EXHIBIT A

COST (PRICING SECTION)

A.1 REQUIRED PRICING: The offeror must state below the firm, fixed price for performing OTS services in accordance with the provisions and requirements stated herein. All costs associated with providing the required services, including all travel and expenses to be incurred by contractor staff, must be included. The price stated below shall be the contractor's firm, fixed price per minute and call set up, exclusive of any and all local, state and federal fees/taxes. The offeror must propose all items (001 through 016). ***Prices shall not include commissions to be paid to the State of Missouri (see RFP paragraph 4.4.1).***

The TeamPCS Full Disclosure Rate Plan

a. Basic OTS: The offeror must propose all items (001 through 008). The offeror must state the firm, fixed rates per minute and shall include all set up fees for all offender calls for the following service:

ITEM NO.	Description	Unit of Measure	Firm Fixed Price
001	Local Call	Minute	**$ 0.10**
002	Set-up Charge for Local Call	Call	**$ 1.00**
003	Intralata Call	Minute	**$ 0.10**
004	Set-up Charge for Intralata Call	Call	**$ 1.00**
005	Interlata Call	Minute	**$ 0.10**
006	Set-up Charge for Interlata Call	Call	**$ 1.00**
007	Interstate Call	Minute	**$ 0.10**
008	Set-up Charge for Interstate Call	Call	**$ 1.00**

b. Basic OTS With Option 1 Features and Functions: The offeror must propose all items (009 through 016). The offeror must state the firm, fixed rates per minute and shall include all set up fees for all offender calls for the following service:

ITEM NO.	Description	Unit of Measure	Firm Fixed Price
009	Local Call	Minute	**$ 0.05**
010	Set-up Charge for Local Call	Call	**$ 0.50**
011	Intralata Call	Minute	**$ 0.05**
012	Set-up Charge for Intralata Call	Call	**$ 0.50**
013	Interlata Call	Minute	**$ 0.05**
014	Set-up Charge for Interlata Call	Call	**$ 0.50**
015	Interstate Call	Minute	**$ 0.05**
016	Set-up Charge for Interstate Call	Call	**$ 0.50**

c. International Calls: The offeror must propose rates for International calls. The offeror shall attach their proposed international callings rates. Prices for International calls will be subjectively evaluated within the area of Proposed Method of Performance.

PCS INTERNATIONAL CALLING RATES

ITEM NO.	Description	Unit of Measure	Firm Fixed Price
201	International Call	Minute	**$ 0.75**
202	Set-up Charge for International Call	Call	**$ 0.50**

EXHIBIT B

EXPERIENCE

B.1 The evaluation of the offeror's proposed Experience shall be subjective based on the requirements stated herein. Therefore, the offeror should present information which documents all proposed Experience. The state reserves the right to use this information, including information gained from any other source, in the evaluation process.

1. The offeror should fully describe any prior experience in providing, installing, and maintaining pay telephones and in providing operator assisted telephone services in a correctional institution setting. Such information should include dates and locations of performance, a brief description of the specific equipment and services provided, and the name, address and telephone number of the contracting agency and a contact person who may be contacted for verification of all data submitted.

☐ The PCS team experience included in this proposal is inclusive of the experience and current contracts maintained by our individual partners. Below is a description of the scope of services as well as references of PCS and each of our partners.

Public Communications Services, Inc. (PCS) has been in the business of providing turnkey and management telephony services to offender facilities for nearly two decades. As a pioneer in collect and debit services to correctional facilities, PCS has provided services for state, federal, and county correctional facilities nationwide. Since 1988, PCS has provided telephony service and management to over 125,000 offenders Nationwide.

Since 1988, PCS has provided telephony service and management to over 125,000 offenders Nationwide.

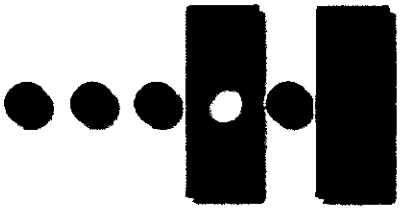
PCS has extensive experience with over 126 federal, state, county, city and private correctional facility accounts including, the State of Vermont; Douglas County, Nebraska; Kern County, CA; Mendocino County, CA; Ventura County, CA and others as listed in the following matrix.

Facility Name	Size
US Immigration and Customs Enforcement	16 facilities
State of Vermont	9 facilities
State of Iowa	9 facilities
State of New Hampshire	6 facilities
Santa Barbara County, California	6 facilities
King County, Washington	4 facilities
Santa Cruz County, California	4 facilities
Ventura County, California	4 facilities
Douglas County, Nebraska	4 facilities
Kern County, California	4 facilities
Mendocino County, California	2 facilities
Bernalillo County, New Mexico	1 facility
Sonoma County, California	2 facilities

PCS works with each customer to provide telephony solutions in line with the customer's needs for technology and service. For a comprehensive list of our offender facility clients, please refer to Attachment F.

PCS manages all types of offender telephone operations in facilities nationwide from our headquarters in Los Angeles by providing on-site administrators, full site support teams, and 7x24x365 staffing of technical and customer support personnel for our field operations teams.

Through our Systems Operations and Proprietary Handling of Information and Accountability (SOPHIA) product, we provide a unique customer web browser-based GUI interface that allows customers to view their account and request reports. Unlike similar programs available in the market today, SOPHIA is the only application that provides call-rating information to clients.



HUBER & ASSOCIATES BACKGROUND AND EXPERIENCE

Huber & Associates, Inc., will contract with PCS to provide personal identification number (PIN) management services for Department of Corrections facilities throughout the State of Missouri. Our PIN management services will include the responsibilities and tasks outlined in this statement of work.

Huber & Associates had been a strategic technical solutions partner for the State of Missouri for almost 20 years.

Huber & Associates had been a strategic technical solutions partner for the State of Missouri for almost 20 years. They have extensive experience with the Missouri Department of Corrections (DOC) and provide numerous customized I/T services for the agency. For example, Huber & Associates has written and continues to maintain the Institutions Canteen Point-of-Sale application, which automatically debits offender's accounts. They also support the DOC's banking system and provide electronic information about offender accounts to third-party vendors.

The Canteen Point-of-Sale system is an integral part of the collection and transfer of PIN information, and will also be an essential component of the debit system implementation. Currently, offenders "purchase" their unique PIN numbers through the canteen system. These PIN numbers are captured on the DOC's computer systems and transmitted nightly and several times during each day to the current phone system vendor. This process has works well for the last several years and has provided convenience to the offenders, reduced the caseworker workload dealing with offender phone issues, and has ensured accuracy of data by avoiding redundant data entry. The process of obtaining the PINS via the canteen system has worked so well, in fact, that the Agency intends to implement the debit system via the canteen system, too.

Huber & Associates Corrections Client List:

Facility Name	No. of Facilities
State of Missouri Department of Corrections	20
State of Arkansas Department of Corrections	15

Huber & Associates has helped provide PIN administration services for the Missouri DOC for the past five years. During this period, they have implemented a number of time and resource saving tools that allowed them to not only meet the requirements of the contract, but also exceed requirements in a number of areas. For example, they have written special software to list and electronically transport PIN changes, offender intake, releases, and movements from each correctional institution to a secure server at Huber & Associates' headquarters in Jefferson City. This electronic transmission software not only allows us to more quickly process the PIN information, but it greatly reduces the amount of customer involvement required.

SHAWNTECH BACKGROUND AND EXPERIENCE

The proposed maintenance and service subcontractor (ShawnTech Communications, Inc.) is an Ohio based Corporation with its principal location at One Aset Centre, suite 102 Vandalia, Ohio 45377. ShawnTech is a certified Minority Business Enterprise (MBE). Lance S. Fancher (937) 898-4900 is President and CEO. ShawnTech Communications, Inc. has provided installation and maintenance services in correctional facilities for over ten years, and is the current maintenance contractor for the MODOC.

ShawnTech Communications, Inc. has provided installation and maintenance services in correctional facilities for over ten years, and is the current maintenance contractor for the MODOC.

ShawnTech engineering expertise includes the design, installation and servicing of computer based digital network communications systems (and related peripheral components). ShawnTech specializes in the corrections marketplace, responsible for service and 24/7-problem resolution in 10 states covering over 350 State, County, and City correctional facilities. ShawnTech will:

1. Prepare implementation and Training Plan for computer based digital network communication systems (and related peripheral components). Design and implement a maintenance plan for computer based digital network communication systems (and related peripheral components).

2. Prepare and execute a transition & implementation plan for computer based digital network communication systems (and related peripheral components).

3. Provide an implementation team consisting of Project Managers, Manager of Inmate Field Operations; Microsoft NT trained Field Technical Engineers and a Dispatch Operation Center.

EXPERIENCE

ShawnTech Communications, Inc. has provided maintenance, installation and project management services for the states and counties listed in the following table.

SHAWNTECH CLIENT LIST

Facility Name	No. of Facilities
Ohio DOC	30
Michigan DOC	53
Wisconsin DOC	34
Missouri DOC	20
New York DOC	70
Minnesota DOC	8
Virginia DOC	68
Florida County Jails	17
Ashland and Douglas Counties (WI)	2
Kentucky DOC	20
Florence County (WI)	1
Connecticut DOC	20
Richmond City (VA)	1
Oakland County (MI)	3
Waukesha County Jail (WI)	1
Milwaukee County (WI)	2
Pennsylvania DOC	19

VAC
VALUE-ADDED COMMUNICATIONS

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

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

VAC CLIENT LIST

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

MAJOR VAC PROJECTS

United States Federal Bureau of Prisons
Project Size: 6,000 phones, 104 facilities
Project Dates: 1998-current (10 Year Contract)

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

Charleston County, South Carolina
Project Size: 109 phones, 1 facility
Project Dates: May, 2002-current

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

Delaware Department of Corrections,
Project Size: 516 phones, 7 facilities
Project Dates: December, 2004-current

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

Erie County Correctional Facility, Pennsylvania
Project Size: 62 phones, 1 facility
Project Dates: July, 2003-current

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

Puerto Rico DOC
Project Size: 824 phones, 22 facilities,
12,800 inmates

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

South County Jail
Polk County Sheriff Department
(Frostproof Main Jail)
Project Size: 173 phones, 2 facilities

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

2. Offeror's References: The offeror should provide a list of at least three (3) current customers who have acquired and installed the proposed item/service from the offeror. The list should include the following:

   Company name
   Contact name
   Contact's title
   City and state
   Telephone number and area code
   Description of items/services
   Availability status if contact is requested by the evaluation team

❑ Read and Agreed: Below are six contacts for PCS clients. These clients have been identified to show the diversity of PCS services nationwide. Attachment F shows a more extensive list of PCS clients.

PCS REFERENCES - MAJOR PROJECTS

1. BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

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

U.S. Immigration and Customs Enforcement

Contact Person:
Robert G. Rillamas
Telephone:
(202) 353-7216

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

Project Description: PCS is a true pioneer of providing correctional facilities with hybrid collect and debit calling services. Since 1988 PCS has been providing services to the ICE. The first debit system in the nation was developed by PCS and is still operating for the Bureau of Immigration and Customs Enforcement (ICE) formerly known as the INS.

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

PCS was commissioned to develop, install and oversee the first domestic and international "Pro Bono" service linking the approximately 480 local and state facilities contracting with the ICE for detainee housing.

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

Installed Cutover Date: 1988 - Current

2. NEW YORK CITY DEPARTMENT OF CORRECTIONS

Address:
60 Hudson Street, 7th Floor
New York, NY 10013
Contact Person: Kael Goodman, Chief Information Officer
Telephone:212-266-1895

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

Project Description: PCS is currently responsible for providing inmate collect call operator service and a single point of contact as well as technical consulting for overall account management for the 13 Riker's Island facilities with over 18,000 inmates.

The programs currently operating at the NYC DOC are very similar to those of the MODOC because it incorporates the city's Jail Management System directly with the OTS. Thus when an offender is booked, a PIN is automatically created allowing them to immediately make collect calls and purchase debit time. This system currently books and processes over 200 individuals daily.

PCS is currently responsible for providing inmate collect call operator service and a single point of contact as well as technical consulting for overall account management for the 13 Riker's Island facilities with over 18,000 inmates. The programs currently operating at the NYC DOC are very similar to those of the MODOC because it incorporates the city's Jail Management System directly with the OTS.

Installed Cutover Date: 1995 - Current

3. STATE OF VERMONT

Address:
Vermont Department of Corrections

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

Contact Person:
Sharon Welch, Regional Business Manager
Telephone:
(802) 685-3386 or email swelch@doc.state.vt.us

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

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

PCS is under contract with the State of Vermont DOC to provide a turnkey system that allows inmates to make both Collect and Debit Calls. The OTS is integrated with their canteen service so that inmates can seamlessly purchase debit telephone time and automatically have these funds available for usage.

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

Installed Cutover Date: June 10, 1998 – Current

4. STATE OF IOWA

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

Primary Contact
Fred Scaletta, Executive Officer
Iowa Department of Corrections
523 E. 12th Street
Des Moines, IA 50319
Cell Phone: 515-360-9300
Business: 515-242-5707

Alternate Contact Person:
Brian Clayton, Purchasing Agent
Telephone:
515-725-4616

PCS is proud to disclose that the entire cutover required less than 20 minutes of down time for the entire statewide system, an implementation that was highly appreciated by the DOC. The PCS OTS system is fully integrated with both the states offender banking system and the states commissary services.

Best time for Contact: 8 a.m. to 3:00 p.m., M-F (CST)

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

This project was unique because it is the first State Department of Corrections that required that all offender telephone calls be made through a Prepaid Calling system. The PCS OTS system is fully integrated with both the states offender banking system and the states commissary services. This process required skillful coordination between the State of Iowa ICN Division, the JMS provider and PCS. The same diligence and experience will be brought in to insure that the Missouri DOC offenders have the same prepaid calling services along with their traditional collect calling services.

Installed Cutover Date: 2000 – Current

5. DOUGLAS COUNTY, NEBRASKA

Address:
710 South 17th Street
Omaha, NE 68102

Contact Person:
Roland Hamann, Administrator
Telephone:
(402) 599-2267

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

Project Description: PCS provides this customer with a full turnkey program including all services using the PCS sourced call processor. PCS was awarded the contract by Douglas County, Nebraska, to provide 88 inmate phones for a facility that services over 10,000 inmates a year at four separate facilities operating under the PCS platform with web-based interface.

These facilities are also using full-channel recording/monitoring, collect and debit calling options along with full maintenance and service support. This project was unique because it transitioned a collect and card base debit system that was manually operated to a fully automated system that allows offenders to purchase telephone time on a real time basis.

This project was unique because it transitioned a collect and card base debit system that was manually operated to a fully automated system that allows offenders to purchase telephone time on a real time basis.

Installed Cutover Date: 2002 - Current

6. STATE OF NEW HAMPSHIRE

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

Contact Person: Dennis LeClerc
dlecler@admin.state.nh.us

Telephone:
(603) 271-2888

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

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

PCS is under contract with the State of New Hampshire to provide both inmate telephones for the DOC and public telephones for their administrative locations.

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

Installed Cutover Date: 1999 - Current

B.2 ADDITIONAL INFORMATION

The offeror should provide any additional relevant information to assist in the evaluation of the offeror's proposed Experience.

- Public Communications Services has been providing OTS system and integrated services since 1988. Five years ago PCS was one of two finalists that was asked to present our product to the MODOC, unfortunately PCS was not awarded the contract, however due to a diligent award process by the part of the MODOC, PCS was able to learn from our prior response and have spent much of the last 5 years learning where we can best be of service this time around. In our continuing efforts to earn the MODOC's business, PCS designed a three-point strategy.

  Public Communications Services has been providing OTS system and integrated services since 1988.

  PCS's approach to the response of this RFP was three fold:

  1. Review what the customer currently has:
     a. What works?
     b. What improvements can be made?

  2. What does the customer request and need for improvements.
     a. Achieved through Site Surveys.
     b. Achieved through interviews and feedback from DOC staff.

  3. Use PCS and our partner's industry experience to bring the best offer to the Missouri Department of Corrections.

In our latest visits we recognize that there are several areas in which the MODOC would like to see improvement:

1. Implementing an automated debit calling system, thus allowing offenders to call to more locations at a reduced rate.
2. Provide more site surveys by maintenance technicians on a regular scheduled basis.
3. Provide automated reporting of debit calling to offenders through the current Kiosk, Info Mate.
4. Have 100.00% of all call records and recordings on line, real time for the duration of the contract without having to archive and unarchive records.
5. Create a faster reporting system that does not lock down if reports include more than 30days of information.
6. Provide Prepaid, Collect and/or Debit International calling services to offenders.

PCS believes that we have a unique understanding of your specific needs for products and services. Further, we believe that it is in the area of service where a vendor can truly be evaluated and differentiated.

Each of our clients has seen their expectations exceeded due to our ability to dedicate the correct resources to each opportunity. Additionally, PCS does not stop at providing collect only

services. In fact, we have created innovate programs such as INTELLITalk and have been successful in implementing an automated debit system in 100% of our clients locations that have requested these services.

As noted above, PCS and our partners service both ICE and FBOP Federal Agencies that house offenders and detainees. In addition, we service 19 State Department of Corrections facilities with a total combined offender population of over 400,000 offenders.

Finally, PCS has presented a guarantee that we will have debit and prepaid services tested and operational for offender use upon system turn up. We look forward to presenting our service to the MODOC in the next round of discussions and are committed to exceeding your requirements both now and in the future.

EXHIBIT C

PROPOSED METHOD OF PERFORMANCE

C-1 The evaluation of the offeror's proposed Method of Performance shall be subjective based on the requirements stated herein. Therefore, the offeror should present information, which documents all proposed Method of Performance. The state reserves the right to use this information, including information gained from any other source, in the evaluation process.

1. System Requirements: The offeror should describe all equipment and services proposed to meet the provisions and requirements of the System Requirements section. The offeror should specifically describe the following items:

    a. A detailed description of the manner in which the offeror proposes to achieve each of the features and functions required for each of the two OTS applications, specifically, Basic OTS and Basic OTS with Option 1.

❑ PCS understands and will comply.

The offender telephone system proposed by Team PCS is based upon the VAC Focus 100 offender call processing and information management technology. This solution is a site based, self contained, offender call processing and data management switch. The system features an analog or digital voice network interface, digital audio recording, digital call monitoring, and fully scalable CDR audio and storage capacity. The system is designed specifically to operate with the highest degree of reliability in the challenging environment of the corrections industry and features a digital and analog voice network interface, digital audio recording and fully scalable CDR and audio storage. The system has been engineered with the highest level of call processing accuracy available and incorporates and extensive array of call management features and investigative tools for activation at the facility.

The call processing software incorporates both PIN and non-PIN offender access capability with a full range of collect-only and pre-paid debit control features. User interaction is through a Windows based Graphic User Interface and is easy to learn and use.

Audio Recording and monitoring is achieved through multi-channel digital recording and monitoring capabilities and all recordings are accessible on line with the proper security.

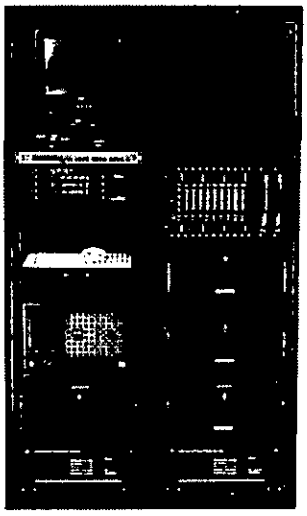


Figure C-1 Focus 100 Call Processor

System Configuration

Redundancy will be accomplished by providing redundant hard drives for each of the call processors on each site. In addition, all call data is collected periodically and collectively stored at VAC, Huber and PCS offices offsite. Network diversity is achieved by providing a self healing network with alternate paths in and out of the facility as well as excess bandwidth in the off site network to be used in the event of a network failure or equipment compromise.

Team PCS's approach to the Basic OTS system requirements will be to deploy the technology presented above in a configuration that utilizes the call blocking feature of the processor to block specific telephone numbers, administer a PIN program (once the PIN is purchased through the canteen and entered into the system), and use the PIN to make collect and station to station calls. In addition the VAC Focus 100 will be configured to ensure that only one way, outgoing call service is available from all phones and that those calls can be processed quickly with an automated attendant. The system will block direct-dialed calls of any type and will not allow access to 411, 800, 900, and 911 calling at any time. The system will block access to alternative carriers through 950, 800, 10 and 10-XXX numbers.

The system will be further configured to complete a call only upon positive acceptance by the called party and will brand the call as originating from the MODOC facility with only the called party hearing the announcement.

The Team PCS Basic OTS system will have active, selective shutdown capability at the total institution and central control center level. The system will be capable of shutting down selected telephones and/or selected housing units.

Team PCS proposes to configure the call processing system in a manner that will include the following additional features and functionality in the Basic OTS:

The system will be capable of processing calls on a selective bilingual basis in either Spanish or English.

Calls will be subject to the injection of a pre-recorded announcement to the called party indicating the source of the call. Callers will be prevented from making or conducting any type of three-way calling regardless of the location of the called party.

Team PCS proposes to configure the call processing system in a manner that will include the following additional features and functionality in the Basic OTS:

1. The availability of Monitoring Reports that will identify authorized call lists by PIN as well as all calls completed by PIN or authorized number.

2. A fully operational PIN system that does not require administration by the MODOC staff and includes:

a. Capability of generating a unique PIN for each offender using what ever identification that is appropriate for the facility

b. Capability of storing all PINs in database that is accessible to all authorized agency personnel

c. Capability of providing automate allow lists associated with each PIN.

d. An alert system that will detect and prevent a call made to a restricted number, an attempted call made by an unauthorized PIN or a PIN call made from a restricted telephone.

e. PIN portability that will allow the same PIN to be used between institutions

3. Customized reports to include those identified in section 3.3.2 of the bid.

PCS is aware of the delay in implementing the debit system at the MODOC and therefore proposes to include this capability in the Basic Requirements.

The Team PCS solution proposes to include the items identified in section 3.4 Option 1 OTS Requirements as a fully integrated part of the OTS Basic requirements. PCS is aware of the delay in implementing the debit system at the MODOC and therefore proposes to include this capability in the Basic Requirements. PCS and Huber & Associates have designed a fully integrated debit system that will function as an additional feature in the existing Huber Inmate Banking System and will be fully integrated into the existing canteen process upon creation of the new UPC code for the debit system. The team proposes to make this available to the MODOC upon cutover from the existing provider.

Team PCS agrees to provide all of the debit functionality required as identified in section 3.4.

FOCUS 100 CALL PROCESSOR FEATURES

Call Processing: The Focus 100 call processing software incorporates both PIN and non-PIN offender access capability together with a full range of collect only and a combination of prepaid debit and collect call control features. User interaction is through a Windows-based Graphic User Interface and is easy to learn and use.

Audio Recording and Monitoring: Focus 100 incorporates integrated multi-channel digital recording and monitoring capabilities. Recorded conversations are stored on line.

Operating Configuration: WAN-based client-server environment

Processing Capability: Self-contained integrated processing capability in the form of premium quality industry-standard scalable servers.

Operating System: Windows NT

Workstation Interface: Compatible with most mid- to high-range industry-standard products

Integrated Audio Recording and Monitoring: Digital, real-time recording and call recording. Call recording storage capacity in 30-day, on-line increments up to 365 days before archiving. Audio monitoring of live or played back conversation by local or remote (WAN or LAN) workstation.

Diagnostics: Full support for both remote WAN-based and local diagnostics covering all on-board hardware and software applications.

Voice Network Interface: Digital (e.g., T1, etc.) or analog; line concentration, or 1:1 connectivity.

Data Network Interface: Frame, T1, 56-264kbps, dedicated, leased, or dial-up lines.

Data Storage: Typical storage of call detail records in 30-day increments up to 365 days before archiving. Integrated Surge Protection and UPS: Integrated. 1200 Watts. Scalable from 15 minutes protection.

Offender Telephone Capacity: Up to 96 stations x 72 trunks in 4-line increments. Can be grouped with additional System100 units for almost unlimited offender station coverage.

Cabinet Dimensions: 23.5" x 31" x 76" Environmental: Operating Temperature: 35-90° F; Humidity: 2-98% non- condensing.

Power Requirements: 115VAC, 20 amps. FCC Certification: Meets the requirement of FCC Part 68 and Part 15.

System Reliability: 99.9988% uptime.

INTEGRATION AND INNOVATION

PCS has the experience and expertise to meet and exceed the stated requirements for both the Basic Offender Telephone System and Option 1. We've designed and developed many highly innovative and customized solutions for correctional institutions nationwide.

Debit Calling

The PCS solution will allow offenders to purchase debit telephone time as easily as they purchase candy bars and other items. The canteen simply adds debit telephone time as a line item in the list of available goods and PCS adds that amount to the offender telephone system. This can be done without any

administrative work on the part of agency personnel, instead it will be completely managed by a PCS representative or an automated system can be created. PCS has extensive experience in creating interfaces between canteen systems and our offender call processors. For more detailed information on Debit Calling see *paragraph 3.4.2.a.*

INTELLITalk:

Offender families can to set up a pre-paid account with PCS to accept calls to homes with billing problems, hospitals, nursing homes, or cell phones. There are no charges related to setting up or maintaining an INTELLITalk account. Enrollment can be completed quickly and easily by either calling to the toll-free PCS telephone number, mailing to PCS the registration form found at each of onsite at the correctional facilities, or through our website at www.collectcallhelp.com.

Offender families can set up a pre-paid account with PCS to accept calls to homes with billing problems, hospitals, nursing homes, or cell phones.

Please refer to Attachment P for more information on the INTELLITalk program.

OTC Telephones

In addition to the call processing and call recording technology deployed, Team PCS proposes to use the Navitel/OTC Telecom OTC-2110V2 full feature Inmate Coinless phone that is designed for use in the corrections environment.

Figure C-2 Navitel/OTC Telecom OTC-

The OTC-2110V2 offender telephones are vandal resistant, surface mounted telephones with metal housing, steel armored handset cord and stainless steel lanyard. The phones are manufactured in 14-gauge stainless steel, thoroughly field-tested, and are currently used in indoor and outdoor correctional facilities. All telephones are compatible with standard Telco mountings, which include 10A coin-less and WE-COL type mountings. The offender phones will have no exposed screws, bolts, metal or other hard-sub-stance fasteners or any other material that can be removed from the phone without a special security removal device.

Standard Features:

- Line powered and compatible with any standard subscriber carrier loop
- All-weather metal keypad and sealed magnetic switch hook
- Single-unit solid-state electronics

- Built-in secondary lightning protection
- Suitable for indoor/outdoor installation
- Dimensions: 21.2"H x 7.5"W x 2.5"D (4.5" deep with cradle)

Each phone will be connected via the existing facility infrastructure and will be further integrated into the Team PCS Virtual PIP MODOC Private Network that will be implemented, monitored and secured by PCS. Please refer to Attachment H for more information on the proposed OTC offender phones.

LOCAL AND LONG DISTANCE NETWORK

PCS is solely responsible for billing, collecting, and charging all local and long distance calls for the end users. Because PCS is not an IXC or LEC, we do not own our own network. We lease networks from other providers based on the best choice in each geographic location. This allows us the flexibility to make the right choice for each of our clients' facilities. PCS currently has Master Agreements with AT&T, SBC, Qwest, Sprint, and MCI.

SERVICE AND SUPPORT

Remote Diagnostics:

The Call Processor can be operated remotely and is capable of reporting on-site diagnostic operations or other programs initiated from either local or remote control. PCS has developed as part of its preventive maintenance and diagnostic program, a real time 24-hour/7-day alarm and diagnostic interface, in part as a result of the ability to provide a WAN and real-time reporting into PCS' SOPHIA phone management system. For more information on SOPHIA see G.

PCS has developed a statistical database with each individual facility's calling patterns to determine a set of parameters, which provide thresholds to determine any irregular calling activity. From triggering of a parameter threshold, escalation and alarm has been disseminated to the appropriate PCS staff. Therefore, remote diagnostics is a 24/7 ongoing process that ensures optimal performance of the system.

PCS uses Big Brother software to identify any potential issues in Frame and WAN connectivity at our client sites. Big Brother diagnostically monitors all call processors each hour for changes in the external environment using SNMP (Simple Network Management Protocol) standards. Any change automatically informs PCS customer service technician and steps are taken to identify and correct the problem.

Qualified Service Technicians:

ShawnTech technicians will provide the complete installation and repair of offender call processing equipment, workstations, recording and monitoring equipment and offender telephones. The State will have the sole right to approve any or all

subcontractors proposed for this contract. For more information on ShawnTech, see Section B.1.1.

PIN Management

As part of TeamPCS, Huber & Associates will continue its 20-year association with the State of Missouri. PIN management services that will be provided by Huber & Associates include: Programming Services, PIN Administration, and Debit System Administration. For more information on Huber & Associates, see Section B.1.1.

PCS Customer Service and Escalation Procedures:

PCS, as the prime responsible party will coordinate all offender telephone system related repair issues. In order to report a problem, both staff and consumers can call 1-800-6-Inmate. The Customer Service Unit operates with an internal escalation procedure to ensure timely and accurate responses. Internal procedures include a "no-hold policy" for all incoming callers. This policy maintains that customers will experience no hold time when calling the PCS Customer Service Unit to report a repair or request technical assistance.

The Customer Service Unit operates with an *internal escalation* procedure to ensure timely and accurate responses. Internal procedures include a "no-hold policy" for all incoming callers.

In addition, all customer service operations function on a 24 x 7 x 365 basis in accordance with the *Escalation Procedures outlined in Attachment K.* PCS is committed to maintaining a proactive relationship with the client for both pre-maintenance and emergency responses in order to maximize customer satisfaction. This includes ongoing remote diagnostics to correct any potential problems before they occur as well as onsite repair technicians once a trouble has been reported.

SOPHIA

PCS will provide our System Operations and Proprietary Handling of Information and Accountability (SOPHIA) software application. SOPHIA is a web-enabled, password-protected phone management system that allows correctional facilities to *securely access their own records directly from their desktop computers. Not only* is this information viewable, but it can also be downloaded and used to create customized reports.

b. The ability to provide customized reports, and state the amount of time necessary to develop and deliver such reports.

☐ The PCS system has over thirty (30) standard reports plus a flexible, user-friendly CDR Browser ad hoc query feature that will provide robust reporting capabilities to the State. However, should the State have additional reporting requirements not listed below; custom reports can usually be produced within twenty-four hours.

CDR Browser Ad Hoc Query – will provide customized reports on Call Detail Records that allows investigators to:

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

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

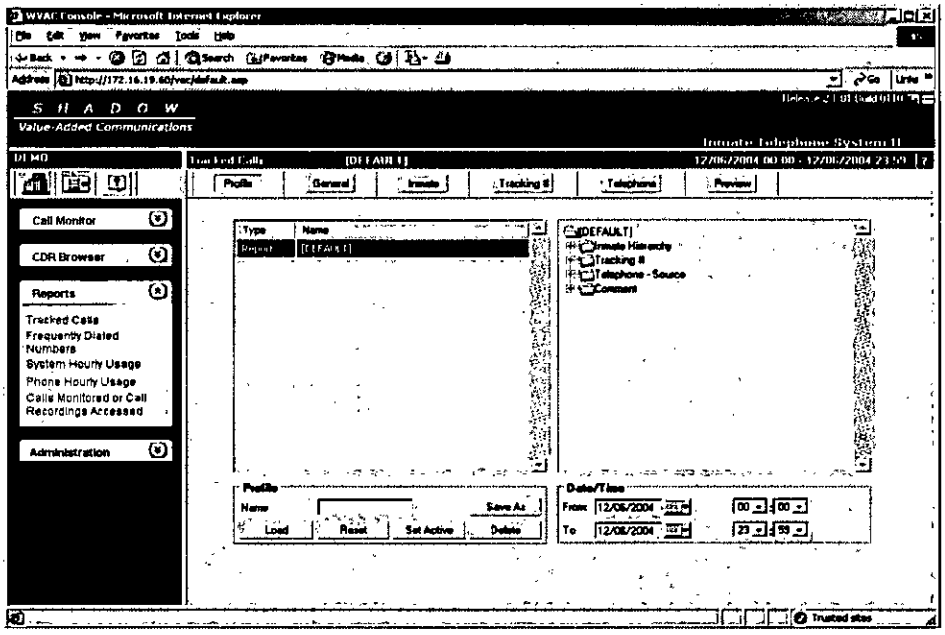


Figure C-3 Custom Report Parameters

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

STANDARD SYSTEM REPORTS – Over thirty (30) standard system reports are available and are easily accessible using a GUI interface on the system or via the web browser. These reports are indexed and tabbed by the following categories: Financial Reports, Maintenance Reports, and Investigative Reports as follows:

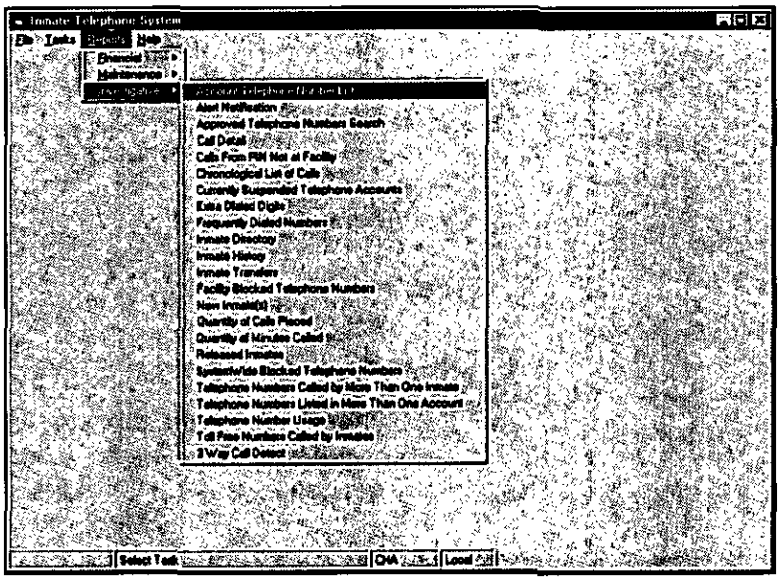


Figure C-4 Standard System Reports

An overview of each standard report is as follows:

Financial Reports

1) Call Refund

Generates and prints a summary transaction report when a Call Refund transaction is performed

2) Daily Call Charges

Provides a list of collect and debit call activity for a day or date range.

3) Financial Transactions

Provides a record of the total number of financial transactions for an individual offender.

4) Inmate Deposit

Provides a record of individual offender deposits.

5) Inmate Reconciliation

Offers a detailed reconciliation of an individual offender's debit account.

Maintenance Reports

6) City by NPA-NXX Search

Provides the city and state for a particular NPA-NXX

7) Local Exchanges

Provides area codes and exchanges designated for the local calling area.

8) Non-Area Code/Exchange Attempts

Provides call attempts to invalid area codes.

9) Percentage Grade of Blocking

Provides hourly call traffic information showing the number of calls attempted, the number blocked by traffic, and the percentage blocked. The report can be obtained by entering the desired report period

10) State By NPA (Area Code) Search

Provides the state for a particular NPA

Call Detail Report - Provides the completed calls by offenders (in the order that they were placed) over a specified time. The report can be obtained by entering the offender and a specified time frame.

Investigative Reports

11) Account Telephone Number List

Provides a complete current list of allowed numbers associated with a specified offender account.

12) Alert Notification

Provides calls made by offenders placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period.

13) Approved Telephone Numbers Search

Provides a list of the offenders that are allowed to call specific telephone numbers. The report can be obtained by entering the telephone numbers and the desired report period.

14) Call Detail

Provides the completed calls by offenders (in the order that they were placed) over a specified time. The report can be obtained by entering the offender and a specified time frame.

15) Calls From PIN Not at Facility

Provides all offenders' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.

16) Chronological List of Calls

Provides a log of the call attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.

17) Currently Suspended Telephone Account

Provides a list of offender telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.

18) Extra Dialed Digits

Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period

19) Frequently Dialed Numbers

Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.

20) Inmate Directory

Provides a log of all offenders. The report can be obtained by entering the desired report period.

21) Inmate History

Provides all transactions associated with an offender telephone account over a specified time including canteen account debit calls, collect calls, deposits, refunds, transfers, and/or changes to offender telephone list. The report can be obtained by entering the offender and a specified time frame.

22) Inmate Transfers

Provides a list offender telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the offender and a specified time frame.

23) Locally Blocked Telephone Numbers

Provides a list of all phone numbers blocked by the local facility.

24) New Inmate(s)

Provides all offender telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.

25) Quantity of Calls Placed

Provides a list of all offenders that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.

26) Quantity of Minutes Called

This report provides a list of all offenders that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.

27) Released Inmates

Displays offenders released and removed from the offender telephone system. The report can be obtained by entering the desired report period.

28) Speed Dial Search

Displays offenders who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.

29) System-Wide Blocked Telephone Numbers

Provides a list of all phone numbers globally blocked throughout the prison system.

30) Telephone Numbers Called by More than One Inmate

Provides a list of telephone numbers that have been called by a user defined number of offenders within a specific time period. The report can be obtained by entering the minimum number of offenders calling and the desired report period.

31) Telephone Numbers Listed in More than One Account

Provides the telephone numbers that are on more than one offender's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of offenders calling and the desired report period.

32) Telephone Number Usage

Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.

33) Toll Free Numbers Called by Inmates

Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by offenders. The report can be obtained by entering the desired report period.

34) Three Way Call Detect

Provides a list of how many 3 Way Call attempts were detected. The report can be obtained by entering the desired report period.

c. Provide a complete, detailed description of equipment proposed, including brochures with technical specifications.

❑ In an effort to meet and exceed our customers' standards, PCS will install a state-of-the-art fully automated offender call management system. The Focus 100 is a site-based, self-contained, offender call processing and data management switch which can be deployed at a single or multi-site project as part of a WAN-based client-server architecture. The system features an analog or digital voice network interface, digital audio recording, digital call monitoring, and fully scalable CDR and audio storage capacity. This CPU based system is based on proven telephony technology, designed specifically to operate with the highest degree of reliability in the challenging environment of the correctional marketplace. In addition to reliability and system up time, the PCS system has been engineered for the highest level of call processing accuracy and has incorporated an extensive array of call management features and robust investigative tools.

For a video demonstration of the PCS Offender Telephone System, please see Appendix C-1 in Section C.

The PCS system contains only the most current industry-standard, premium hardware and software components. The software components that are used are the most current versions available from Microsoft including MS SQL 2000, 2003 Server, Windows 2000 and XP workstation. This technology also incorporates the latest hardware products offered by Dell, Intel, and Hewlett Packard, Minuteman, Cisco, and telephony processing products by Global Call Technology (formerly Dialogic Corp.).

It is important to note that each and every call attempted through the system will generate a call detail record.

Administrative workstations will be installed on a Local Area Network and will permit access to

administrative and investigative capabilities (query, display or print) based on the user's security level. The workstation consists of a Windows 2000 PC platform, keyboard, and mouse, along with a 17" color monitor and printer. The system and its components operate utilizing proprietary software, which has been specifically designed for use in the corrections marketplace.

PCS will provide call processing technology along with the required investigative and call control features. It is important to note that each and every call attempted through the system will generate a call detail record. This record is the cornerstone of the system's investigative capabilities. The system offers a multitude of search criteria on Call Detail Records (CDRs) including; offender name, PIN Number (if in use), called number, date, time, and/or offender phone. In addition to the CDRs, each call will be digitally recorded using "Shadow" technology. While viewing that same CDR, with a simple click of the mouse the investigator may retrieve and play the recorded conversation and make investigative notes for future reference. (For a video demonstration of the PCS Offender Telephone System, please see Appendix C-1 in Section C).

No installation is complete until the system is formally accepted by the customer.

PCS' team of seasoned professionals conducts thorough quality assurance tests immediately following manufacturing and prior to shipping to the site and upon installation, testing is again conducted to ensure the system is fully operational. No installation is complete until the system is formally accepted by the customer. Once the installation is complete, training is conducted on site to all identified facility personnel. Support of the system continues after installation through extensive 24/7 remote diagnostics by the Host Monitor system and 24/7 access to our Technical Assistance Center.

Focus 100 System Specifications	
Focus 100 Digital Trunk Capacity*	Up to 1536 stations x 1536 trunks in 4 Racks
Focus 100 Analog Trunk Capacity*	Up to 1536 stations x 1104 trunks in 4 Racks
Half-height Stand-alone System	24" x 37" x 48" Max: Analog: 96 stations x 72 trunks Digital: 96 x 96
Full-height Stand-alone System	24" x 37" x 76" Max: Analog: 288 stations x 216 trunks Digital: 288 x 288
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps (up to 2 required in Full-height Rack)
FCC Certification	Meets the requirements of FCC Part 68 and Part 15
Voice Network Interface	Digital & Analog
Operating System	Windows 2000®

* For comparison purposes only. There is no theoretical system capacity limitation.

d. The equipment brand, model, manufacturer, and FCC registration number (if applicable).

❑ This general overview provides a breakdown of the proposed system hardware and software:

System Component	Manufacturer & Model
Telephony Boards	Intel Dialogic HDSI (High Density Station Interface) Cards to offender phones Intel Dialogic DMV 600B and 1200B – 48 and 96 port CO trunk interface cards
Workstations & Monitors	Dell Optiplex GX 280
Servers	Intel SC5200 series 5U Server NEBS compliant chassis SE7500 series motherboard 2 2.4 GHz Xeon CPUs 10 SCSI slots per chassis (~ 2.5 TeraBytes of available disk storage using 292GB SCSI drives w/ raid5 HSS)
UPS	Tripp-Lite
Data Storage	Dell 2203
Printers	Hewlett Packard Deskjet 3650
Routers	Cisco 1700
Audio Recording	Value Added Communications
Audio Monitoring	Value Added Communications
Disk Arrays	Raid5 HSS SCSI w/ dual channel U320 ROMB disk controller Cheetah 292GB, 146GB, or 73GB SCSI U320 3.5LP 10KRPM SCA drives
NOTE: All new installations include the latest equipment version after it has been tested and evaluated through VAC's rigorous Quality Assurance process.	

System Software:	Developer
Call Processing	Value-Added Communications
Operating System	Microsoft
Database	Microsoft SQL
Audio Monitoring	Value-Added Communications
Report Generation	Value Added Communications
Additional Optional Software:	
Revenue Management System	Value-Added Communications

e. The fraud prevention features provided with the OTS.

☐ The system includes the following fraud prevention features.

RECORDING OF 100% OF OFFENDER CALLS WITH PIN:

Every time a call is placed, the offender enters the assigned PIN, which immediately associates the call with that offender. Investigators can then search *call records and recordings on every call for every offender*. The first time an offender places a call, the system prompts for his/her name. This recording is then stored and used on all future calls using that PIN. This prevents any messages from being passed to the called party.

Every time a call is placed, the offender enters the assigned PIN, which immediately associates the call with that offender. Investigators can then search call records and recordings on every call for every offender.

ALLOWED CALL LIST:

Each offender PIN account will have a defined list of allowed numbers ("calling list") which offenders are permitted to call. Offenders are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the State (or facility) global allowed calling list.

PREVENTION OF CHAIN DIALING:

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

VOICE OVERLAY FOR NOTIFICATION OF OFFENDER CALL:

The PCS system may be programmed to interject a voice announcement at random intervals throughout each offender phone call. The announcement content will notify the called party that they are speaking to an offender at the "Facility Name". The announcement volume will be reduced to a level that is not obtrusive, but still audible.

