed"

"You have reached your maximum allowed number of calls" (optional pin or debit feature)

"XYZ County Facility" (tag line feature)

"You do not have sufficient funds to place this call" (optional debit feature)

The automated voice prompts can be customized per site to suit the needs of our customers. Further, additional languages available upon request.

Debit Calling

The **CAM** provides a debit platform for pre-paid calling services. When an inmate attempts to place a debit call, the **CAM** verifies the inmate's account information prior to processing the call. "Real Time" accounting ensures that the account is properly debited and updated. This service enables the inmate and his family to control their phone related expenses. Facilities that use a debit platform will have full access to all debit related account information. Administrative passwords can be implemented to limit access to debit accounts at various levels. Once debit account information has been entered, a permanent record of the transaction will appear. Passwords must be used when accessing this information and the individual making transactions will always be identified.

Monitoring

Investigators have found "real time" visual and audio monitoring of inmate calls to be another useful tool in their attempts to deter crime. The **CAM** presents all calls that are in progress at any given point in time. The visual display reveals the called party's phone number and location, the person making the call, and the location within the facility where the call is being made. Other data is also included that identifies the time, status, and duration of the call as well as whether the call shows any restrictions (i.e. "private" or "watched"). Audio monitoring is easily accomplished by clicking the mouse on any call in progress on the screen and listening to the conversation on a designated monitoring phone. There is no drop in volume or noticeable "click" when monitoring begins and the conversing parties are oblivious to the monitor's presence. Facilities that monitor calls with the **CAM** system have been able to prevent and control crime within and without the correctional institution because of the information gleaned from this tool.

Recording and playback

The ability to record inmate calls has proven to be a valuable asset for law enforcement officials in their ongoing fight against crime. Although not all facilities desire this capability, a growing number are demanding it.

The **CAM** is unique in that the recording application is fully integrated into the system. No separate manufacturer's product is needed to work along side the **CAM**. The **CAM** employs large capacity hard drives to store recorded calls. Once the drives become 70% full, the **CAM** automatically begins to transfer recorded call data to high capacity Advanced Intelligent Tape (AIT). The **CAM** then instructs the user how to label the tape for archiving purposes. This means that investigators are able to retrieve recorded calls quickly by directly accessing the system hard drive, or merely inserting a tape into their workstation. Further, selected calls may be copied to a Zip disk for easy transportation. This is especially useful when specific calls are required in a courtroom. A simple reporting feature helps investigators locate and identify a particular call or set of calls. Recorded calls are an invaluable resource for investigators in their attempts to prevent crime and supply crucial evidence to the courts.

PRISONER IDENTIFICATION NUMBER (PIN)

A tremendous security feature offered by the **CAM** is the PIN application. Requiring an inmate to use a predetermined PIN prior to making a call ensures accountability and control. Facilities using PINs are able to identify, by name, individuals making calls while monitoring or playing back recorded calls. In addition, special disciplinary time periods or specific call and time restrictions can be assigned to individual PINs. When running reports, investigators are quickly able to isolate and identify desired data by the use of an inmate's PIN

PERSONAL ALLOWED NUMBERS (PAN)

An additional feature to the PIN application is the use of personal allowed numbers. These are predetermined phone numbers that each inmate is allowed to call. Since they are associated with a PIN, the inmate is unable to make any other calls except to the numbers on his or her list. The PAN application takes security one step further by providing a tight control on all numbers called from the facility. The system administrator can also assign a speed dial number to each PAN. This feature helps to alleviate the problem of inmate's stealing or using other PIN/PANs. The PAN list is easily edited and narratives and restrictions can be attached to any number on the list. Changes or additions made in the PIN/PAN application are effective immediately and require a minimum of effort.

Reports

To better assist correctional administrators in the control of their inmate calling systems, the **CAM** development group has created a vast array of helpful reporting tools. The reports are generated from a Microsoft® SQL Server™ Database Management System that is able to bring together large amounts of data in a variety of ways. Running the various reports is easily done using one parameter screen that allows the user to click on the type of report desired and perhaps entering an occasional number. The reports are generated immediately.

A global reporting mechanism also allows the user to cross-reference the Restricted number, PIN, and PAN databases. Reports may be generated based on any of the following criteria:

- 1) Specific phone number(s)
- 2) Specific PIN number(s)
- 3) Number of calls
- 4) Duration of calls
- 5) Type of calls (i.e. complete, incomplete, blocked)
- 6) Date and time ranges
- 7) All calls from an originating phone (regardless of CO concentration)
- 8) Phone numbers called most frequently
- 9) Call detail per selected Housing Unit, Cellblock, or Pod

- 10) Phone numbers being called by multiple inmates
- 11) Call detail of numbers that are "watched" or under investigation
- 12) Summary of phone usage in number of calls and minutes per phone groups
- 13) Facility wide calling and minute totals by phone
- 14) Graphic display of inmate phone usage by hour of day
- 15) Graphic display of system wide usage per hour of day
- 16) Call detail of all in-state calls
- 17) Call detail of all out-of-state calls

CAM System Specifications

Audio

Frequency Response: +/- .1dB, 300-3400Hz (relative to 0 dBm, 1000Hz)

Environment

3' wide x 3' deep x 6' high
Operating Temperature: 0C to 70C
Storage Temperature: -20C to 80C
Humidity: 5 to 80%, non-condensing

MVIP Standard Compliant

4 Digital Crosspoint Switches, Mitel MT 8980D

Regulatory Certification

FCC: Part 15, Class A and Part 68
DOC CS-03
UL: 1459
CSA C22.2 No. 7-M1985
ISC CS-03

Typical Multimedia PC Workstation

366 PC Workstation(s) with 64 megs of ram
4.3 gigabyte hard-drive and 128 cache
17" VGA Color Monitor
PS2 Keyboard
External Speakers for Monitoring

Software Applications And Features

Windows®NT™ Operating System
Microsoft SQL Server Database Management System
Digital Recording and Playback
Number Restriction Capabilities
"Real Time" Call Monitoring
Call Detail Reports Based on Site Specific Criteria
Prisoner Identification Numbers & Personal Allowed Number Lists
Debit Based Calling Platform and Personal Debit Cards
Inmate Accounting Package (used with Debit)
Proprietary Validation System
Fraud Control Features
Individual Phone and Phone Group Functionality
Bilingual Automated Voice Messaging, Instructional Prompts and Tag Lines
Interface and Integration Capabilities

Telephone Instruments

Phillips/Brooks and Gladwin Telephones – “ruggedized” telephone instruments, specifically designed for use in correctional facilities, with hookswitch, handset, 12 button keypad and durable cord.

SPRINT PROPOSED CAM SYSTEM ACCEPTANCE PLAN

Evercom submits this CAM System Acceptance Plan based on the System design and its intended functionality. In the event that this model does not meet the expectations of the Facility, Evercom will make every effort to modify the System to suit the needs of the Facility. The following criteria will be used in conjunction with the Installation Checklist Record.

HARDWARE

The System hardware will undergo the following testing, with acceptance acknowledged by the successful completion of the test:

- Analog/Digital Trunks Connected and Operational
- Station Ports Operational
- Modem Connected and Operational
- Monitor Ports Connected and Operational
- Network Properly Connected and Operational

Each of the above will be tested based on the ability to place test calls successfully via direct dial and modem connection.