3-WAY CALL DETECTION:

The PCS solution is designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. In addition, the three-way call detect feature may be programmed to

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

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

MONITORING SYSTEM DATA

PCS proactively monitors system data looking for fluctuations in traffic and revenue that are indicative of fraud.

f. How remote diagnostics will be performed to determine if a problem is with a telephone unit or telephone line.

- PCS' overriding commitment is to the operational reliability of all installed platforms. Top system performance is assured with 24/7 remote diagnostics under the watchful-eye of PCS Customer Service.

A ten-month study of the system PCS is proposing was conducted throughout the Federal Bureau of Prisons. The tabulated results reveal less than one minute of down time per month. The results are summarized as follows:

Average Downtime per site per month	35 seconds
System Availability Percentage	99.9988%

The proposed system will be equipped with diagnostic capabilities that can be utilized on-site or accessed via remote communications. Remote diagnostics include the ability to test trunks, telephones and make test calls from a remote site. Systems are constantly monitored using these internal diagnostic capabilities. Performance outside the "normal" range of operations will trigger an alarm to notify facility personnel. In addition, each system is polled nightly through an automated process. Any service condition encountered during this polling triggers an alarm that will be investigated and resolved as appropriate without the facility's intervention.

PCS uses Big Brother software to identify any potential issues in Frame and WAN connectivity at our client sites. Big Brother diagnostically monitors all call processors each hour for changes in call patterns using SNMP (Simple Network Management Protocol) standards. Any change automatically informs PCS customer service technician and steps are taken to identify and correct the problem. In case the assigned PCS technician is unable to respond in a timely manner, Big Brother automatically escalates problem notification to the next level personnel. In some instances, Big Brother automatically corrects the problems if the procedures are pre-programmed into the system. This feature reduces the time and effort required for manual intervention to correct system related problems.

In case the assigned PCS technician is unable to respond in a timely manner, Big Brother automatically escalates problem notification to the next level personnel.

The Big Brother software will identify any potential issues in Frame Relay and WAN connectivity. The following screen displays the status of the system connections.

Other features of this software include:

- Monitoring host resources (processor load, disk and memory usage, running processes, log files, etc.).
- Monitoring environmental factors, such as temperature.
- Generating contact notifications when service or host problems occur and get resolved (via email, pager, or other user-defined method).
- Defining event handlers to be run during service or host events for proactive problem resolution.
- Providing external command interface that allows on-the-fly modifications to be made to the monitoring and notification behavior through the use of event handlers, the web interface, and third-party applications.
- Retaining host and service status across program restarts.
- Scheduling downtime for suppressing host and service notifications during periods of planned outages.
- Providing a web interface for viewing current network status, notification and problem history, log file, etc.

In addition to monitoring the call processor(s), Big Brother routinely checks all the end user workstations to ensure that all our services are active and usable. It also detects and monitors circuit problems if it encounters problems in connecting with the systems and machines it monitors.

When service interruptions and system failures are reported by Big Brother, PCS' Customer Service personnel enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure the timely response to all customer concerns (For more information on Big Brother see 3.3.1.r.).

g. System's ability to detect the called party's attempt to access 3-way and conference calling at any time during the call and immediately following the connection of the call and must describe how such calls will be terminated.

❑ Read and agreed. The PCS system is designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. The three-way call detect feature can be programmed to disconnect the call or merely initiate a warning message. Regardless of the setting, three way call detection events are tracked and noted in the call detail record and made available for review in a report designed specifically for this purpose.

The PCS System employs several methods to prevent three-way calling. These include the following:

- **Silence Detection**
  The PCS System can be configured to detect periods of silence on the line. This is done to prevent the parties on the call from having the time necessary to make a three-way or conference call.

- **DTMF Detection**
  The system monitors the call to detect extra touch-tone sounds (DTMF) during dialing. This is done to prevent offenders and called parties from dialing a second number in an attempt to make three-way calls.

- **Tone Detection**
  The system is typically configured to detect noises that are not part of normal dialing and phone usage – such as a second ring (as would occur if a third party call was attempted). This is done to prevent procedures that could open a channel to enable a three-way call.

- **Voice Overlays**
  When the called party accepts the call, a voice overlay informs both parties that three-way call attempts may lead to disconnection. The system continues to play this warning randomly.

While all of these methods work to prevent three-way calling, all of the sound detection features can return a "false positive" reading. Therefore the sensitivity setting has to be properly adjusted to balance robust detection with false positive prevention.

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

Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect.

While every effort is made to improve the accuracy of three-way call detection, it is possible for other events on a call to inadvertently result in call disconnection. These include:

- Non-voice sounds during the call
- Extra digits dialed during the call
- Dropping or tapping the handset
- Use of the call waiting feature by the called party

The system automatically notes in the call record when a three-way call has been detected. The following screen shot depicts a Call Detail screen showing that a 3-way attempt occurred:

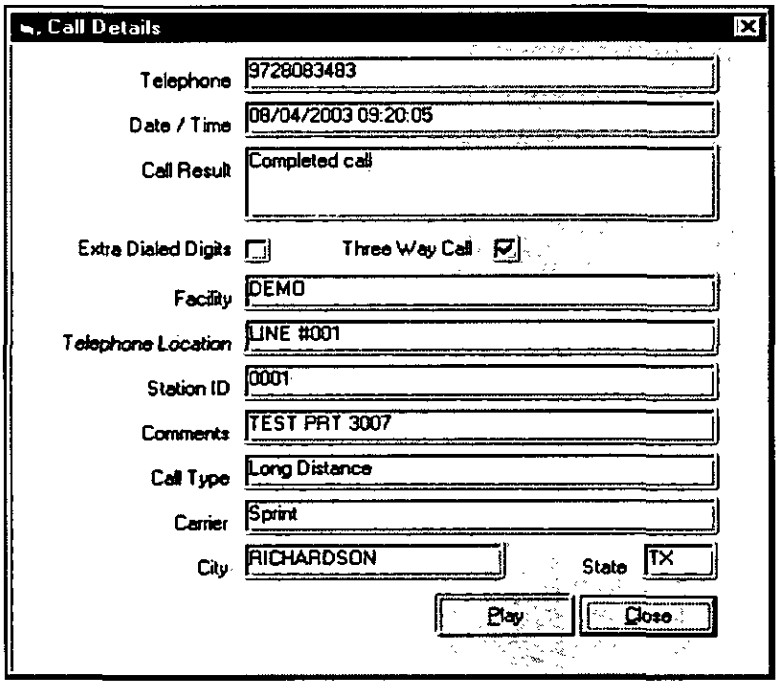


Figure C-5 Call Detail showing 3-way call attempt

h. How call acceptance occurs including how the pre-recorded messages are presented.

☐ The following steps are required to place a collect call from an offender phone:

	STEP	TIME IN SECONDS
1	Offender lifts receiver.	
2	Offender dials called party number	5
3	System prompts offender for PIN (where used)	1
4	Offender dials PIN (where used)	1
5	System checks for blocks and performs LIDB query	3
6	Outgoing CO trunk is seized and recording is started	2
7	DTMF digits are sent to PSTN	1
8	PSTN completes call and rings called party phone 2 times	12
9	Called party answers "Hello"	2
10	System plays State branding message to called party*	15
11	Called party dials '5' for positive acceptance	1
12	Two way conversation can commence	
	Total	**47**

NOTE: The system can be programmed to allow the called party to accept the call during the branding message so this time could be reduced by up to 13 seconds.

i. How the OTS will work with the local telephone company to insure that no incoming calls will be received.

❑ Read and agreed. PCS employs several methods to ensure there will be no incoming calls to offender telephones.

1) PCS will only provision outgoing trunks.

2) The call processor will be configured for one-way outbound traffic and will prevent incoming calls from being connected to offender telephones. The OTS has both Trunk Cards (outgoing) that connect to the outside world and Station Cards that are connected to the offender phones. Thus even if a call was made to an outside trunk it would not have any access to the station cards. The only time a bridge is made between station and trunk cards is when a called to party accepts an incoming call. Additionally the switched software internal to the OTS does not assign any station to a trunk.

3) The offender telephones have no ringer or other means of signaling an incoming call.

No caller ID will be available on any of the outgoing trunks. Thus family members will not receive any trunk identification and would have no way of knowing what number to call.

j. How international calls shall be provided.

❑ PCS provides more methods by which to allow offenders to make international calls than any other provider in the corrections industry. There are several methods by which offenders can place international calls, Debit, Prepaid INTELLITalk and Collect. PCS is currently the exclusive provider of calling for all Federal ICE (Immigration and Customs Enforcement) facilities and thus has over 10 years of experience in providing high volume access for offenders internationally.

There are several methods by which inmates can place international calls, *Debit, Prepaid* INTELLITalk and Collect.

The same call control features such as time limits, mandatory PIN, option for positive acceptance, recording/monitoring, number block etc, will be in place. The same call control features, which include allowing Debit, Collect and or recording the number can be established on a facility or statewide basis.

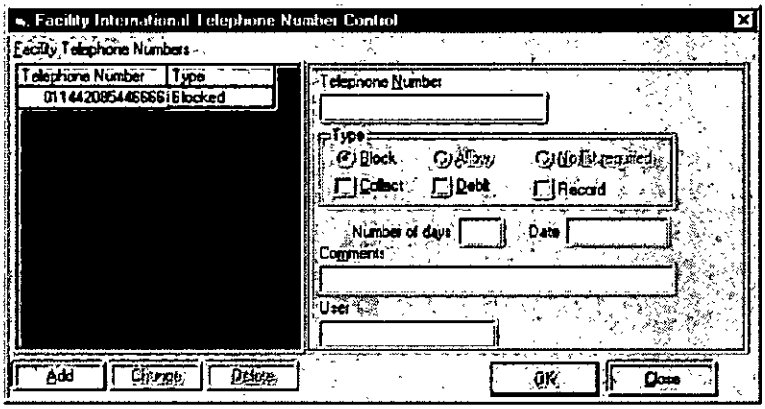


Figure C-6 Number set-up screen showing payment method

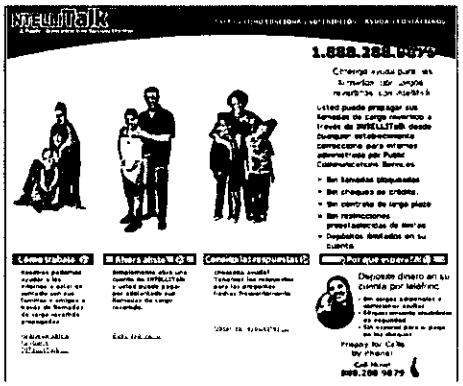
Debit Calling:

With PCS's guarantee to have debit calling available to offenders upon system turn up, offenders will have the ability to call anywhere in the world by transferring funds to their OTS account. The offender will simply use the same dialing sequence that they are currently using.

Once prompted to dial a number they will dial 011+ Country Code+ City Code + Number and the international number will be dialed. The MODOC will instruct PCS to either allow the number to be connected upon answering of the phone on the called to party's side or positive acceptance will be required. Due to the multiple languages available with the "called to" party, it is recommended that the positive accept feature be turned off. Calls to Canada, England, Australia, the Bahamas and other English speaking countries can continue to have it activated.

With PCS's guarantee to have debit calling available to offenders upon system turn up, offenders will have the ability to call anywhere in the world by transferring funds to their OTS account. The offender will simply use the same dialing sequence that they are currently using.

As noted in Exhibit A, the rate to any international country will be based on a flat rate, thus easy for everyone to understand.



Prepaid Calling:

As described in earlier sections, a Prepaid IntelliTalk account can also be created for international families and friends. These accounts can be created on-line or by contacting PCS billing department.

Family and friends can provide funds to their INTELLITalk account 24 hours a day, no matter in which country they reside.

The instructions are both in English and Spanish. Family and friends can provide funds to their INTELLITalk account 24 hours a day, no matter in which country they reside. Credit cards are accepted, thus facilitating any transactions.

Collect Calling:

International Collect calls, with an exception to Canada, must at this point be placed through a live operator. PCS's international operator service is designed to only allow international calls. For example, if an offender dials an international collect number and reaches an operator, the operator will know the number dialed and will only connect to that number. The operator screening will not allow any call to be terminated to a number within the United States. The restriction of using a live operator is exclusive due to the variations in called to languages. The operator will inform the called to party that the person is calling from a correctional facility and that all calls may be recorded and monitored. Only upon acceptance of the collect call charges will the offender be connected to the called to party.

k. How the offeror proposes to meet the Station Equipment, Calling Protocols, Americans with Disabilities Act, Monitoring and Recording provisions and requirements to included where the monitoring and recording system is proposed to be located, how to access it, a material list, the actual size of the equipment, function descriptions and drawings of the proposed configurations.

☐ Team PCS understands and will comply

Station Equipment

PCS will supply and install new, full security offender telephones by OTC Telecom. All offender telephone stations will be line-powered, therefore no additional cabling and or wiring will be necessary.

The OTC-2110V2 offender telephones are vandal resistant, surface mounted telephones with metal housing, steel armored handset cord and stainless steel lanyard. The phones are manufactured in 14-gauge stainless steel, thoroughly field-tested, and are currently used in indoor and outdoor correctional facilities. All telephones are compatible with standard Telco mountings, which include 10A coin-less and WE-COL type mountings. The offender phones will have no exposed screws, bolts, metal or other hard-sub-stance fasteners or any other material that can be removed from the phone without a special security removal device.

Standard Features:

- Line powered and compatible with standard subscriber carrier loop
- All weather metal key pad and sealed magnetic switch hook
- Single unit solid state electronics
- Built in secondary lighting protection
- Suitable for indoor or outdoor installation
- Dimensions: 21.2"Hx 7.5"Wx 2.5" D (4.5" deep with cradle)
- Hearing aid compatible
- Paint/finish is mar and scratch resistant
- Industry standard design
- Instructions on faceplate
- Armored handset cord that is resistant to stretching and breaking
- Tamper proof housing
- Security installation with security studs

Figure C-7 OTC-2110V2 Inmate Phone

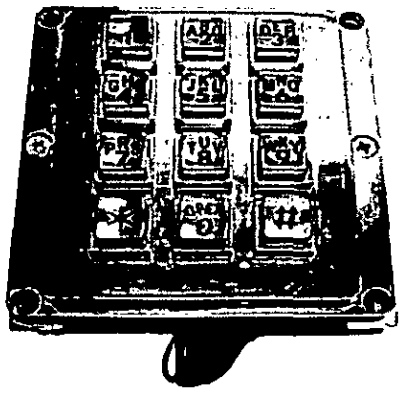
Please refer to Attachment H for more information on the proposed OTC offender phones.

Calling Protocols

Calling Protocols will meet RFP requirements. The OTC offender phones integrated with the VAC call processing system allows the administrator to implement call protocols at various levels including system wide, facility wide and at the PIN level. Protocol intelligence is resident at the processor level, which allows the MODOC flexibility and ease of administration. Changes made at the processor level can be achieved at the phone through the use of the administrative workstation by authorized personnel.

Americans with Disabilities Act

Team PCS proposes to provide phones that are accessible to persons in wheelchairs and will provide two TDD phones per site for a total of 40 phones. The proposed OTC offender telephones are TDD and hearing aid compatible. The phones are designed to be compliant with ADA standards and FCC regulations. Amplified volume control is a built-in feature of the proposed offender telephones manufactured by OTC Telecom.



The proposed offender telephone standard keypad assembly is fully ADA compliant and has a "raised bump" on the number 5 (five) button as required. Physically impaired offenders in correctional facilities nationwide are successfully using these standard keypads.

Figure C-8 Inmate Phone Keypad

PCS will provide the requested number of TDD units as specified in paragraph 3.1.1 of the RFP.

Please refer to H for more details on the proposed OTC offender telephones.

Call Monitoring and Recording

All calls are digitally recorded and archived for subsequent playback on demand. From the investigative workstation, authorized personnel may search through calls by PIN, called number, and/or date/time and simply click on the desired call to listen to the recorded conversation. The process is quick and simple and the calls are available for playback immediately upon completion. While listening, the investigator may add notes to the recording file. In addition, the investigator may select a pertinent portion of the recorded conversation, save it as a separate file, add notes related to his/her findings and archive the recorded conversation on a CD, all with just a few clicks of the mouse.

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

The recording function is an integrated feature of the Team PCS solution. This means that both call processing and recording operate off the same system clock. You can be sure that each recorded call and vital call detail information linking that recording to a particular offender will have the same data and time stamp and can be used for evidentiary purposes if necessary, in addition the facility can protect the offender-attorney conversations from recording by simply marking the "do not record" box in the offender call list record for the attorneys telephone number. Because the recording and the call processing are all integrated into one system, this directive is followed and the privileged calls are never recorded.

Investigators with the appropriate access levels may silently monitor calls in progress using the Spy function. Monitoring occurs via the investigative workstation using the built in speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin monitoring in a matter of seconds. Monitoring is undetectable by the calling/called parties. If deemed necessary, (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress. In addition, the investigator may scan all active conversations in a rotating sequence, with the option of stopping on any call that requires further attention.

The system allows for monitoring of "live" calls and allows the caller to listen to both the caller and the called party. When an investigator enters a call, there will be no degradation of audible signal or frequency.

The illustration below identifies the Call Records Screen that an investigator can use to identify and select a call or calls based upon a range of dates. The investigator can search by name, offender number, PIN number or facility. Once the call or calls are located the investigator can access the call player screen.

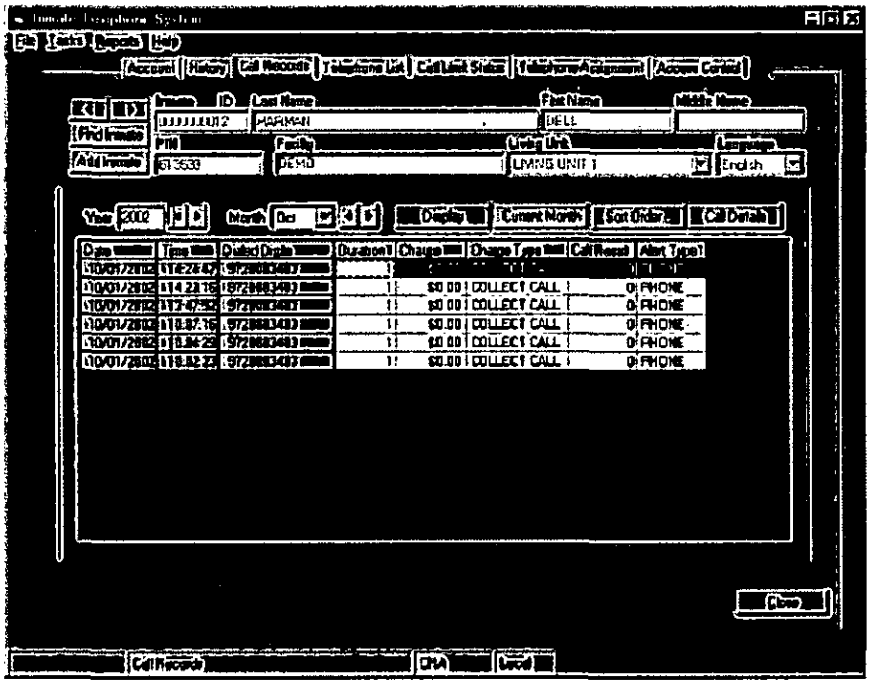


Figure C-9 Example Call Records Tab Screen

The call player screen allows for complete control of a specific call including the ability to play, pause, edit or stop the recording at any point in the call. The user uses the buttons at the top of the screen to access the functionality of the player.

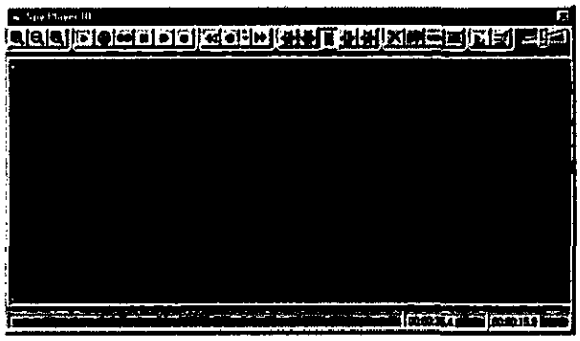
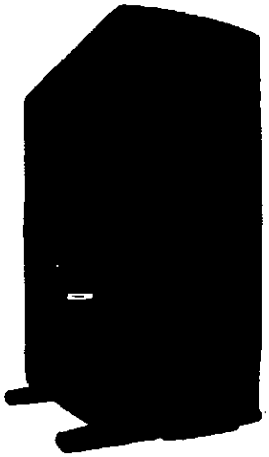


Figure C-10 Call Playback Player Control

Recording and Messaging Equipment Location

One call monitoring and recording call-processing server will be located in each of the twenty facilities. In addition each facility will have a stand alone server which will capture the call recording immediately after the call and store it for future access. Team PCS will be responsible for installation, setup, maintenance and monitoring of each unit. In addition to the on site server and call processing equipment, central call processing and recording server and storage will be located at the Huber & Associates Headquarters in Jefferson City, Missouri. This processor will serve as the host hub of the system and will provide backup and redundancy to each of the site processors and servers.



Access to the call processing and recording system will be achieved through the use of an administrative work station one of which will be located on each facility site and one of which will be located on the Huber & Associates Headquarters site. All workstations will be fully secure and password protected.

Centralized Data Sharing Network

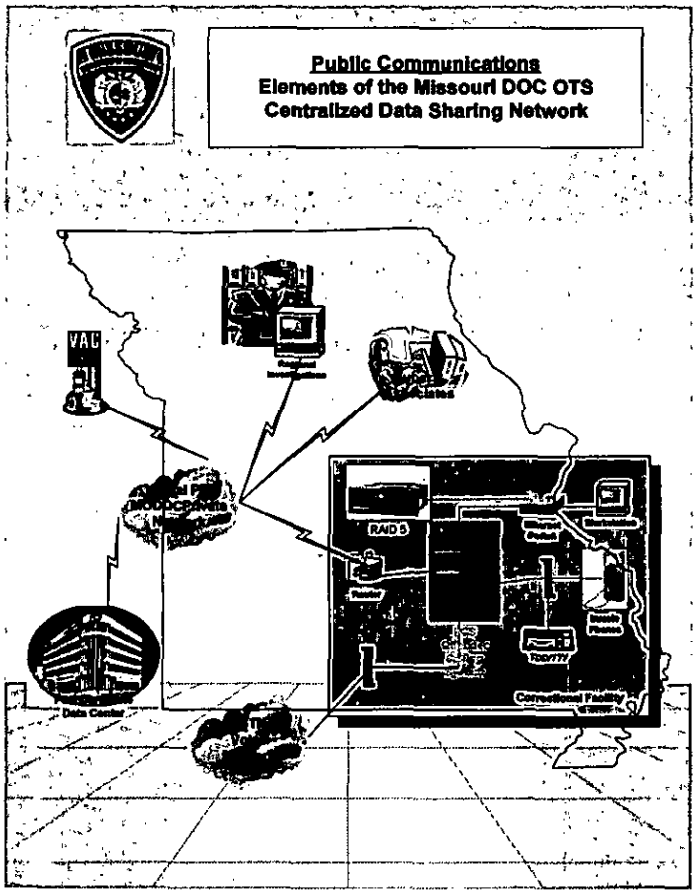


Figure C-11 Centralized Data Sharing Network

Proposed Wide Area Network Configuration

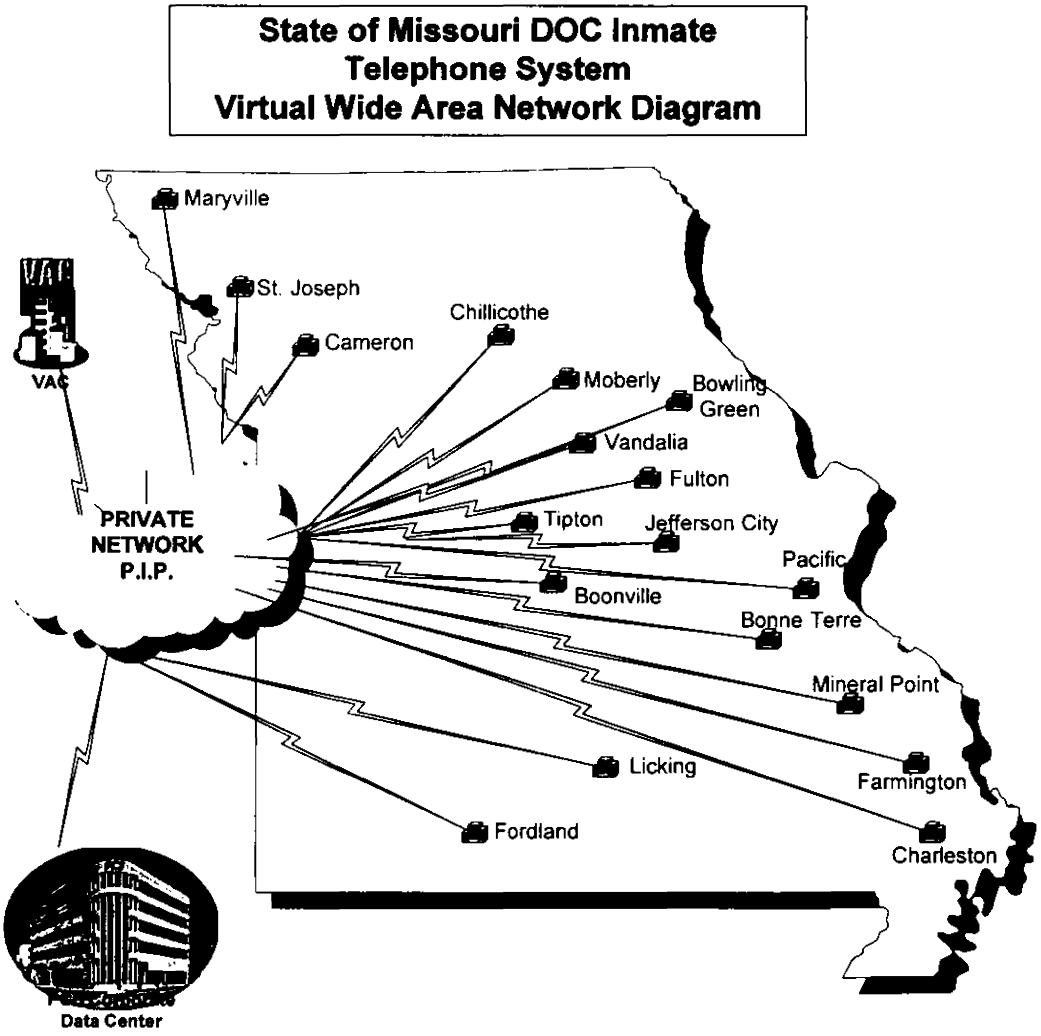


Figure C-12 Wide Area Network Configuration

Real Time Monitoring and Recording of All Calls

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

Exclusion of Calls Identified as "Do Not Record"

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

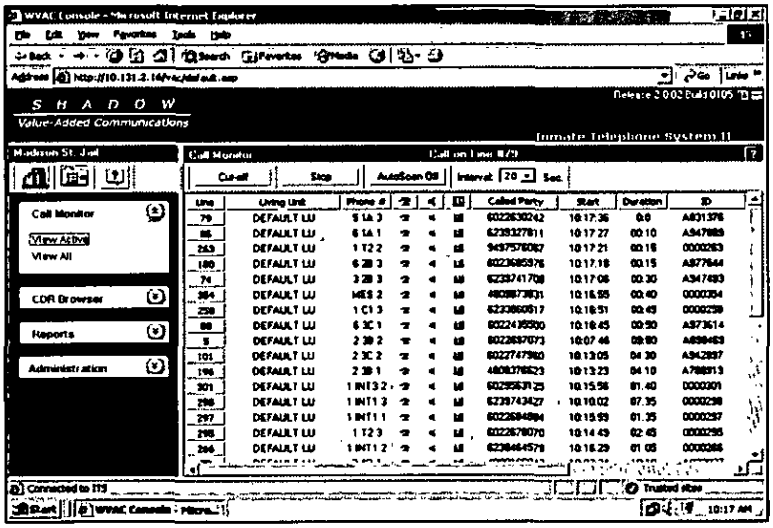


Figure C-13 Call Monitoring in Progress

Playback on Demand

All calls are also digitally recorded and archived for subsequent playback on demand. From any system workstation, authorized personnel may search for calls by PIN, called number, and/or date/time and simply click on the desired call to listen to the recorded conversation. The process is quick and simple and the calls are available for playback immediately upon completion. While listening, the investigator may add notes to the call recording file. In addition, the investigator may select a pertinent portion of the recorded conversation, save it as a separate file, add notes related to his/her findings and archive the recorded conversation on a CD. This is accomplished with just a few clicks of a mouse.

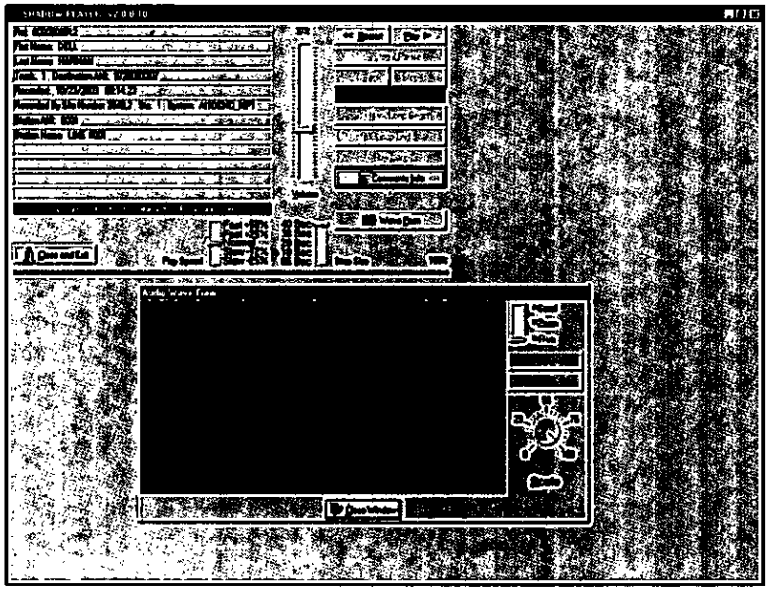


Figure C-14 Archiving Recordings

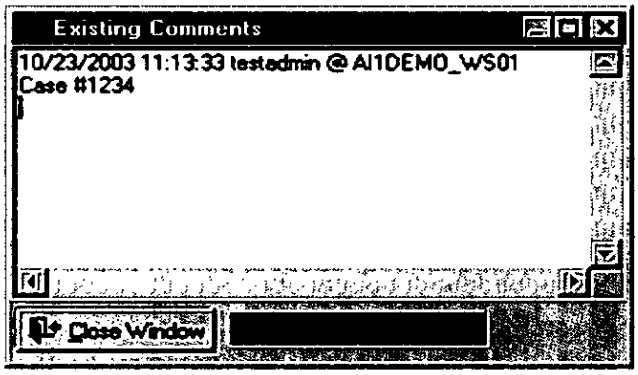


Figure C-15 Comments Window

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

Keeping Specific Calls Permanently

Investigators may "lock" specific call recordings for on-line access indefinitely. All locked recordings will be retained on-line permanently or until they are unlocked. In addition, call recordings may be archived to CDs for permanent retention as well.

Storing Recordings On-Line

Each facility's call processing server will be sized to store call recordings for a minimum of five years on-line for immediate access.

Archiving Call Recordings

While listening to call recordings, investigators may select a pertinent portion of the recorded conversation, save it as a separate file, add notes related to his/her findings and archive the recorded conversation on a CD. This is accomplished with just a few clicks of a mouse. In addition, investigators can search for a specific offender's calls within a specified date range and archive all selected recordings by merely highlighting them. All call detail information is saved with the recorded calls to ensure immediate identification.

Storage Capacity Warning Indicator

The PCS system has the diagnostic capabilities to remotely monitor storage capacity levels as well and alert PCS Customer Service, should conditions approach the established levels. In addition, PCS has the ability to test trunks, telephones, and even make test calls from a remote facility. Through an automated nightly polling process, performance outside the "normal" range of operations will trigger an alarm that will be investigated and resolved as appropriate without the facility's intervention.

Playback from Investigator Workstations

Read and agreed. Recording and monitoring are automated functions of the proposed OTS. All calls that are not flagged as privileged are available for monitoring and are recorded onto the server hard drive. All of the OTS workstations are able to play back recorded conversations and copy those conversations to CD.

Location of Workstations

Each facility will have a workstation installed at the location designated by the state. Additional workstations will also be provided for centralized investigative personnel as required by the RFP.

Simultaneous Recording

The proposed system will record all offender conversations at each facility except for those that are flagged as privileged.

Locating Call Recordings

Investigators can retrieve calls by housing unit, date and time, called number, and PIN. From any system workstation, authorized personnel may search for calls using these criteria and listen to the recorded conversation.

"Real Time" Monitoring of Calls

Monitoring occurs via the investigative workstation and as shown on the screen shot below, all required criteria are provided. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds.

Monitoring is undetectable by either the calling or the called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress. In addition, the investigator may scan all active conversations in a rotating sequence and can pause on any call that may require specific attention.

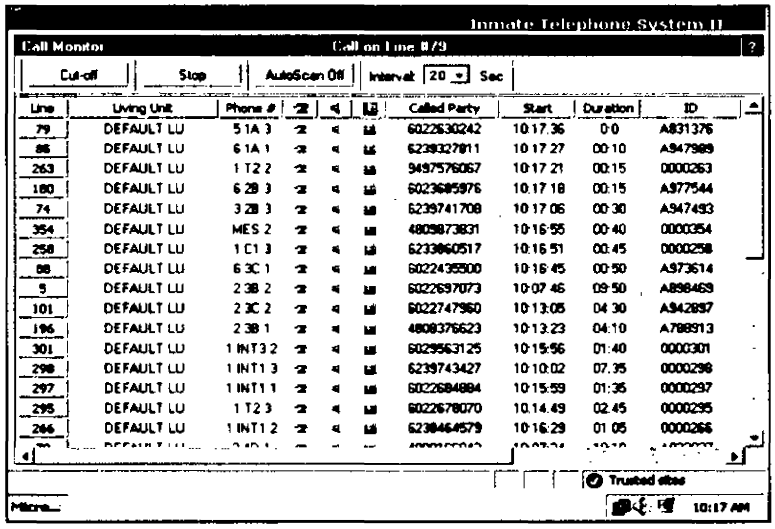


Figure C-16 Call Monitoring in Progress

Storing Call Detail

All Call Detail Records will be stored on-line for immediate access by the state for the life of the contract. At the end of the contract, should PCS cease to be the incumbent OTS service provider, we will provide the state with files of all CDRs for future reference.

Archiving Call Detail

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

Storage Capacity Warning Indicator

PCS has system monitors in place to track on-site storage levels for call recordings as well as Call Detail Records. The servers on site will be sized to provide on-line storage of call detail records for six months. Capacity for storing CDR data should never be an issue. In the event capacity did become an issue, PCS' would be able

to detect the problem and take corrective action, well in advance of any loss of data.

Location of Workstations

Workstations will be located at each of the facilities specified in paragraph 3.1.1. Each workstation consists of a Windows 2000 PC platform, keyboard, and mouse, along with a 17" color monitor and printer.

Additional workstations will also be provided for centralized investigative personnel as required by the RFP. With appropriate security levels, functions such as access to live call monitoring, reviewing call detail, listening to call recordings, and processing of reports and ad-hoc queries are controlled through this workstation.

Access to Recording and Monitoring

Investigators with the appropriate access level will be able to silently monitor calls in progress. Monitoring can be done from the investigative workstation using built-in speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring is undetectable by the calling or called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress. In addition, the investigator may scan all active conversations in a rotating sequence, and may stop and listen further to any call that may require further attention.

Investigator Alerts

Authorized users of different access levels may establish alert call settings based on offender, offender phone, or called number. When a call matches the alert setting, active users belonging to the appropriate security access level are visually notified and can immediately monitor the call in progress.

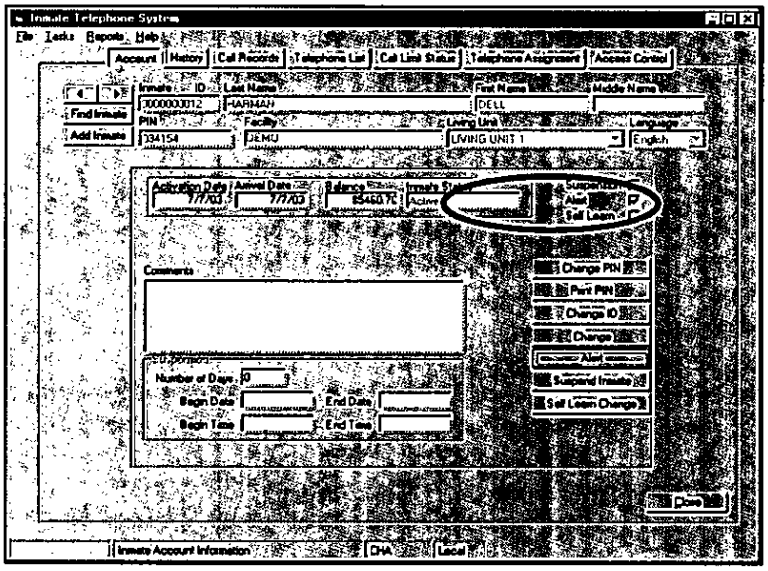


Figure C-17 Setting Alerts

In addition, the agency will also benefit from the SNITCH, Remote Alert Function. The SNITCH feature permits site investigative personnel to identify "hot numbers" which may be either a specific offender(s) or called telephone number. Each "hot number" entry is associated with a notification telephone number and alternate number. When a "hot number" is called, the investigator receives a notification call. The investigator may then enter a PIN to listen to the conversation in progress.

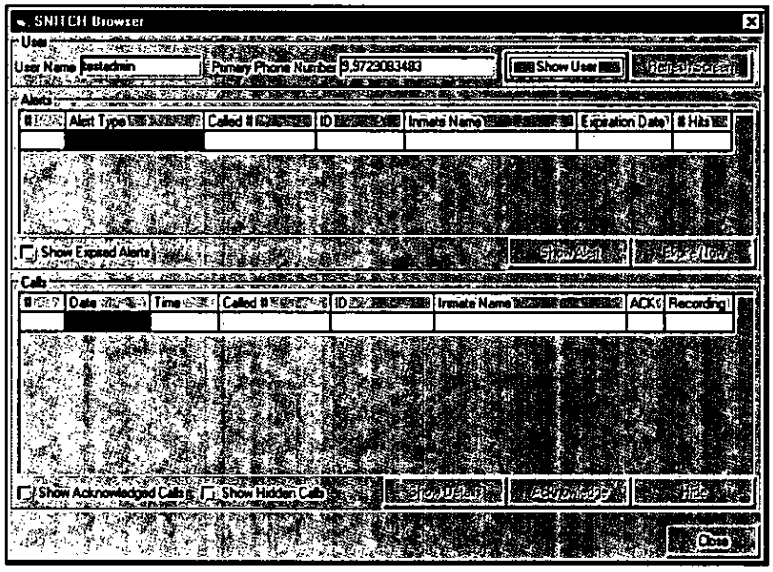


Figure C-18 The Snitch Browser

Recording or Monitoring While Call is in Progress

The PCS system will record all offender conversations at each facility. Offenders' calls in progress can be viewed on the screen and any call can be selected for immediate live monitoring.

Modular and Expandable

Although the system is expandable and modular in design, PCS will provide the agency with the ability to record all offender conversations at each facility specified in the RFP over the life of the contract. Comprehensive call recording will be available immediately from the date of installation.

Playback and Recording

Read and agreed. Call recordings are available for playback immediately via the workstations provided without any impact to on-going recording functions or call processing.

Online Diagnostics

PCS' overriding commitment is to the operational reliability of all installed platforms. Top system performance is assured with 24/7 remote diagnostics under the watchful-eye of PCS Customer Service.

A ten-month study of the system PCS is proposing was conducted throughout the Federal Bureau of Prisons. The tabulated results reveal less than one minute of down time per month. The results are summarized as follows:

Average Downtime per site per month	35 seconds
System Availability Percentage	99.9988%

The proposed system will be equipped with diagnostic capabilities that can be utilized on-site or accessed via remote communications. Remote diagnostics include the ability to test trunks, telephones and make test calls from a remote site. Systems are constantly monitored using these internal diagnostic capabilities. Performance outside the "normal" range of operations will trigger an alarm to notify facility personnel. In addition, each system is polled nightly through an automated process. Any service condition encountered during this polling triggers an alarm that will be investigated and resolved as appropriate without the facility's intervention.

A ten-month study of the system PCS is proposing was conducted throughout the Federal Bureau of Prisons. The tabulated results reveal less than one minute of down time per month.

Re-Recording to Cassette

The PCS system will allow investigators to re-record conversations onto cassette tapes. The system will also allow for copying call recordings onto a CD disk for playback at any computer or portable CD player.

Displaying Time and Date Entries for Calls per Channel

The PCS system shall display time and date entries for each recorded conversation on a per channel basis and will display all conversations in chronological order. CDR data may be searched in a variety of ways, including chronological order of conversations. A flexible, user friendly CDR Browser ad hoc query feature will also allow CDRs to be sorted and customized as follows:

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

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

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

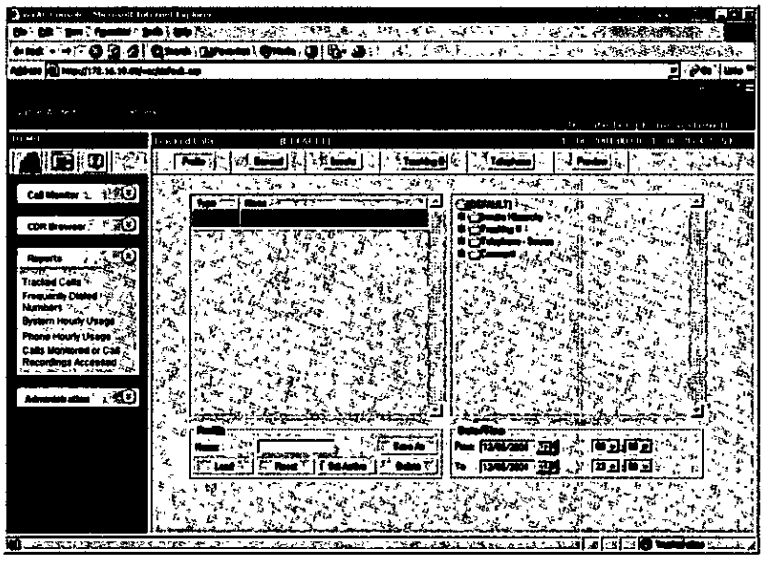


Figure C-19 The Data Screen

Uninterruptible Power Supply

Read and agreed. The PCS system and each administrative workstation is equipped with the appropriately sized Uninterruptible Power Source (UPS) to provide not less than fifteen (15) minutes of continuous operation in the event of a power surge or interruption.