Additional testing of the System requires the following:

- Establishing Power for the System in Determining Successful Operation
- Utilize the UPS Backup Power for Various Outages/Disruptions
- Print Test Reports (to insure proper connection and operation)

SOFTWARE

The System software will undergo the following testing, with acceptance acknowledged by the successful completion of the test:

- Manipulate Application Modules for Proper Configuration and Connection
- Number Restriction File
- Enter data in the appropriate fields
- Search, save, retrieve, delete data previously entered in the data fields
- Identify number blocks to insure appropriate assignment of validation codes
- Utilize the wild card blocks to insure proper functionality
- Manipulate data to insure system recognition and storage of information

- Record, Monitor and Playback of Calls in Progress
- View monitor for accurate and real time field data
- Select a specific call for live monitoring
- Select a specific call replay of previously recorded calls
- Insert Advanced Intelligent Tape (AIT) to insure proper installation of drive and playback capability
- Utilize the ZIP/Copy feature to insure proper operation

CAM System Acceptance Plan--Continued

- PIN and PAN Application
 - Manipulate information in the various data fields to insure proper functionality
 - Assign blocks and review previous blocks to cross check with validation file
 - Assign number restrictions, per PIN, to insure proper functionality
 - Assign, review and attempt calls to PAN listing (both active and non-active files)
 - Cross check information in the Global file
- ON/OFF and Call Duration
 - Manipulate on/off controls of the system to insure proper functionality
 - Assign specific call duration to PIN's, phones, lines and locations
 - Place call restrictions (time of day limits) to verify functionality
- Call Detail Reports
 - Generate various reports to determine proper functioning of application
 - Manipulate information in the data fields to insure proper functionality
 - Retrieve, view and print reports based on user-determined criteria
- Debit Application
 - Manipulate information in the various data fields to insure proper functionality
 - Cross check information in the Global file
- Automated Voice Prompts
 - Place test calls to insure proper functioning of voice prompts
 - Identify the various call brands for debit and collect calls

**CAM /Call Control and Administration
Test Plan**

General

These tests require, at a minimum:

- 1) One CAM call control processor
- 2) One Administrative workstation
- 3) One or more destination phone numbers (for placing calls).

Additional requirements for specific tests:

- 1) One or more destination phone numbers with 3way calling
- 2) A Remote or Master Admin workstation on LAN or WAN with site
- 3) A UPS

Tests that do not apply in a particular situation should be skipped. Write the word "Skipped" in the procedural notes for that test, and give the reason.

This is a general test plan for verifying that a system is operational and configured properly, but may also be used as a regression test to verify that changes in a new version of software do not have any unintended side effects.

Some tests are dependent upon interoperability with other systems, such as a data or telephone. If any anomalies are observed in interoperability with these other systems, make note of them, and devise an ad hoc test to attempt to isolate the problem to the CAM or the other system, if possible. Whatever the resulting observation, make notes on a separate sheet detailing the test(s) you devised, and any determination made, and attach it to this test report.

If it is determined that additional tests are needed to fulfill requirements at a particular site, due to some optional or special configuration, devise a test to verify the configuration, feature, or capability in the general format used here. Document the test and resulting observations on a separate sheet and attach it to this report.

Tests to be Performed at the CAM site

TEST NUMBER: S1

PURPOSE / GENERAL PROCEDURE: To verify PIN length, and test that PIN added at the site is operational. Add a PIN of the appropriate length for your site (1-9 or 1-13 digits), and save. Verify that the PIN is good by picking up the phone and going through the call scenario past the point where it asks for your PIN. You should reach the step just past the PIN request. You can then hang up.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S2

PURPOSE / GENERAL PROCEDURE: To verify the maximum number of PIN Allowed numbers. Add allowed numbers to your PIN up to the maximum your system is configured for, and save changes. Place a call to the last number in the list, and verify that you hear "Please wait for your call to be accepted".

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S3

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the site level. Disable all lines at the system level. Verify that no phone is usable. Re-enable and verify that the phones are now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S4

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the system level, and warning messages. Set the system Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S5

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the system level. Set the phone to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S6

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the line level. Disable one line at the line level. Verify that the phone is not usable. Re-enable and verify that the phone is now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S7

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the line level, and warning messages. Set the line Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S8

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the line level. Set the phone to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S7

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the PIN level. Disable one line at the PIN level by removing it from his group list. Verify that the phone is not usable. Re-enable and verify that the phone is now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S8

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the PIN level, and warning messages. Set the PIN Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S9

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the PIN level. Set the PIN to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S10