If commercial power is lost, the UPS will indicate with an audible beeping sound in the equipment room and wherever the workstations are located. Should power be restored within the fifteen (15) minute period, there will be no interruption of call processing or workstation functioning. If the interruption exceeds this period, call processing functions are interrupted until such time as power is restored.

Regardless of any interruption in power, call records are protected at all times and not subject to loss.

Regardless of any interruption in power, call records are protected at all times and not subject to loss. System settings will return to previous state upon restoration of power.

Physical Dimensions of Call Processor

The Call Processor only requires an area large enough to accommodate 19"(W) unit, plus adequate working space. The diagram below provides standard dimensions along with the cabinet space. Keeping in mind the space limitations at the DOC facilities, PCS will provide the Call Processor unit without the cabinet.

The environment should have a maintained temperature between 12°C (55°F) ~ 24°C (75°F) with a humidity range between 5% ~ 95% non-condensing. The proposed Call Processor unit requires a dedicated 120-volt standard electrical outlet. Please refer to the following diagram.

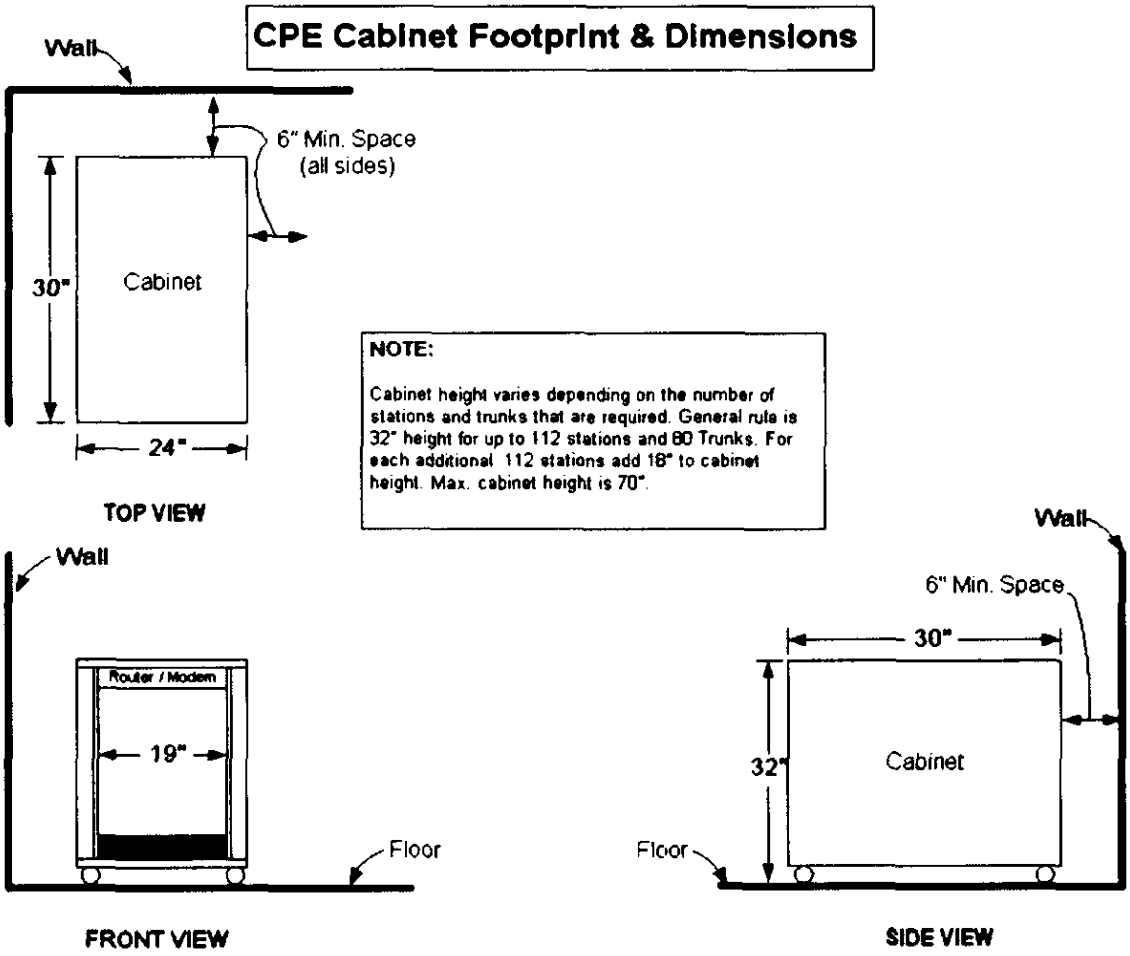


Figure C-20 Standard Call Processor Unit and Cabinet Dimensions

l. The proposed number of phones on which recording may be accomplished simultaneously.

- The proposed OTS is the Focus 100. The system is designed to digitally record and monitor all telephone calls simultaneously. To clarify the point, if there are 1,600 offender phones being used at the same time, then all 1,600 calls will be recorded simultaneously. This includes but is not limited to any combination of:

  Collect Calls
  Debit Calls
  International Calls
  TDD Calls

  Legal and Attorney flagged phone numbers will never be recorded and or monitored.

  All calls will be available through any workstation within the system and the phone calls will be stored in RAID–5 Servers, as described in the earlier RFP sections.

m. How call recordings and call activity is proposed to be collected, stored, and archived.

- All offender telephone calls, as a default to this RFP (with the exception of attorney calls) will be recorded and stored for the duration of this contract on RAID 5 servers with real-time access on all calls. All calls are digitally recorded and achieved for subsequent playback on demand. From the investigative workstation, authorized personnel may search for call by PIN, called number, and/or date/time and simply click on the desired call to listen to the recorded conversation. The process is quick and simple and the calls are available for playback immediately upon completion. While listening, the investigator may add notes to the call recording file. In addition the investigator may select a pertinent portion of the recorded conversation, save it as a separate file, add notes related to his/her findings and archive the recording conversation on a CD, all within just a few clicks of a mouse.

All offender telephone calls, as a default to this RFP (with in exception of attorney calls) will be recorded and stored for the duration of this contract on RAID 5 servers with real-time access on all calls.

At this point it is important to explain why PCS uses an integrated system for call recording storage. Because the recording function is an integrated feature of the Focus 100, this means that both call processing and recording operate off the same clock. You can be assured that each recorded call and the vital call detail information linking the recording to a particular offender will have the same data and time "stamp" and can be used for evidentiary purposes if necessary. In addition, the facility can protect the offender-attorney conversation from recording by simply marking the "do not record" box in the offender's call list record for the attorney's telephone number.

At any time during this contract the MODOC will have the option to switch off this feature and restrict the recorded telephone calls to those selected by the MODOC. If this option is elected, the OTS will be designed with multiple redundant storage servers to insure that no call recording or record is ever lost. Once an offender places any call, the call will be digitally stored in a RAID – 5 Server residing in the facility where the call is being placed. Each facility will contain a Raid-5 server with the capacity to store 5 years worth of call recordings. At any time during the contract it is revealed that additional capacity will be required then additional servers will be installed.

Figure C-21 RAID-5 Server

Typically a call recording occupies approximately 100,000 bytes of storage per minute. Bases on current call records the MODOC has offenders that make approximately 75 million minutes of calls a year, or thus 7.5 Terabytes of call storage is required each year for a total capacity of a minimum of 37.5 Terabytes for 5 years. Thus, PCS would install 20 servers that would have 5 years worth of call capacity based on that facilities needs. Obviously some servers would be larger than others.

Once the call is stored on the local Raid-5 server, a call record will also be stored to accompany that recording. **All call records** will be stored locally at the correctional facility and redundantly at the Huber & Associates office in Jefferson City, MO and PCS data center in Los Angeles CA.

With MODOC authorization, **all call recordings** will also be stored at the Huber & Associates Office. PCS will deliver all call recordings to the Huber Office each night when call volume is low. The installing of a redundant storage center will insure that calls are not lost due to natural or technological events.

n. All services, personnel, and proposed methodology to meet the Installation Team provisions and requirements stated herein.

☐ Read and agreed. PCS has two decades of experience in Offender Telephone Services. We have pioneered important innovations in collect and debit calling, interfaced with virtually every kind of jail management and canteen management system in existence, and has led major systems integration projects.

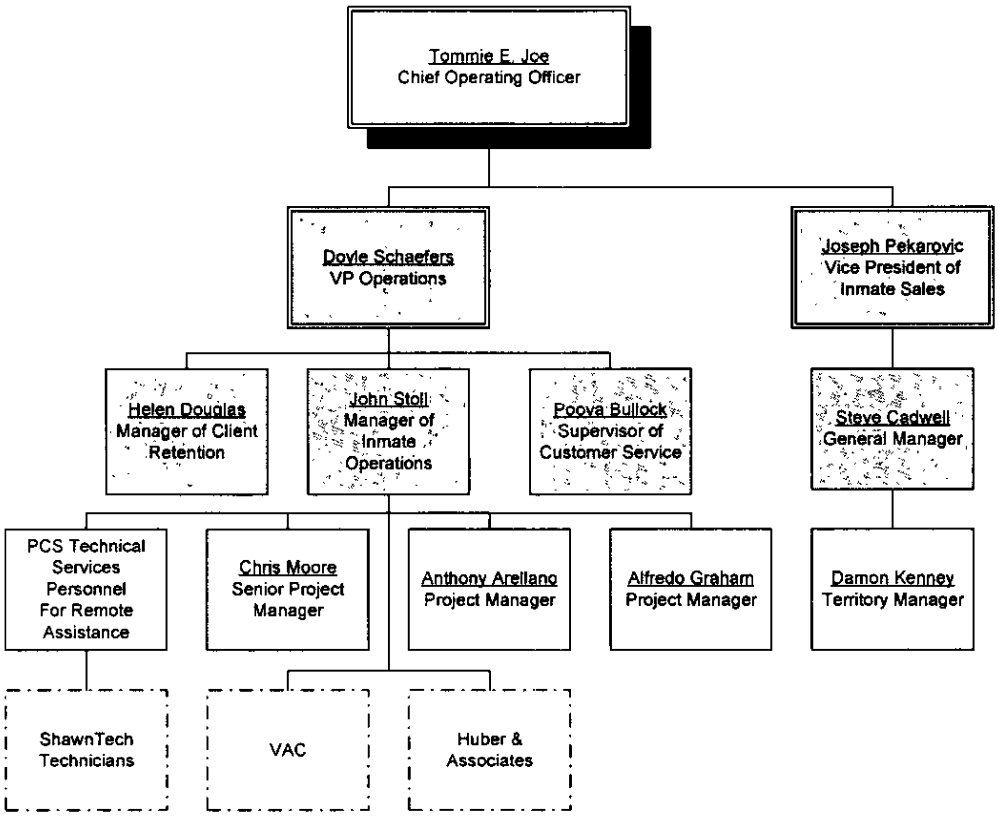
PCS will serve as a single point of contact throughout the implementation, maintenance, and administration of the system. We will provide the telephones, system integration, network design, overall project management, and ongoing customer service. We have selected VAC to provide the most reliable and full-featured offender call processing equipment available on the market today.

ShawnTech, which has been maintaining the existing OTS for the agency for the past five years, has partnered with PCS to continue to provide such services with the new equipment. They have agreed to hire an additional technician to ensure an even higher level of service and response with the new OTS.

Huber & Associates will continue in its current role of providing PIN Management Services to the agency. This will include Programming Services, PIN Administration and Debit System Integration with the existing Canteen System. PCS is particularly committed to ensuring that the State of Missouri Department of Corrections realizes its long-overdue goal of being able to offer Debit Calling to Offenders.

Huber & Associates will continue in its current role of providing PIN Management Services to the agency.

The following chart shows the key personnel assigned to the agency's project. Each listed individual has more than the required qualifications and experience necessary to provide services on the proposed contract for the agency. An organizational matrix and brief descriptions of their qualifications and experience can be seen on the following pages.



For information on personnel for ShawnTech, Huber & Associates, and for VAC, see C.1.1.n.

Transition Plan

It is not often that a company can claim that the transition necessary for a new company will be easier than that of remaining with the incumbent. However, PCS has designed a transition plan that will minimize any effort by the MODOC for installing our system and actually reduce any additional work by the MODOC, or specifically the Department of Human Services Offender Finance Office, by maintaining the data flow format currently used between the MODOC and Huber & Associates. No new integration will be required to maintain the current data flow and similar data flow protocols will be used for any enhancements. This transition plan includes contingency planning with

It is not often that a company can claim that the transition necessary for a new company will be easier than that of remaining with the incumbent.

complete redundancy to ensure the continuous operation of all services.

By teaming with both Huber & Associates and Shawntech Communications, PCS will bring in to this contract a new perspective while taking advantage to the field experience and active systems provided by our team.

PCS's scheduling of events is based on a long history of installing offender telephone systems.

PCS will provide the MODOC an implementation plan within 30 days of contract award. This plan will be created after in depth discussions with MODOC and PCS's presentation of our draft Implementation and Transition plans.

Network/IT Support Team:
The network and software integration teams will consist of members from PCS, VAC and Huber & Associates IT Departments. This team will coordinate the WAN configuration, software configurations and any upload necessary to activate all PCS OTS services. They will be working in concert with the on-site teams to ensure that all systems are properly integrated.

On-Site Teams:
PCS has organized three (3) on-site teams designed to ensure a timely and seamless transition from your current vendor to the PCS OTS solution. These teams will be lead by a Project Manager and will be responsible for each of the following zones, these are the same zones designed by PCS for the ongoing maintenance and support of the PCS OTS.

These teams will each consist of 5 technician members from PCS, VAC and Shawntech Communications.

- PCS - Project Manager
- VAC - Implementation Specialist
- Shawntech - System Technician

These Teams will operate in the following Zones:

Team 1:

Eastern Regional Maintenance Zone						St. Charles		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
MECC	Missouri Eastern CC	Pacific	52	1,100	1	2	39	44
NECC	Northeast CC	Bowling Green	106	1,975	1	2	66	75
ERDCC	Eastern Reception & DC	Bonne Terre	166	2,684	1	2	71	76
FCC	Farmington CC	Farmington	140	2,725	1	2	83	91
	Eastern Regional Investigations	Farmington	0	0	1	0	83	91
PCC	Potosi CC and Mineral Area TC	Mineral Point	49	800	1	2	83	101
WERDCC	Women's Reception and DC	Vandalia	69	2,076	1	2	83	93
SECC	Southeast CC	Charleston	87	1,500	1	2	167	157

Figure C-22 Eastern Regional Maintenance Zone

Team 2:

Central Regional Maintenance Zone						Jefferson City		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
ACC	Algoa CC	Jefferson City	62	1,635	1	2	5	5
CMCC	Jefferson City CC	Jefferson City	91	1,996	1	2	5	5
	Central Regional Investigations	Jefferson City	0	0	1	0	5	5
FRDC	Fulton Reception & DC	Fulton	119	1,302	1	2	24	24
TCC	Tipton CC	Tipton	58	1,088	1	2	35	55
BCC	Boonville CC & Boonville TC	Boonville	71	1,256	1	2	58	62
MCC	Moberly CC	Moberly	53	1,800	1	2	66	69
SCCC	South Central CC	Licking	78	1,596	1	2	96	116
OCC	Ozark CC	Fordland	27	695	1	2	165	178

Figure C-23 Central Regional Maintenance Zone

Team 3:

Western Regional Maintenance Zone						Kansas City		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
CRCC	Crossroads CC	Cameron	89	1,500	1	2	51	52
WMCC	Western Missouri CC	Cameron	96	1,975	1	2	51	52
WRDCC	Western Reception, DC & CC	St. Joseph	92	1,880	1	2	55	56
	Western Regional Investigation	St. Joseph	0	0	1	0	55	56
CCC	Chillicothe CC	Chillicothe	38	525	1	2	90	99
MTC	Maryville Treatment Center	Maryville	23	525	1	2	94	96

Figure C-24 Western Regional Maintenance Zone

Below is a State of Missouri DOC area map overlaid with the Maintenance Zones described above. Each zone consists of a Dispatch Center, a Regional Investigation Office and properly aligned distances between the dispatch center and multiple correctional facilities.

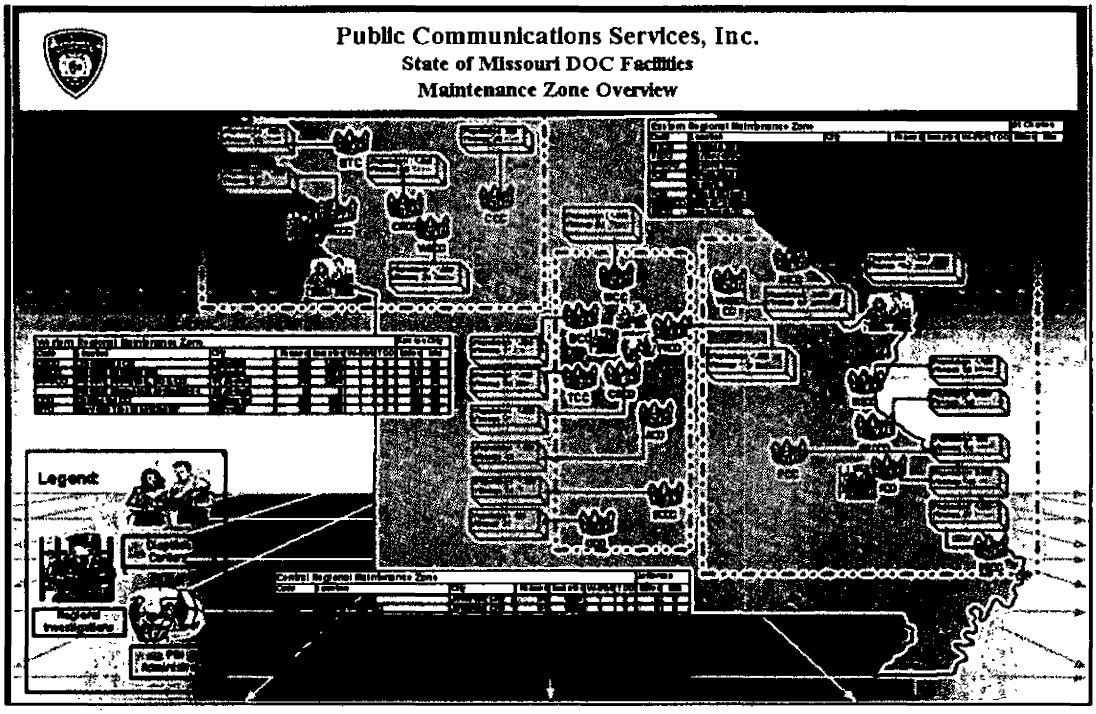


Figure C-25 Maintenance Zone Overview
(See Attachment I for full-sized diagram)

Upon completion of the comprehensive site survey and approval of the implementation plan, PCS will initiate site preparation. The site preparation will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the Offender Telephone System. All preparation work will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines.

The transition plan, also described in earlier pages as the implementation plan, takes into consideration 5 separate but fully integrated steps.

Site Inspection/ Preparation

Immediately following contract award, our team will hold the first meeting with the MODOC. Each Team PCS member has industry experience in the implementation, operation and management of Offender Telephone Systems. The team will perform a comprehensive site survey with a MODOC facility staff member to identify existing phone and system installations, determine new phone and system installation requirements, review cabling, power, HVAC, and telephone room requirements, and determine necessary site enhancements. A comprehensive site survey report for each facility will be provided to the state agency project manager.

Upon completion of the comprehensive site survey and approval of the implementation plan, PCS will initiate site preparation. The site preparation will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the Offender Telephone

System. All preparation work will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines.

Network Implementation.

During the site surveys each of the three on-site teams will identify the necessary circuits for each of the 20 correctional facilities, the 3 investigative offices and the connections to all other centralized support offices. This will include, but not be limited to:

1) Frame Relay Circuits for the Virtual Wide Area Network created by PCS for the MODOC.
2) T-1 Circuits required for outgoing calls from the facilities.
3) C.O. lines require for outgoing calls from the facilities.

The Network Team will order circuits. Delivery dates will be received and noted on the implementation plan. This implementation plan will be delivered to the MODOC within 30 days.

Team members will be on-site, at each facility during the delivery dates for all circuits for testing.

Additionally, each team will test and check the following internal wiring at each of the 20 MODOC and 3 Regional Investigative offices:

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

PCS proposes to utilize all existing cabling determined to be in good operating condition. All new installations of cabling will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or as determined through the site survey. All cabling will be labeled as appropriate; hidden and secured per industry standards. Any internal line quality issues identified by PCS will be reported to the MODOC at the end of each site survey for scheduling of appropriate repair or upgrades. This may include replacing telephone and/or CAT cabling. All repairs will be done at a cost to PCS.

Equipment Delivery and Installation.

All Offender Telephone System hardware will be installed in the location determined in the site survey and approved by the state agency project manager. PCS will utilize cabinets or racks to contain all hardware and will be securely

mounted to meet the appropriate industry standard and / or regulatory agency guideline. Consideration will be taken in the installation to ensure no disruption of service,

The equipment to be delivered will include, but not be limited to the following:

a. The Focus 100 Offender Telephone System (OTS)- This OTS is a fully integrated phone system that will be delivered in a stand-alone cabinet. They will arrive fully tested and scalable to each of the 20 correctional facilities. Each OTS is run for 96 hours at the manufacturing center prior to shipping. Due to the compact size of this system, it will be delivered to the same room that the current OTS is located. All OTS and workstations will be installed adjacent to existing equipment without obstructing its service.

   This system will be delivered a maximum of 14 days prior to the system cut over date. The delivery of equipment will be coordinated with the MODOC state agency project manager and facility staff member to ensure the timely and orderly receipt of installation materials. PCS will schedule the delivery of equipment to coincide with the planned installation of the system. The installation staff will remove all packing materials and return the work area to the pre-existing condition.

b. The OTC offender telephone sets: As described in previous sections, these telephones will be delivered ready to mount with any additional accessories as dictated by the MODOC. PCS currently has 1,600 telephones available to insure that they can be delivered to each of the 20 correctional facilities in proper quantities 2 weeks after contract execution to ensure that the phones are installed 30 days after contract execution. Quality ratings will be done at each offender phone after installation.

   As outlined in the Gantt chart in Appendix J, each of the three ground teams will be scheduled to have the offender phones installed as scheduled in the RFP.

c. Administrative/Investigative Workstations: The required workstations shall be delivered to each of the 20 correctional facilities and 3 Regional Investigative offices a maximum of 14 days prior to the system cut over date. They will be delivered fully tested and with all the appropriate user manuals, accessories and software fully loaded.

d. TDD Phones: The required TDD phones will be delivered to each of the 20 MODOC Correctional Facilities a minimum of 14 prior to system cut over.

e. ICOR-24 Shut Down Switches: All required shut down switches required will be upgrade to the PCS ICOR-24 during the installation phase of the offender telephones.

Systems Integration:

To ensure that all systems are integrated and tested based on the requirements of this RFP, PCS has assembled a team of professionals, already experienced with both the MODOC and its current OTS platform, and over 400 other correctional facilities and systems across the nation.

The scope of the integrations required to fulfill the MODOC's needs include, but are not limited to the following:

a. Offender Personal Identification Numbers (PINs):

PCS recognizes that the MODOC currently has a system in place that effectively transfers offender information from OP2, via an FTP (File Transfer Protocol) put to Huber & Associates. This format has been reviewed and checked and will be available for PCS's OTS prior to system cut over. PCS has already completed a thorough examination of the system and current procedures and found that the MODOC does not need to make any modifications.

b. Offender Debit System Activation:

In order to ensure a method by which offenders can seamlessly purchase debit telephone time and deploy it with limited MODOC responsibility and/or effort, PCS has developed a method in concert with Huber & Associates that will allow offenders to purchase debit time as a canteen item through the simple development of a new UPC code.

Once the office of MDOC Offender Finance Department approves the creation of an additional offender UPC code for the canteen, the offenders will automatically be able to purchase debit time. Offenders will purchase debit time in pre-approved increments of one dollar ($1.00). On pre-approved cycles the OP2 will transmit the offenders PIN along with their debit purchase amount to Huber & Associates in the same manner as the PIN numbers are currently transmitted. This FTP put will be sent to PCS in a pre-agreed format by Huber & Associates and automatically be available for offender use. Refer to Attachment I for a full sized version of the System Overview Diagram below. This debit system will be centralized and available to all offenders upon system turn up.

PCS has developed a method in concert with Huber & Associates that will allow offenders to purchase debit time as a canteen item through the simple development of a new UPC code.

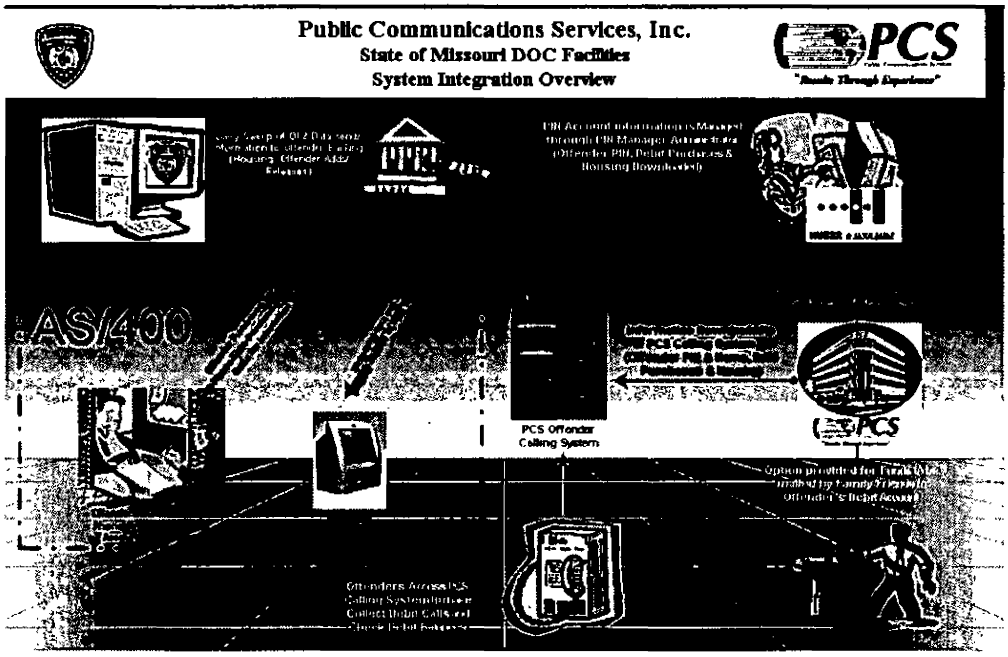


Figure C-26 Team System Integration Overview
(See Attachment I for full-sized diagram)

c. System Data Uploads

Relevant data will be required to ensure that any security and/or administrative information is available for immediate use. PCS will work with the MODOC to receive sample data files from the incumbent provider. This data will be downloaded into our system for test conversions. Once these conversions are approved then PCS will request that a full data file transfer would be arranged as close to the turn up date as possible. This will ensure that the information is as current as possible prior to turning up our system.

The data requested from the incumbent provider will include, but is not limited to:

1. Blocked Number Lists
2. Offender Personal Allowed Number Lists
3. Alert Lists.
4. Attorney Numbers Lists.
5. Required Reports will be replicated.

b. OTS Integration with Network:

The OTS has several connections required between the PCS WAN and other circuits. Prior to any system turn up the OTS will be connected to all circuits described in Network Implementation portion above. Test calls will be made from the OTS through these circuits to insure that:

1. Call can be completed anywhere in the United States or Internationally.
2. Data is transmitting correctly to PCS's Network Center.

3. Proper Validation is occurring on all Collect Calls.
4. Test FTP throughputs are properly transmitted by Huber & Associates and received by PCS.
5. Debit calls are completed and properly charged to offender test accounts.

c. Workstation Integration With WAN and LAN's.

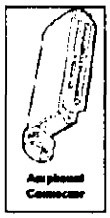
All workstations will be installed and connected via CAT-5 Connectors to the PCS/MODOC WAN. This will include, but not be limited to the workstations located at:

1. Each of the 20 Correctional Facilities.
2. Each of the 3 Regional Investigative Offices.
3. Huber & Associates Central Jefferson City Office.

Testing will be done at each of the workstations to ensure that:

1. All calls can be monitored from each of the workstations.
2. Call data and recordings are being currently stored
3. Call data is being properly displayed and viewed.
4. Call Blocking is being correctly activated.
5. All security items are in place.

d. System Turn Up:



After the above steps have been accomplished and tested the actual system turn up can commence. In fact, at this point the system has already been fully installed, has been tested, is operational, and has been accepted by the MODOC. The only step required for System Turn Up is connecting the offender phones to the PCS OTS.


66 Block

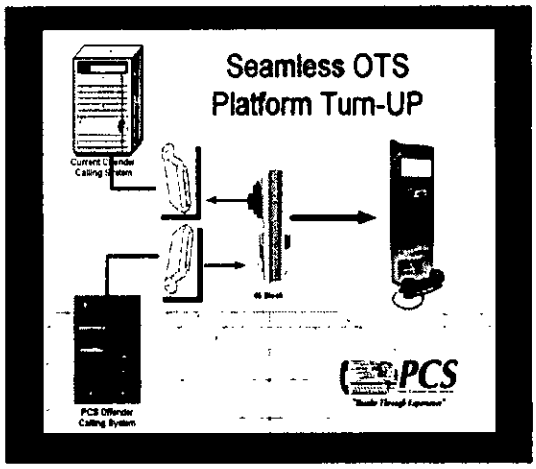
This process is accomplished in one easy step. At this point in time, each of the 20 correctional facilities phone closets will contain both the current OTS and the PCS OTS, both will be fully operational.

The current OTS has cables that connect the current call processor to the demark point. Each of these cables are connected to a 66-Block that is attached to the wall in the phone closet. This 66 Block in turn is connected to the lines for the offender phones. The connection between the 66-Block and the cable is made through an amphenol connector. This amphenol connector (see Figure on Left) is removable from the 66-Block (See Figure on Right).

The PCS OTS has the same cables with the same amphenol connectors. At a pre-agreed upon time, the amphenol connectors connecting the current OTS to the 66-Blocks will be removed and the amphenol connectors connected to the PCS OTS will be attached. **The System Turn Up is now complete and testing may begin.**

Once all systems have been tested again, the offenders can immediately use the phones. This exact transition plan has been previously deployed and successfully executed by PCS and its team members on many multi-site correctional facility turn ups across the Untied States.

The final phase of the Transition Plan will include the training and monitoring of the ongoing system. The training will start at each facility and delivered at the completion of each. A refresher course will be conducted upon the final System Turn Up. The transition teams will remain in place for a minimum of 5 days after System Turn Up to insure that all systems are functioning correctly and that the MODOC staff is fully satisfied with its functionality. A complete detailed training plan will be developed immediately after the initial MODOC meeting after bid award.



MODOC Compliance and Scheduling

Upon contract award and prior to any site survey, PCS will provide a list of all individual personal information that will be participating in the system Start Up. Based on the MODOC's time frames the following will be requested.

- Security clearances and checks.
- Facility policies and procedures to be reviewed and signed by all participants.
- Scheduling of events with facilities.
- Escort assignments.
- Access to correctional facilities and required administrative areas.
- Access for telephone and network circuits.

PCS is fully prepared to begin the installation process upon the date of contract execution. A preliminary schedule of events Gantt chart has already been created. It includes the following items:

Item	Items For 30 Deliverable Schedule	Example Start Date	Days Required	Hours Required
1	Complete contract deliverables checklist (Each Facility)	8/15/2005 8:00		5 hrs
2	MO DOC CPE Implementation (sites 1-23)	8/15/2005 8:00		69.16 days
3	Pre-Implementation Procedures	8/15/2005 8:00		17.25 days
4	Make Contact w/Customer POC, Schedule Site Survey and Team Kickoff Meeting	8/15/2005 14:00	3	1 day
5	Create Customer and Account in SOPHIA	8/16/2005 14:00	4	1 day
6	Create Facility in Customer Data Base	8/17/2005 14:00	5	1 day

7	Billing Group Enter Rates	8/18/2005 14:00		2 days
Item	**Items For 30 Deliverable Schedule**	**Example Start Date**	**Days Required**	**Hours Required**
8	Open Project Implementation ticket at Account Level in Keystone	8/18/2005 14:00	6	6 days
9	Send e-mail to Project Team Members	8/18/2005 14:00		1 hr
10	Billing Group enter billing agent and account number	8/22/2005 14:00	9	2 days
11	Conduct Site Survey (using Checklist)	8/22/2005 14:00	6FS+2 days	6 days
12	Forward Facility Deliverables Checklist to Facility and receive approval	8/22/2005 14:00	25	8 hrs
13	Begin Order of Circuits	8/22/2005 14:00	12,24	0.5 days
14	Begin order of T1/CO	8/22/2005 14:00		1 hr
15	Begin order Data Circuits	8/22/2005 0:00	28	3 hrs
16	Initial Facility Management Overview Meetings	8/22/2005 14:00		3 hrs
17	Verify number of phones, workstations, hardware required	8/22/2005 14:00		1 day
18	Technician Overview	8/23/2005 8:00	21	3 hrs
19	Determine any special cabling/networking requirements	8/23/2005 14:00	13	1 day
20	IT group final review for QA parameters	8/24/2005 14:00	10	2 days
21	Verify Debit requirements	8/24/2005 14:00	14	4 hrs
22	Verify instruction & language requirements	8/25/2005 9:00	15	4 hrs
23	Canteen Procedures	8/25/2005 14:00	16	1 day
24	Verify trunk/station requirements & layout	8/26/2005 14:00	17	1 day
25	Verify traffic breakdown local vs. LD	8/29/2005 14:00	18	1 day
26	Complete Facility Deliverables Checklist	8/30/2005 14:00	12	2 days
27	Enter remaining information into Sophia	8/30/2005 14:00		8 hrs
28	Site Surveys Completed	8/30/2005 14:00	19	0 days
29	Forward Facility Deliverables Checklist to Facility and receive approval	8/31/2005 14:00	25	8 hrs
30	Complete Order of Circuits	9/1/2005 14:00	12,24	0.5 days
31	Complete order of T1/CO	9/1/2005 14:00		1 hr
32	Complete order Data Circuits	9/1/2005 15:00	28	3 hrs
33	Team 1 Begin Installation of Offender Phones	9/2/2005 15:00	15	
34	Team 2 Begin Installation of Offender Phones	9/3/2005 15:00	15	
35	Team 3 Begin Installation of Offender Phones	9/4/2005 15:00	15	
36				
37	Enter special dialing rules	9/2/2005 9:00	27	3 hrs
38	Update and Forward Installation Plan to Facility contact	9/2/2005 9:00	27	6 hrs
39	Update Network Drawing	9/2/2005 9:00	27	5 hrs
40	Ancillary Equipment (from checklist)	9/2/2005 15:00	34SS	3 hrs
41	Debit requirements	9/2/2005 15:00		3 hrs
42	Define data conversion parameters with incumbent	9/2/2005 15:00	32	2 days
43	Forward configuration to vendor	9/2/2005 15:00		3 hrs
44	Order Hardware	9/2/2005 15:00	32	1.13 days
45	Software preparation	9/2/2005 15:00		0.38 days

46	VAC	9/2/2005 15:00		0.38 days
Item	**Items For 30 Deliverable Schedule**	**Example Start Date**	**Days Required**	**Hours Required**
47	Workstations / Printers / Firewall	9/2/2005 15:00	34SS	6 hrs
48	Phones	9/5/2005 9:00	39	3 hrs
49	Enclosures / Pedestals	9/5/2005 13:00	40	3 hrs
50	Conduct Project Team Kickoff Meeting	9/5/2005 16:00	33	2 hrs
51	Confirm cancellation of existing vendor	9/6/2005 9:00	43	3 hrs
52	Schedule removal of existing equipment (preliminary)	9/6/2005 13:00	44	3 hrs
53	Notify Customer of Delivery Dates	9/6/2005 16:00	45	3 hrs
54	Clean-up	9/19/2005 13:00		15 days
55	Facility Installation	9/19/2005 13:00		31.03 days
56	Implementation	9/19/2005 13:00	2	35.03 days
57	Install phones / enclosures / pedestals	9/19/2005 13:00		15 days
58	*Inventory phones / enclosures / pedestals*	*9/19/2005 13:00*		*15 days*
59	Telephone Techs arrive to swap Offender Phones / Enclosures / Pedestals	9/19/2005 13:00	40FS+10 days	15 days
60	Install VAC and hardware on test backboard	9/26/2005 9:00	34FS+15 days	9.03 days
61	Pick-up VAC and Load rate tables and special rules	9/26/2005 9:00		3 days
62	Test VAC and all hardware	9/29/2005 9:00	49	4 days
63	All parties download java files from VAC	10/5/2005 9:00		15 mins
64	Enter Keystone follow-up to Project Team system is ready for testing	10/5/2005 9:00	50	2.03 days
65	MIS test applicable hardware and software	10/5/2005 9:15	52	2 days
66	Prepare VAC Equipment for Transport and ship	10/7/2005 9:15	48	5 hrs
67	Receive test data file from incumbent	10/7/2005 9:15	48	1 day
68	Phone Install Complete	10/10/2005 12:00	62,63,64	0 days
69	Confirm delivery of equipment, services	10/14/2005 9:00		1.41 days
70	Confirm Delivery Frame-Relay circuits	10/14/2005 9:00	27FS+30 days	3 hrs
71	Confirm Telephone lines	10/14/2005 13:00	58	3 hrs
72	VAC and ancillary hardware	10/14/2005 15:15	55FS+5 days	6 hrs
73	Project Manager and VAC Install Team arrive on-site	10/18/2005 13:15	56FS+1 day	0 hrs
74	Verify all circuits are in place	10/18/2005 13:15	66	1 day
75	Confirm delivery Cisco Routers	10/19/2005 13:15		1 day
76	Install Equipment	10/19/2005 13:15	67	5 days
77	VAC Call Processors	10/20/2005 13:15	69	3 days
78	Workstations / Printers	10/25/2005 13:15	70	1 day
79	Notify VAC of ANI's	10/26/2005 13:15		3 hrs
80	Test connectivity to other locations and LA NOCC	10/26/2005 13:15		1 day
81	Test Telephone Lines	10/26/2005 13:15	68	1.25 days
82	Test VAC Modem Line	10/26/2005 13:15	68	0.38 days
83	Test WAN	10/26/2005 13:15	68	1 day
84	Verify Interexchange Carrier	10/26/2005 13:15		2 hrs
85	Make test calls	10/26/2005 15:15	73	1 day

Item	Items For 30 Deliverable Schedule	Example Start Date	Days Required	Hours Required
86	Upload converted data to VAC	10/27/2005 13:15	77	1 day
87	Cut-over VAC	10/28/2005 13:15	79,61,68,72,75,77	2 days
88	Cut-over complete	11/1/2005 13:15	80	0 days
89	Post-Installation	11/1/2005 13:15	60	4 days
90	Test VAC Completion	11/1/2005 13:15	23	1 day
91	Voice prompts	11/1/2005 13:15	23	1 day
92	Access Reports	11/2/2005 13:15	87SS	1 day
93	CD-R/W (if installed)	11/2/2005 13:15	88SS	1 day
94	Network Connectivity with Huber & Associates	11/2/2005 13:15	84	1 day
95	Test all phones for Voice Prompts and Map stations	11/2/2005 13:15	83	2 days
96	Test Workstation	11/2/2005 13:15	84	1 day
97	VAC Accessibility	11/2/2005 13:15	86SS	1 day
98	Final Clean-up of work area	11/4/2005 13:15	90	1 day
99	Distribute escalation procedures	11/7/2005 13:15		0.63 days
100	Forward Facility contact info	11/7/2005 13:15	96SS	2 hrs
101	Forward Tech contact info	11/7/2005 13:15		2 hrs
102	Notify Customer Service	11/7/2005 13:15		0.25 days
103	Post-Implementation	11/7/2005 13:15	47	8.63 days
104	Take photos of installation	11/7/2005 13:15	91	1 day
105	Notify Billing and Fraud	11/7/2005 15:15	95	3 hrs
106	Distribute Training Material	11/8/2005 9:15	94	8 hrs
107	Investigations equipment Testing	11/9/2005 9:15		2 days
108	Train Facility personnel on system	11/9/2005 9:15	99	6 days
109	Administration	11/11/2005 9:15	101	2 days
110	Canteen data transition overview	11/15/2005 9:15	102	2 days
111	Facility Inspection and review	11/17/2005 9:15	94,100	1 day
112	Implementation Complete	11/18/2005 9:15	92	0 days
113	System Acceptance sign-off by Facility	11/18/2005 9:15	104	0 days

PCS Public Communications Services
"Results Through Experience"

BIOS -- PCS Offender Phone System Implementation

	**Tommie E. Joe** – *Chief Operating Officer.* Mr. Joe has over 20 years of experience in operations, engineering, software development, and corporate management from multiple industries, including telecommunications. Mr. Joe is the authorized PCS official to sign off on contract issues related to this project. Responsible for directing the activities of Telecom, Operations, and Sales staff.
	**Joseph Pekarovic** – *Vice President of Inmate Sales.* Mr. Pekarovic has over 17 years of experience in offender services sales and marketing. He heads the Inmate Service Division as the Vice President, working closely with the implementation and installation of many federal, state, county, and private correctional facilities. Mr. Pekarovic is authorized to negotiate RFP terms and conditions, and is responsible for ensuring that all customer-related RFP issues are correctly addressed.
	**Steve Cadwell** – *General Manager.* Mr. Cadwell worked for GTE for 19 years in sales, marketing, operations and executive management. Steve has a long history of building successful, high performance sales and operations teams that are focused on solving business problems through the application of differentiated technology and creative solutions. Mr. Cadwell's expertise is in major national and international account management. All PCS account management personnel report to Mr. Cadwell.

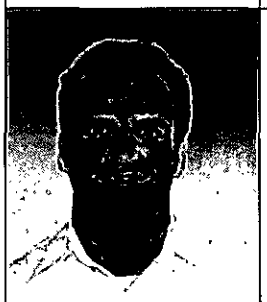
Damon Kenney – *Territory Manager.* Mr. Kenney joined PCS in 2002. With over 13 years in telecommunications, Mr. Kenney brings a strong understanding of a particular customer's telecommunications needs, including networks and integrated services. Since 1994, Mr. Kenney has been a top-performer in the arena of telecommunications sales. Assigned Territory Manager and liaison between PCS and the State of Missouri throughout the RFP evaluation and contract signing process.

Doyle Schaefers– *Vice President of Operations.* Mr. Schaefers began his career in the electronics communications field in 1988 while in the U.S. Marines. He has served as project manager for dozens of telecommunications and electronic system projects, including the complete upgrade of the following: prison telephone cable plant, PBX hardware and software, fire alarm systems, fence alarm systems, CCTV systems and digital two-way radio system.

John Stoll – *Manager of Inmate Operations.* Mr. Stoll brings over 25 years of experience in telecommunications systems repair, engineering, operations and sales. Provides operational guidance on the successful implementation of offender telephone systems, new feature and services upgrades and emergency technical services. For the State of Missouri, Mr. Stoll will also manage and coordinate the installation teams from VAC and Huber & Associates.

Chris Moore – *Senior Project Manager.* As senior project manager, Mr. Moore's responsibilities include planning, implementing, and supporting the installation of telecommunications, telemedicine, and video conferencing equipment in correctional facilities. In addition to serving as Senior Project Manager, Mr. Moore provides support to field operations.