PURPOSE / GENERAL PROCEDURE: To verify the operation of a UPS. Remove power from the UPS. Verify that the system continues to run. If your UPS has an audible alarm feature, verify that the alarm sounds when the power is removed. Reconnect the UPS.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S11

PURPOSE / GENERAL PROCEDURE: To verify that the entire system can be shut down (all phones disabled at this site). Place a call and have someone accept. While talking, set the System Line Mode to disabled and save changes. Verify that your call is terminated. Re-enable the Line Mode.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S12

PURPOSE / GENERAL PROCEDURE: To verify that the system will only allow collect calls. Pick up the phone and try to dial a 1+ call. Verify that it is disallowed with an appropriate message.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S13

PURPOSE / GENERAL PROCEDURE: To verify that no live operator can be reached, and that the system translates 0+ calls into direct-dialed calls. Dial a 0+ number and have someone accept it. Verify that you do not get a live operator, and that the called party only interacted with the Automated Operator.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S14

PURPOSE / GENERAL PROCEDURE: To verify that wild-card characters are valid in disallowed number patterns. Add several numbers such as: 010*, 0700*, 0800*, 0888*, etc. Verify that numbers beginning with these sequences cannot be called. Remove any numbers you added.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S15

PURPOSE / GENERAL PROCEDURE: To verify each language installed on your system. Pick up the phone and verify that the initial prompt is stated in each of your languages. Select each language in turn, and go through a few steps in the call scenario to verify that all subsequent instructions are in the selected language.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S16

PURPOSE / GENERAL PROCEDURE: To verify that the inmate is told the reason for failed calls, or calls that were not accepted. Place calls to a busy number, an answering machine or modem, a person who refuses, and a person who does not answer. Verify that the stated reason is appropriate for each type of failure/non-acceptance.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S17

PURPOSE / GENERAL PROCEDURE: To verify that the interaction with the called party is appropriate for your system configuration. Place a call and have the called party accept it. Verify that the called party cannot hear you until he has accepted the call. Ask the called party if he was asked to verify acceptance, whether he heard your stated name, whether the call was identified as coming from the appropriate institution (or type of institution, if configured as such) etc. Be sure to check for each feature enabled for your configuration, including recording warnings and rate quotes, as appropriate. Verify that random announcements are played at appropriate times for your configuration.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S18

PURPOSE / GENERAL PROCEDURE: To verify blocking of certain numbers. Add a number to the disallowed list and save changes. Try to place a call to that number. Verify that you cannot call it. Delete the number and retest. Verify that you can now call it.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S19

PURPOSE / GENERAL PROCEDURE: To verify operation of the 3way call detect feature. Place calls to one or more numbers and have the person attempt 3way calls. Verify that you are disconnected and/or that a warning is sounded, depending upon configuration. If the call is not disconnected, verify that person is on a digital Central Office, and that the signal is too benign to safely detect. Place a call to a person that does not have 3way calling, and have them make some noises with the switch hook without hanging up, and while continuing to have a conversation with you. Verify that your are not disconnected as long as the party continues to talk during these events. Call a person with call waiting and have someone else call the person during your conversation. Verify that the call is not disconnected as long as the called party does not click over to accept the call, but continues to talk during these events.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S20

PURPOSE / GENERAL PROCEDURE: If your system is configured for special call processing on certain numbers (such as free attorney calls), to verify that said call processing is applied on those numbers. Add a number to the special call processing list. Place a call to that number and verify that the appropriate call processing is applied. Delete the number from the list.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S21

PURPOSE / GENERAL PROCEDURE: If your system is configured for selective recording, to verify that only those calls that are flagged get recorded. Flag a PIN, a phone number, or a line for recording. Place a call using that PIN, number, or line, and verify that it is recorded, and that there is a recording warning. Place another call with a PIN, line, or number that is NOT flagged. Place another call and verify that it is NOT recorded, and that there is no recording warning. Plan.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S22

PURPOSE / GENERAL PROCEDURE: To verify that all data in system reports are correct. Process each report for a given time period. Examine each report in detail, and verify that the fields contain the correct data (to the best of your knowledge).

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: S23

PURPOSE / GENERAL PROCEDURE: To verify the optional Gang Database. Create several new PIN records, or use existing ones. Go into the Gang Database and define associations between the inmates. Input data into the other fields (drug test results, etc.). If you have access to picture files, link to them in the appropriate fields. Exit the Gang Database and save changes. Select "Inmate from Gangs", and input the name of the gang you used in your association(s). Verify that all inmate associated with that gang are listed, and that each record can be viewed. When finished, clean up by deleting any PIN records you created.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

Do These Tests Last

TEST NUMBER: S24

PURPOSE / GENERAL PROCEDURE: To verify that no calls can be made with the system off. Do an orderly shutdown of the system, and power it off. Try to place a call through the system. Power on the system and wait for it to be initialized (3-5 minutes, depending on number of lines).

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

Tests To be performed at a Master or Remote site

General

These tests require one person at a Master or Remote workstation, and one at the site to place calls. The two persons need a normal (non-inmate) speaker phone to communicate during the tests. The general procedure is that the person at the Master will make a change, and the person at the site will test that the change has taken effect properly.

TEST NUMBER: M1

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the site level. Disable all lines at the system level. Verify that no phone is usable. Re-enable and verify that the phones are now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M2

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the system level, and warning messages. Set the system Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M3

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the system level. Set the phone to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M4

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the line level. Disable one line at the line level. Verify that the phone is not usable. Re-enable and verify that the phone is now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M5

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the line level, and warning messages. Set the line Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M6

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the line level. Set the phone to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M7

PURPOSE / GENERAL PROCEDURE: To verify calling restrictions at the PIN level. Disable one line at the PIN level by removing it from his group list. Verify that the phone is not usable. Re-enable and verify that the phone is now usable.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M8

PURPOSE / GENERAL PROCEDURE: To verify Max Allowed Call time at the PIN level, and warning messages. Set the PIN Max Allowed Call Time to one minute or more. Place a call, and have someone accept it. Verify that you hear the appropriate warnings as cutoff time approaches. Verify that the call is terminated at the end of the allowed time. Set the time back to the normal maximum and save changes.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M9

PURPOSE / GENERAL PROCEDURE: To verify time of day and day of week restrictions at the PIN level. Set the PIN to be off for a 15 minute time period for today. Pick a period a short time in the future. Wait for that time to come, then try to place a call. Wait for the 15 minutes to elapse, then place a call. Set the schedule back to normal.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M10

PURPOSE / GENERAL PROCEDURE: To verify that the entire system can be shut down (all phones disabled at this site). Place a call and have someone accept. While talking, set the System Line Mode to disabled and save changes. Verify that your call is terminated. Re-enable the Line Mode.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

PIN Tests

TEST NUMBER: M11

PURPOSE / GENERAL PROCEDURE: To verify that PINs added at the Master are viewable at the site, and vice-versa. Add a PIN at the Master, setting the site number to the appropriate site. Verify that it now exists at the site by viewing it there. Delete the PIN, and verify that it is now deleted at the site.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M12

PURPOSE / GENERAL PROCEDURE: To verify that PINs transferred by the Master are correctly affected for the site. Add two PINs, one for the testing site, and one for some other site. Verify at the testing site that only PIN1 is viewable. At the Master, transfer PIN1 to the other site, and vice-versa. Verify at the site that PIN1 has disappeared, and PIN2 is now viewable. Test that all appropriate calling restrictions have been transferred with the PIN. Delete PIN2, and verify at the site that it has disappeared. Delete PIN1.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M13

PURPOSE / GENERAL PROCEDURE: To verify that PINs added at the site can be viewed at the Master. Add a PIN at the site. Verify that it is viewable at the Master. Delete the PIN at the site. Verify that it has disappeared at the Master.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M14