Alfredo Graham – *Project Manager.* Mr. Graham is responsible for implementations of Offender Telephone Services, and related equipment. Supporting technicians with installs, testing, and maintaining these systems using the latest test equipment.

	**Anthony Arellano** – *Project Manager.* Mr. Arellano joined PCS in May 2002 as a technical services representative. In 2004, he was promoted to a Junior Project Manager. His current responsibilities include planning, implementing, and supporting the installation of telecommunications equipment.
	**Helen Douglas** – *Manager of Client Retention.* Ms. Douglas has over 16 years of experience in the telecommunications industry. She has overseen the delivery of service to more than 100 county, state, federal and private offender facilities across the country. She will proactively work to ensure PCS meets our client's expectations.
	**Poova Bullock** – *Supervisor of Customer Service.* Mr. Bullock has over 7 years of experience in Customer Service, Research, and Project Management. Mr. Bullock supervises the Customer Service Representatives responsible for collectable and uncollectible revenues, service offerings, provisioning, direct LEC billing, and customer service.

RESUMES OF PCS' KEY PERSONNEL FOR THE STATE OF MISSOURI PROJECT

Tommie Joe - Chief Operating Officer

Mr. Tommie Joe joined PCS in 1999. Mr. Joe is the Chief Operating Officer responsible for directing and coordinating the activities of the Telecommunication's Operations staff. His functions include providing operational guidance, and analyzing and appraising the effectiveness of all operations and organizational processes.

Mr. Joe brings over 20 years of experience in operations, engineering, software development, and corporate management from multiple industries to PCS. Mr. Joe began his career as an engineer for Exxon Company, USA where he moved up the management ladder to project management for offshore oil and gas exploration and development in the Gulf of Mexico and California. Mr. Joe then became Chief Operating Officer for Cyber Options, Inc., a consulting and product development firm specializing in the health care industry. Prior to joining PCS, Mr. Joe was the Vice President of Operations for North Communications, Inc., a company that specializes in developing kiosk applications for the financial industry.

Mr. Joe holds a Bachelor of Science degree in Mechanical Engineering from Georgia Institute of Technology and an MBA with emphasis in Information Technology from California Lutheran University.

Joseph Pekarovic - Vice President, Inmate Sales
Mr. Joseph Pekarovic has been an integral part of the PCS team since 1987. He was initially involved in the installation of public telephone systems in the Southern California area and then was instrumental in marketing operator services for the Hospital and Hotel industry. He established the Inmate Call Processing unit at PCS in 1996 when the need for robust and technically advanced security services began to be required for the offender telephone industry.

Mr. Pekarovic currently oversees the Inmate Service Division as the Vice-President of Inmate Sales working closely with the implementation and installation of Offender Telephone Systems (OTS) in many Federal, State, County, and Private correctional facilities. Mr. Pekarovic created the Marketing and Telemarketing Departments that contract with various Regional Bell Operating Companies, Local Exchange Carriers and Long Distance Companies for the renewal of public pay phone services. Joseph Pekarovic has been integrally involved with the installation of over 100 correctional facilities nationwide and has been involved with the marketing of telecommunications services in the Caribbean, South America and Europe. Mr. Pekarovic received a Bachelor of Science degree in Industrial Engineering at Cal Poly, San Luis Obispo.

Steve Cadwell – General Manager

Prior to joining PCS, Mr. Cadwell held several senior level sales management positions in the telecom software industry and was the Telecom Technology Practice Leader for an internationally retained executive search firm.

Steve began his career with GTE in Wisconsin in 1979 and spent 19 years progressing through assignments in Illinois, Indiana, California and Texas where he held regional, national and international assignments in sales, marketing, operations and executive management. He also spent 3 years with the nations largest paging company in positions of increasing responsibility, advancing from Sales Executive to General Manager to Vice President. Mr. Cadwell has a long history of building successful, high performance sales and operations teams that are focused on solving business problems through the application of differentiated technology and creative solutions. He has been recognized by his peers for his leadership and vision and has received numerous awards for excellence in sales management and leadership.

Mr. Cadwell graduated from the University of Wisconsin- Madison and continues to be an active Badger supporter. He lives in the Conejo Valley with his wife Deborah and their two children.

Damon Kenney – Territory Manager
Mr. Kenney holds a Bachelors Degree in Business Advertising and Marketing from the Art Center of Design located in Pasadena, California. He also holds an Associates Degree in Business Advertising from Pasadena City College. Mr. Kenney worked in his family owned business and operated Gates B-B-Q in Kansas City, MO for five years as the Marketing/Telecom manager.

Mr. Kenney joined PCS as the Southeast Region Territory Manager in 2002. Mr. Kenney has served as a Business Consultant to several telecommunications firms, building upon his seven

years of experience in account management for MCI/Worldcom and Winstar/Telegent Telecommunications.

John Stoll - Operations Manager
Mr. Stoll joined PCS in 2005. His functions include managing the implementation of offender telephone systems, new feature and services upgrades, and technical services.

Mr. Stoll brings over 25 years of experience in telecommunications systems repair, engineering, operations and sales. Mr. Stoll began his career in the U.S. Army where he trained as a Microwave Radio Systems Repairman. There he developed his skills as a leader and as a technician. Mr. Stoll applied these skills as a Site Manager at overseas duty stations and as an Advanced Technology Trainer at HQ-CECOM (Headquarters - Communications Electronics Command).

After the military, Mr. Stoll worked in the manufacturing industry supporting engineering teams in the design and testing of satellite, radio, and missile systems. Mr. Stoll left manufacturing to manage a Wireless Competitive Access Provider (CAP) network where he engineered and implemented numerous wireless projects domestically and internationally. In 1995 Mr. Stoll provided engineering consultation for the Associated Group, eventually supporting the launch of Teligent, a wireless CLEC providing local, long distance and Internet services via Point-to-Multi-Point wireless network access.

In recent years Mr. Stoll has lead network engineering and operations, and sales engineering departments for an Inter-Exchange Carrier, Internet Service Provider and Internet Telephony Service Provider. These positions allowed Mr. Stoll to use the latest in telecommunications technologies such as Multi Protocol Label Switching (MPLS) and Voice over Internet Protocol (VoIP). Mr. Stoll holds a Bachelor of Science degree in Telecommunications Management from DeVry University where he graduated Magna Cum Laude.

For the State of Missouri, Mr. Stoll will also manage and coordinate the installation teams from VAC and Huber & Associates. For Huber & Associates resumes, see C.1.1.n.

Chris Moore - Senior Project Manager
Mr. Moore joined PCS in January 2002 as Project Manager and was promoted in 2003 to Senior Project Manager. Mr. Moore's responsibilities include planning, implementing, and supporting the installation of telecommunications, telemedicine, and video conferencing equipment in correctional facilities. Mr. Moore also helps the Inmate Operations Department with occasional technical writing, RFP support, and training. In addition to these responsibilities, Mr. Moore oversees two PCS personnel; the Project Coordinator and the Shipping/Inventory Coordinator. Mr. Moore has been involved in every single account serviced by PCS. He has supervised the initial on-site installation for Bernalillo County, NM., the Dominican Republic, Oakland County, CA., Santa Cruz, CA., Pamunkey Regional (Hanover County, VA), and others.
Chris Moore has experience working in the technical project management industry since 1999, where he worked on the East Coast for PayTel communications. He started his career with PayTel as a PC Technician/Operations Specialist and later progressed to the role of Inmate Operations Manager, reporting directly to the COO. At PayTel, he received first-hand knowledge on the bidding, planning, implementing, and supporting of telecommunications requirements of offender facilities in Davidson County, and Knoxville, Tennessee.
Mr. Moore holds a Bachelor of Science degree in Business Management from North Carolina State University, he is also a certified CompTIA A+ technician and Cisco Certified Network Associate (CCNA).

Alfredo Graham - Project Manager
Mr. Graham joined PCS in April 2005 as Project Manager. He has previously held positions of Senior Systems Engineer and Applications Engineer in the emerging products division at Nokia while managing the successful deployment of various telecommunications projects across the country. He has also managed the development, deployment, and operations of a data communications infrastructure at the El Rancho Unified School District. Mr. Graham began his career as an Electronics Technician and later progressed to the role of Member of Technical Staff while contributing to the manufacture of space-borne satellite systems for Northrop Grumman.
His current responsibilities include planning, implementing, and supporting the installation of telecommunications equipment in correctional facilities. Mr. Graham also assists the Inmate Operation's Department with occasional technical writing, RFP support, and training.
Mr. Graham holds a Bachelor of Science degree in Computer Science from California State Polytechnic University. He is also a Checkpoint Certified Security Administrator.

Helen Douglas – Manager of Client Retention
Ms. Douglas' background in telecommunications began in 1988 at Com Systems in Van Nuys, California working with Paul Jennings as an Office Supervisor. As Com Systems grew and merged with LDDS, she became a part of the corporate office in Westlake Village, California as an Account Representative encompassing public and private payphones, hotel, motel and hospital operator services accounts.

In 1995, Ms. Douglas transferred to Mr. Jennings' offices in Los Angeles (Public Communications Services), taking the position of Project Manager. Ms. Douglas' primary responsibility was to implement and manage the U.S. Postal Service Account, which included over 50 nationwide postal districts and 5,000 payphones. Ms. Douglas' current position with PCS is Inmate Customer Service Manager, overseeing service to over 100 County, State, Federal and Private correctional facilities nationwide. All of these facilities are maintained and tracked with PCS' escalation / trouble ticket procedures, which Ms. Douglas was instrumental in creating, testing and establishing in 1997.

Until her recent promotion to Manger of Client Retention, Ms. Douglas had managed thirteen correctional facility site administrators and technicians, three in-house Customer Service/On-Call Representatives and approximately thirty vendor technicians nationwide. Ms. Douglas' motto is "Follow-Up, Follow-Up, Follow-Up". The concept of being extremely proactive is essential in keeping the correctional facilities running smoothly and trusting that our customers remain happy.

Poova Bullock – Supervisor of Technical Services
Mr. Bullock joined PCS in September of 2000. He supervises the Customer Service Reps responsible for collectable/uncollectable revenues, service offerings, provisioning, direct/LEC billing, & customer service. Mr. Bullock is PCS' liaison with all the states Public Utilities Commissions. He has over seven years of experience in Customer Service, Research, and Project Management. Poova Bullock has a Bachelor of Arts degree from the University of North Carolina at Wilmington.

TEAMPCS GROUPS SUPPORTING THE STATE OF MISSOURI

PCS' organization structure reflects our commitment to providing exemplary service to our correctional telecommunications clients. Currently, PCS maintains a staff of over 80 persons in our Los Angeles home office with sales and service representatives nationwide. Our exact personnel distribution throughout our organization, including our reporting structure, is provided in the Organization Chart on page 41. All PCS departments work together to provide our clients with optimal service and responsiveness.

INMATE SALES DEPARTMENT

Our sales department is comprised of industry experts organized to represent specific territories across the United States. Independent Territory Managers (TM) report directly to the Vice President of Sales, Joseph Pekarovic. Mr. Pekarovic has more than 15 years of sales experience in this industry and works with each of the TMs to identify and provide solutions for our potential customers. Our TMs become the customer's first relationship with PCS who continue to monitor each of their accounts even after installation to ensure customer satisfaction.

INMATE OPERATIONS

The Inmate Operations group provides project management services for inmate management accounts and inmate Call Processor Equipment (CPE) accounts. These services include the design and implementation of hardware, software and networking equipment in order to provide site-specific, customized solutions for inmate calling platforms.

As part of its core duties, Inmate Operations:

- Provides a seamless integration between Inmate Sales and Inmate Customer Service through the timely and professional installations of inmate phone systems.
- Works with Inmate Sales to install state of the art inmate phone systems on time and within budget.
- Works with Inmate Customer Service for the duration of all contract periods and assist them in proactively maintaining the inmate phone systems and exceeding customer expectations.
- Cooperates with all other departments to achieve PCS' goal of being the premier inmate phone system integrator and telecommunications service provider.

In addition to Project Management services, Inmate Operations also provides ongoing support and training for the Inmate accounts. Inmate Operations works closely with Inmate Customer Service to ensure that each account is serviced properly. This group also provides support and services for any add/move/change/delete requests from the facility or the sales department.

The ongoing duties of this department are to audit, evaluate and improve the profitability of the inmate account. This department will analyze the Long Distance phone bills and work with the Local and Inter Exchange Carriers to ensure that the highest Quality of Service is achieved at the lowest rate possible. All bills are approved by this department and ad hoc reports are completed to ensure that we are being charged the contractual amount. Inmate Operations also

completes traffic analysis to ensure that the correct amount of services are being used at any given facility; for example, ensuring that the correct number of CO lines and/or T1s for the calling patterns of the inmates are operational.

Implementing specialized services such as Debit, International Collect and Pro-Bono are other duties performed by Inmate Operations. In addition to the implementation, Inmate Operations also assists in managing, tracking and auditing these specialized services. Administering debit refunds to inmates tracking and filling debit card purchases and working with vendors to load debit information into the Call Processing Equipment are some of the tasks associated with the debit process.

The Inmate Operations Department currently consists of the following positions:

- Manager of Inmate Operations
- Administrative Assistant
- Project Managers
- Debit Administrator
- Project Coordinators
- Telecom Analysts

INMATE TECHNICAL SERVICES

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

Once Inmate phone equipment is operational, the Inmate Customer Service department is the first contact for Inmate clients.

The Inmate Technical Services department will coordinate with the PIN Administrator who will be an employee of Huber & Associates. The PIN Administrator monitors the CPE and related equipment, processes inmate requests that relate to phones, and handles inmate complaints about billing or call connection. The PIN Administrator will contact the appropriate department when necessary. The Inmate Technical Services Department consists of team members in the Los Angeles office (Technical Services / On-Call Reps) and in eight states (Administrators and Phone Technicians).

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

Some of the types of issues handled include physical equipment damage to the inmate phones, issues with the extensive Call Control Equipment and its respective programming, facility workstation questions and vendor related issues (Local, Long Distance and T-1 Carriers, for instance). All issues are thoroughly researched and extensive troubleshooting is conducted to

determine the problem and steps are taken to restore the phones, equipment, or programming. One call from a facility can actually result in dozens of outgoing phone calls from the team members in order to restore the inmate phone service. Team members have many sources of troubleshooting assistance, including direct access to different call control systems, communication with high level programmers, software tools (SOPHIA) and an extensive list of vendor contacts (over 300 to date). All of which contribute to achieving our ultimate goal of making corrections within the strict repair time lines required by the facilities.

The department slogan is "Follow Up, Follow Up, Follow Up". The simple concept of being extremely proactive in gaining information on issues goes a long way in correcting issues and is always very impressive to the customers.

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

INMATE BILLING & FRAUD PREVENTION

The Inmate Billing and Fraud Prevention Department monitors all areas concerning the CDRs that come from inmate facilities. Billing and fraud may sound like two different areas, but they are closely related. Fraudulent calls can't be billed, so PCS has to pay for them.

The Billing Agents regularly send us batch files from the LECs that shows what happened with problem CDRs. This file is forwarded to the Inmate Billing & Fraud Prevention Department for review. It is common that some CDRs could not be billed. Since PCS has to pay for these calls, we need to ensure that unbillable calls are as close to zero as possible.

Unbillable CDRs are caused by a variety of reasons. The most common cause is improper format of the record. Sometimes the data does not appear in the expected format, and the LECs computer rejects it. Inmate Billing can reformat the record into the proper format, and then resubmit it for payment.

A bigger problem is a CDR that went to a phone that can't be billed. The telephone industry is a myriad of relationships between phone companies of different size and purpose. Sometimes there is no relationship between the billing agent and the LEC where the call ends. In that case, the call can't be billed. One example of this is a collect call to a cell phone. The Inmate Operations Department tries to find a way for these calls to be billed. When they can't be billed, the terminating number is blocked so that additional calls can't be placed to that number. In that case, if the billed party wants to continue to receive calls from the inmate, they could set up a pre-paid collect account. That way, the call can be deducted from the account balance (set up by the customer directly with PCS), rather than presented to a LEC for payment.

BILLING AND REGULATORY

PCS' Inmate Billing Department is comprised of a staff of six: a Billing, Fraud & Regulatory Manager, a Senior Billing Representative and four Billing Representatives. The Billing Manager

reports directly to PCS' Director of Inmate Operations. This department has responsibility over PCS' interactions and responsibilities over the areas of Billing, Fraud and Regulatory matters.

Under the area of Billing, its staff handles the customer service portion of the inmate side of the company. This involves handling incoming calls from customers who accept collect calls from any of PCS' managed correctional facilities to a dedicated toll free number (888) 288-9879 that is operational Monday through Friday 8:00 a.m. – 5:00 p.m. (PST).

The Billing Representatives handle calls such as customer billing/call rate inquiries/disputes, activation of Pre-Paid accounts, credits/refunds, complaints, etc. Under the area of Fraud, the department as a whole ensures that calls and associated revenues are monitored frequently to look for inconsistencies and data errors. This monitoring is performed by analyzing call records via configured database reports and by PCS' in-house developed web browser-based program SOPHIA (System Operations and Proprietary Handling of Information and Accountability), capable of tracking usage by unique customer (telephone number) and by its compiled summary call management reports (calls, revenues and minutes).

With regard to regulatory responsibilities, the manager of the department ensures that PCS has obtained the necessary approvals and certificates to do business as an Operator Service Provider (OSP) as it relates to installing and/or managing the collect telephone equipment at the correctional facilities in which PCS has been awarded the contract to perform such services. Part of the process of obtaining authority from a particular state is by filing an application with the Secretary of State to be able to transact business in that particular state. In addition to this, most states require some type of tariff submittal by the OSP of the rates that it intends to charge the customers who accept the collect calls.

Most states require some type of tariff submittal by the OSP of the rates that it intends to charge the customers who accept the collect calls.

This approval process ranges from one (1) to six (6) months in time and at times requires personal company representation and/or the aide of an attorney local to the state to represent PCS in board hearings. PCS also uses consultants to obtain forms, rules/regulations and aide in the filing process of a tariff in each of the states in which PCS wishes to transact business.

INFORMATION TECHNOLOGY

The Information Technology group is responsible for the design, development and implementation of PCS' proprietary software solutions. Two of their key products are SOPHIA and Keystone. PCS' SOPHIA Development Team is a progressive group responsible for the design and enhancement of this proprietary software. This software is a key component of PCS' proposed solution to the State, and is in use at all of customer locations. On average, the development team puts out four (4) releases of SOHIA per year. PCS has developed this sophisticated project management platform in-house over a five-year period. The various programmers, analysts, and software architects involved with SOPHIA's development and support realize that the information activities related to individual call records are continually evolving. Improvements to SOPHIA, including feature additions and refinements, are in direct response to industry changes, customer needs and requests.

The Keystone System is a modern, state-of-the-art ticketing (slip) system. The system constantly monitors issues and tasks, records data, and produces reports. Keystone is a "web

browser-based" application. Authorized users can simply log onto the Keystone web site using a web browser.

PCS' PROJECT PARTNERS

PCS is a leading system integrator of Offender Telephone Services. We design customized solutions for each of our clients. For the State of Missouri Department of Corrections, PCS has partnered with VAC, Huber & Associates, and ShawnTech to provide what we believe is the optimal solution to meet the agency's needs. The advantages of this approach are:

- PCS will serve as the Single Point of Contact for agency personnel.
- Huber & Associates and ShawnTech already have day-to-day experience working in the facilities, which will ensure minimal inconvenience and disruption for agency staff.
- A team approach will provide a seamless, integrated solution that will leverage the talent and experience of all team members.

PCS' leadership will ensure all of the partners come together as a single team...What we call *TeamPCS*.

Huber & Associates, Inc.

BIOS -- PCS Offender Phone System Implementation

Jim Huber – *Chief Technology Officer.* Jim founded Huber & Associates in 1986. As Chief Technology Officer, he is responsible for the vision, strategy, direction, and oversight of our information technology business. He ensures that our company is a leader in customer commitment, technical qualifications, and strategic vision in the industry. Jim was the designer and implementer of the logical partitions environment on the Department of Corrections' iSeries (AS/400).

Elizabeth Huber - *Chief Executive Officer.* As Chief Executive Officer, Elizabeth oversees the design, marketing, promotion, delivery and quality of Huber & Associates' programs, products and services. With over 20 years experience in the information technology industry, Elizabeth has the knowledge, background, and leadership skills to help our customers maximize technology investments and attain measurable improvements in critical areas of business.

Pam Kroeger - *Project Manager/Programmer.* Pam has been working as a Programmer/Analyst for over 20 years. She is the designer and implementer of Corrections' Canteen System, and is responsible for interfaces to the Inmate Banking System. Before coming to work for Huber & Associates in 1996, she worked ten years for the Missouri Department of Corrections, developing its Inmate Banking and Point of Sale applications.

Paul Jackson - *Systems Engineer, iSeries Technical Support.* Paul has been a systems engineer for over 25 years. Since joining Huber & Associates in 2002, he has been a lead technician on many successful I/T projects, and has worked extensively on the planning and implementation of the latest LPAR upgrades to the Missouri Department of Corrections' iSeries (AS/400). Paul holds IBM certification on iSeries Windows Integration Technical Solutions v5R3. He is a Microsoft Certified Professional (MCP).

Picture Not Available

Jeff Winters – *Systems Engineer, iSeries Technical Support.* Jeff has over 20 years experience in Information Technology, including positions as AS400 Security Officer, Admin. Mgr., Data Center Mgr., Mgr. of End User Computing, and Micro Computer Coordinator. He holds the following IBM Certifications: iSeries Technical Solutions Designer, iSeries Websphere Solutions Designer, and iSeries V5R2 Logical Partitioning.

Kelly Fischer - *Pin Administrator.* Kelly is Huber & Associates' primary PIN Administrator handling the Missouri Department of Corrections account. Not only does she have in-depth knowledge and experience in handling the day-to-day system administration functions, but she also excels in communicating with the customer to identify and resolve problems.

Lynn Peters - *Pin Administrator.* Lynn has worked as an administrative specialist in the information technology industry for over 25 years. Since joining Huber & Associates in 2002, she has facilitated our company's ability to build strategic partnerships with our customers. Lynn assists with PIN Administration for the Department of Corrections.

Lori Staub – *Account Executive, State of Missouri Account.*
Lori has over 25 years of experience supporting and providing I/T solutions to our State of Missouri clients. With in-depth knowledge of IT products, services, and solutions, Lori develops and manages the overall business relationship between Huber & Associates and our clients, ensuring overall client satisfaction. She has obtained the following IBM certifications: p690 Solutions Sales, Storage Sales version 4, and eServer p5 Solution Sales.

SHAWNTECH COMMUNICATIONS, INC.

ShawnTech Communications, Inc.

Picture Not Available	**Tillman Mosley Jr.** - *Sr. Project Installation Manager.* Manages the installation process for new state development. This includes inmate phones, computer networks, cabling infrastructure & call control systems.
	**Virgil Chenoweth** – *Technical Support Manager.* Virgil Provides Technical Support to all Employees for Telephone, Computer Equipment, cabling, Interface Equipment and Inmate Telephone Equipment, Line Control, and Recording. Provides back office support, diagnostics, and documentation. Manages and conducts pre-install documentation and wiring. Provides backup support to field engineers.
	**Thomas Schopmeyer** – *DoCs Site Information Manager; Corporate Field Repair Technician.* Compiles and maintain information library for DOCs sites. Tech support for field technicians at DOC sites. Temporary replacement for technicians at DOC sites, as needed. Provide field maintenance at county sites as needed. Provide Corporate office support and repair.
Picture Not Available	**Steven J. Filipek** - *Field Technical Engineer.* Provides service & support to inmate telephones & call control systems. Install, test & maintain service software on digital voice recorders, call processing system & inmate telephones. Install, terminate & test LAN/WAN, Cat 5. Routine PMI's. Communicate with customer/dispatch on service information.
Picture Not Available	**Brett Magdziak** – *Field Technical Engineer.* Configures, tests and terminates, and maintains the State of Missouri's Dept. of Corrections voice and data services. Responsibilities include project management, facility maintenance of 1500 telephones in 21 facilities. Maintain an excellent level of customer relations to state personnel while exercising continuous improvement with current training and techniques. Also serves as Team Lead for State of Missouri. Assists and collaborates with team members on organizational skills, troubleshooting analysis and training.

VALUE-ADDED COMMUNICATIONS

BIOS -- PCS Offender Phone System Implementation

JERRY D. GIBSON, CHAIRMAN & CEO

Jerry Gibson has spent 30+ years in the telecommunications industry. During his 16 years at Texas Instruments, he established and managed factories around the world, including the Far East, Mexico, Puerto Rico, and Europe. Later, as Senior Vice President of DSC Corporation, he directed the company's manufacturing group during a period of extraordinary growth. Mr. Gibson left DSC to form Telserve Communications, Inc. which became TSC Communications Corporation following the acquisition of North American InTeleCom. Value-Added Communications, Inc. was also acquired by TSC during this time period.

MARK TURNER, PRESIDENT & CHIEF OPERATING OFFICER

Mark Turner has over 20 years experience in the telecommunications industry. He spent many years with DSC Communications/Alcatel as a General Manager for DSC Puerto Rico, and as Director of Worldwide Technical Support DSC and SME Digital Cross-Connect Systems. He also worked for Rockwell International as a Core International Engineer. Mr. Turner's background includes extensive experience in customer service, manufacturing, digital transmission systems and switching systems. Mr. Turner joined Value-Added Communications in May 2001. He earned a Bachelor of Science Degree in Business Management at LaSalle University.

KERMIT D. HEATON, EXEC. VP CORPORATE ADMINISTRATION

Kermit Heaton has worked in telecommunications his entire career. After 17 successful years with Southwestern Bell managing various telephone operations, he accepted a customer service/support management position at DSC Communications Corporation where he stayed for eight years. He then joined TSC Communications Corporation, and assumed operations management responsibility for both TSC Payphone Corporation and Value-Added Communications, Inc. Presently, Mr. Heaton is responsible for corporate legal and human resources at Value-Added Communications, Inc.

STEPHEN L. HODGE, EXEC VP & CHIEF TECHNICAL OFFICER

Steve Hodge has been developing telecommunication systems and products for over 20 years. During his 10 years at the helm of KTI Corporation, he was responsible for the company's development and manufacturing operations. In 1989, Hodge co-founded Value-Added Communications, Inc. He currently serves as Executive Vice President for the company and is primarily responsible for

product development. Mr. Hodge has extensive experience in sales, project management, product management and general management. He earned a Bachelor of Science degree in Electrical Engineering from the University of Texas at Austin.

TAD SUMMERFIELD, EXEC VP - ENHANCED CALLING SERVICES

Tad Summerfield has extensive experience in sales, marketing, product management, and business development. He spent 14 years with GTE Telephone Operations with most of it within the Public Communications Group in both line and staff functions. Mr. Summerfield joined Value-Added Communications in October 2000. He earned a Bachelor of Science Degree in Management at Northern Michigan University.

RAFAEL GUTIERREZ, VICE PRESIDENT - OPERATIONS

Rafael Gutierrez has over 20 years experience in the telecommunications industry with DSC, Alcatel, and VAC. Mr. Gutierrez has extensive international logistics and warehousing experience having served as Director of Warehousing and Operations for DSC in Puerto Rico. Mr. Gutierrez joined VAC in 2002. He earned his MBA from the Cox Business School at Southern Methodist University.

FRED KESTERSON, VICE PRESIDENT - ENGINEERING

Fred Kesterson has over 20 years in the telecommunications industry. He worked at DSC, Alcatel and now at VAC. Mr. Kesterson has his expertise in product engineering and has served as the Director of Product Engineering for DSC and Alcatel.

SERGE SEYFETDINOV, VICE PRESIDENT, RESEARCH & DEVELOPMENT

Mr. Seyfetdinov has almost 20 years in the telecommunications industry with DAVOX, Concerto Software, AnswerSoft, Inc., and VAC. He is the principal software developer for VAC's Inmate Telephone System (ITS) software product.

VAC has extensive experience providing Inmate Calling Systems for correctional facilities throughout the United States. We encourage you to contact the following references for information regarding VAC's performance.

o. All equipment, services, personnel, and proposed methodology to meet the Initial and Ongoing Installations provisions and requirements to include the proposed state's responsibilities, if any, and the contractor's responsibilities pertaining to installation of the proposed equipment.

☐ Maintenance Service Plan

There are two primary maintenance items that will all be handled by PCS, the prime contractor. These issues concern the daily operation at the 20 Correctional Facilities and the Software Updating between PCS and the MODOC. PCS will

work primarily with ShawnTech to insure the "Equipment Maintenance" and will work with Huber & Associates to insure the "software maintenance".

Equipment Maintenance

Public Communications Services will work with ShawnTech Communications, Inc. to provide three (3) vendor certified technicians to support the twenty (20) State of MODOC Offender Telephone Service platforms and the three (3) Investigative Office Centers. These technicians are equipped with laptops, cell phones and pagers to promptly respond to trouble ticket calls. Each Technician will also be fully equipped with all the tools required to service the OTS, Cabling/Wiring, workstations, offender phones, and shut down switches. Each Dispatch Center will also have the required inventory to repair and maintain a minimum of 50 phones at a time and all components required to fully reconfigure a Focus 100 Offender Call Platform.

Public Communications Services will work with ShawnTech Communications, Inc. to provide three (3) vendor certified technicians to support the twenty (20) state of MODOC Offender Telephone Service platforms and the three (3) Investigative Office Centers.

These technicians full time job will be to exclusively maintain and service the phones and OTC for the MDOC. Along with providing these (3) full time technicians, 2 alternate technicians will be available 24/7 as backup for any emergency and or larger scale projects. PCS will strategically place technicians in the following maintenance zones below to provide maximum service coverage.

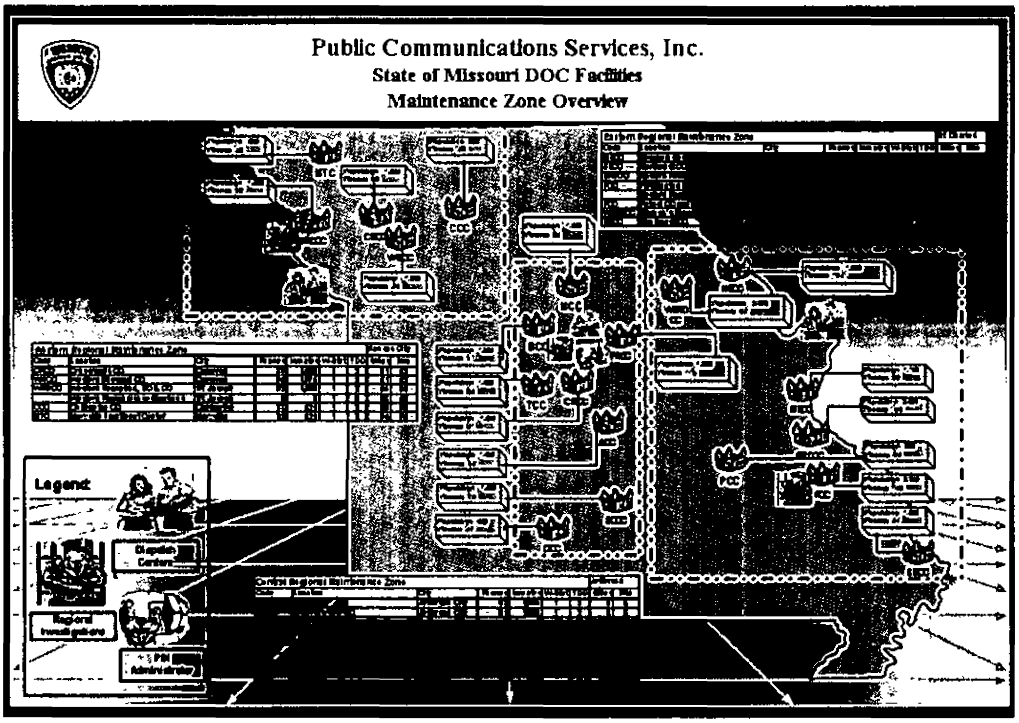


Figure C-27 Team PCS Proposed Maintenance Zones
(See Attachment I for full-sized diagram)

Above is a State of Missouri DOC area map overlaid with the Maintenance Zones described above. Each zone consists of a Dispatch Center, a Regional Investigation Office and properly aligned distances between the dispatch center and multiple correctional facilities. Priorities have also been coordinated between technicians so that if an issue arises in a zone, then the technician that is closest to the correctional facility that requires attention will be dispatched, not necessarily the technician assigned to that zone.

These Teams will operate in the following Zones:

Team 1:

Eastern Regional Maintenance Zone						St. Charles		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
MECC	Missouri Eastern CC	Pacific	52	1,100	1	2	39	44
NECC	Northeast CC	Bowling Green	106	1,975	1	2	66	75
ERDCC	Eastern Reception & DC	Bonne Terre	166	2,684	1	2	71	76
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PCC	Potosi CC and Mineral Area TC	Mineral Point	49	800	1	2	83	101
WERDCC	Women's Reception and DC	Vandalia	69	2,076	1	2	83	93
SECC	Southeast CC	Charleston	87	1,500	1	2	167	157

Figure C-28 Team 1: Eastern Regional Maintenance Zone

Team 2:

Central Regional Maintenance Zone						Jefferson City		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
ACC	Algoa CC	Jefferson City	62	1,635	1	2	5	5
CMCC	Jefferson City CC	Jefferson City	91	1,996	1	2	5	5
	Central Regional Investigations	Jefferson City	0	0	1	0	5	5
FRDC	Fulton Reception & DC	Fulton	119	1,302	1	2	24	24
TCC	Tipton CC	Tipton	58	1,088	1	2	35	55
BCC	Boonville CC & Boonville TC	Boonville	71	1,256	1	2	58	62
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SCCC	South Central CC	Licking	78	1,596	1	2	96	116
OCC	Ozark CC	Fordland	27	695	1	2	165	178

Figure C-29 Team 2: Central Regional Maintenance Zone

Team 3:

Western Regional Maintenance Zone					
Code	Location	City	Phones	Offenders	W-Stat
CRCC	Crossroads CC	Cameron	89	1,500	1
WMCC	Western Missouri CC	Cameron	96	1,975	1
WRDCC	Western Reception, DC & CC	St. Joseph	92	1,880	1
	Western Regional Investigation	St. Joseph	0	0	1
CCC	Chillicothe CC	Chillicothe	38	525	1
MTC	*Maryville Treatment Center*	*Maryville*	23	*525*	1

Figure C-30 Team 3: Western Regional Maintenance Zone

Each Dispatch Center will be able to have a technician on site within an average of 62 minutes and guaranteed three-hour time frame.

Dispatch Center

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

All major outages will be responded to within one hour of notification.

The State is encouraged to test our 800-6-Inmate number at all time, to verify that the call is promptly answered by a live operator with no hold times at all.

PCS, as the prime responsible party, will coordinate all Offender Telephone System-related repair issues. If we determine that the reported problem is due to an error on our part, we will make repairs in line with our escalation procedures. (See Attachment K). If

we determine that the problem is due to some other vendor/contractor's error, then we will make a report to the customer and follow through with the other vendor until the correction is made.

Whenever outages or equipment problems occur, the Dispatch Center Administrator will enter a trouble slip into the Keystone trouble slip tracking software. The Keystone system is a modern, state-of-the-art ticketing (slip) system. The system is used to constantly monitor issues and tasks, record data, and produce reports. Keystone allows all Offender Customer Service employees to check the status of any problem at any time. PCS customers can also access Keystone through SOPHIA to see a history of trouble slips and follow up on the status of a trouble ticket. Please note the following sample screen:

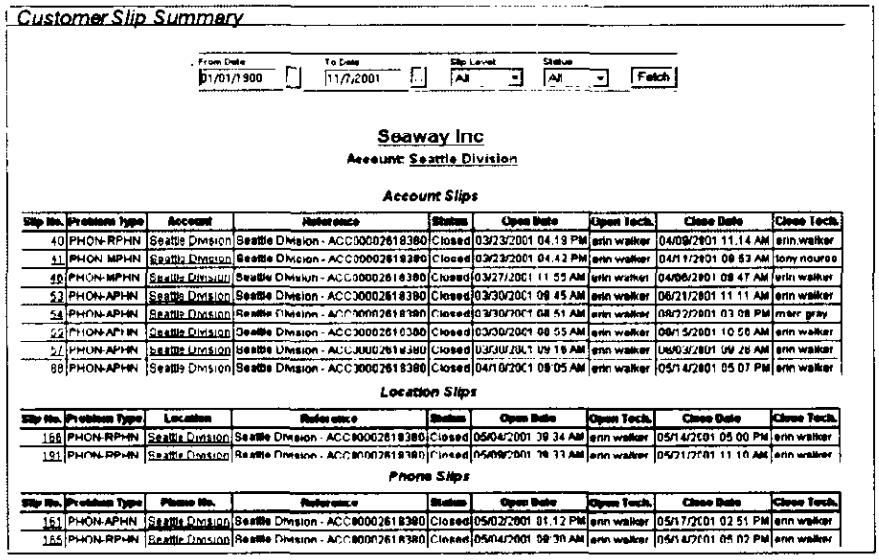


Figure C-31 SOPHIA Screen Showing Trouble Tickets

If the user clicks on a specific Slip Number, the following Keystone Ticket appears: *Keystone Screen*. The ticket shows the location, nature of the problem, time of outage, response time, priority, status, and any notes. PCS will maintain sufficient spare parts to facilitate speedy repairs. The PCS Dispatch Center is available twenty-four hours a day, seven days a week.

Calls are received from designated Department of Corrections' facility personnel or the Prime Contractor's Dispatch Group reporting troubles affecting the Offender Telephone System. Dispatch operators' follow-up on ticket status daily. MODOC personnel can log-on at any time to review any open tickets on the Keystone Ticketing System along with reviewing any closed items.

PCS will review an escalation procedure with the MODOC. Priority Levels, as tracked in Keystone, will be critical to establish criteria to ensure that all maintenance and repair is complete in an appropriate time frame. The following priority levels are used as default settings for PCS.

- Priority Level Three: 8-hour response time with repairs completed within 48

hours. This action is taken when one of the multiple phones in a Housing Unit is not operational.

- Priority Level Two: 4-hour response time with repairs completed within 24 hours. This action is taken when one entire Housing Unit is not operational.
- Priority Level One: 1-hour response time with repairs completed within 8 hours. This action is taken when 25% or more of the telephone service at an institution is not available, if any of the call processing, call tracking, billing service is impaired, or when all offender telephones are not operational.

When a system malfunction occurs, the Site Administrator or the State correctional staff should immediately call PCS with a description of the problem and priority level at 800-6-INMATE. If the 800 number fails after normal business hours, then call the following individuals to report the problem with the Offender Telephone System.

For complaints or problems not handled to your satisfaction or within the required response times, listed below are the next levels of management, which may be contacted for further resolution:

- One hour past the required timeline: Inmate Customer Service Manager: Helen Douglas Direct Line: (800) 350-1000, x-3008 Cell Phone: (818) 523-5245
- Two hours past the required timeline: Director of Inmate Operations: Richard Siebels Direct Line: (800) 350-1000, x-3022 Cell Phone: (310) 463-5467
- Three hours past the required timeline: Vice President, Inmate Sales: Joseph Pekarovic Direct Line: (800) 350-1000, x-3015 Cell Phone: (310) 600-9448
- Four hours past the required timeline: Chief Operating Officer:Tommie Joe Direct Line: (800) 350-1000, x-3037 Cell Phone: (310) 922-3037
- Five hours past the required timeline: President: Paul Jennings Direct Line: (800) 350-1000, x-3101 Cell Phone: (310) 600-3540

Dispatch Operations

1. Receive calls from designated State DOC facility personnel or PCS' Dispatch Group reporting telephone or system trouble affecting the offender call control system.

Caller provides detailed information of the type of trouble and the general location of the trouble. The following will be noted:

- Type of equipment problem or location of phone not working
- Time frame in which the trouble occurred
- Point of Contact for additional information and call back number
- Availability of on-site access, if necessary to complete reported repair
- Caller will receive a trouble ticket number at the time of reporting.

Exceptions to this procedure will apply to troubles reported after 5:00 p.m. and before 8:00 a.m. Monday through Friday (EST) or weekends and holidays. Repairs will proceed as normal, however trouble ticket numbers will be generated on the following business day and provided to the caller.

2. A Trouble Ticket will be issued and the system will automatically date the trouble ticket. The ticket will record the following information:

   - Facility name and phone number
   - Person reporting the trouble
   - POC call back number
   - Trouble information
   - Time of dispatch to Field Technician
   - Status updates daily and ETA until trouble is closed
   - Name of any technicians sent on site for physical repairs to the system or offender telephones

3. Daily follow-up status will be entered on all calls that remain open into the next day or over 24 hours. Updates will be recorded and forwarded to the customer on a daily basis via email.

4. If the ticket is referred to the hardware vendor for repair, the contact name and ETA of the technician will be recorded on the ticket.

5. Daily ticket updates will be sent to the customer via email.

6. Weekly and monthly reports will be provided to the customer on ticket closures and pending issues. Ticket closure reports will be customized for the customer within the systems parameters to provide the customer with effective and efficient information.

7. When repairs are completed and reported to the SCI Dispatch Center the repair will be verified by the SCI Dispatch Team with the ticket POC or designated facility inspector before the ticket will be officially closed. Upon verification from the facility that the trouble has been resolved, the ticket will be closed and the customer notified of the resolution.

Preventive Maintenance

An aggressive preventive maintenance plan will ensure the Offender Telephone System and supporting equipment are kept in good working condition. ShawnTech's position is to minimize the percent of downtime with proper preventive maintenance. ShawnTech will schedule the technicians to perform various tasks as defined on the Preventive Maintenance Checklist on a regular basis. These tasks are detailed below. ShawnTech will develop a preliminary preventive maintenance schedule for each maintenance zone. Technicians at a minimum will visit each site once a month.

ShawnTech will schedule the technicians to perform various tasks as defined on the Preventive Maintenance Checklist on a regular basis.

Dispatching trouble tickets:

The PCS Dispatcher will contact a Field Technician after receiving and recording all necessary information from the reporting facility personnel regarding a trouble issue.

Field Technician will respond to the POC for the facility within the time constraints of the contract either remotely or on site.

If a hardware repair is required, PCS will indicate their course of action to resolve the trouble issue involving their remote intervention to correct software issues, which SCI will record as a "Status" on the trouble ticket. If SCI needs to dispatch a technician to the facility for a physical repair to the recording equipment, the name of the technician will be reported to SCI and recorded at that time on the open trouble ticket.
PCS will check daily with the hardware vendor to facilitate speedy repairs to open trouble tickets needing a software resolution. When the repair is made, the ticket closure will be entered into the system. At that time, the SCI dispatcher will contact the facility to verify that the trouble has been repaired and there are no additional unresolved issues. Upon verification from the facility inspector or point of contact that the repair was complete, SCI will close the ticket and notify the customer of the closure by email.

Escalation Procedures

Appropriate escalation procedures will be developed for use in the event that trouble tickets are not closed in the established time frame when issues have been referred to the call control vendor or local LEC for repair.

Escalation list will include time parameters, contact person, phone number, alternate phone number (cell phone or pager) and email address.

Escalation procedures for ShawnTech Field Technical Engineers are as follows:

- Lead Technician
- DOC Administrative Manager
- Project Manager
- Marketing Director
- General Manager

Software Maintenance

All procedures detailed above will be held consistent to any software maintenance issues. PCS will work with Huber & Associates to correct and maintain the software links between the MODOC and PCS. This will include, but not be limited to:

Programming Services:

- Extract PIN and Debit info from Canteen Point-of-Sale system.
- Transmit extracted data from Missouri Department of Corrections' server to Huber & Associates' server.
- Translate the captured PIN and Debit information to the format required by PCS.
- Maintain the developed program throughout the duration of this contract.

p. The proposed equipment, services, personnel, and methodology to meet the Training provisions and requirements, to include all equipment, services.

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

Training needs to be categorized into two distinct levels.

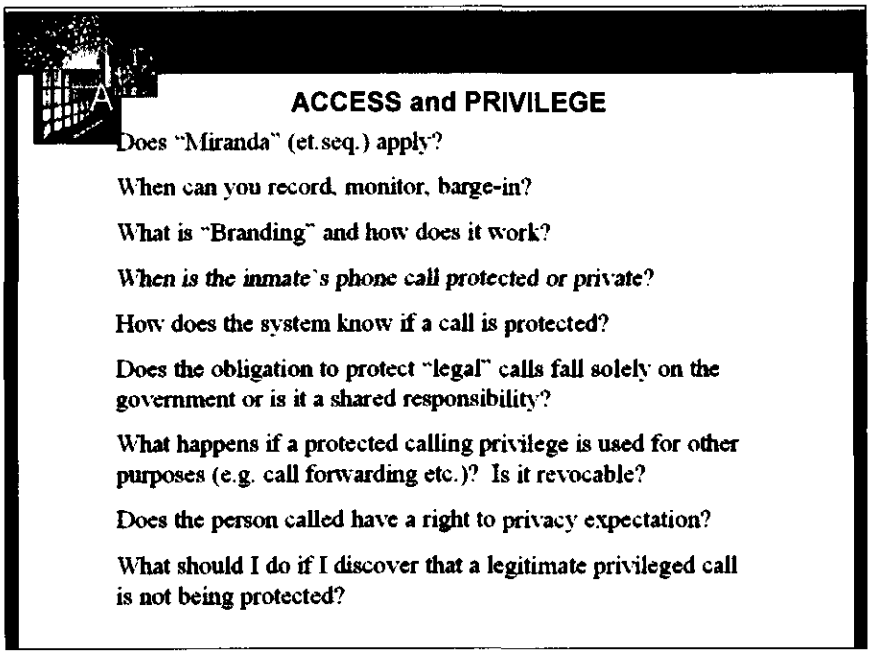
1. Security Training: (Includes Investigative Personnel)
   a. Reports
   b. Methods to Maximize information/ Minimize Time
   c. What is allowed and not allowed.

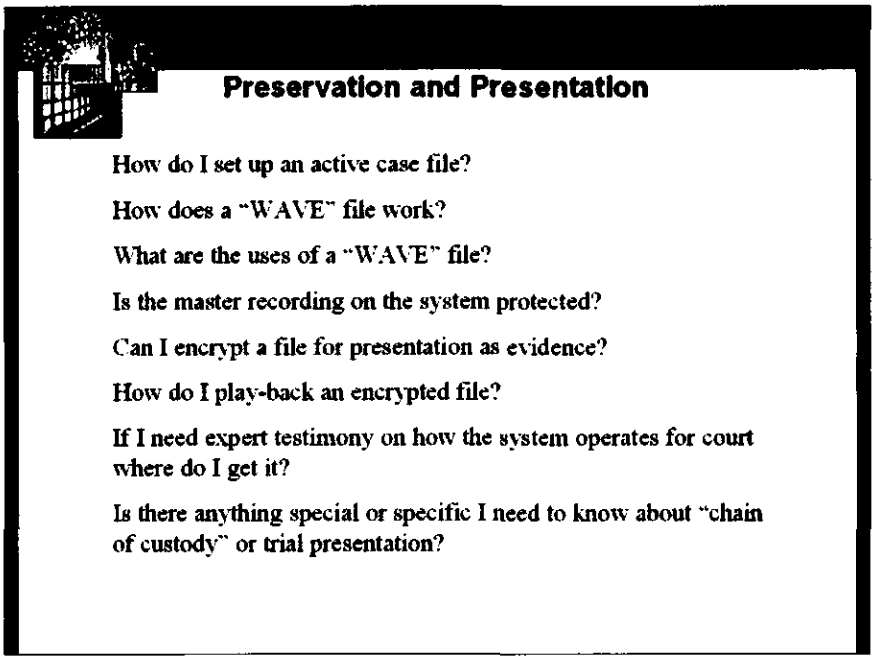
2. Administrative Training
   a. What information is available
   b. How to run basic reports.

Security Training

The investigative personnel will have access to the Focus 100 and all the call records and recordings made by the offenders at the MODOC. This information can at times be overwhelming. The Focus 100 has reports that will assist in identifying areas of concern and there are policies and procedures that have been tested over time in assisting in zeroing in on where the most information can be obtained.

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





Administrative Training

On-site training will be conducted immediately upon the installation at each facility to ensure that all system users are thoroughly trained for the first initial training. This training will be also done prior to system turn up.

Training typically lasts for a full day and the curriculum is designed to cover the use and operation of the system from the inmate's perspective, basic system administration (Call Processing, Blocks, etc.) as well as a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

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

Specialized reports will be created on a facility-required basis. Follow up training will take place three weeks after the last initial on-site training. There will be annual training for the life of the contract.

The comprehensive training curriculum is designed to cover complete system administration and all investigative tools described below.

Introduction	Overview of the Inmate calling System functions and features
Workstation Access Control	Overview User ID Management Security Level Access Management User Alerts
System Administration	Overview Class of Service Maintenance Living Unit Maintenance Telephone Location Maintenance Facility Telephone Number Control Block List Administration Telephone List Update Enable/Disable Telephones Account Overview Add a New Inmate Account Update Inmate Information Update Inmate Phone List Transfer Inmate Between Facilities

Reporting/Investigative Functions	View Calls in Progress SPY – Monitoring SPY – Snitch Investigator Notification General Reporting Capabilities Defining Report Parameters Save & Reprint Reports Financial Reports Maintenance Reports Investigative Reports Monthly Revenue Reports Shadow Recording SAM Archive CD
Calling Process	*Placing a Call* Dialing Instructions Direct Dialed Calls Collect Calls Local Calls International Calls Call Results Announcements

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

Context Specific Help Screens on Workstations

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

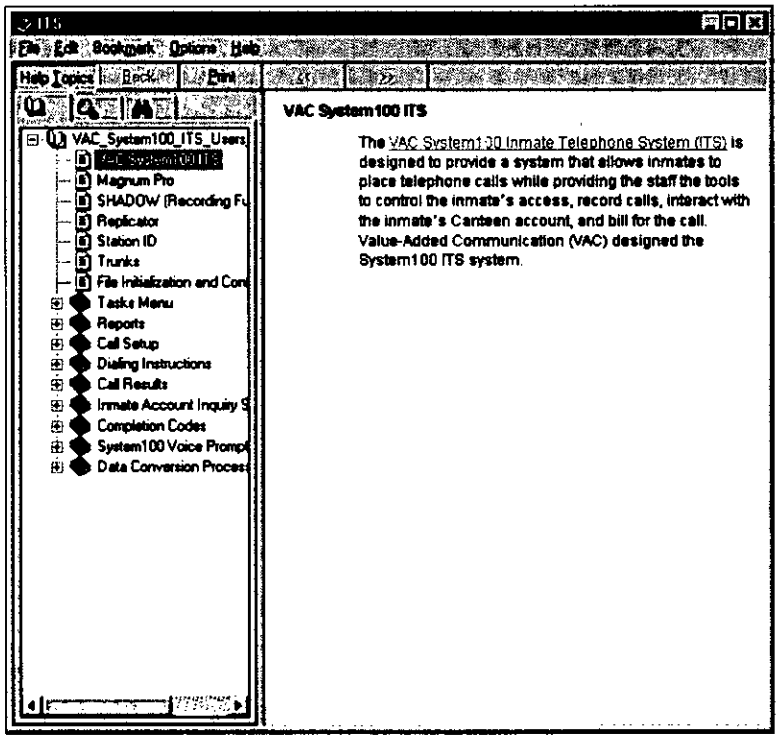


Figure C-32 Context Sensitive Help Screens

24/7 Customer Service

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

On-Line Training

At anytime during the term of the contract, MODOC personnel will be able to call the PCS customer service desk and ask for on-line assistance. Since all MODOC workstations will be connected to our WAN, our service representatives will be able to log on to the remote users workstation and walk them through any item. Our representatives will actually be seeing exactly what they see and be able to guide the user real time. This service will be available 24/7.

PCS System Overview

The System Overview will explain how data, from call recordings and call records that are obtained from the offender telecommunication system, are transported and shared across the entire MODOC system. Also discussed will be how information is stored and how PCS and its partners monitor and maintain the system. We will also cover what operations take place at the central server, how we will create a WAN for the MODOC, Huber roles and responsibilities, ShawnTech roles and responsibilities,

and PCS roles and responsibility. The goal of the overview will be to help the MODOC understand the best way to utilize and address any of their future needs.

System Administration

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

Recurring Training

Since personnel associated with the offender calling system project may change from time to time, it may be necessary to train new individuals. Commencing approximately three months after the completion of the initial training program, PCS will provide formalized training class for new personnel as required on a mutually agreeable basis at a MODOC facility location. PCS will provide refresher training to MODOC personnel throughout the life of the contact.

q. The proposed equipment, services, personnel, and proposed methodology to meet the Contractor Maintenance provisions and requirements. If maintenance is not provided by the offeror's organization, the offeror must identify the proposed service organization.

❑ PCS will serve as the single-point-of-contact for all maintenance requests. ShawnTech will maintain offender telephones, station cabling, and call processing equipment, as well as, the recording and monitoring equipment at each facility. Currently, ShawnTech has two technicians supporting the existing system for the agency. As part of TeamPCS, this number will be increased to three.

Huber & Associates will provide PIN Management Services as they have been doing for the agency for the past five years. As part of TeamPCS, Huber & Associates will implement the agency's long-awaited goal of providing Debit Calling using the Canteen Management System.

For additional information on ShawnTech and Huber & Associates, see B.1.1. For TeamPCS Escalation Procedures, see Attachment K.

r. Any built-in diagnostic maintenance and/or diagnostic routines in the proposed equipment.

❑ The Host Monitor performs the following diagnostic routines and tests:

1. Conducts connectivity tests from VAC to each facility's equipment.
2. Monitors for the failure of any applications or services running
3. Monitors the available free space on the servers (Raid Arrays)

4. Documents any event that is written to the Microsoft Event Log.
5. Performs site specific queries
6. Disabling of phones at a facility via ITS software.
7. Validation failures
8. Proper replication of databases

The processing and recording equipment has an embedded agent that constantly monitors all hardware and software performance. The agent reports to the Technical Center every 15 minutes.

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2. The offeror must describe how maintenance shall be provided, including the location of service center(s), the number of technicians at each service location that are trained on the proposed equipment, the procedures for contacting service personnel, etc. to included the guaranteed response time, in hours, for minor outages.

❑ There are two primary maintenance items that will be the responsibility of PCS, as the prime contractor. These issues concern daily operations at the 20 correctional facilities and the software updating between PCS and the MODOC. PCS will work with ShawnTech to ensure the "Equipment Maintenance" and with Huber & Associates to ensure the "software Maintenance".

EQUIPMENT MAINTENANCE

Public Communications Services will work with ShawnTech Communications, Inc. to provide three (3) vendor certified technicians to support the twenty (20) state of MODOC Offender Telephone Service platforms and the three (3) Investigative Office Centers. These technicians are equipped with laptops, cell phones and pagers to promptly respond to trouble ticket calls. Each Technician will also be fully equipped with all the tools required to adequately service the OTS, Cabling/Wiring, workstations, the offender phones, and shut down switches. Each Dispatch Center will also have the required inventory to repair and maintain a minimum of 50 phones at a time and all components required to fully reconfigure a Focus 100 Offender Call Platform.

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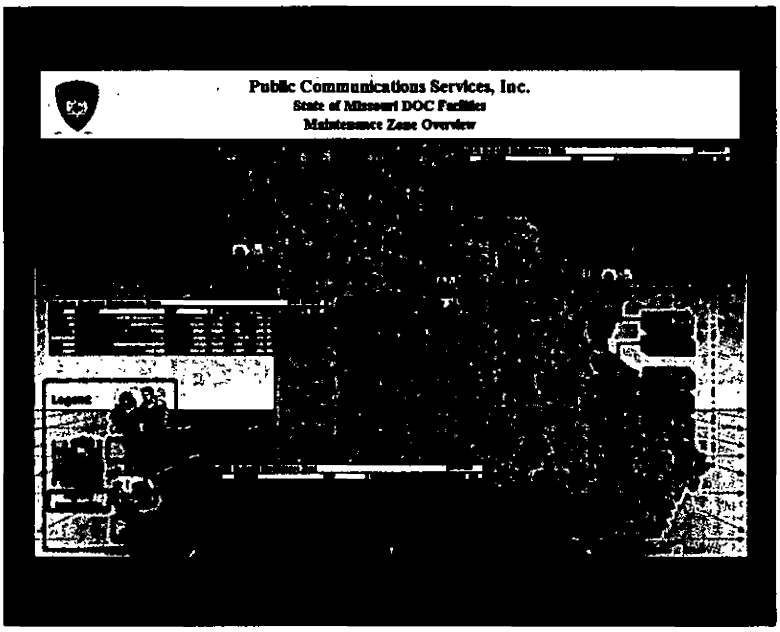

Figure C-33 Three Zone Maintenance Plan

(See Attachment I for full-sized diagram)

Above is a State of Missouri DOC area map overlaid with the Maintenance Zones described above. Each zone consists of a Dispatch Center, a Regional Investigation Office and properly aligned distances between the dispatch center and multiple correctional facilities. Priorities have also been coordinated between technicians so that if an issue arises in a zone, the technician that is closest to the correctional facility that requires attention will be dispatched, not necessarily the technician assigned to that zone. These Teams will operate in the following Zones:

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3.6 Eastern Regional Maintenance Zone						St. Charles		
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WERDCC	Women's Reception and DC	Vandalia	69	2,076	1	2	83	93
SECC	Southeast CC	Charleston	87	1,500	1	2	167	157

Figure C-34 Team 1: Eastern Regional Maintenance Zone

Team 2:

3.6 Central Regional Maintenance Zone						Jefferson City		
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SCCC	South Central CC	Licking	78	1,596	1	2	96	116
OCC	Ozark CC	Fordland	27	695	1	2	165	178

Figure C-35 Team 2: Central Regional Maintenance Zone

Team 3:

3.6 Western Regional Maintenance Zone					
Code	Location	City	Phones	Offenders	W-Stat
CRCC	Crossroads CC	Cameron	89	1,500	1
WMCC	Western Missouri CC	Cameron	98	1,975	1
WRDCC	Western Reception, DC & CC	St. Joseph	92	1,880	1
	Western Regional Investigation	St. Joseph	0	0	1
CCC	Chillicothe CC	Chillicothe	38	525	1
MTC	Maryville Treatment Center	Maryville	23	525	1

Figure C-36 Team 3: Western Regional Maintenance Zone

Each Dispatch Center will be able to have a technician on site within an average of 62 minutes and guaranteed three-hour time frame.

DISPATCH CENTER

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

The State is encouraged to test our 800-6-Inmate number at all time, to verify that the call is promptly answered by a live operator with no hold times at all.

PCS as the prime responsible party will coordinate all offender telephone system related repair issues.

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Whenever outages or equipment problems occur, the Dispatch Center Administrator will enter a trouble slip into the Keystone trouble slip tracking software. The Keystone system is a modern, state-of-the-art ticketing (slip) system. The system is used to constantly monitor issues and tasks, record data, and produce reports. Keystone allows all Offender Customer Service employees to check the status of any problem at any time. PCS customers can also access Keystone through SOPHIA to see a history of trouble slips and follow up on the status of a trouble ticket. Please note the following sample screen:

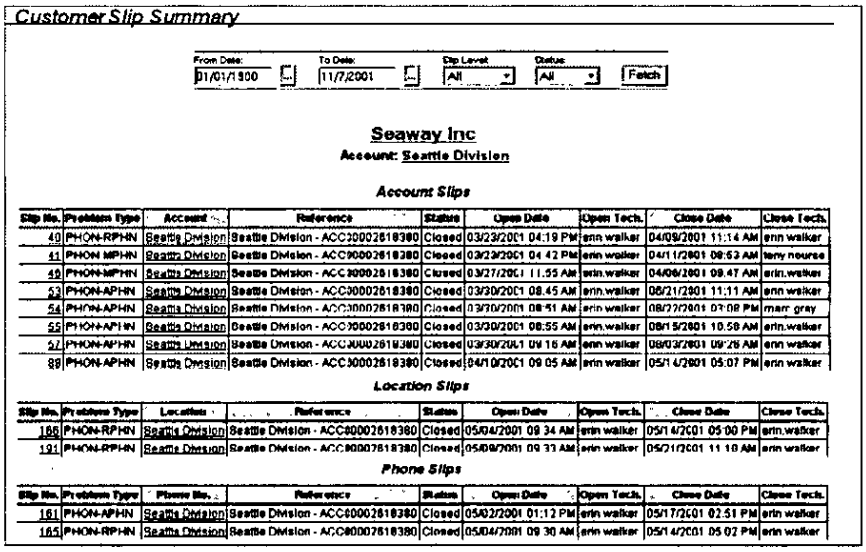


Figure C-37 SOPHIA Customer Slip Summary page

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

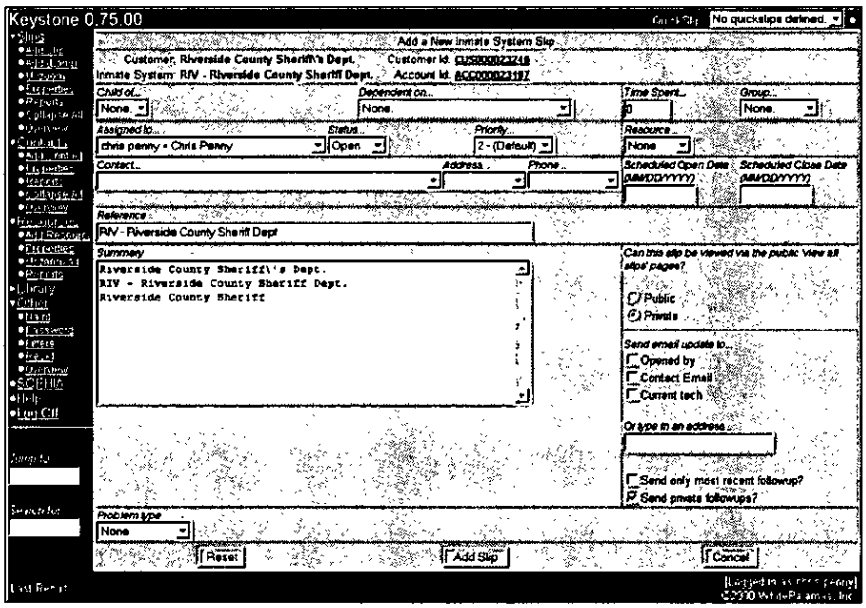


Figure C-38 Keystone Trouble Slip page

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

Calls are received from designated Department of Corrections' facility personnel or the Prime Contractor's Dispatch Group reporting troubles affecting the offender telephone system. Dispatch operators follow-up on ticket status daily. MODOC personnel can log-on at any time to review any open tickets on the Keystone Ticketing System along with reviewing any closed items.

PCS will review an escalation procedure with the MODOC. Priority Levels, as tracked in Keystone, will be critical to establish criteria to ensure that all maintenance and repair is complete in an appropriate time frame. The following priority levels are used as default settings for PCS.

- Priority Level Three: 8-hour response time with repairs completed within 48 hours. This action is taken when one of the multiple phones in a Housing Unit is not operational.
- Priority Level Two: 4-hour response time with repairs completed within 24 hours. This action is taken when one entire Housing Unit is not operational.
- Priority Level One: 1-hour response time with repairs completed within 8 hours. This action is taken when 25% or more of the telephone service at an institution is not available, if any of the call processing, call tracking, billing service is impaired, or when all offender telephones are not operational.

When a system malfunction occurs, the Site Administrator or the State correctional staff should immediately call PCS with a description of the problem and priority level at 800-6-INMATE. If the 800 number fails after normal business hours, then call the following individuals to report the problem with the Offender Phone System. For complaints or problems not handled to your satisfaction or within the required response times, listed below are the next levels of management, which may be contacted for further resolution:

- One hour past the required timeline: Inmate Customer Service Manager: Helen Douglas Direct Line: (800) 350-1000, x-3008 Cell Phone: (818) 523-5245
- Two hours past the required timeline: Director of Inmate Operations: Richard Siebels Direct Line: (800) 350-1000, x-3022 Cell Phone: (310) 463-5467
- Three hours past the required timeline: Vice President, Inmate Sales: Joseph Pekarovic Direct Line: (800) 350-1000, x-3015 Cell Phone: (310) 600-9448
- Four hours past the required timeline: Chief Operating Officer: Tommie Joe Direct Line: (800) 350-1000, x-3037 Cell Phone: (310) 922-3037
- Five hours past the required timeline: President: Paul Jennings Direct Line: (800) 350-1000, x-3101 Cell Phone: (310) 600-3540

DISPATCH OPERATIONS

The following section outlines dispatch operations step-by-step.

1. Receive calls from designated State DOC facility personnel or PCS' Dispatch Group reporting telephone or system trouble affecting the offender call control system.

2. Caller provides detailed information of the type of trouble and the general location of the trouble.

   - Type of equipment problem or location of phone not working
   - Time frame in which the trouble occurred
   - Point of Contact for additional information and call back number
   - Availability of on-site access if necessary to complete reported repair

3. Caller will receive a trouble ticket number at the time of reporting. Exceptions to this procedure will apply to troubles reported after 5:00 p.m. and before 8:00 a.m. Monday through Friday (EST) or weekends and holidays. Repairs will proceed as normal, however trouble ticket numbers will be generated on the following business day and provided to the caller.

4. The trouble ticket will be issued and the system will automatically date the trouble ticket. The ticket will record the following information:

   - Facility name and phone number
   - Person reporting the trouble
   - POC call back number
   - *Trouble information*
   - Time of dispatch to Field Technician
   - Status updates daily and ETA until trouble is closed
   - Name of any technicians sent on site for physical repairs to the system or Offender telephones

5. Daily follow-up status will be entered on all calls that remain open into the next day or over 24 hours. Updates will be recorded and forwarded to the Customer on a daily basis via email.

6. If the ticket is referred to the hardware vendor for repair, the contact name and ETA of the technician will be recorded on the ticket.

7. Daily ticket updates will be sent to the customer via email.

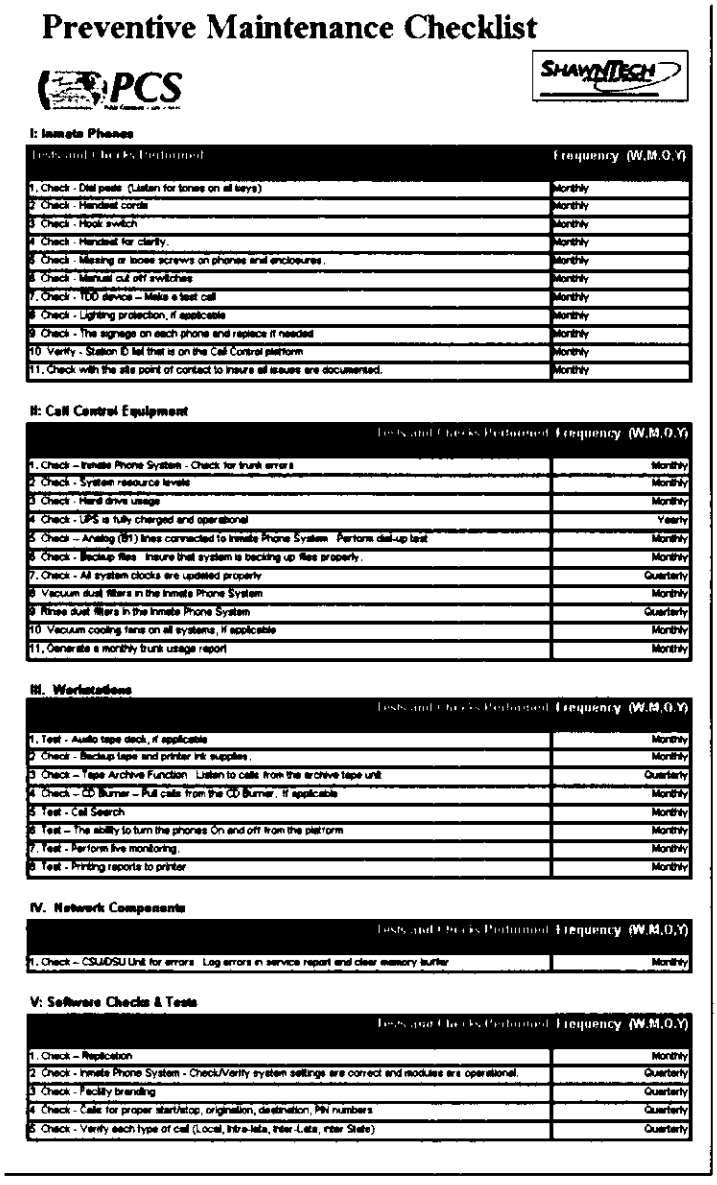
8. Weekly and monthly reports will be provided to the customer on ticket closures and pending issues. Ticket closure reports will be customized for the customer within the systems parameters to provide the customer with effective and efficient information.

9. When repairs are completed and reported to the SCI Dispatch Center the repair will be verified by the SCI Dispatch Team with the ticket POC or designated facility inspector before the ticket will be officially closed. Upon

verification from the facility that the trouble has been resolved, the ticket will be closed and the customer notified of the resolution.

PREVENTIVE MAINTENANCE

An aggressive preventive maintenance plan will ensure the Offender Telephone System and supporting equipment are kept in good working condition. ShawnTech's position is to minimize the percent of downtime with proper preventive maintenance. ShawnTech will schedule the technicians to perform various tasks as defined on the Preventive Maintenance Checklist on a regular basis. These tasks are detailed below. ShawnTech will develop a preliminary preventive maintenance schedule for each maintenance zone. Technicians will visit each site once a month at a minimum.



Preventive Maintenance Checklist

PCS

SHAWNTECH

I: Inmate Phones

Tests and Checks Performed	Frequency (W,M,Q,Y)
1. Check - Dial pads (Listen for tones on all keys)	Monthly
2. Check - Handset cords	Monthly
3. Check - Hook switch	Monthly
4. Check - Handset for clarity.	Monthly
5. Check - Missing or loose screws on phones and enclosures.	Monthly
6. Check - Manual cut off switches	Monthly
7. Check - TDD device – Make a test call	Monthly
8. Check - Lighting protection, if applicable	Monthly
9. Check - The signage on each phone and replace if needed	Monthly
10. Verify - Station ID tel that is on the Call Control platform	Monthly
11. Check with the site point of contact to insure all issues are documented.	Monthly

II: Call Control Equipment

Tests and Checks Performed	Frequency (W,M,Q,Y)
1. Check – Inmate Phone System - Check for trunk errors	Monthly
2. Check - System resource levels	Monthly
3. Check - Hard drive usage	Monthly
4. Check - UPS is fully charged and operational	Yearly
5. Check – Analog (911) lines connected to Inmate Phone System. Perform dial-up test	Monthly
6. Check - Backup files. Insure that system is backing up files properly.	Monthly
7. Check - All system clocks are updated properly	Quarterly
8. Vacuum dust filters in the Inmate Phone System	Monthly
9. Rinse dust filters in the Inmate Phone System	Quarterly
10. Vacuum cooling fans on all systems, if applicable	Monthly
11. Generate a monthly trunk usage report	Monthly

III. Workstations

Tests and Checks Performed	Frequency (W,M,Q,Y)
1. Test - Audio tape deck, if applicable	Monthly
2. Check - Backup tape and printer ink supplies.	Monthly
3. Check – Tape Archive Function. Listen to calls from the archive tape unit	Quarterly
4. Check – CD Burner – Pull calls from the CD Burner. If applicable	Monthly
5. Test - Call Search	Monthly
6. Test – The ability to turn the phones On and off from the platform	Monthly
7. Test - Perform live monitoring.	Monthly
8. Test - Printing reports to printer	Monthly

IV. Network Components

Tests and Checks Performed	Frequency (W,M,Q,Y)
1. Check – CSU/DSU Unit for errors. Log errors in service report and clear memory buffer	Monthly

V: Software Checks & Tests

Tests and Checks Performed	Frequency (W,M,Q,Y)
1. Check – Replication	Monthly
2. Check - Inmate Phone System - Check/Verify system settings are correct and modules are operational.	Quarterly
3. Check - Facility branding	Quarterly
4. Check - Calls for proper start/stop, origination, destination, PIN numbers	Quarterly
5. Check - Verify each type of call (Local, Intra-lata, Inter-Lata, Inter State)	Quarterly

Figure C-39 Preventive Maintenance Checklist

DISPATCHING TROUBLE TICKETS

The PCS Dispatcher will contact Field Technician after receiving and recording all necessary information from the reporting facility personnel regarding a trouble issue. Field Technician will respond to the POC for the facility within the time constraints of the contract either remotely or on site.

If a hardware repair is required, PCS will indicate their course of action to resolve the trouble issue involving their remote intervention to correct software issues, which ShawnTech Communications will record as a "Status" on the trouble ticket. If ShawnTech Communications needs to dispatch a technician to the facility for a physical repair to the recording equipment, the name of the technician will be reported to ShawnTech Communications and recorded at that time on the open trouble ticket.

PCS will check daily with the hardware vendor to facilitate speedy repairs to open trouble tickets needing a software resolution. When the repair is made, the ticket closure will be entered into the system. At that time, the ShawnTech Communications dispatcher will contact the facility to verify that the trouble has been repaired and there are no additional unresolved issues. Upon verification from the facility inspector or point of contact that the repair was complete, ShawnTech Communications will close the ticket and notify the customer of the closure by email.

ESCALATION PROCEDURES

Appropriate escalation procedures will be developed for use in the event that trouble tickets are not closed in the established time frame when issues have been referred to the call control vendor or local LEC for repair.

Escalation list will include time parameters, contact person, phone number, alternate phone number (cell phone or pager) and email address.

Escalation procedures for ShawnTech Field Technical Engineers are as follows:
Lead Technician
DOC Administrative Manager
Project Manager
Marketing Director
General Manager

SOFTWARE ESCALATION

All procedures detailed above will be held consistent to any Software Maintenance Issues. PCS will work with Huber & Associates to correct and maintain the software links between the MODOC and PCS. This will include, but not be limited to:

- Extract PIN and Debit info from Canteen Point-of-Sale system.

- Transmit extracted data from Missouri Department of Corrections' server to Huber & Associates' server.
- Translate the captured PIN and Debit information to the format required by PCS.
- Maintain the developed program throughout the duration of this contract.

3. Billing Procedures: The offeror should describe all equipment, services, personnel, and proposed methodology to meet the Billing Procedures provisions and requirements to include;

a. How calls within the Local Access Transport Area (intralata), calls outside of the Local Access Transport Area (interlata) and interstate calls will be handled and must identify the respective local and long distance carriers.

❑ PCS is solely responsible for billing, collecting, and charging all local and long distance calls for the end users. Because PCS is not a LEC, we do not own our own network. We lease networks from other providers based on the best choice in each geographic location. This allows us the flexibility to make the right choice for each of our clients' facilities. PCS currently has Master Agreements with AT&T, SBC, Qwest, Sprint, and MCI.

b. The billing process for all billed calls and the collection process for the bills for all calls, including uncollectible calls. The offeror should submit examples of the proposed "Call Detail Reports."

❑ PCS' billing and collection procedures can be described by the following process beginning with call initiation:

- A call record is established when the receiver is lifted and an offender dials one or more digits.
- A completed call record is established when a call is dialed to a valid number and an end-user accepts the charges. Calls that are not completed or are misdialed are also stored in the system.
- All call records are pulled from the call processor on a real-time basis during routine downloads; parameter depends on system activity and size, directly into SOPHIA. This directly establishes a call record file for each individual record.
- The call processor system provides for a back-up memory and storage of all call activity so that in the event of any interruption of on-line capabilities or other system disruptions, files are retrievable and synchronized through SOPHIA and the call processor to ensure complete accountability and/or recovery of all call records. The call processor can literally store all call records on-line for multiple years at a time while PCS maintains its SOPHIA hard drive with similar capabilities.
- Once a call record is received, call records are processed on an immediate basis through the call analysis program to determine a host of functions

including system operation, call thresholds and other proprietary fraud management techniques.

- When a threshold is triggered, whether it is system related or pulling pattern related for fraud purposes, an appropriate response will be produced.
- As one of SOPHIA's functions, calls are rated on an automated basis as part of the internal processing of SOPHIA, when a receipt of the record is initiated. The rating of individual calls is based on the originating phone number and the rate tables established specific to the clients' negotiated or requested rates.
- Call status is established to determine any fraud related activities, whether it is high toll fraud, pre-paid services, or other related information.
- Rated calls are processed through a billing and collection file that is sent on a bi-weekly basis to its billing source. PCS presently uses several sources of billing, including operator service networks, CDC billing service, and direct relationships with LECs and long distance carriers. SOPHIA identifies the date that the record has been sent out for billing.

PCS uses several third-party billing clearinghouses (ILD, ACI and eBillit) to send call records to in EMI (Exchange Message Interface) format for billing. PCS will ensure that all unbillable and uncollectible calls will remain the responsibility of PCS and shall not be passed on to the agency in any form.

Run Date: 09/21/2001
Run Time: 14:43:22

Call Detail Report

Page 1 of 14

Report Site: COF
Terminal Making Request: QACOLO_WS01
User ID: TESTADMIN

From 09/11/2001 00:00:00
Thru 09/21/2001 23:59:59
For Both Debit and Collect Calls

Facility Name: TEST BED 1 Facility Code: TEST 1

Inmate Name	DOC	TRK	Called Nbr	Date/Time	DUR	Comp Code	Cost
SMITHERS,TOM,	111111	2	3212683354	09/12/2001 16:30:33	397	10	$0.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:35:22	397	0	$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:42:43	397	0	$3.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:50:04	397	0	$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 16:57:25	397	0	$2.00
SMITHERS,TOM,	111111	6	3212683354	09/12/2001 17:04:47	397	0	$2.00

Figure C-40 Call Detail Report

4. The offeror should describe the taxes, fees, surcharges they intend to charge the called party, the rate/percentage and site the authority, to include the paragraph of the authority used to charge such taxes, fees, and surcharges.

- PCS has provided all call billed rates in Exhibit A, which are detailed as the PCS "Full Disclosure Rate Plan". These are the rates proposed for both collect and debit calling. This plan details both any surcharge and per minute rate. The only other charges are clearly defined by PCS as Government Fees and Taxes. There will be no fees or additional charges imposed directly or indirectly by outside parties such as billing companies, Local Exchange Carriers or Billing Clearing Houses.

There will be no fees or additional charges imposed directly or indirectly by outside parties such as billing companies, Local Exchange Carriers or Billing Clearing houses.

These Taxes and Fees Strictly Include:

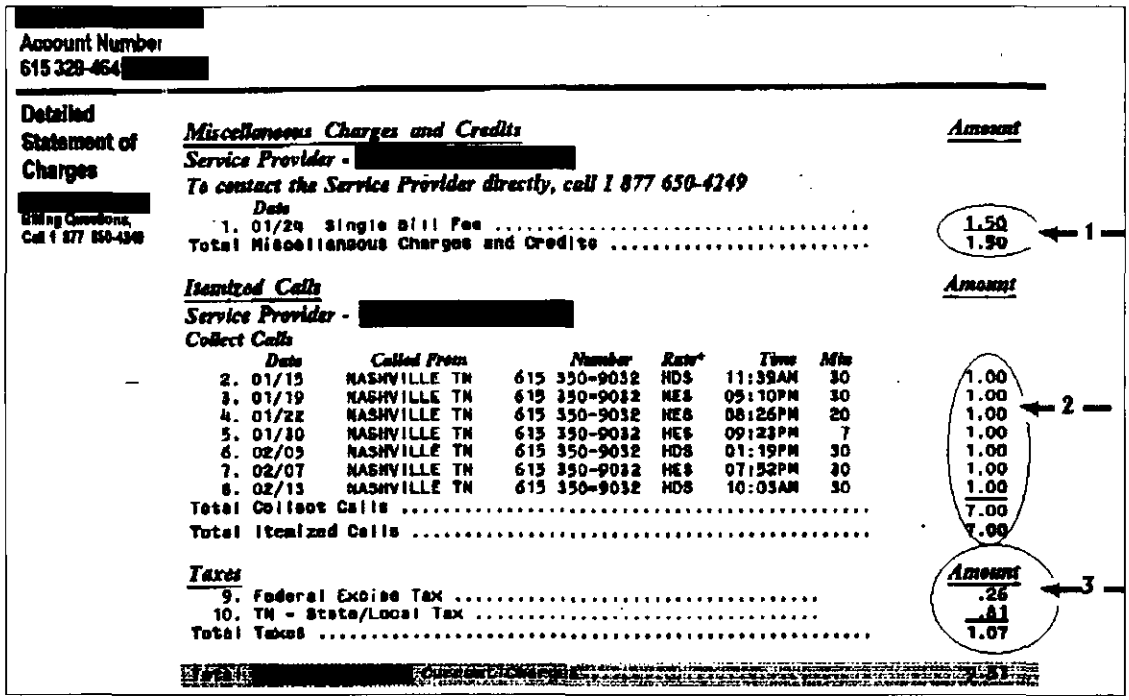
Federal Excise Taxes: Currently at 3.00%
Local and State Taxes: Vary Per State

Recently in the Offender Telecommunications Industry there have been several vendors that have added certain fees to collect call recipient bills. These fees are often referred to as:

1. Single Bill Fees.
2. Bill Rendering Fees
3. Bill Statement Fees.

PCS does not charge these additional fees. They are not government sponsored, they are only fees added to customers bills to attempt to increase the revenue recovered from collect call clients.

For example, the sample bill below shows: 1). Single Bill Fee, as charged by some other vendors; 2). Itemized Call Charges; and 3). Local/State Tax and Federal Excise Taxes.



[redacted]
Account Number
615 329-464[redacted]

Detailed Statement of Charges

[redacted]
Billing Questions, Call 1 877 650-4249

Miscellaneous Charges and Credits — *Amount*

Service Provider - [redacted]

To contact the Service Provider directly, call 1 877 650-4249

Date		Amount
1. 01/29	Single Bill Fee	1.50
Total Miscellaneous Charges and Credits		1.50

← 1

Itemized Calls — *Amount*

Service Provider - [redacted]

Collect Calls

	Date	Called From	Number	Rate*	Time	Min	
2.	01/15	NASHVILLE TN	615 350-9032	HDS	11:39AM	30	1.00
3.	01/19	NASHVILLE TN	615 350-9032	NES	05:10PM	30	1.00
4.	01/22	NASHVILLE TN	615 350-9032	NES	08:26PM	20	1.00
5.	01/30	NASHVILLE TN	615 350-9032	NES	09:23PM	7	1.00
6.	02/09	NASHVILLE TN	615 350-9032	HDS	01:19PM	30	1.00
7.	02/07	NASHVILLE TN	615 350-9032	NES	07:52PM	30	1.00
8.	02/13	NASHVILLE TN	615 350-9032	HDS	10:03AM	30	1.00
Total Collect Calls							7.00
Total Itemized Calls							7.00

← 2

Taxes

	Amount
9. Federal Excise Tax	.26
10. TN - State/Local Tax	.81
Total Taxes	1.07

Amount ← 3

[redacted] Current Charges 9.57

Figure C-41 Sample Bill

The Carrier above states that they charge a flat $1.00 per local Collect Call Charge, however they add an additional $1.50 per billing statement in order to recover their bill processing costs. In effect, the charges for these phone calls is increased by $1.50 that usually was not disclosed to the correctional facility and that is not disclosed to the called party at the time the call is made.

This charge would not appear on a PCS bill. PCS will only charge for the call itself and Local/State and Federal Excise Taxes as required by law.

We caution the State to identify and verify all vendor charges and ask for copies of actual phone bills with all call detail charges listed and accounted for.

Authority Verbiage to Charge Such Taxes:

Federal Excise Tax:

The IRS as an act of congress collects The Federal Excise Tax.

The Current information from their web site

(http://www.irs.gov/publications/p510/ar02.html#d0e795) includes the following:

Internal Revenue Service IRS.gov
DEPARTMENT OF THE TREASURY

Communications Tax

A 3% tax is imposed on amounts paid for all the following communications services.

- Local telephone service.
- Toll telephone service.
- Teletypewriter exchange service.

Local telephone service. This includes access to a local telephone system and the privilege of telephonic quality communication with most people who are part of the system. Local telephone service also includes any facility or services provided in connection with this service. The tax applies to lease payments for certain customer premises equipment (CPE) even though the lessor does not also provide access to a local telecommunications system.

Private communication service. Private communication service is not local telephone service. Private communication service includes accessory-type services provided in connection with a Centrex, PBX, or other similar system for dual use accessory equipment. However, the charge for the service must be stated separately from the charge for the basic system, and the accessory must function, in whole or in part, in connection with intercommunication among the subscriber's stations.

Toll telephone service. This includes a telephonic quality communication for which a toll is charged that varies with the distance and elapsed transmission time of each communication. The toll must be paid within the United States. It also includes (a) a telephonic quality communication for which a toll is charged that varies only with elapsed transmission time and (b) a long distance service that entitles the subscriber to make unlimited calls (sometimes limited as to the maximum number of hours) within a certain area for a periodic charge.

Teletypewriter exchange service. This includes access from a teletypewriter or other data station to a teletypewriter exchange system and the privilege of intercommunication by that station with most persons having teletypewriter or other data stations in the same exchange system.

Figuring the tax. The tax is based on the sum of all charges for local or toll telephone service included in the bill. However, if the bill groups individual items for billing and tax purposes, the tax is based on the sum of the individual items within that group. The tax on the remaining items not included in any group is based on the charge for each item separately. Do not include in the tax base state or local sales or use taxes that are separately stated on the taxpayer's bill.

If the tax on toll telephone service is paid by inserting coins in **coin-operated telephones**, figure the tax to the nearest multiple of 5 cents. When the tax is midway between 5-cent multiples, the next higher multiple applies.
Prepaid telephone cards. A prepaid telephone card is any card or any other similar arrangement that allows its holder to get local or toll telephone service and pay for those services in advance. The tax is imposed when the card is transferred by a telecommunications carrier to any person who is not a telecommunications carrier. The face amount of the card is the amount paid for communications services. If the face amount is not a dollar amount, see section 49.4251-4 of the regulations.