PURPOSE / GENERAL PROCEDURE: To verify that calling restrictions for a PIN can be imposed at both the site and at the Master. Add a PIN at the Master. Set various call restrictions at the Master, and verify that the changes are viewable at the site. Place calls that would cause the restrictions to apply, and verify that they are applied. At the site, add a PIN. Repeat the procedure. Verify that the changes are viewable at the Master. Delete both PINs.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M15

PURPOSE / GENERAL PROCEDURE: To verify the database redundancy and survivability of the site when the network is down, or the Master is not functional. Unplug the network cable, either at the Master or at the site. Place a call and verify that all appropriate calling restrictions are still in effect. At the Master, verify that no call record has been received for that call. Re-connect the network cable, and refresh connections if needed. At the Master, verify that the call record for that call has now been received.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

TEST NUMBER: M16

PURPOSE / GENERAL PROCEDURE: To verify backup of data. At the Master, use NTBackup to archive some files to tape. After it is completed, restore the files to some other location, and verify that they have been restored.

EXPECTED OBSERVATION: PASS ___ FAIL ___

ANOMOLIES IF FAILED: _____

PROCEDURAL NOTES: _____

CAM System Installation Checklist Record

Facility: _____ **Date:** _____ **Time:** _____

Number of Inmate Stations: PIN? Y / N PAN? Y / N Recording? Y / N Debit? Y / N

Number of Analog Trunks: _____ **Number of Monitors:** _____ **Number of Digital Trunks:** _____

Pre-Installation Inspection, Bench Test and Burn-In Completed? Y / N

Pre-Installation Site Preparation Completed (Termination Blocks, Space Cleared, A/C Power)? Y / N

UPS System Installed and Functional? Y / N **Data Network Connected and Functional?** Y / N

Analog Trunks Connected? Y / N **Digital Trunks Connected?** Y / N **Modem Connected?** Y / N

System Powers-Up OK? Y / N **Analog Trunks Test OK?** Y / N **Modem Tests OK?** Y / N

Station Ports Test OK? Y / N **Monitor Ports Test OK?** Y / N **Network Tests OK?** Y / N

Digital Trunks Test OK? Y / N
(Check Site Survey)

System Configuration Correct? Y / N

TEST CALLS

<u>Local:</u>	<u>IntraLATA:</u>	<u>InterLATA:</u>	<u>International:</u>
<u>Private:</u>	<u>Free:</u>	<u>PermaBlocked:</u>	<u>Blocked:</u>
<u>PIN: _____</u>	<u>PAN: _____</u>	<u>Debit: _____</u>	<u>Restricted: _____</u>
<u>Recorded: _____</u>	<u>Not: _____</u>		

Sprint Proposed Network

Automated Load Testing Completed OK? Y / N Call Detail Records OK? Y / N

Recorded Calls Test OK? Y / N Non-Recorded Calls Test OK? Y / N

Time-of-Day Limits Test OK? Y / N Call Duration Limits Test OK? Y / N

Power-Up After Power Fail & UPS Exhaustion Tests OK? Y / N Remote Access Tests OK? Y / N

FOR ANY TEST WHICH DOES NOT PASS:

TEST PROBLEM RESOLUTION

System Properly Installed, Configured, and Tested? Y / N

System Ready for Traffic? Y / N

Installer Name: _____ Signature:

ATTACHMENT A

**MICHIGAN DEPARTMENT OF CORRECTIONS
INSTALLATION LOCATIONS**

Adrian Temporary Facility
2727 E. Beecher, Adrian
Total Stations: 95
517-263-xxxx

Alger Maximum Correctional Facility
Industrial Park Dr, Munising
Total Stations: 42
906-228-xxxx

Baraga Maximum Correctional Facility
301 Wadaga Rd, Baraga
Total Stations: 40
906-225-xxxx; 228-xxxx; 353-xxxx

Brooks Correctional Facility
2500 S. Sheridan Rd, Muskegon
Total Stations: 50
616-773-xxxx; 777-xxxx

Carson City Correctional Facility
10522 Boyer Rd, Carson City
Total Stations: 37
517-584-xxxx

Carson City Temporary Facility
10274 Boyer Rd, Carson City
Total Stations: 67
517-584-xxxx

Chippewa Temporary Facility
4269 W. M-80, Kincheloe
Total Stations: 33
906-495-xxxx

Chippewa Correctional Facility
4387 W M-80, Kincheloe
Total Stations: 37
906-495-xxxx.