Local/State Taxes:

As each call received within a state is taxed differently it is difficult to correlate all Local and State taxes into one document. However the Local/State taxes applied to most calls within this RFP are related to calls terminating and originating within the State of Missouri. The Authority to collect taxes is designated to the Missouri Department of Revenue by the legislature of the State of Missouri and most tax laws applied to these taxes are found in: Chapters 71 and 92, RSMo.

"The Missouri Department of Revenue serves as the central collection agency for all state revenues. The department's primary duties include collecting taxes, titling and registering motor vehicles, and issuing driver licenses."

5. Transition: The offeror should describe the manner in which it will coordinate contract transition activities to minimize downtime during transition from the current to the new contract.

❑ Transition

It is not often that a company can claim that the transition necessary for a new company will be easier than that of remaining with the incumbent. However, PCS has designed a transition plan that will minimize any effort by the MODOC for installing our system and actually reduce any additional work by the MODOC, or specifically the Department of Human Services Offender Finance Office, by maintaining the data flow format currently used between the MODOC and Huber & Associates. No new integration will be required to maintain the current data flow and similar data flow protocols will be used for any enhancements. This transition plan includes contingency planning with complete redundancy to ensure the continuous operation of all services.

By teaming with both Huber & Associates and ShawnTech Communications, PCS will bring in to this contract a new perspective while taking advantage to the field experience and active systems provided by our team.

PCS's scheduling of events is based on a long history of installing offender telephone systems.

PCS will provide the MODOC an implementation plan within 30 days of contract awarded.

Network/IT Support Team:
The network and software integration teams will consist of members from PCS, VAC and Huber & Associates IT Departments. This team will coordinate the WAN configuration, software configurations and any upload necessary to activate all PCS OTS services. They will be working in concert with the on-site teams to ensure that all systems are properly integrated.

On-Site Teams:
PCS has organized three (3) on-site teams designed to ensure a timely and seamless transition from your current vendor to the PCS OTS solution. These teams will be lead by a Project Manager and will be responsible for each of the following zones, these are the same zones designed by PCS for the ongoing maintenance and support of the PCS OTS. These teams will each consist of 5 technician members from PCS, VAC and ShawnTech Communications.

- PCS - Project Manager
- VAC - Implementation Specialist
- ShawnTech - System Technician

These Teams will operate in the following Zones:

Team 1:

Eastern Regional Maintenance Zone						St. Charles		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
MECC	Missouri Eastern CC	Pacific	52	1,100	1	2	39	44
NECC	Northeast CC	Bowling Green	106	1,975	1	2	66	75
ERDCC	Eastern Reception & DC	Bonne Terre	166	2,684	1	2	71	76
FCC	Farmington CC	Farmington	140	2,725	1	2	83	91
	Eastern Regional Investigations	Farmington	0	0	1	0	83	91
PCC	Potosi CC and Mineral Area TC	Mineral Point	49	800	1	2	83	101
WERDCC	Women's Reception and DC	Vandalia	69	2,076	1	2	83	93
SECC	Southeast CC	Charleston	87	1,500	1	2	167	157

Figure C-42 Eastern Regional Maintenance Zone

Team 2:

Central Regional Maintenance Zone						Jefferson City		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
ACC	Algoa CC	Jefferson City	62	1,635	1	2	5	5
CMCC	Jefferson City CC	Jefferson City	91	1,996	1	2	5	5
	Central Regional Investigations	Jefferson City	0	0	1	0	5	5
FRDC	Fulton Reception & DC	Fulton	119	1,302	1	2	24	24
TCC	Tipton CC	Tipton	58	1,088	1	2	35	55
BCC	Boonville CC & Boonville TC	Boonville	71	1,256	1	2	58	62
MCC	Moberly CC	Moberly	53	1,800	1	2	66	69
SCCC	South Central CC	Licking	78	1,596	1	2	96	116
OCC	Ozark CC	Fordland	27	695	1	2	165	178

Figure C-43 Central Regional Maintenance Zone

Team 3:

Western Regional Maintenance Zone						Kansas City		
Code	Location	City	Phones	Offenders	W-Stat	TDD	Miles	Min
CRCC	Crossroads CC	Cameron	89	1,500	1	2	51	52
WMCC	Western Missouri CC	Cameron	96	1,975	1	2	51	52
WRDCC	Western Reception, DC & CC	St. Joseph	92	1,880	1	2	55	56
	Western Regional Investigation	St. Joseph	0	0	1	0	55	56
CCC	Chillicothe CC	Chillicothe	38	525	1	2	90	99
MTC	Maryville Treatment Center	Maryville	23	525	1	2	94	96

Figure C-44 Western Regional Maintenance Zone

Below is a State of Missouri DOC area map overlaid with the Maintenance Zones described above. Each zone consists of a Dispatch Center, a Regional Investigation Office and properly aligned distances between the dispatch center and multiple correctional facilities.

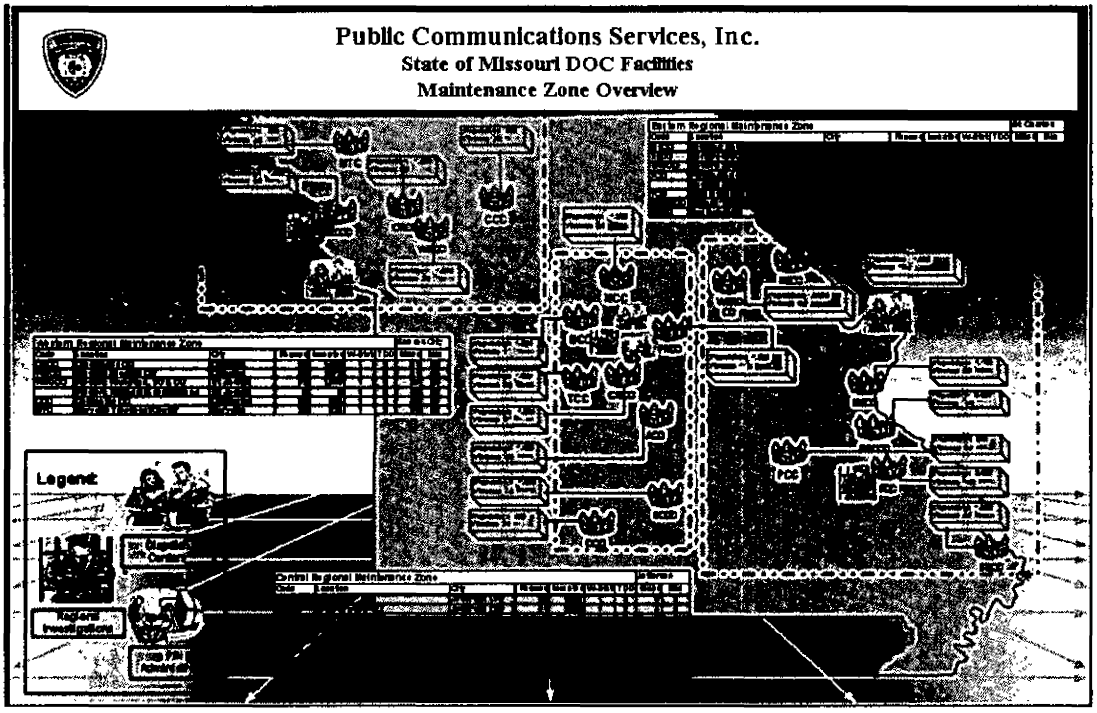


Figure C-45 Maintenance Zone Overview
(See Attachment I for full-sized diagram)

Upon completion of the comprehensive site survey and approval of the implementation plan, PCS will initiate site preparation. The site preparation will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the Offender Telephone System. All preparation work will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines.

The transition plan, also described in earlier pages as the implementation plan takes into consideration 5 separate, but fully integrated steps.

Site Inspection/ Preparation

On the first day MODOC staff is available, our team will hold the first meeting with the individuals required. Each team member has industry experience in the implementation, operation and management of Offender Telephone Systems. The team will perform a comprehensive site survey with a MODOC facility staff member to identify existing phone and system installations, determine new phone and system installation requirements, review cabling, power, HVAC, and telephone room requirements, and determine necessary site enhancements. A comprehensive site survey report for each facility will be provided to the state agency project manager.

Upon completion of the comprehensive site survey and approval of the implementation plan, PCS will initiate site preparation. The site preparation will be determined by the results of the site survey and will include cabling, power, HVAC, and telephone room enhancements required to support the Offender Telephone

System. All preparation work will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines.

Network Implementation.

During the site surveys, each of the three on-site teams will identify the necessary circuits for each of the 20 correctional facilities, the 3 investigative offices and the connections to all other centralized support offices. This will include, but not be limited to:

- Frame Relay Circuits for the Virtual Wide Area Network created by PCS for the MODOC.
- T-1 Circuits required for outgoing calls from the facilities.
- C.O. lines require for outgoing calls from the facilities.

The Network Team will order circuits. Delivery dates will be received and will be noted on the implementation plan. This implementation plan will be delivered to the MODOC within 30 days.

Team members will be on-site, at each facility during the delivery dates for all circuits for testing.

Additionally, each team will test and check the following internal wiring at each of the 20 MODOC and 3 Regional Investigative offices:

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

PCS proposes to utilize all existing cabling determined to be in good operating condition. All new installations of cabling will be pre-approved by the state agency project manager and will comply with industry standards and / or regulatory agency guidelines. Cabling will traverse pre-existing conduit runs where available or as determined through the site survey. All cabling will be labeled as appropriate and hidden and secured per industry standards. Any internal line quality issues identified by PCS will be reported to the MODOC at the end of each site survey for scheduling of appropriate repair or upgrades. This may include replacing telephone and/or CAT cabling. All repairs will be done at a cost to PCS.

Equipment Delivery and Installation.

All Offender Telephone System hardware will be installed in the location determined in the site survey and approved by the state agency project manager. PCS will utilize cabinets or racks to contain all hardware and will be securely mounted to meet the appropriate industry standard and / or regulatory agency guideline. Consideration will be taken in the installation to ensure no disruption of service,

The equipment to be delivered will include, but not be limited to the following:

a. The Focus 100 Offender Telephone System (OTS)- This OTS is a fully integrated phone system that will be delivered in a stand-alone cabinet. They will arrive fully tested and scalable to each of the 20 correctional facilities. Each OTS is run for 96 hours at the manufacturing center prior to shipping. Due to the compact size of this system, it will be delivered to the same room that the current OTS is located. All OTS and workstations will be installed adjacent to existing equipment without obstructing its service.

   This system will be delivered a maximum of 14 days prior to the system cut over date. The delivery of equipment will be coordinated with the MODOC state agency project manager and facility staff member to ensure the timely and orderly receipt of installation materials. PCS will schedule the delivery of equipment to coincide with the planned installation of the system. The installation staff will remove all packing materials and return the work area to the pre-existing condition.

b. The OTC offender telephone sets: As described in previous sections, these telephones will be delivered ready to mount with any additional accessories as dictated by the MODOC. PCS currently has 1,600 telephones available to insure that they can be delivered to each of the 20 correctional facilities in proper quantities 2 weeks after contract execution to ensure that the phones are installed 30 days after contract execution. Quality ratings will be done at each offender phone after installation.

   As outlined in the Gantt chart in Appendix J, each of the three ground teams will be scheduled to have the offender phones installed as scheduled in the RFP.

c. Administrative/Investigative Workstations: The required workstations shall be delivered to each of the 20 correctional facilities and 3 Regional Investigative offices a maximum of 14 days prior to the system cut over date. They will be delivered fully tested and with all the appropriate user manuals, accessories and software fully loaded.

d. TDD Phones: The required TDD phones will be delivered to each of the 20 MODOC Correctional Facilities a minimum of 14 prior to system cut over.

e. ICOR-24 Shut Down Switches: All required shut down switches required will be upgrade to the PCS ICOR-24 during the installation phase of the offender telephones.

Systems Integrations:

To ensure that all systems are integrated and tested based on the requirements of this RFP, PCS has assembled a team of professionals, already experienced with both the MODOC and its current OTS platform, and over 400 other correctional facilities and systems across the nation.

The scope of the integrations required to fulfill the MODOC's needs include, but are not limited to the following:

Offender Personal Identification Numbers (PINs):

PCS recognizes that the MODOC currently has a system in place that effectively transfers offender information from OP2, via an FTP (File Transfer Protocol) put to Huber & Associates. This format has been review and checked and will be available for PCS's OTS prior to system cut over. PCS has already completed a thorough examination of the system and current procedures and found that the MODOC does not need to make any modifications.

Offender Debit System Activation:

In order to ensure a method by which offenders can seamlessly purchase debit telephone time and deploy it with limited MODOC responsibility and/or effort PCS has developed a method in concert with Huber & Associates that will allow offenders to purchase debit time as a canteen item through the simple development of a new UPC code.

Once the office of MDOC Offender Finance Department approves the creation of an additional offender UPC code for the canteen, the offenders will automatically be able to purchase debit time. Offenders will purchase debit time in pre-approved increments of one dollar ($1.00). On pre-approved cycles the OP2 will transmit the offenders PIN along with their debit purchase amount to Huber & Associates in the same manner as the PIN numbers are currently transmitted. This FTP throughput will be sent to PCS in a pre-agreed format by Huber & Associates and automatically be available for offender use. Refer to Attachment I for a full sized version of the below "System Integration Overview" Diagram. This debit system will be centralized and available to all offenders upon system turn up.

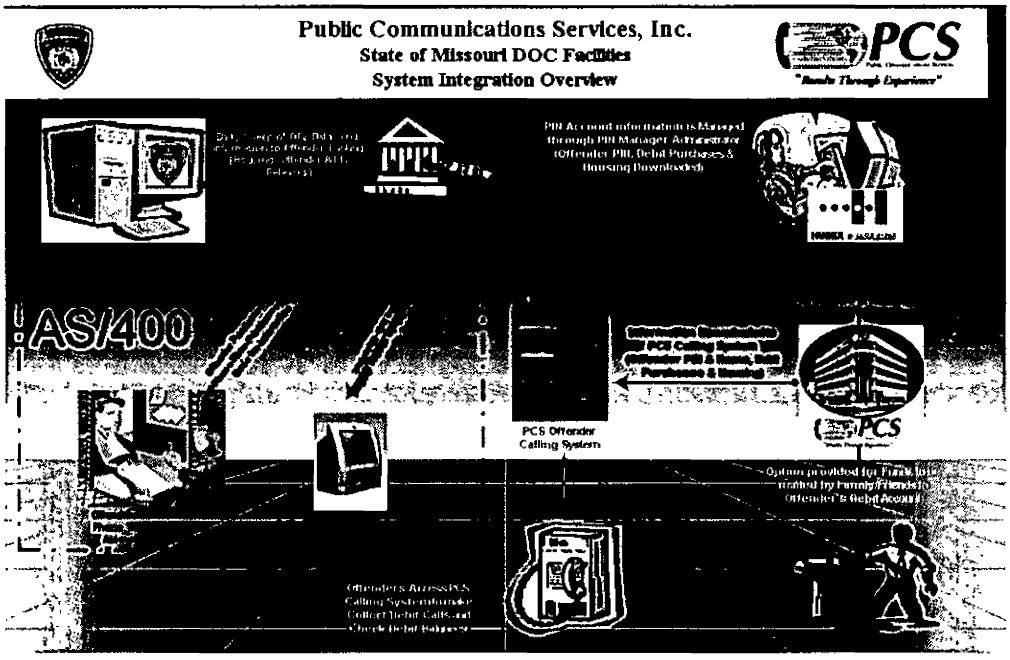


Figure C-46 System Integration Overview
(See Attachment I for full-sized diagram)

System Data Uploads

Relevant data will be required to ensure that any security and/or administrative information are available for immediate use. PCS will work with the MODOC to obtain sample data files from the incumbent provider. This data will be downloaded into our system for test conversions. Once these conversions are approved, then PCS will request that a full data file transfer would be arranged as close to the turn up date as possible. This will ensure that the information is as current as possible prior to turning up our system.

The data requested from the incumbent provider will include, but not limited to:

1. Blocked Number Lists
2. Offender Personal Allowed Number Lists
3. Alert Lists.
4. Attorney Numbers Lists.
5. Required Reports will be replicated.

OTS Integration with Network:

The OTS has several connections required between the PCS WAN and other circuits. Prior to any system turn up the, OTS will be connected to all circuits described in Network Implementation portion above. Test calls will be made from the OTS thru these circuits to insure that:

1. Call can be completed anywhere in the United States or Internationally.
2. Data is transmitting correctly to PCS's Network center.
3. Proper Validation is occurring on all Collect Calls.

4. Test FTP puts are properly transmitted by Huber & Associates and received by PCS.
5. Debit calls are completed and properly charged to offender test accounts.

Workstation Integration With WAN and LAN's

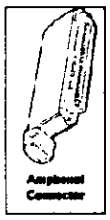
All workstations will be installed and connected via CAT-5 Connectors to the PCS/MODOC WAN. This will include, but not be limited to the workstations located at:

1. Each of the 20 Correctional Facilities.
2. Each of the 3 Regional Investigative Offices/.
3. Huber & Associates Central Jefferson City Office.

Testing will be done at each of the workstations to ensure that:

1. All calls can be monitored from each of the workstations.
2. Call data and recordings are being currently stored
3. Call data is being properly displayed and viewed.
4. Call Blocking is being correctly activated.
5. All security items are in place.

d. System Turn Up:



After the above steps have been accomplished and tested the actual system turn up can commence. In fact, at this point the system has already been fully installed, has been tested, is operational, and has been accepted by the MODOC. The only step required for System Turn Up is connecting the offender phones to the PCS OTS.


66 Block

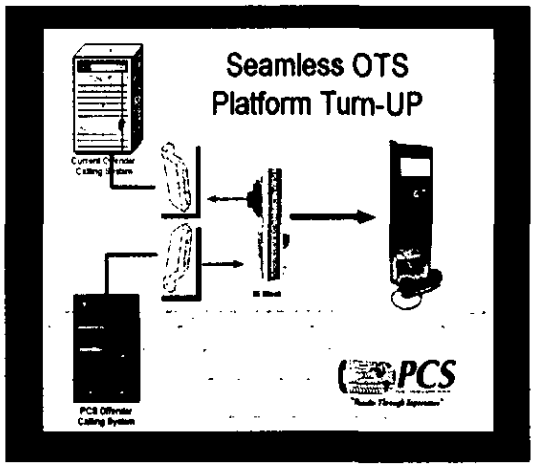
This process is accomplished in one easy step. At this point in time, phone closets at each of the correctional facilities will contain both the existing OTS and the new PCS OTS. Both will be fully operational. The current OTS has 25 PIN cables that connect up to the current call processor to the demark point. Each of these cables is connected to a 66-Block that is attached to the wall in the phone closet. This 66 Block in turn is connected to the lines for the offender phones. The connection between the 66-Block and the cable is made through an amphenol connector. This amphenol connector (see Figure on Left) is removable from the 66-Block (See Figure on Right).

The PCS OTS has the same cables with the same amphenol connectors. At a pre-agreed upon time, the amphenol connectors connecting the current OTS to the 66-Blocks will be removed and the amphenol connectors connected to the PCS OTS will be attached.

The System Turn Up is complete.

Since all systems have been tested and activated, the offenders can immediately use the phones. This exact transition plan has been previously deployed and successfully executed by PCS and its team members on many multi-site correctional facility turn ups across the Untied States.

The final phase of the Transition Plan will include the training and monitoring of the ongoing system. The training will start at each facility and delivered at the completion of the each. A refresher course will be conducted upon the final System Turn Up. The transition teams will remain in place for a minimum of 5 days after System Turn UP to insure that all systems are functioning correctly and that the MODOC staff is fully satisfied with its functionality.



MODOC Compliance and Scheduling

Upon contract award and prior to any site survey, PCS will provide a list of all individual personal information that will be participating in the system Start Up. Based on the MODOC's time frames the following will be requested.

- Security Clearances and checks.
- Facility policies and procedures to reviewed and signed by all participants.
- Scheduling of events with facilities.
- Escort Assignments.
- Access to Correctional facilities and required administrative areas.
- Access for Telephone and Network Circuits.

PCS is fully prepared to begin the installation process upon the date of contract execution. A preliminary schedule of events Gantt chart has already been created. Please refer to Attachment J.

6. Product Accessibility: The offeror should provide a description of the proposed system/application development and/or customization's conformance with the Missouri IT Accessibility Standards by means of completing either a Voluntary Product Accessibility Template (VPAT) (www.itic.org/policy/508/Sec508.html) or other comparable document. The offeror should further describe the following as it relates to the applicable Missouri IT Accessibility Standards:

- The proposed developmental approach to ensuring conformance with the applicable IT Accessibility Standards.

  ❑ Value-Added Communications - Voluntary Product Accessibility Template

  Date: August 9, 2005

  Product: Focus 100 ITS

Description: The Focus 100 Offender Telephone System is a state of the art system for the control of offender telephone network access. It is specifically designed to allow authorized legitimate calling by offenders while protecting the general public from unauthorized and/or illegal criminal activity. Additionally, the Focus 100 system offers the most comprehensive investigative and monitoring tools for law enforcement available.

Contact for more Information:

Please contact Value-Added Communications at:
Value-Added Communications
3801 E. Plano Parkway
Plano, TX 75074

Phone: 800-777-9759
Website www.vaci.com

Summary Table
Voluntary Product Accessibility Template

Criteria	**Supporting Features**	**Remarks and Explanations**
Section 1194.21 Software Applications and Operating Systems	Supports	
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	
Section 1194.23 Telecommunications Products	Supports	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Not Applicable	
Section 1194.41 Information, Documentation and Support	Supports	

Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Full Support	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Full Support	There are no known issues involving disrupting other application's accessibility features on the Focus product.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Full Support	
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Full Support	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be	Full Support	

consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Full Support	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Full Support	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Does Not Apply	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Full Support	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Does Not Apply	All standard operating system colors and contrasts are available for use.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Full Support	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Full Support	

Section 1194.23 Telecommunications Products - Detail Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Full Support	Users can install a TTY device into a station port and access the TRS relay center.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Full Support	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Full Support	Although this functionality is inherently supported on the Focus system the institution may elect not to enable these features due to security concerns.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Full Support	Although this functionality is inherently supported on the Focus system the institution may elect not to enable these features due to security concerns.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Does not apply	Incoming telephone calls are not allowed.

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Full Support	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Does not apply	External devices can be attached to increase the receive levels if desired.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Full Support	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Full Support	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Full Support	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Does not apply	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys	Does not apply	

shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Does not apply	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Does not apply	

3.6 Section 1194.41 Information, Documentation, and Support – Detail		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Full Support	Full help manual available in standard print and in electronic format.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Full Support	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Full Support	

- The proposed plan for compatibility and interoperability testing with commonly used assistive technologies, including JAWS, Window Eyes, ZoomText, MAGic, and Dragon Naturally Speaking.

- The VAC Focus 1000 operates on a Windows based platform. The compatibility of each application with a Windows based application has been thoroughly tested by each vendor. PCS has reviewed the specifications provided by each vendor and has determined that the VAC Focus 100 is compatible with these applications. PCS cannot guarantee that all applications will work to the full extent desired by MODOC, but where conflicts emerge, PCS will work with the vendor to configure the application for optimum operability.

- The proposed plan for usability testing by individuals with disabilities.

  - PCS has committed to work with Capital Projects Inc. of Jefferson City to provide instrumental services in the fulfillment of this project. Capitol Projects Inc. will be contracted to check the offender telephone quality on all 1,600 phones that will be delivered and installed at the MODOC. This will include the printing and installation of all dialing instructions on the telephones, printing of user manuals and any other required printed material.

7. In presenting the proposed Method of Performance, the offeror should also:

- Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products.

  - PCS primary focus in relation to employment and economic presence in this RFP has been to concentrate all of its efforts within the State of Missouri. As we are a California based corporation it is vital to transfer as much economic revenue to local resources. With that goal in mind, PCS has contracted with:

    1. Huber and Associates: Huber & Associates has been a strategic technical solutions partner for the State of Missouri for almost 20 years. With approximately 60 full-time employees and staff they provide a strong business presence in Jefferson City, MO.

    PCS understands that during the 5-year term of this contract there will arise a need for additional technical support and hardware purchases. PCS will primarily focus on Huber & Associates for those resources.

    2. ShawnTech Communications: PCS will be contracting with three Missouri based technicians for technical support and maintenance. PCS's agreement with ShawnTech Communications includes increasing the MODOC's commitment of full-time technician from 2 to 3. The third will reside in Jefferson City. MO.

    3. Capitol Projects, Inc.: PCS has made a commitment to work with a Jefferson City based company whose services contain vital Job Training and related services.

- Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

  ❑ There are 3 primary tax obligations that will provide revenue directly to the State of Missouri.

  1. PCS will be employing, either directly or indirectly (through sub contractors), 5 full time employees dedicated to the malignance and operations of the MODOC OTS. This includes but is not limited to:

     a. 3 Full Time Technicians:
        Expected Gross Income Tax Base/year = $220,000

     b. Two full time site administrators:
        Expected Gross Income Tax Base/year = $120,000

     c. PCS is also contracting with Huber & Associates for additional services:
        Expected Gross Additional Billings/year = $50,000

  2. Telephone Receipts from Telecommunications Taxes:
     a. Gross Est. Collect Call Intrastate Revenue/year: = $7,000,000
        State Tax @ 6.15% = $430,500

     b. Gross Est. Debit Call Intrastate Revenue/year = = $5,000,000
        State Tax @ 6.15% = $307,500

  3. PCS has estimated the purchasing and buying goods and services within the State of Missouri to be approximately $450,000/year. This estimate includes, but is not limited to wiring/cabling contracts, telecommunications hardware, hotel/restaurant services and other General and Administrative Services required to fulfill this contract.

- Provide a description of the company's economic presence within the State of Missouri (e.g., type of facilities: sales offices; sales outlets; divisions; manufacturing; warehouse; other), including Missouri employee statistics.

  PCS primary focus in relation to employment and economic presence in this RFP has been to concentrate all of its efforts within the State of Missouri. PCS agrees that it is vital to transfer as much economic revenue to local resources. With that goal in mind PCS has contracted with:

  1. Huber and Associates: Huber & Associates has been a strategic technical solutions partner for the State of Missouri for almost 20 years. With approximately 60 full time employees and staff they provide a strong business presence in Jefferson City, MO. Huber & Associates' headquarters is located in Jefferson City, Missouri, with a sub-office in Springfield and remote sites in Kansas City and St. Louis.

PCS understands that during the 5-year term of this contract there will arise a need for additional technical support and hardware purchases. PCS will primarily focus on Huber & Associates for those resources.

2. ShawnTech Communications: PCS will be contracting with three Missouri based technicians for technical support and maintenance. PCS's agreement with ShawnTech Communications includes increasing the MODOC's full time commitment of full time technician from 2 to 3. The third will reside in Jefferson City. MO. The other two will be located in St. Charles and Kansas City.

3. Capitol Projects, Inc.: PCS has made a commitment to work with a Jefferson City based operation whose services contain vital Job Training And Related Services. Their offices are located at: 2001 E. McCarty Jefferson City, MO 65101

- If any products and/or services offered under this RFP are being manufactured or performed at sites outside the continental United States, the offeror MUST disclose such fact and provide details with the proposal.

  PCS has made a stringent point of purchasing all items it uses within the United States. We make no direct purchases or hold any contract with companies outside of the United States.

  Currently the only item that is purchased in the United States, however that is known to contain parts manufactured and/or assembled in China, are the telephones purchased through OTC.

8. Single Point of Contact: The offeror should describe how it intends to function as a single point of contact for the agency, regardless of any subcontract agreements.

❑ PCS recognizes the key to a smooth installation is to serve as the single point of contact for the customer. PCS takes all the responsibility including testing and compliance verification for all the equipment to be installed. By adopting this philosophy, PCS does not rely on the assumptions and practices of others. We have developed our own testing procedures and tools. We do not walk away from an installation until everything is right.

Following system installation, PCS continues to provide a single point of contact for the customer regardless of whether our subcontractor or another service provider is responsible for the problem. This ensures that regardless of whether the problem is in the network, the equipment, or the software, PCS will get the problem resolved quickly and efficiently, often before the customer is even aware there was a problem.

C.2 ADDITIONAL INFORMATION

The offeror should provide any additional relevant information to assist in the evaluation of the offeror's proposed Method of Performance.

Public Communications Services understands that it is vital for the MODOC and PCS to continually work together to identify and modify our relationship in order to make the best use of our common experiences and resources. This RFP is a formal document used to ensure that the expectations and agreements described within are either meet or exceeded. However, exceeded is what we at PCS are striving to accomplish.

PCS has many mutually beneficial and enjoyable relationships with our clients. These relationships are strongest when new advancements in technology and ideas brought forward by either party are addressed and acted upon. With this in mind we have helped many of our clients constantly improve their OTS services and benefits without having these items preaddressed in the awarded RFP.

The primary reason that PCS has teamed with Huber & Associates is our common commitment to ensure that all software available to the MODOC is utilized to its fullest extent without adding any additional responsibilities to MODOC employees or representatives. This will include, but not limited to:

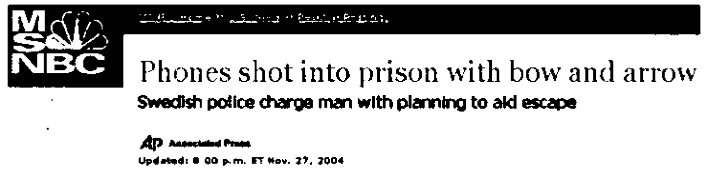
1. ***Guaranteeing that Debit Calling will be available to the MODOC offenders upon system Turn-Up***. We feel confident with this due to our extensive conversations and system testing.

2. Any additional costs associated with the programming interfaces required for the OTS by Huber & Associates would be an exclusive expense covered by PCS.

PCS, through an agreement with ShawnTech Communications has added an additional full time technician to the State of Missouri team from ShawnTech to ensure that repairs and scheduled maintenance is improved and enhanced.

Along with the above items, there are some additional technology items that can be provided at No Cost to the MODOC or to offenders and/or their family and friends.

Cell Phone Detector


MSNBC

Phones shot into prison with bow and arrow

Swedish police charge man with planning to aid escape

AP Associated Press

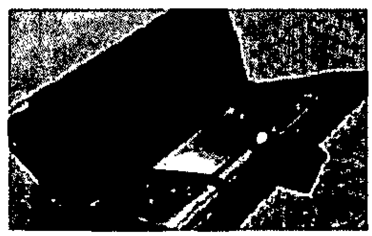
Updated: 8 00 p.m. ET Nov. 27, 2004

Fortunately for the general public the size of cell phones continuously decreases. Due to this fact the amount of cell phone usage in correctional facilities by offenders continues to increase. The amount of usage is estimated to be between 10-50% of the usage on offender telephones in the same facility. The usage varies widely based on security levels, access to the public and many other factors. The main concern of cell phone usage in correctional facilities is that there is no security barrier between the offenders using a cell phone and the outside population.


TENNESSEAN.com

Prisons combat contraband cellular phones

Since mobile phone jamming is not permitted in the United States, PCS has come to rely on mobile phone detectors. PCS would provide to each MODOC facility a portable mobile phone detector.



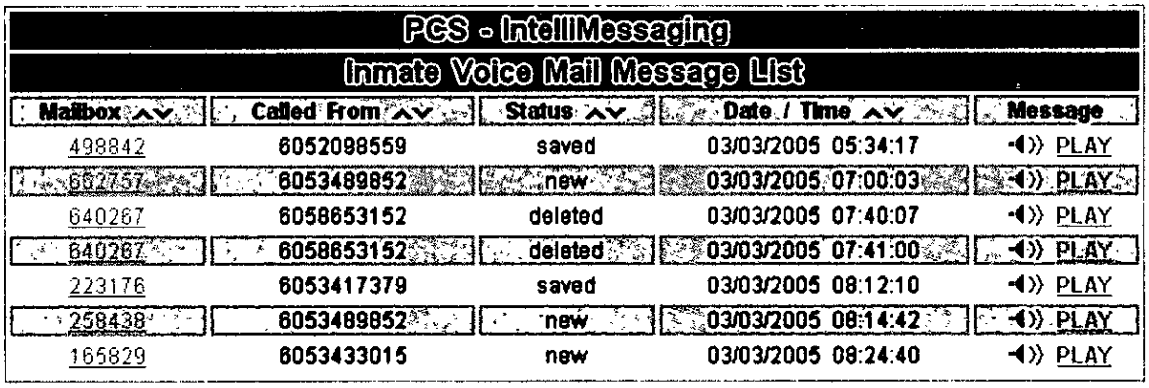
The Cellular Activity Analyzer (CAA) detects cell phone use. This is a discreet portable device, which is in fact a fully functioning modified Toshiba E740 PDA.

It is particularly useful in prisons to enable officers to home in on the individual prison cell where the illicit phone call is being made. In 2003 it is being used in an increasing number of UK prisons.

PCS will work with the MODOC to ensure that the correct training and accessories are used for the full benefit of the security of its facilities.

INTELLIMessaging – Offender Voice Mail System (CONFIDENTIAL)

PCS has just unveiled a new and completely secure voice mail product called INTELLIMessaging. This innovative, state-of-the-art, system is fully recorded and monitored. The system can be used exclusively for the DOC staff for offender notification, or can be extended for use by family, friends and legal counsel. INTELLIMessaging can be extended to all offenders or selected offenders as the DOC determine. INTELLIMessaging allows you to see at a glance what messages have been left. Please note the following sample screen:



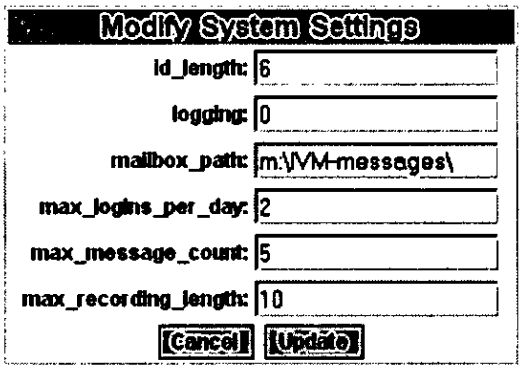
PCS - IntelliMessaging

Inmate Voice Mail Message List

Mailbox	Called From	Status	Date / Time	Message
498842	6052098559	saved	03/03/2005 05:34:17	PLAY
662757	6053489852	new	03/03/2005 07:00:03	PLAY
640267	6058653152	deleted	03/03/2005 07:40:07	PLAY
640267	6058653152	deleted	03/03/2005 07:41:00	PLAY
223176	6053417379	saved	03/03/2005 08:12:10	PLAY
258438	6053489852	new	03/03/2005 08:14:42	PLAY
166829	6053433015	new	03/03/2005 08:24:40	PLAY

Figure C-47 INTELLIMessaging Inmate Voice Mail Message List

The screen shows the ID of the offender receiving the message, the phone number of the person who left the message, the status, date and time. Authorized users can select a record and click PLAY to hear the message content. Users can also search past messages. INTELLIMessaging can be configured to meet the needs of your facility. Authorized users can easily configure the parameters at the System Settings screen. Please note the following sample screen:



Modify System Settings

id_length:	6
logging:	0
mailbox_path:	m:\VM-messages\
max_logins_per_day:	2
max_message_count:	5
max_recording_length:	10

Cancel Update

Authorized users can set the number of times an offender can log in, how many messages they can receive, and how many seconds the message can be. Only users with administrative privileges can modify the system. And only those offenders who are entered into the system can receive messages.

INTELLIMessaging allows offenders to maintain better contact with loved ones even when they cannot be reached by phone. Please note the following actual message:

> "Hi, Honey. I called your lawyer and he said the hearing is Friday. I'll be home after 8 if you can call. Otherwise I'll see you around noon Sunday. I love you!"

The benefits of using INTELLIMessaging include:

- Reduced facility overhead - By implementing a Voice Mail system for offenders, the facility will receive fewer inbound calls, reducing manpower needs.
- Increased offender calling - Offenders respond to messages, thus increasing offender phone usage.
- Improved contact means less stress - By using Voice Mail, offenders can have better communication with family and legal counsel. This enables offenders to avoid the anxiety of worrying about sick relatives or wondering about court actions.

- No additional network costs - Due to the design of the system, the State will bear no additional network costs to supply this service.

- Increased phone availability - Offenders will know who and when they need to call. This reduces the number of unanswered calls that tie up the phones and leaves them open for others to use.

- Flexible DOC messaging - The facility can send messages to individual offenders. This feature eliminates the need to hand deliver messages or notifications.

- Better COP handling - Responses for Complaints on Phones (COP) can be sent remotely via voice mail, reaching offenders faster and more efficiently.

- Integration with the OTS - INTELLIMessaging can be integrated with the OTS and the current JMS system that tracks offenders. This integration could be used to automatically update the transfer of offenders, creating of accounts, deactivating accounts upon release, etc. The result would be to eliminate all entries required by the DOC personnel and elevate data inputting errors.

INTELLIMessaging is a state-of-the-art, patent-pending feature available only through PCS. Upon further review the MODOC can see if the benefits noted above reflect any of the needs it currently has. The number of voice mailboxes required will be agreed upon based on mutual agreement between the MODOC and PCS.

PCS Guarantees Not to Raise Rates

PCS understands how important it is to provide the lowest overall cost possible for offenders and their families. PCS will guarantee that we will not raise the rates during any term of this contract without the written permission of the MODOC.

As you are aware the current provider has increased some of their rates within the current term of this agreement. For example, the awarded contract rate for Interstate calling was a $2.45 Surcharge, plus $0.45 per minute. As noted in the bill received via a collect call from an MODOC correctional facility, the charge for a one-minute call, prior to any taxes, was $3.20, which is 11% higher than the expected rate of $2.90.

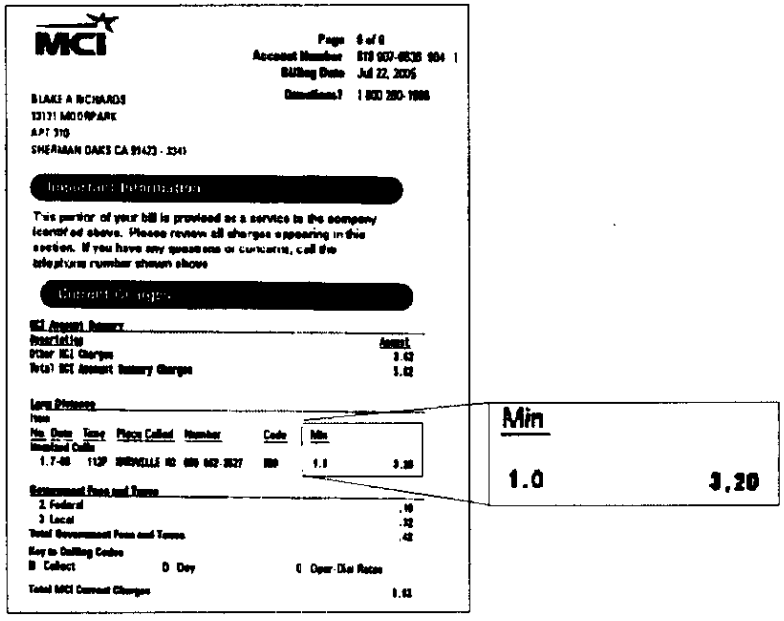
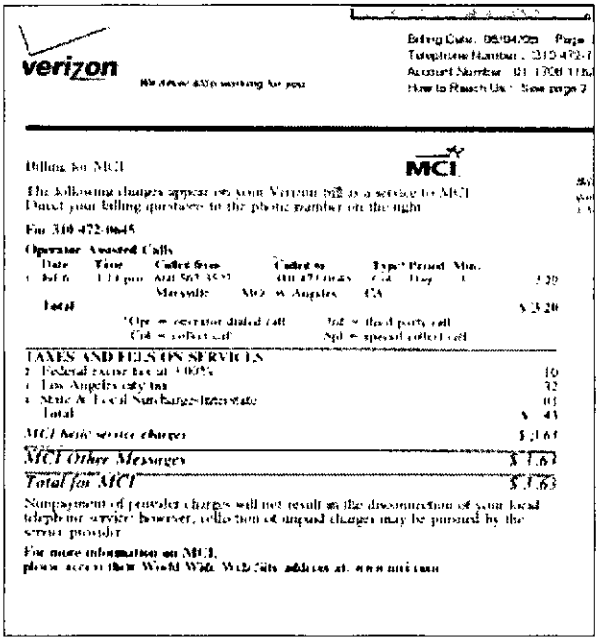


Figure C-48 How Current Provider Increased Rates



verizon

Billing for MCI

MCI

Operator Assisted Calls

TAXES AND FEES ON SERVICES

MCI Other Messages

Total for MCI

Figure C-49 How Current Provider Increased Rates 2

PCS will provide quarterly audits for the MODOC to ensure that all rates are exactly as those in the agreement.

Appendix C-1

PCS Offender Telephone System Video Demo

EXHIBIT D
OTHER REQUESTED INFORMATION

D.1 PREFERENCE - ORGANIZATIONS FOR THE BLIND & SHELTERED WORKSHOPS

A five (5) bonus point preference shall be granted to proposals including products and/or services manufactured, produced or assembled by qualified nonprofit organizations for the blind established pursuant to 41 U.S.C. sections 46 to 48c and sheltered workshops holding a certificate of approval from the Department of Elementary and Secondary Education pursuant to section 178.920 RSMo. Five bonus points will be added to the total evaluation points for proposals qualifying for the preference.

If the offeror is an organization for the blind or sheltered workshop, then the offeror should provide evidence of qualifications as described herein (i.e., copy of certificate or certificate number).

If the offeror is utilizing an organization for the blind or sheltered workshop as a subcontractor, then the offeror should submit a letter of intent signed by the organization for the blind or sheltered workshop describing the products/services they will provide and indicating their commitment to aid the contractor's performance under the prospective state contract.

PCS is pleased to be utilizing the services of Capitol Projects, Inc. as a subcontractor in and for the State of Missouri. Capitol Projects, Inc. is located in Jefferson City and has been issued a certificate as an Extended Employment Sheltered Workshop by the Missouri Department of Elementary and Secondary Education. Please see Appendix D-1 at the end of this section for a copy of the certificate and a letter signed by the organization describing the work that will be performed under the prospective state contract.

D.2 AMERICANS WITH DISABILITIES ACT - EQUIPMENT MODIFICATION

In order to assist the State of Missouri in fulfilling the requirements of the Americans with Disabilities Act (ADA), the offeror is requested to furnish the following information:

The offeror should state whether the proposed equipment can be modified for use by persons with disabilities:
YES X NO _____

If yes, the offeror should describe and provide optional pricing, including installation and maintenance (if appropriate), for any available modifications.

Optional pricing on unspecified modifications cannot be provided because the nature of the modifications are unknown. PCS can however, provide optional equipment to assist the State in meeting these specifications. Examples of these are:

- Sliding drawers for TDD phones
- Raised pedestals to better meet ADA specifications
- Handset cords adjusted to meet State requirements

D.3 OFFERORS AS EMPLOYEES

Offerors who are employees of the State of Missouri, a member of the General Assembly or a statewide elected official must comply with Sections 105.450 to 105.458 RSMo regarding conflict of interest. If the offeror and/or any of the owners of the offeror's organization are currently an employee of the State of Missouri, a member of the General Assembly or a statewide elected official, please provide the following information:

Name and title of state employee, General Assembly member or statewide elected official: _____

Name of state agency where employed: _____

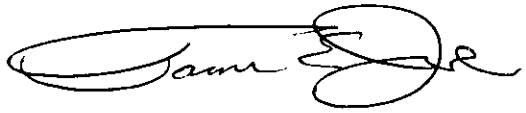
Percentage of ownership interest in offeror's organization held by state employee, General Assembly member or statewide elected official: _____%

PCS is not aware of any conflict of interest.

D.4 ADDENDUM TO OFFEROR'S PRE-PRINTED TERMS AND CONDITIONS DOCUMENTS

By signing the signature block below the offeror hereby declares understanding and agreement with the following: (1) that the language of this RFP shall govern in the event of a conflict with his/her proposal, including any pre-printed terms and conditions documents such as lease agreements, software license agreements, maintenance support services agreements, professional services agreements, etc., that are submitted as part of his/her proposal, and (2) any of the offeror's terms and conditions contained in the submitted pre-printed terms and condition documents that conflict with the RFP B2Z05070's terms and conditions, shall have no force or effect and are hereby considered invalid. All other terms and provisions of the offeror's and/or third party's pre-printed terms and conditions documents that are not in conflict with the RFP shall apply hereto.

SIGNATURE REQUIRED

AUTHORIZED SIGNATURE 	DATE September 16, 2005
PRINTED NAME Tommie Joe	TITLE Chief Operating Officer

D.5 OFFEROR CONTACT INFORMATION

If different from the information provided on the front page of the RFP, the offeror should provide all necessary contact information including the RFP Coordinator, Contract Coordinator if awarded a contract, payment address information, etc.

RFP COORDINATOR CONTACT INFORMATION *i.e. person to be contacted for questions and other coordination activities regarding the offeror's proposal*	
NAME:	Joseph Pekarovic
JOB TITLE:	Vice President of Inmate Sales
PHONE:	310-231-1000 ext. 3015
FAX #:	310-954-2119
EMAIL:	joe.pekarovic@teampcs.com

CONTRACT COORDINATOR CONTACT INFORMATION *i.e. person to be contacted for questions and other coordination activities regarding an awarded contract*	
NAME:	Tommie Joe
JOB TITLE:	Chief Operating Officer
PHONE:	310-231-1000, ext. 3037
FAX #:	310-473-4714
EMAIL:	tommie.joe@teampcs.com

Appendix D-1

Item #1	Letter from Capitol Projects, Inc., a Sheltered Workshop in the State of Missouri
Item #2	Certificate of Authority for Capitol Projects, Inc. from the Missouri Department of Elementary and Secondary Education

CAPITOL PROJECTS, Inc.

2001 East McCarty Street Jefferson City MO 65101 (573) 634-3660

July 20, 2005

Mr. Damon Kenney
Public Communications Services (PCS)
11859 Wilshire Boulevard
Los Angeles, CA 90025

Subject: Capitol Projects, Inc.

Dear Damon,

Capitol Projects, Inc. will contract with PCS for the following services:

- PCS / Huber & Associates mailings to the State of Missouri regarding RFP NO B2Z05070
- Collating and Assembly of specialized usage manuals
- Future opportunities, when available

Thank you for selecting Capitol Projects, Inc. for your service provider. We are confident you will be pleased with our service.

Sincerely,

Craig Nichols
Project Manager
Capitol Projects, Inc.

THE MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION'S

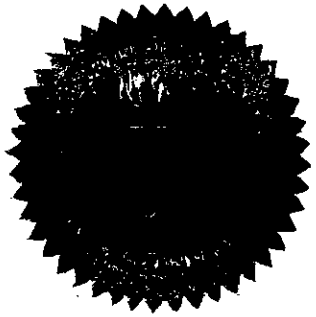
Certificate of Authority

to establish and operate an
Extended Employment Sheltered Workshop

This certifies that *Capitol Projects, Inc*
has satisfied all requirements set forth in Missouri statutes and
is hereby entitled to receive this certificate of authority.

This certificate becomes effective *November 1, 2004* and expires on
October 31, 2005 unless revoked for cause prior to that date.

Director, Extended Employment Sheltered Workshops



Commissioner of Education

EXHIBIT ADDED BY AMENDMENT #006 AND REVISED BY AMENDMENT #007

EXHIBIT E
MBE/WBE PARTICIPATION

E.1 Participation Commitment

If proposing MBE/WBE participation, the offeror must indicate below the percentage of qualified MBE and WBE participation committed to in relation to the total dollar value of the contract. (Note: Products/Services provided by MBE/WBEs must provide a commercially useful function related to the delivery of the products/services required herein.)

If the offeror is a qualified MBE and/or WBE, the offeror must indicate the percentage of the contract value that the offeror will provide themselves.

NOTE: In order to be a qualified MBE or WBE for purposes of this RFP, the MBE/WBE must be certified by the State of Missouri, Office of Administration, Office of Supplier and Workforce Diversity.

Name of MBE	*Percentage of Total Contract Value	Name of WBE	*Percentage of Total Contract Value
1. ShawnTech Communications	10%	Huber & Associates	5%
2.			
3.		3.	
4.		4.	
5.		5.	
Total MBE:	10%	**Total WBE:**	5%

NOTE:** **If the offeror's Percentage of Total Contract Value is based on something other than total gross revenue (see RFP paragraph 3.14.6), offeror must specify and explain in detail the basis utilized for computation of the total contract value. This basis must be able to be validated by the State on a monthly basis.

Specify Basis for Computation of Total Contract Value: $9,500,000/Year

If other than total gross revenue as referenced in Paragraph 3.14.6, offeror must provide detailed explanation of the basis utilized:

_____

_____

_____

_____

(use additional sheet if necessary)

_____ 9/20/05

Authorized Signature of Offeror Date

EXHIBIT E (continued)

E.2 DOCUMENTATION OF MBE/WBE PARTICIPATION

If proposing MBE/WBE participation, the offeror must provide a copy of this page to each proposed MBE/WBE. Each MBE/WBE included in this proposal must complete a copy of this exhibit separately. If the offeror qualifies as a MBE and/or WBE, the offeror must also complete this exhibit. These completed exhibits must be submitted with the offeror's proposal.

Indicate appropriate business classification(s): ___X___ ***MBE*** _____ ***WBE***

Name of MBE/WBE firm: ShawnTech Communications, Inc.

Address: One ASET Centre, Suite 102 ***Phone #:*** (937) 898-4724

City/State/Zip: Vandalia, OH 45377 ***Fax #:*** (937) 898-4447

Email Address: jesse.jemison@shawntech.com

Describe the products/services you will be providing. (Note: Products/services provided by MBE/WBEs must provide a commercially useful function related to the delivery of the products/services required herein.)

ShawnTech's services will include, but not be limited to:

1. System Maintenance
2. System Repair
3. Installation of Hardware
4. Technical Training
6. Billing On-Net Collect Calls

Provide the percentage of MBE/WBE participation committed to in relation to the total dollar value of the contract for the products/services you are supplying for this contract.

10 %

Provide or attach an explanation of the assumptions used in the development of the above percentage.

PCS and ShawnTech have reviewed all available services and products to be provided during the term of the contract. ShawnTech's participation is expected to generate in excess of 10% of base billed services and products. However, a 10% minimum commitment has been established with PCS.

Each MBE/WBE must provide their State of Missouri, Office of Supplier and Workforce Diversity (formerly Office of Equal Opportunity) certification number below.

By signing below, the undersigned hereby affirms that the company listed above meets the definition of a MBE or WBE as defined in RSMo 37.020 and has obtained certification from the State of Missouri, Office of Administration, Office of Supplier and Workforce Development.

Name of MBE/WBE Owner: **Lance Fancher** ***Date:*** **9/20/05**

MBE/WBE Certification Number: **M00794** ***/Certification Expiration Date:*** **3/11/07**

Federal Employer Identification Number/Social Security Number: **31-1487203**

MBE/WBE Owner/Authorized Representative Signature:

Authorized Signature of Offeror:

State of Missouri

Office of Administration
Office of Equal Opportunity

Michael N. Keathley
Commissioner of Administration

Marvin R. Eason
Director

*This is to certify **ShawnTech Communications, Inc.** qualifies as a Minority-Owned Business Enterprise that has met the eligibility criteria established by the State of Missouri, Office of Administration.*

Marvin R. Eason, Director, Office of Equal Opportunity

Certification Number M00794 *Date of Issue* 4/15/05 *Date of Expiration* 3/11/07

EXHIBIT E (continued)

E.2 DOCUMENTATION OF MBE/WBE PARTICIPATION

If proposing MBE/WBE participation, the offeror must provide a copy of this page to each proposed MBE/WBE. Each MBE/WBE included in this proposal must complete a copy of this exhibit separately. If the offeror qualifies as a MBE and/or WBE, the offeror must also complete this exhibit. These completed exhibits must be submitted with the offeror's proposal.

Indicate appropriate business classification(s): _____ ***MBE*** __X___ ***WBE***

Name of MBE/WBE firm: Huber & Associates

Address: 1400 Edgewood Drive ***Phone #:*** (573) 634-5000

City/State/Zip: Jefferson City, MO 65109 ***Fax #:*** 573-634-5500

Email Address: ehuber@teamhuber.com

Describe the products/services you will be providing. (Note: Products/services provided by MBE/WBEs must provide a commercially useful function related to the delivery of the products/services required herein.)

1. Call Processor Hardware
2. Site Administration
3. System diagnostics and Support
4. System Training
5. System Housing
6. Billing Debit Calling Services

Provide the percentage of MBE/WBE participation committed to in relation to the total dollar value of the contract for the products/services you are supplying for this contract.

5 %

Provide or attach an explanation of the assumptions used in the development of the above percentage.

Huber and Associate will be providing services that include but are not limited to PIN administration, hardware purchases, client training, and report generation. Based on the RFP review, base products and services are estimated to generate in excess of the 5% minimum commitment required in this RFP.

Each MBE/WBE must provide their State of Missouri, Office of Supplier and Workforce Diversity (formerly Office of Equal Opportunity) certification number below.

By signing below, the undersigned hereby affirms that the company listed above meets the definition of a MBE or WBE as defined in RSMo 37.020 and has obtained certification from the State of Missouri, Office of Administration, Office of Supplier and Workforce Development.

Name of MBE/WBE Owner: ***Elizabeth Huber***

MBE/WBE Certification Number: W00715 ***/Certification Expiration Date:*** 6/1/07

Federal Employer Identification Number/Social Security Number: ***43-1516109***

MBE/WBE Owner/Authorized Representative Signature:

Authorized Signature of Offeror:

State of Missouri

Office of Administration
Office of Equal Opportunity

Michael N. Keathley
Commissioner of Administration

Marvin R. Eason
Director

This is to certify Huber & Associates, Inc. qualifies as a Woman-Owned Business Enterprise that has met the eligibility criteria established by the State of Missouri, Office of Administration.

Marvin R. Eason, Director, Office of Equal Opportunity

Certification Number W00715 *Date of Issue* 6/6/05 *Date of Expiration* 6/1/07

Matt Blunt
Governor

Michael N. Keathley
Commissioner

State of Missouri
OFFICE OF ADMINISTRATION
Post Office Box 809
Jefferson City
65102
(573) 751-8130
Fax: (573) 522-8078
http://www.oa.mo.gov/oeo/

Marvin R. Eason
Director
Office of Equal Opportunity

June 7, 2005

Huber & Associates, Inc.
Elizabeth Huber
1400 Edgewood
Jefferson City MO 65109

OA/OEO CERTIFICATION # W00715
EFFECTIVE DATE: 6/6/05
EXPIRATION DATE: 6/1/07

Dear Certified Vendor:

The Office of Equal Opportunity (OEO) is pleased to notify you that your firm has met the requirements for certification as a bona fide Women-owned Business Enterprise (WBE) based on the necessary information submitted to determine eligibility, in accordance with Executive Order 98-21.

This certification is valid until the expiration date above. Recertification forms will be sent at least 30 days prior to the expiration date of your certification. It is your responsibility to ensure that your certification is updated.

Work conducted by your firm in the delivery of commodities and/or services for the state will count toward the WBE participation goals if your firm: performs a commercially useful function; is responsible for a distinct element of the work of a contract; and carries out responsibilities by actually performing, managing and/or supervising the work.

If there is any change in the ownership or control of your firm, you must notify this office immediately. Failure to report any of these changes to this office or violation of the rules of the Office of Contract Compliance-Certification Program may result in the revocation of your certification.

Your firm's name will appear in our WBE Certified Directory that can be accessed on the Internet at home page address: www.oa.mo.gov/oeo/cp.html. Please direct all written inquiries to the Office of Contract Compliance-Certification Program at the address listed above, or call (877) 259-2963 or (573) 526-1467.

Sincerely,

Marvin R. Eason
Director

[redacted]

PCS
Public Communications Services
"Results Through Experience"

Inmate Telephone Services

Correctional Facility

Client References

[redacted]

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Bureau of Immigration and Customs Enforcement

(Formerly Immigration & Naturalization Services)
US Department of Justice
801 "I" Street NW, Suite 900
Washington, DC 20536
Robert G. Rillamas- Detention & Deportation Officer
(202) 353-7216

EL PASO SPC
8915 Montana St.
El Paso, TX 79925
800 Detainees

KROME NORTH SPC
4250 Federal Dr.
Miami, FL 33194
700 Detainees

PORT ISABEL SPC
Buena Vista Rd. Route 3, Box 341
Los Fresnos, TX 78566
700 Detainees

VARICK STREET SPC
201 Varick St.
New York, NY 10014
250 Detainees

LAREDO CCA
4702 E. Saunders
Laredo, TX 78041
350 Detainees

ELIZABETH (CCA)
625 Evan St.
Elizabeth, NJ 07201
300 Detainees

FLORENCE SPC
3250 North Pinal Pkwy Ave
Florence, AZ 85232
500 Detainees

LOS ANGELES
300 N. Los Angeles St., Room B-18
Los Angeles, CA 90012
500 Detainees

DENVER WCC
11901 E. 30th Ave.
Aurora, CO 80010
340 Detainees

SAN PEDRO SPC
2001 Seaside Ave.
Terminal Island
San Pedro, CA 90731
500 Detainees

EL CENTRO SPC
1115 N. Imperial Ave.
El Centro, CA 92243
500 Detainees

BUFFALO FDC
4250 Federal Dr.
Batavia, NY 14020
450 Detainees

SEATTLE CSC
815 Airport Way South
Seattle, WA 98134
150 Detainees

QUEENS WCC
(Wackenhut)
182-22 150th Avenue
Jamaica Queens,
NY 11413
200 Detainees

SAN DIEGO CCA
446 Alta Road, Suite 5400
San Diego, CA 92158
1,000 Detainees

State Inmate Facility

State of New Hampshire
Division of Plan and
Property Management
State House Annex
Concord, NH 03301
Dennis LeClerc
(603) 271-2888

New Hampshire
Station Prison
281 North State Street
Concord, NH 03301-3260
1,530 Inmates

New Hampshire
Shea Farm
Iron Works Road
Concord, NH 03301-2206
14 Inmates

New Hampshire
Youth Development Services
45 Fruit Street
Concord, NH 03301-2410
20 Inmates

New Hampshire
State Prison For Women
317 Mast Road
Goffstown, NH 03045-2420
112 Inmates

New Hampshire
Lakes Region Facility
1 Right Way Path
Laconia, NH 03246-1400
408 Inmates

New Hampshire
Youth Development Services
1056 North River Road
Manchester, NH 03104-1998
114 Inmates

Northern New Hampshire
Correctional Facility
192 East Milan Road
Berlin, NH 03570
1,000 Inmates

State Inmate Facility

State of Vermont
Department of Corrections
10 Baldwin Street
Montpelier, VT 05633
Hale Irwin
(802) 828-3760

Vermont Caledonia
1266 U.S. Rt. 5
St. Johnsbury, VT 05819
100 Inmates

Vermont Chittendon
7 Farrell
So. Burlington, VT 05403
197 Inmates

Vermont Dale Facility
103 S. Main St.
Waterbury, VT 05675
48 Inmates

Vermont Marble Valley
167 State St.
Rutland, VT 05701
138 Inmates

Vermont Northeast
1270 U.S. Rt 5
St. Johnsbury, VT 05819
150 Inmates

Vermont Northern
2559 Glenn Rd.
Newport, VT 05855
362 Inmates

Vermont Northwest (St. Albans)
RFD #1, Box 279-1
Swanton, VT 05488
243 Inmates

Vermont Southeast
546 State Farm Rd.
Windsor, VT 05089
243 Inmates

Vermont Woodstock
62 Pleasant St.
Woodstock, VT 05091
78 Inmates

State Inmate Facility

Iowa Communications Network
W-4 Railroad Avenue, Camp Dodge, P.O. Box #587
Johnston, IA 50131-0587
Department of Corrections
Fred Scaletta
(515) 242-5707

Clarinda Correctional Facility (CCF)
2000 N. 16th Street
Clarinda, Iowa 51632
777 Inmates

Iowa State Penitentiary (ISP)
31 Avenue G
Fort Madison, Iowa 52627
898 Inmates

Iowa Newton Minimum Corr Facility
307 S. 60th Avenue W.
Newton, IA 50208
246 Inmates

Anamosa
406 North High St., PO Box 10
Anamosa, Iowa 52205-0010
913 Inmates

Mount Pleasant Treatment Complex (MPTC)
1200 East Washington
Mount Pleasant, Iowa 52641
985 Inmates

Iowa STARC Armory Server
6100 N.W. 78th St.
Johnston, IA 50131-0587

Iowa Medical and Classification Center (IMCC)
Highway 965
Oakdale, Iowa 52319
743 Inmates

Fort Dodge Correctional Facility
1550 L Street
Fort Dodge, Iowa 50501
847 Inmates

Iowa Correctional Institute for Women (ICIW)
300 Elm Avenue, SW
Mitchellville, Iowa 50169
428 Inmates

North Central Correctional Facility (NCCF)
313 Lanedale
Rockwell City, Iowa 50579
384 Inmates

Iowa Newton Medium Corr Facility
307 S. 60th Avenue W.
Newton, IA 50208
971 Inmates

County Inmate Facilities

Ventura County Sheriff's Dept.
800 South Victoria Avenue
Ventura, CA 93009
Commander Geoff Dean
(805) 494-8261
2,500 Inmates

Douglas County Sheriff's Dept.
710 South 17th Street
Omaha, NE 68102
Roland Hamann
(402) 599-2267
1000 Inmates

San Francisco Sheriff's Dept.
425 7th Street
San Francisco, CA 94103
Chief Dep. Michael La Vigne
(415) 575-4387
2,200 Inmates

Reeves County Detention Center
P.O. Box 910
Pecos, TX 79772
David Flores
(432) 445-2926
2,000 Inmates

Kern County Sheriff's Dept.
17635 Industrial Farm Road
Bakersfield, CA 93308
Lt. Vetrice Mitchell
(661) 391-7853
2,300 Inmates

Mendocino County Jail
951 Low Gap Rd
Ukiah, CA 95482
Hugo Boeckx
(707) 463-4565
300 Inmates

Butte County Sheriff's Dept.
33 County Center Drive
Oroville, CA 95965
Lt. Ken Scott
(530) 538-7472
700 Inmates

Blue Ridge Regional Jail Authority
510 Ninth Street
Lynchburg, VA 24504
Christopher Webb
(434) 847-3100
850 Inmates

Sonoma County Sheriff's Dept.
2777 Ventura Avenue
Santa Rosa, CA 95403
Dennis Jacques
(707)565-2881
1,200 Inmates

Bernalillo County Sheriff's Dept.
6840 2nd St.
Albuquerque, NM 87107
Dinah Esquivel
(505)768-4007
2200 Inmates

Glenn County Sheriff's Dept.
543 West Oak Street
Willows, CA 95988
Seamus McDougal
(530)934-6309
120 Inmates

Hanover County
Pamunkey Regional Jail
7240 Courtland Farm Road
Hanover, VA 23069
Ron Beer
(804) 537-6400
450 Inmates

Contracted Correctional Facilities

CORNELL COMPANIES, INC.

Cornell Corrections Corporation
1700 West Loop South, Suite 1500
Houston, TX 77027
John Murphy
(713) 235-9324

Cornell 4115
4115 West Century Blvd.
Inglewood, CA
47 Inmates

Cornell Baker
10 Lakeview Road
Baker,CA
400 Inmates

Cornell Big Spring Airpark
610 Main Street
Big Springs, TX 79720
524 Inmates

Cornell Big Spring, Cedar Hill
3711 Wright Avenue
Big Spring, TX 79720
881 Inmates

Cornell Big Spring, Flightline
610 Main Street
Big Spring, TX 79720
758 Inmates

Cornell Big Spring, Interstate
1801 West Interstate Hwy.
Big Spring, TX 79720
386 Inmates

Cornell El Monte
11750 Ramona Blvd. Wing
El Monte, CA
53 Inmates

Cornell Great Plains
700 Sugar Creek Road
Hinton, OK 73407
800 Inmates

Cornell Houston
1819 Commerce Street
Houston, TX 77002
200 Inmates

Cornell Indiana
123 Indiana Street
San Francisco, CA
50 Inmates

Cornell Inglewood
1237 Flower Street
Inglewood, CA 90301
47 Inmates

Cornell Live Oak (Leo Chesney)
2800 Apricot Street
Live Oak, CA
200 Inmates

Cornell Marvin Gardens
9411 South Central Avenue
Los Angeles, CA
40 Inmates

Cornell Oakland
205 MacArthur Blvd.
Oakland, CA 94610
62 Inmates

Cornell Reid Center
10950 Beaumont Hwy.
Houston, TX 77078
200 Inmates

Cornell Salt Lake City
1585 West 2100 South
Salt Lake City, UT 84119
100 Inmates

Cornell Taylor
111 Taylor Street, 4th Floor
San Francisco, CA
43 Inmates

Contracted Correctional Facilities

GEO Group
(Formerly Wackenhut Corrections Corp.)
7121 Fairway Drive, Suite 301
Palm Beach Gardens, FL 33418
Seamus O'Ceallaigh
(561) 893-0101
3 Facilities

GEO Group Santa Rosa Guadalupe
HCR 69, Box 1047
Santa Rosa, NM 88435
600 Inmates

GEO Group San Diego
220 West "C" Street
San Diego, CA
1,000 Inmates

Federal Bureau of Prisons

(Previous Accounts)

MCC NEW YORK
150 Park Row
New York, NY 10007-1779
1,000 Inmates

MCC CHICAGO
71 West Van Buren Street
Chicago, IL 60605
1,000 Inmates

MCC SAN DIEGO
808 Union Street
San Diego, CA. 92101-6078
1,000 Inmates

MDC LOSANGELES
535 Alameda Street
Los Angeles, CA 90012
1,000 Inmates

MDC BROOKLYN
100 29th Street
Brooklyn, New York
1,500 Inmates

FCI FAIRTON
P.O. Box 280
Highway 698
Fairton, NJ 08640
1,000 Inmates

FPC EL RENO
Highway 66 West
El Reno, OK 73036
3,000 Inmates

FCI LA TUNA
PO Box 1000, Texas Hwy 20
Anthony, TX 88021
2,000 Inmates

FPC BORON
P.O. Box 500
Boron, CA 93156
500 Inmates

FCI SCHUYLKILL
P.O. Box 700
Minersville, PA 17954
500 Inmates

FCI ENGLEWOOD
9595 West Quincy Avenue
Littleton, CO 80123
500 Inmates

FCI TERMINAL ISLAND
1299 Seaside Avenue
Terminal Island, CA 90731-0207
1,500 Inmates

[redacted]

Public Communications Services, Inc. | 11859 Wilshire Boulevard, Suite 600 | Los Angeles, CA 90025 | 800.350.1000 | www.pcstelcom.com

PCS REFERENCES - MAJOR PROJECTS

1. BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

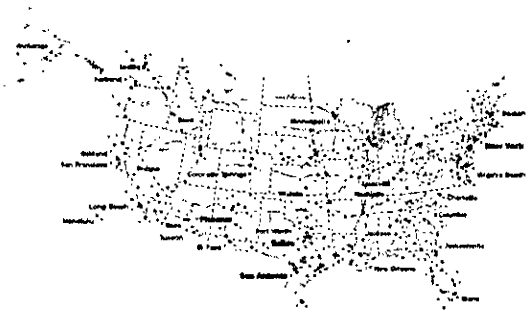
Address:
U.S. Dept. of Homeland Security
801 "I" Street NW, Room 900
Washington DC, 20536

U.S. Immigration and Customs Enforcement

Contact Person:
Robert G. Rillamas
Telephone:
(202) 353-7216

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

Project Description: PCS is a true pioneer of providing correctional facilities with hybrid collect and debit calling services. Since 1988 PCS has been providing services to the ICE. The first debit system in the nation was developed by PCS and is still operating for the Bureau of Immigration and Customs Enforcement (ICE) formerly known as the INS.



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

PCS was commissioned to develop, install and oversee the first domestic and international "Pro Bono" service linking the approximately 480 local and state facilities contracting with the ICE for detainee housing.

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

Installed Cutover Date: 1988 - Current

2. NEW YORK CITY DEPARTMENT OF CORRECTIONS

Address:
60 Hudson Street, 7th Floor
New York, NY 10013
Contact Person: Kael Goodman, Chief Information Officer
Telephone:212-266-1895

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

Project Description: PCS is currently responsible for providing inmate collect call operator service and a single point of contact as well as technical consulting for overall account management for the 13 Riker's Island facilities with over 18,000 inmates.

The programs currently operating at the NYC DOC are very similar to those of the MODOC because it incorporates the city's Jail Management System directly with the OTS. Thus when an offender is booked, a PIN is automatically created allowing them to immediately make collect calls and purchase debit time. This system currently books and processes over 200 individuals daily.

PCS is currently responsible for providing inmate collect call operator service and a single point of contact as well as technical consulting for overall account management for the 13 Riker's Island facilities with over 18,000 inmates. The programs currently operating at the NYC DOC are very similar to those of the MODOC because it incorporates the city's Jail Management System directly with the OTS.

Installed Cutover Date: 1995 - Current

3. STATE OF VERMONT

Address:
Vermont Department of Corrections

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

Contact Person:
Sharon Welch, Regional Business Manager
Telephone:
(802) 685-3386 or email swelch@doc.state.vt.us

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

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

PCS is under contract with the State of Vermont DOC to provide a turnkey system that allows inmates to make both Collect and Debit Calls. The OTS is integrated with their canteen service so that inmates can seamlessly purchase debit telephone time and automatically have these funds available for usage.

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

Installed Cutover Date: June 10, 1998 – Current

4. STATE OF IOWA

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

Primary Contact
Fred Scaletta, Executive Officer
Iowa Department of Corrections
523 E. 12th Street
Des Moines, IA 50319
Cell Phone: 515-360-9300
Business: 515-242-5707

Alternate Contact Person:
Brian Clayton, Purchasing Agent
Telephone:
515-725-4616

PCS is proud to disclose that the entire cutover required less than 20 minutes of down time for the entire statewide system, an implementation that was highly appreciated by the DOC. The PCS OTS system is fully integrated with both the states offender banking system and the states commissary services.

Best time for Contact: 8 a.m. to 3:00 p.m., M-F (CST)

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

This project was unique because it is the first State Department of Corrections that required that all offender telephone calls be made through a Prepaid Calling system. The PCS OTS system is fully integrated with both the states offender banking system and the states commissary services. This process required skillful coordination between the State of Iowa ICN Division, the JMS provider and PCS. The same diligence and experience will be brought in to insure that the Missouri DOC offenders have the same prepaid calling services along with their traditional collect calling services.

Installed Cutover Date: 2000 – Current

5. DOUGLAS COUNTY, NEBRASKA

Address:
710 South 17th Street
Omaha, NE 68102

Contact Person:
Roland Hamann, Administrator
Telephone:
(402) 599-2267

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

Project Description: PCS provides this customer with a full turnkey program including all services using the PCS sourced call processor. PCS was awarded the contract by Douglas County, Nebraska, to provide 88 inmate phones for a facility that services over 10,000 inmates a year at four separate facilities operating under the PCS platform with web-based interface.

These facilities are also using full-channel recording/monitoring, collect and debit calling options along with full maintenance and service support. This project was unique because it transitioned a collect and card base debit system that was manually operated to a fully automated system that allows offenders to purchase telephone time on a real time basis.

This project was unique because it transitioned a collect and card base debit system that was manually operated to a fully automated system that allows offenders to purchase telephone time on a real time basis.

Installed Cutover Date: 2002 - Current

6. STATE OF NEW HAMPSHIRE

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

Contact Person: Dennis LeClerc
dlecler@admin.state.nh.us

Telephone:
(603) 271-2888

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

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

PCS is under contract with the State of New Hampshire to provide both inmate telephones for the DOC and public telephones for their administrative locations.

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

Installed Cutover Date: 1999 - Current

Fields of Opportunities

STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR
Iowa Results Website (www.resultsiowa.org)

DEPARTMENT OF CORRECTIONS
GARY D. MAYNARD, DIRECTOR
Website (www.doc.state.ia.us)

August 10, 2005

To Whom It May Concern

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

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

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

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

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

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

Respectfully,

Fred Scaletta, Executive Officer
Iowa Department of Corrections

(515) 242-5707
www.fred.scaletta@doc.state.ia.us

STATE OF VERMONT
AGENCY OF HUMAN SERVICES
DEPARTMENT OF CORRECTIONS

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

September 2, 2005

To Whom It May Concern:

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

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

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

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

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

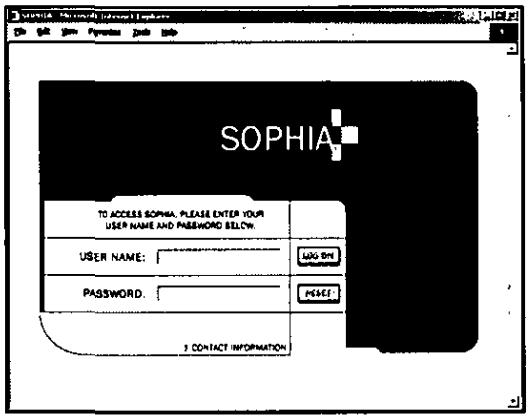
Sincerely,

Sharon Welch
Business Manager

[redacted]

SOPHIA

Systems Operations and Proprietary Handling of Information and Accountability



Your Guide to...

- Online Inmate Phone Management
- Managing Your Account At-A-Glance
- Viewing Commission Reports
- Submitting Service Requests

Version 1.2.2
JUNE 2003

[redacted]

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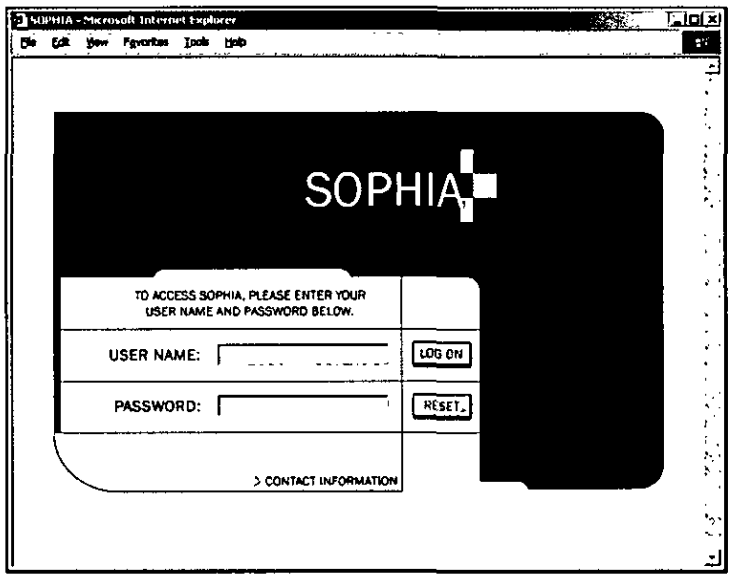
Overview

Public Communication Services (PCS) is unique in its ability to provide the Systems Operations and Proprietary Handling of Information and Accountability (SOPHIA) software application, an Internet-based GUI that allows customers to view their account, submit trouble tickets, and request reports from their own workstations.

- **Account Management** - password-protected for your protection and use. View commission reports, access payphones by correctional facility and requests changes to your accounts.
- **System Administration** - provide passwords with different user preferences to your account.
- **In-depth and Accurate Reports** - review record summary information, commissions, and phones associated with each facility.
- **24x7 Online Support** - view your information 24x7x365! You can also initiate service requests and create queries conveniently from any location.
- **Ease-of-Use** - easily browse through each area to locate and review specific phone and account details.

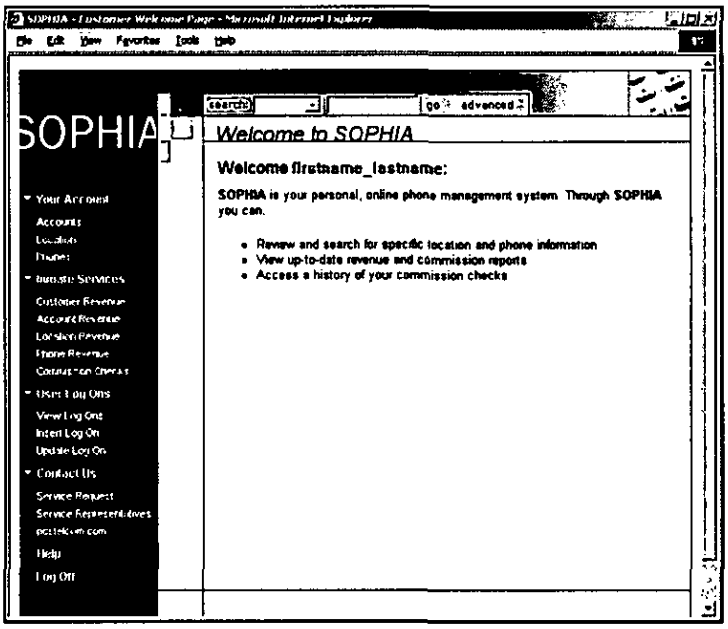
Log On

You can access SOPHIA at www.sophia.pcstelcom.com. Enter your assigned user name and password.



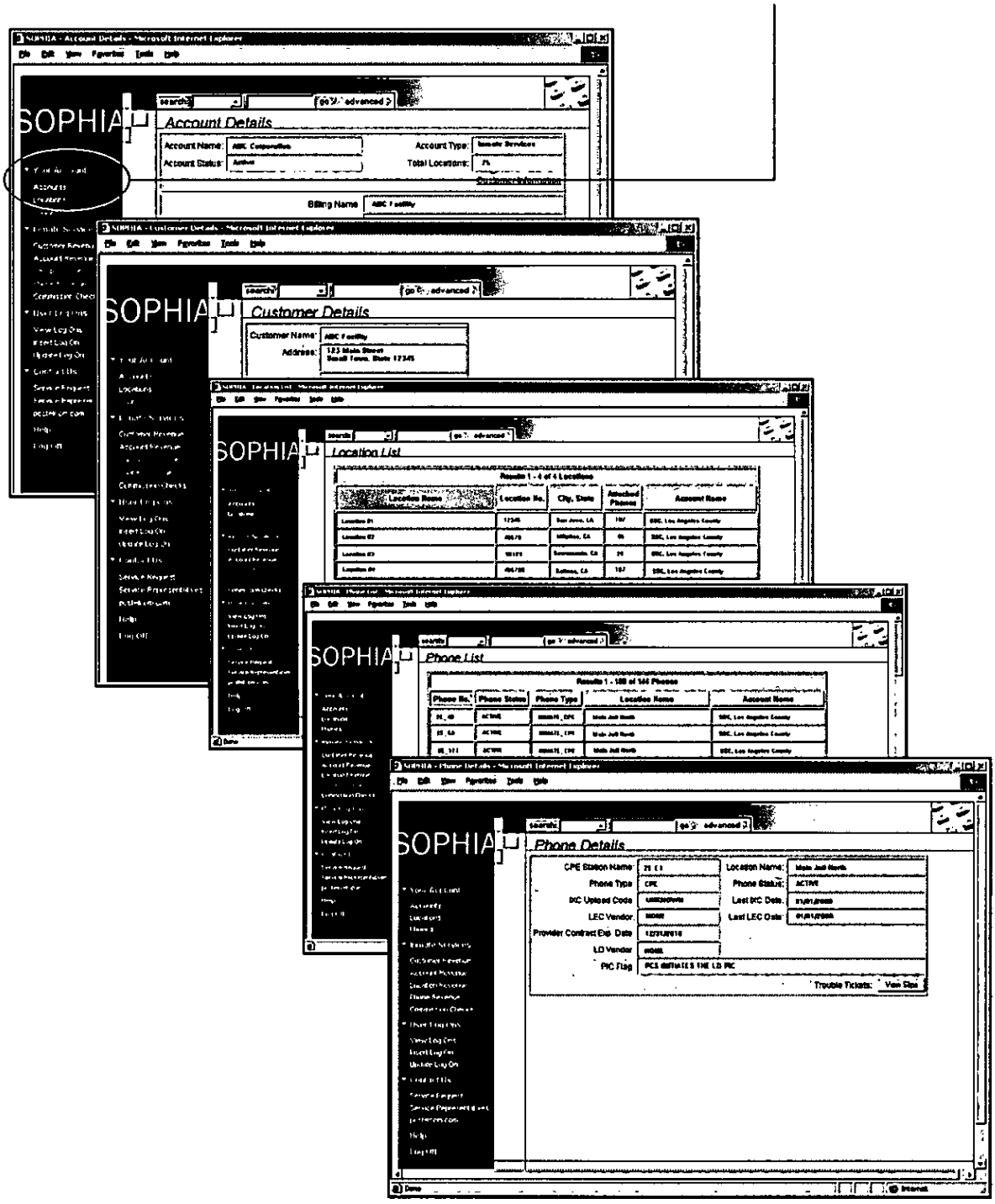
Main Menu

The main menu allows you to select options that access a variety of account information. SOPHIA knows what kind of accounts you can access by your logon ID. Only the options that apply to your account type are displayed



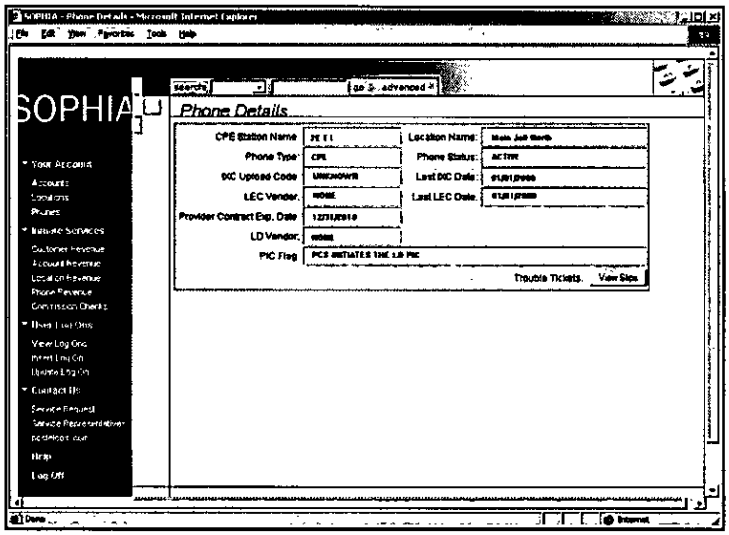
Your Account - Menu Option

The "Your Account" option allows you to see the details of your accounts, locations, and phones.

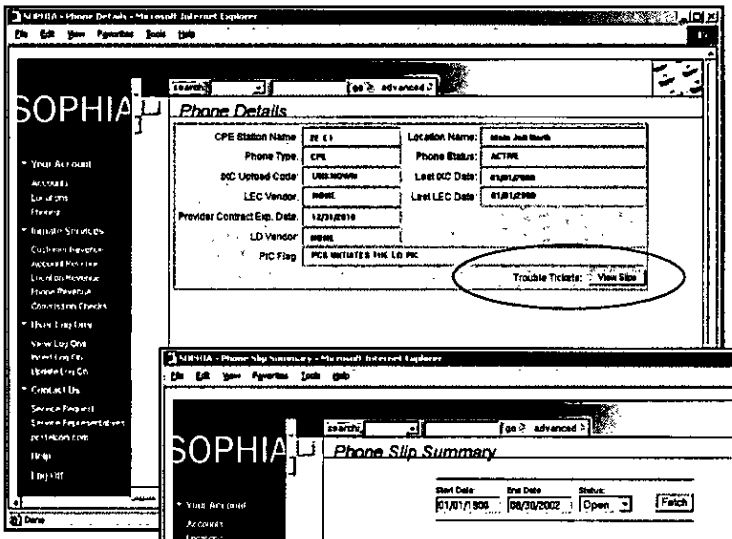


Your Account - Phone Details Option

The Phone Details screen provides payphone specific information, including activity status, long distance provider, payphone vendor, and activity dates.

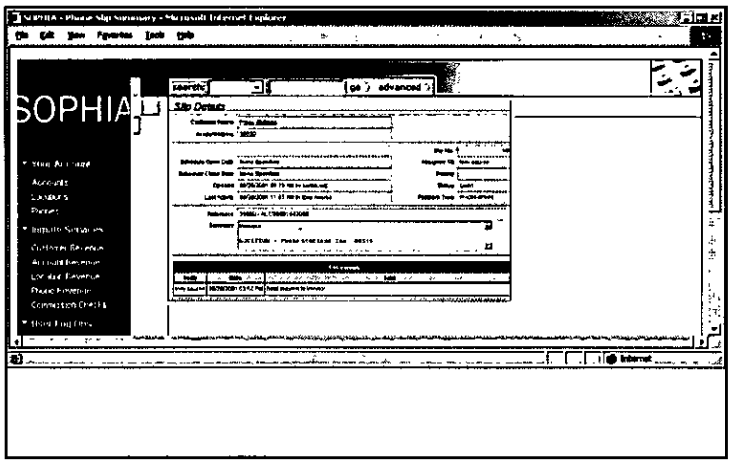


Trouble Tickets



You can always see how equipment problems are progressing. From the details page, click on the "View Slips" button to view reports of all trouble slips generated for your accounts, locations and phones through SOPHIA.

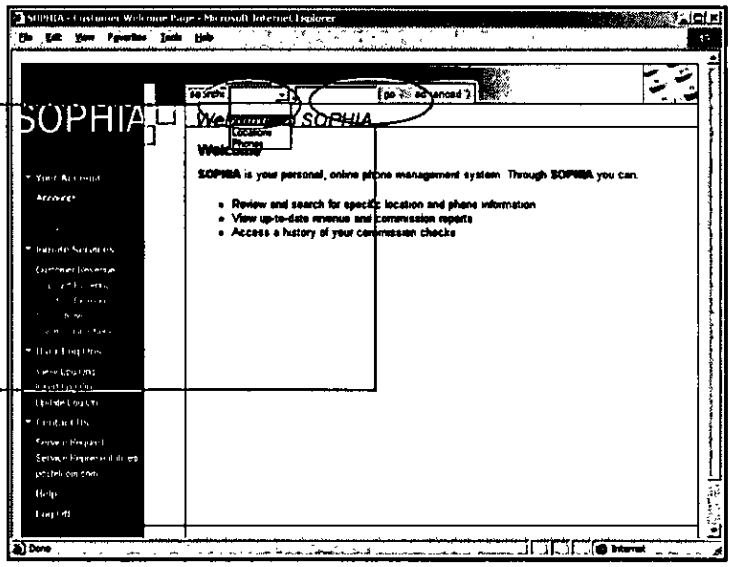
Click on a slip number to see the details for that slip.