Sprint Proposed Network

Cotton Correctional Facility
3500 N. Elm Rd., Jackson
Total Stations: 80
517-780-xxxx; 789-xxxx; 788-xxxx

Egeler Correctional Facility
3855 Cooper St, Jackson
Total Stations: 41
517-783-xxxx; 788-xxxx, 789-xxxx

Gus Harrison Correctional Facility
2727 E. Beecher Rd, Adrian
Total Stations: 56
517-263-xxxx

Hiawatha Temporary Facility
4533 Marshall Rd., Kincheloe
Total Stations: 32
906-495-xxxx

Huron Valley Center
3511 Bemis Road, Ypsilanti
Total Stations: 9
313-434-xxxx

Huron Valley Mens Facility
3201 Bemis Road, Ypsilanti
Total Stations: 32
313-434-xxxx; 973-xxxx

Ionia Temporary Facility
1755 Harwood Rd., Ionia
Total Stations: 42
616-360-xxxx

Lakeland Correctional Facility
141 First St., Coldwater
Total Stations: 41
517-278-xxxx; 279-xxxx

Michigan Reformatory
1342 W. Main, Ionia
Total Stations: 43
616-360-xxxx.

Sprint Proposed Network

Riverside Correctional Facility
777 W. Riverside Dr., Ionia
Total Stations: 35
616-360-xxxx

Handlon Michigan Training Unit
1728 W. Bluewater Hwy, Ionia
Total Stations: 43
616-360-xxxx

Ionia Maximum Facility
1576 W. Bluewater Hwy, Ionia
Total Stations: 32
616-360-xxxx

Kinross Correctional Facility
16770 S. Watertower Drive, Kincheloe
Total Stations: 39
906-495-xxxx

Macomb Correctional Facility
New Haven
Total Stations: 93
810-749-xxxx

Marquette Branch Prison
1969 US- Highway 41, Marquette
Total Stations: 24
906-228-xxxx

Mid-Michigan Temporary Facility
8201 Croswell Rd, St. Louis
Total Stations: 35
517-681-xxxx

Mound Correctional Facility
17601 Mound Rd, Detroit
Total Stations: 112
313-369-xxxx

Ryan Correctional Facility
17600 Ryan Rd, Detroit
Total Stations: 116
313-369-xxxx.

Sprint Proposed Network

Muskegon Correctional Facility
2400 Sheridan Drive, Muskegon
Total Stations: 60
616-773-xxxx; 777-xxxx

Muskegon Temporary Facility
2500 S. Sheridan Dr, Muskegon
Total Stations: 52
616-773-xxxx

Newberry Correctional Facility
3001 Newberry Ave, Newberry
Total Stations: 24
906-293-xxxx

Oaks Correctional Facility
1500 Caberfae Hwy, Eastlake
Total Stations: 35
616-723-xxxx

Pine River Correctional Facility
320 Hubbard, St. Louis
Total Stations: 16
517-681-xxxx

St. Louis Correctional Facility
8585 N. Croswell Rd., St. Louis
Total Stations: 54
517-681-xxxx

Scott Correctional Facility
47500 Five Mile Rd, Plymouth
Total Stations: 58
313-451-xxxx; 454-xxxx; 455-xxxx

Standish Maximum Correctional Facility
4713 W. M-61, Standish
Total Stations: 72
517-846-xxxx

Saginaw Correctional Facility
9625 Pierce Rd, Freeland
Total Stations: 95
517-695-xxxx.