Search

The search feature allows you to search for specific accounts, locations or phones.

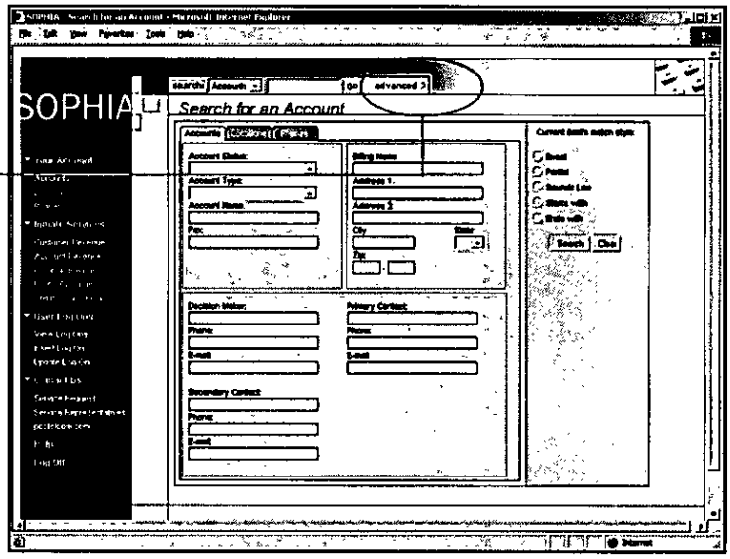
For a quick search, select what you want to find from the "Search" field. Enter the first few letters of the name, and click "go."



Advanced Search

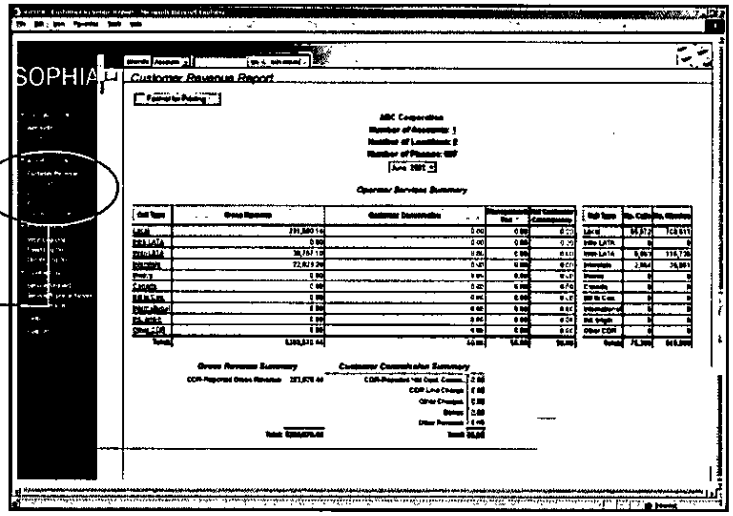
The advanced search feature allows you to use a vast array of search criteria that enable you to perform sophisticated queries.

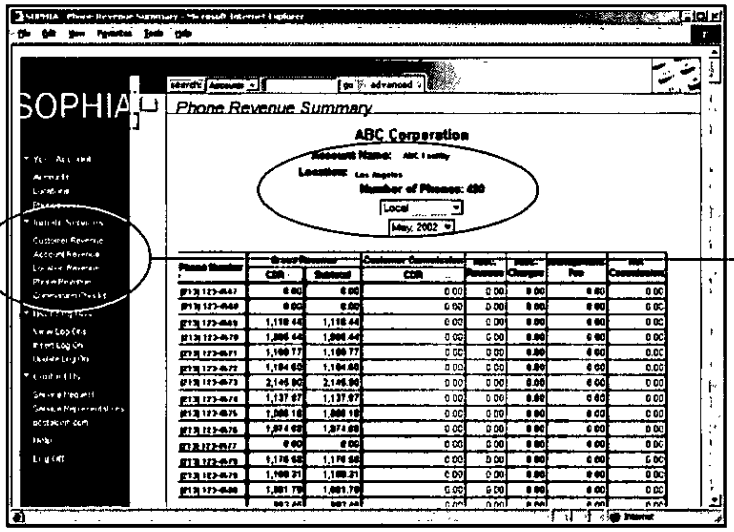
For example, you could search for all phones belonging to a certain account that are located in California and have an "inactive" status.



Revenue Reports

The Inmate Services options allow you to generate revenue reports. These reports show the income from phone revenue and the commissions generated from them. You can also generate a report of all commission checks issued by PCS.

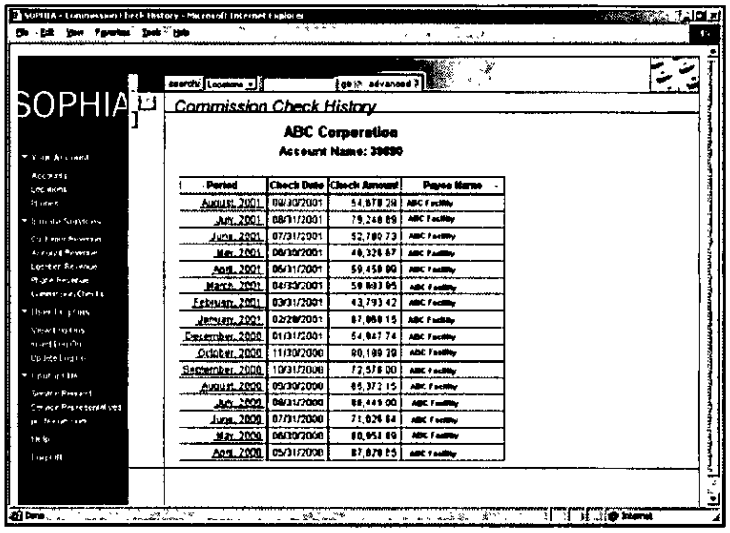




The revenue reports provide detailed breakdowns of phone revenue. You can print a report for an individual phone, as well as for all phones associated with a location, account, or customer.

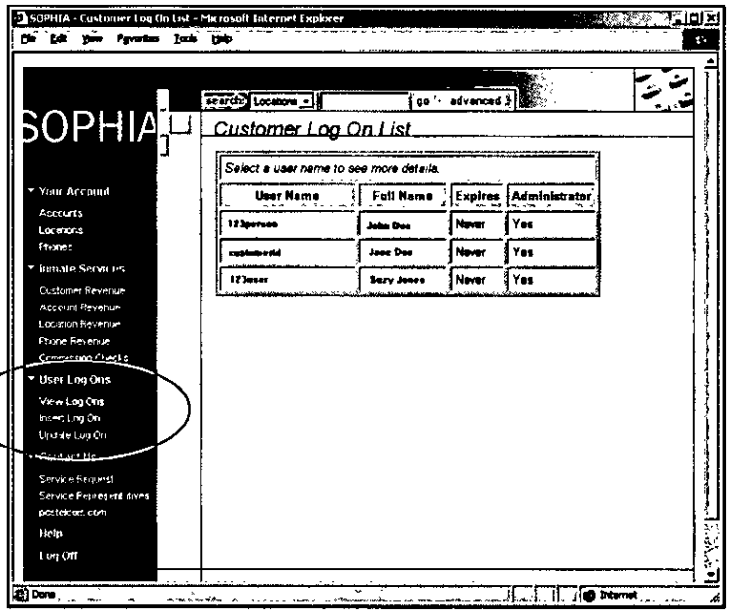
Commission Check History

The commission checks screen shows a report of all checks that PCS has issued for your payphones. Select a specific month and SOPHIA will display the revenue summary for that month.

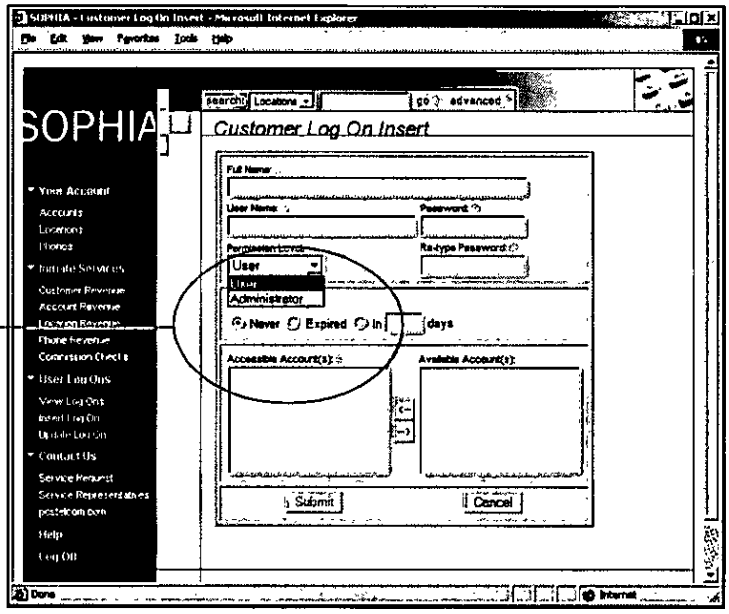


User Log Ons

The User Log On screen allows you to determine who can access SOPHIA and what they can see. Every account has key personnel identified who can administer log ons for employees.



The Insert Log On option allows you to set a SOPHIA user name and password for your employees. You can determine the permission level, expiration date, and what accounts can be accessed.

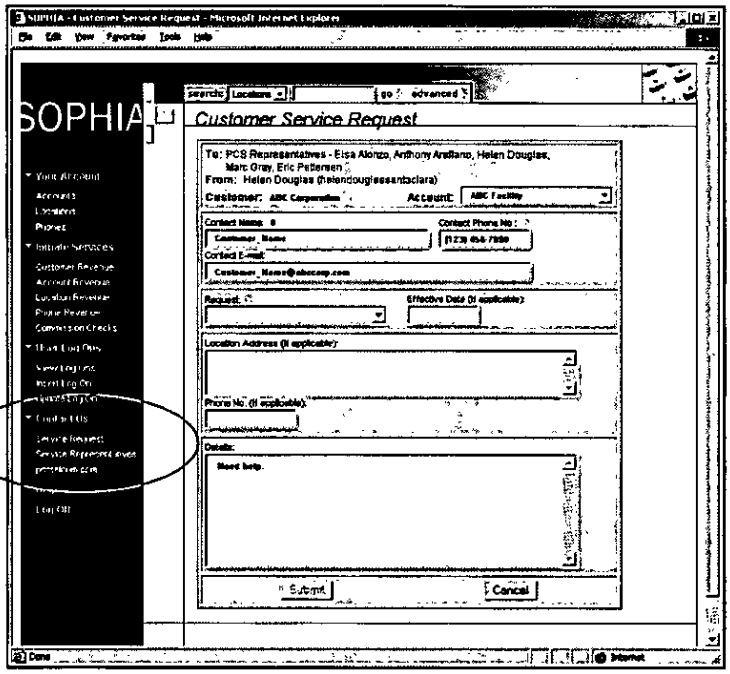


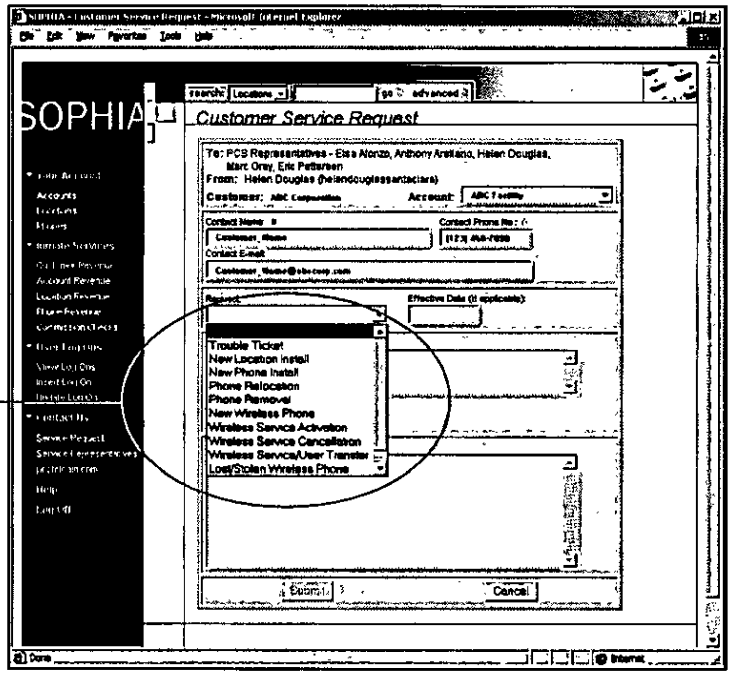
Contact Us

The Contact Us feature provides several ways that you can contact us for support.

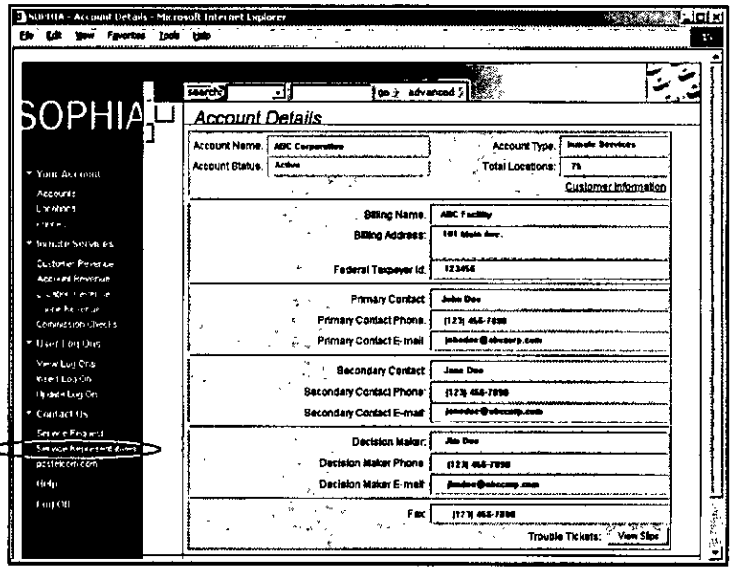
The Service Request option allows you to fill out an online form telling us that your phone equipment needs service. SOPHIA alerts the account representative, who will escalate your request as needed.

Clients are provided with confirmation that the request has been received along with a follow-up confirmation that the request has been completed.

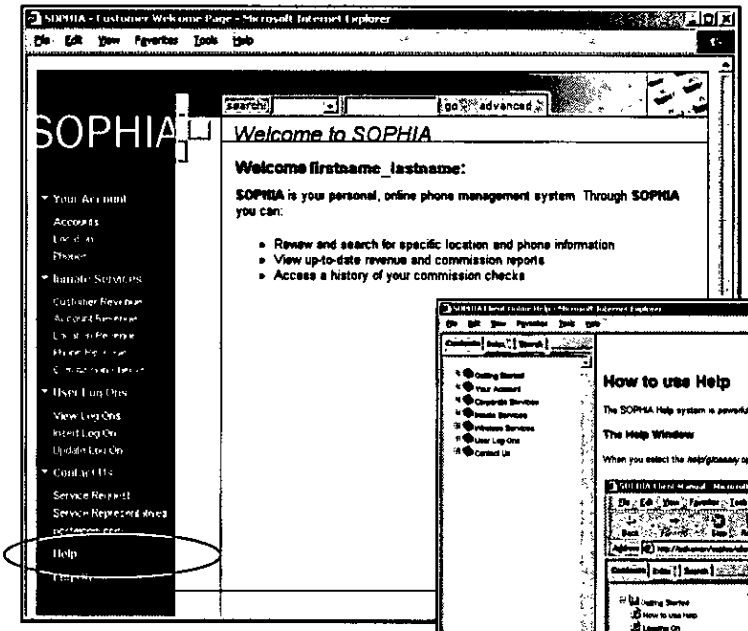




The Service Representatives option shows every representative assigned to your account. This page also lists all contact and mailing information.

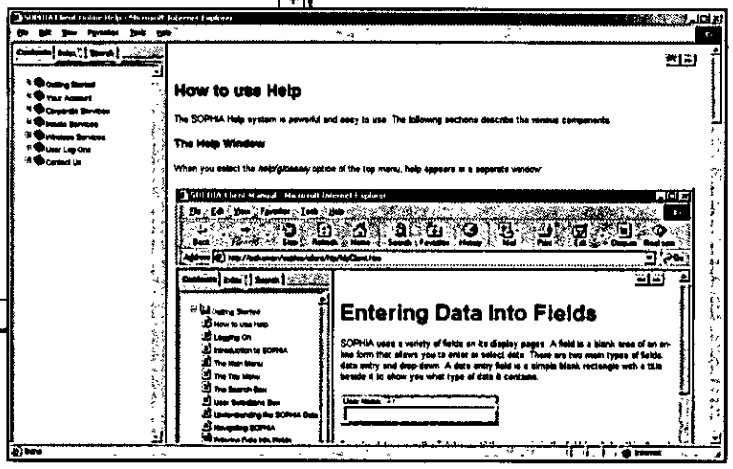


Help



Online help is available. Simply click on the Help option.

Help appears in a separate window so you can read it while looking at SOPHIA. You can view a Table of Contents, an Index, or search for specific terms.



[redacted]

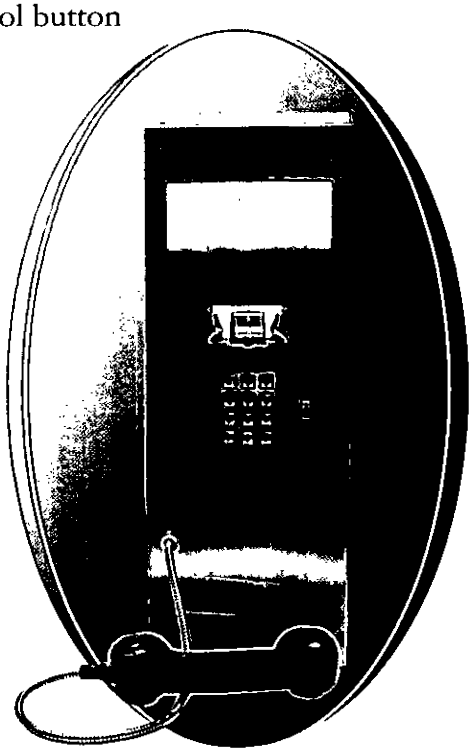
Public Communications Services, Inc. | 11859 Wilshire Boulevard, Suite 600 | Los Angeles, CA 90025 | 800.350.1000 | www.pcstelcom.com

OTC - 2110V2
Full Size Full Feature Inmate Phone

The **OTC-2110V2** is a full size full feature Inmate / Coinless Phone designed for use in locations where strength and reliability is needed.

This wall-mounted unit is also made of durable 14-gauge stainless steel, and is protected with tamper resistant security screws. It has a buit-in volume control button and a re-enforced window for customized instruction card.

The **OTC-2110V2** is easy to install and simple to maintain.



Standard Features

- Calling card service compatible.
- Works with most auto-dialers and call controllers.
- Tamper resistant locking system.
- Re-enforced window for customized instruction cards.
- Built in volume control button.

and more...

- Can be used as a standalone single line phone or on a PABX as an extension phone.
- Heavy-duty armored handset is hearing aid compatible (HAC) and has an anti-static receiver

Applications

- House phone
- Employee phone
- Speed dial phone
- Courtesy phone
- Security phone
- Inmate phone
- Emergency phone
- Hot line phone
- Free call phone

Navitel Inc.
Navigating Your Way to the Future

138 Mountain Brook Drive
Canton, Georgia 30115
www.navitelinc.com
Tel: 800-753-1707 Fax: 770-345-8142

Specifications

Housing

- Heavy-duty 14 gauge stainless steel
- 2 year limited manufacturers warranty
- Armored modular hook-switch lever.
- Metal keypad assembly is moisture, fire, and shock resistant.
- Works with most call restrictors and auto-dialers.
- Tamper resistant mounting system.
- Built in volume control switch.

Handset

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

Power

- Telephone line powered. 42 VDC to 56 VDC
- Loop current range: 20 mA to 90 mA

Telco line type

- Pal, B-1, loop start, standard dial tone 600/120 Hz
- Line interface: Terminal strip connections inside of the phone.

Options

- Magnetic or micro-switch hook lever assembly is optional
- Optional colors and finishes available as a special order item to accommodate the décor of your location.
- Customized handset lengths available to meet your special needs.
- Handsets available with dynamic or electret transmitter.
- Restrictional dialing is optional.

Measures: 21.2"H x 7.5"W x 2.5"D (4.5" deep with cradle)
Weight: 12Lbs (5.45Kg)

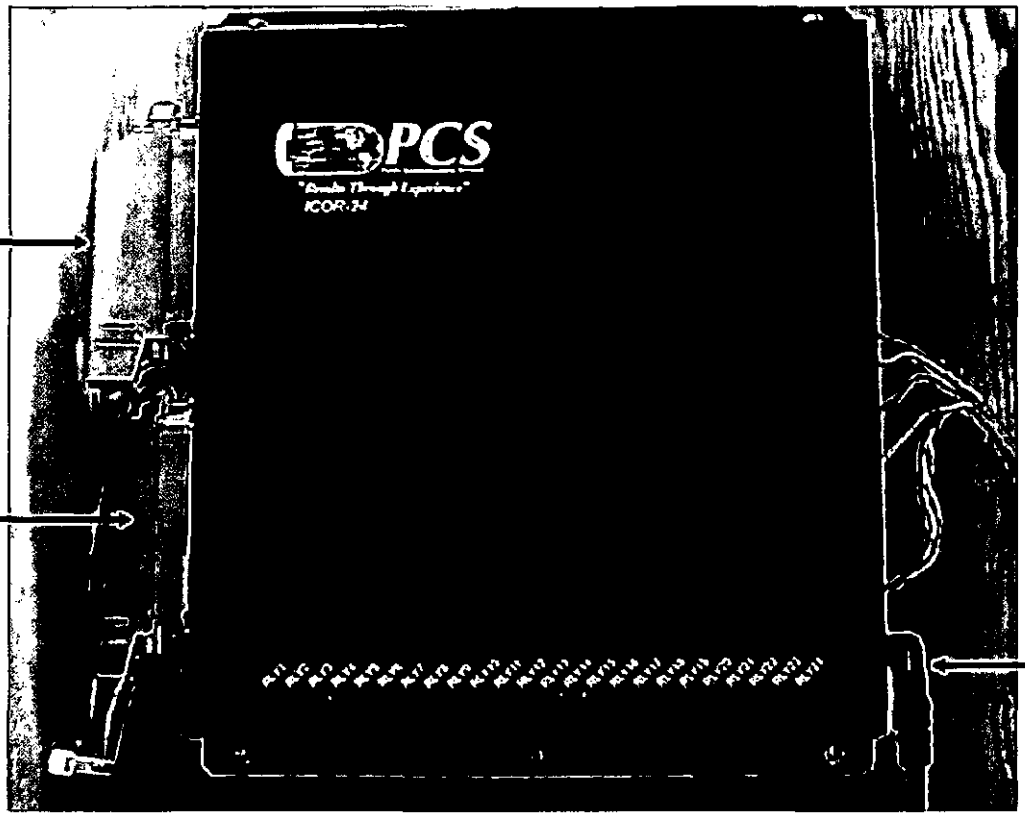
Part Number	Description	Model
A 90-2100VF-MN	Full Size Full Feature Inmate Phone w/ Magnetic Hook Switch	OTC-2110V2

Navitel Inc.
Navigating Your Way to the Future
138 Mountain Brook Drive
Canton, Georgia 30115
www.otctelecom.net
Tel: 800-753-1707 Fax: 770-345-8142

ICOR-24 Phone Cut-Off Switches

It is vital for system cut-off switches to be designed to ensure maximum phone quality. The industry standard in correctional facilities has been to simply run all phone wires to a location and connect them all to off-the-shelf switches. This can *result in degraded phone quality.*

PCS made a determination that inmate systems needed a more sophisticated solution and that the market did not have the quality of cut-off switches that ensured this quality of service. Due to this need, PCS has designed a switching unit that meets and exceeds the needs of the correctional environment. The ICOR-24 is a switching unit that allows PCS employees and/or correctional personnel to shut down a number of phones with a single switch. This increases variation options for cutting off phones, reduces required wiring and space required for installations. The unit can be configured in a variety of ways. It can accommodate multiple switches, so that only certain phones are disabled at a time. Please refer to the following photo:

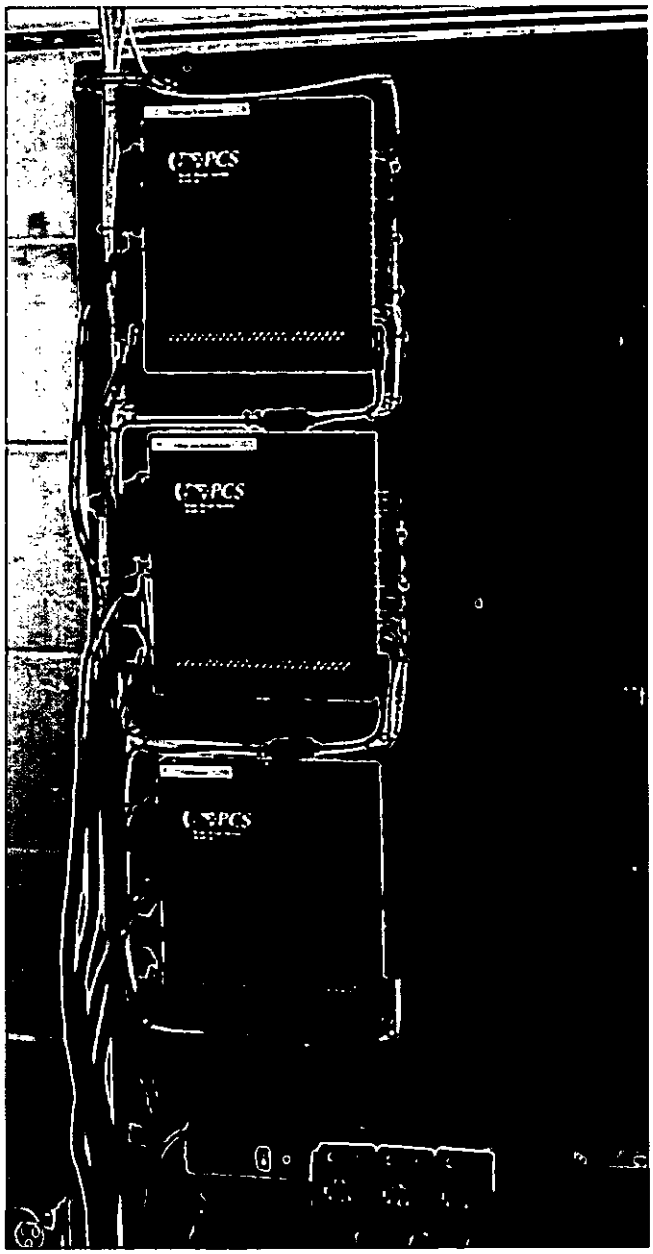


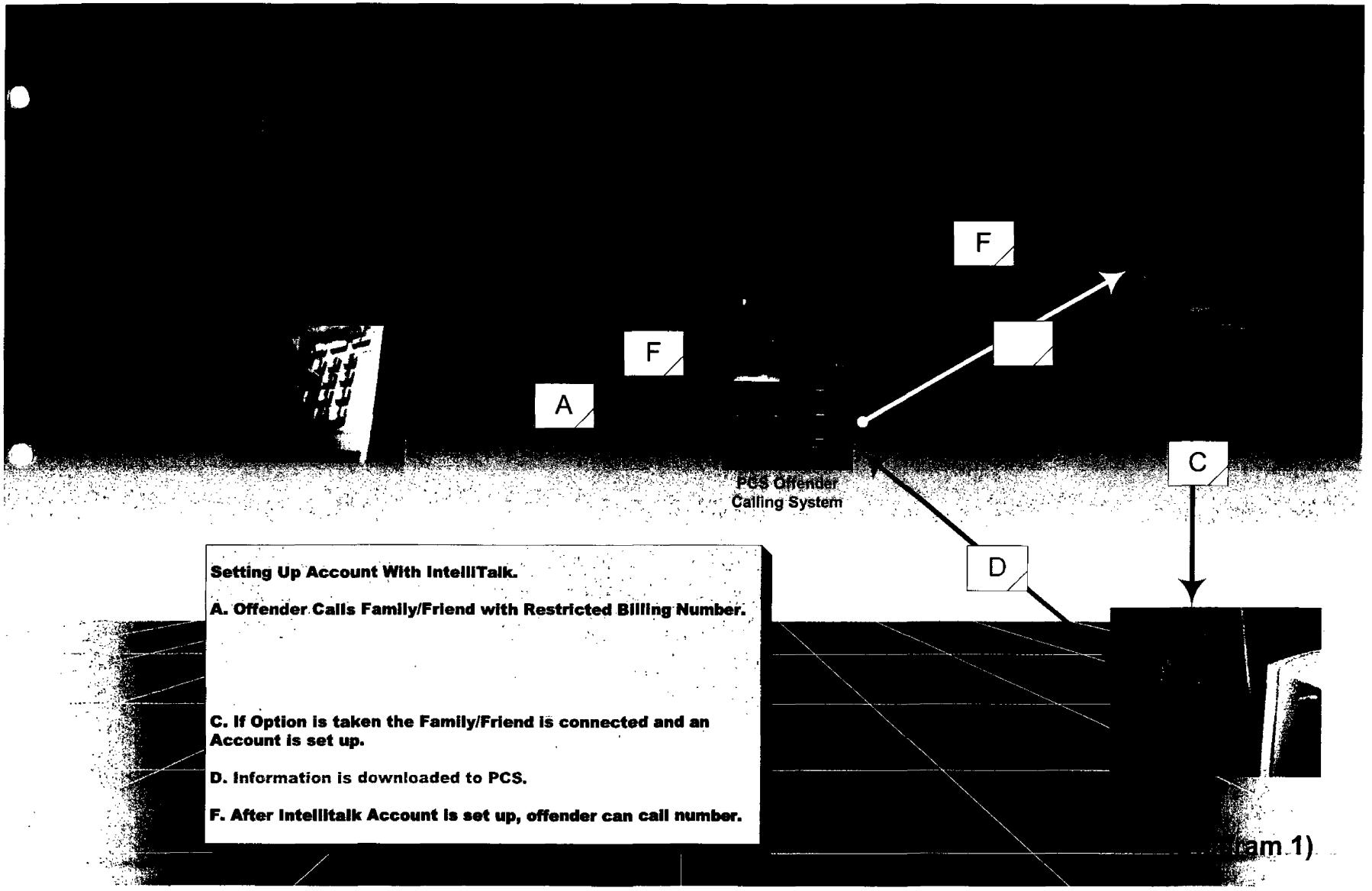
As the name implies, the ICOR-24 can disable up to 24 phones at a time. When you wish to control more than 24 phones, the multiple units can be ganged together. Each new unit that is ganged gives you the ability to control another 24 phones. Please refer to the photo on the right

By using the ICOR-24, PCS can group phones in a variety of ways so that facility personnel can easily shut off selected phones. These configurations are not limited to phone locations. We simply configure the ICOR-24 as required and then run a single pair of wires to wherever the cutoff switch needs to be located.

For example, there may be pay phones located in several areas of a facility. Even though these phones may connect to different trunk lines, they could be connected through the ICOR-24 so that all of them could be shut off at once.

No other ITS provider has made this quality commitment in switching units. The ICOR-24 is a unique, patent pending device only available through PCS.




F
F
A
C
D
PCS Offender
Calling System
Setting Up Account With IntelliTalk.
A. Offender Calls Family/Friend with Restricted Billing Number.
C. If Option is taken the Family/Friend is connected and an Account is set up.
D. Information is downloaded to PCS.
F. After Intellitalk Account is set up, offender can call number.

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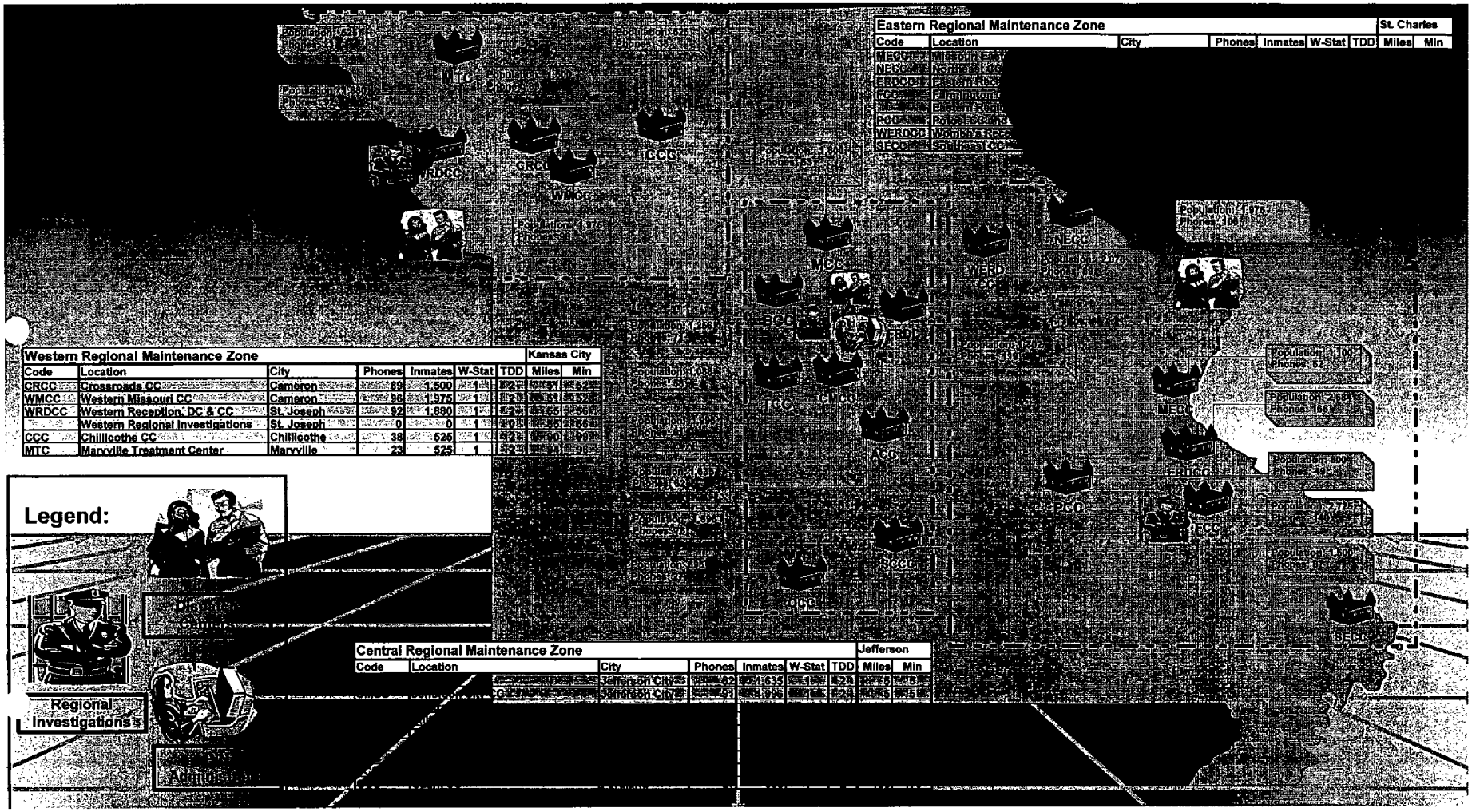
Public Communications Services, Inc.

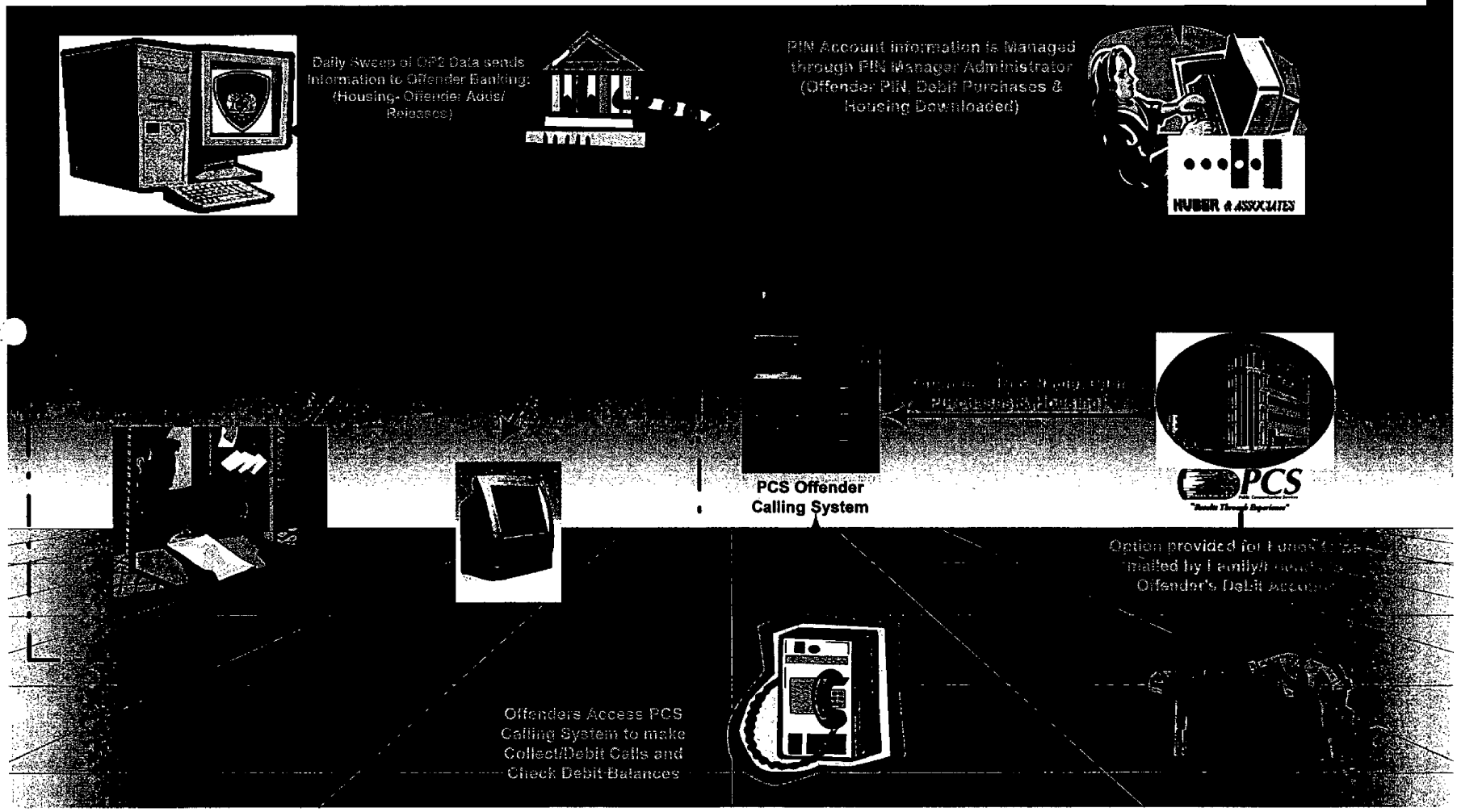
State of Missouri DOC Facilities

Maintenance Zone Overview

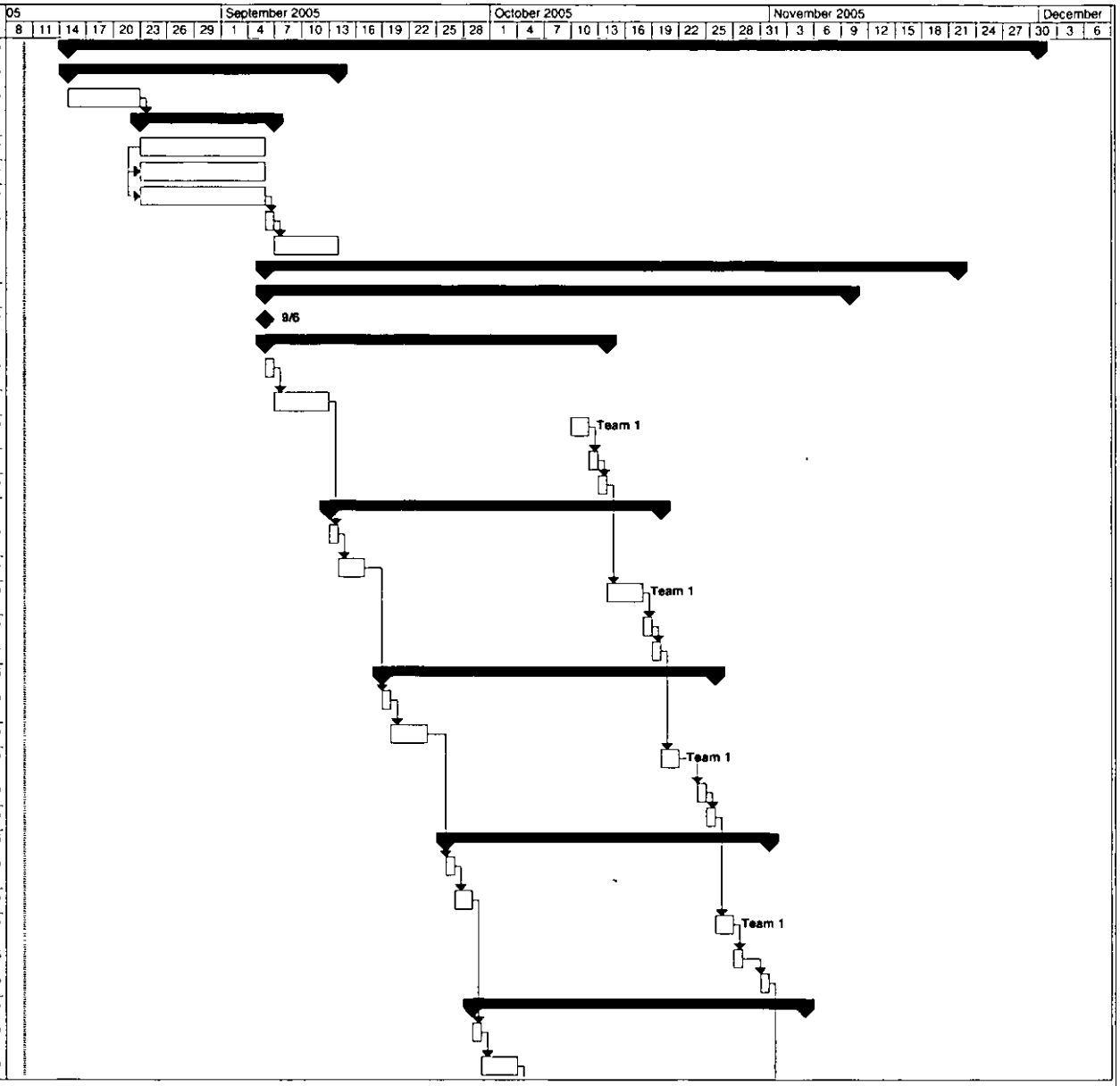


Public Communications Services, Inc.
State of Missouri DOC Facilities
System Integration Overview

PCS Public Communications Services
"Results Through Experience"