Sprint Proposed Network

State Prison of Southern Michigan - Central Complex

4000 Cooper, Jackson

Total Stations: 112

517-782-xxxx; 783-xxxx; 788-xxxx; 796-xxxx

Southern Michigan Correctional Facility

4002 Cooper St, Jackson

Total Stations: 38

Thumb Correctional Facility

3225 John Conley Drive, Lapeer

Total Stations: 100

810-664-xxxx; 695-xxxx

Western Wayne Correctional Facility

48401 Five Mile Rd, Plymouth

Total Stations: 53

313-451-xxxx; 453-xxxx; 454-xxxx; 454-xxxx

Michigan Youth Correctional Facility

1805 W. 32nd

Street, Baldwin

Total Stations: 37

Camp Lehman

4282 Hartwick Pines Rd, Grayling

Total Stations: 15

517-348-xxxx

Camp Tuscola

2420 Chambers Rd, Caro

Total Stations: 12

517-672-xxxx

Camp Pugsley

7401 E. Walton Rd, Kingsley

Total Stations: 4

616-263-xxxx; 922-xxxx

Camp Cusino

HCR Space One, Box 120, Shingleton

Total Stations: 8

906-228-xxxx

Sprint Proposed Network

Camp Ojibway
PO Box 236, Marenisco.
Total Stations: 9
906-228-xxxx

Camp Branch
19 Fourth Street, Coldwater
Total Stations: 25
517-278-xxxx; 279-xxxx

Camp Pellston
Route #1, Pellston
Total Stations: 10
616-526-xxxx

Camp Brighton
7200 Chambers Rd, Pinckney
Total Stations: 19
313-878-xxxx

Camp Sauble
4058 E. Freesoil Rd, Freesoil
Total Stations: 8
616-464-xxxx

Camp Waterloo
6000 Maute Rd, Grass Lake
Total Stations: 9
313-475-xxxx

Camp Kitwen
M-26 South, PO Box 7, Painesdale
Total Stations: 12

Camp Koehler
16463 south Hugginin Rd, Kincheloe
Total Stations: 8

Camp Manistique
401 N. Maple St, Manistique
Total Stations: 7

Camp Ottawa
216 Gendron Rd, Iron River
Total Stations: 12


TOTAL NUMBER OF STATIONS: 2294.

ATTACHMENT B: Pricing

State of Michigan DOC Accepted Pricing for Sprint Inmate Telephone Services

Option A

Option A offered by Sprint allows the State to maintain the revenue stream of \$13.5M in commission dollars while maintaining low fixed rates that are below current tariffed rates for Ameritech GTE, and AT&T. If the State chooses to proceed with this option, a premise fee of 50.99% (fifty point ninety-nine percent) will be paid on the gross revenue generated. Sprint has based the fixed rates to generate a premise fee of \$13.5M annually to the State. The rates in Option A are approximately 38.6% below tariff and are displayed below.

 Pricing Rate Information Sheet											
Option A - Best and Final											
RATE INFORMATION SHEET											
LOCATION State of Michigan, Inmate											
FROM	TO	Destination City	Type	Surcharge	DAY		EVENING		NIGHT/WEEKEND		
			Specify Type, Local, Intra State, Inter-State, etc.		INITIAL MINUTE	ADDT'L MINUTE	INITIAL MINUTE	ADDT'L MINUTE	INITIAL MINUTE	ADDT'L MINUTE	
Detroit											
313-369	313-224	Detroit, MI	Local	\$ 2.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
313-369	734-482	Ypsilanti, MI	Intra-LATA	\$ 2.00	\$ 0.140	\$ 0.140	\$ 0.084	\$ 0.084	\$ 0.084	\$ 0.084	
313-369	517-788	Jackson, MI	Intra-State	\$ 2.95	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	
313-369	906-228	Marquette, MI	Intra-State	\$ 2.95	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	\$ 0.325	
313-369	312-727	Chicago, IL	Inter-State	\$ 3.99	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	
313-369	407-824	Orlando, FL	Inter-State	\$ 3.99	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	\$ 0.890	

PREMISE FEE OFFER: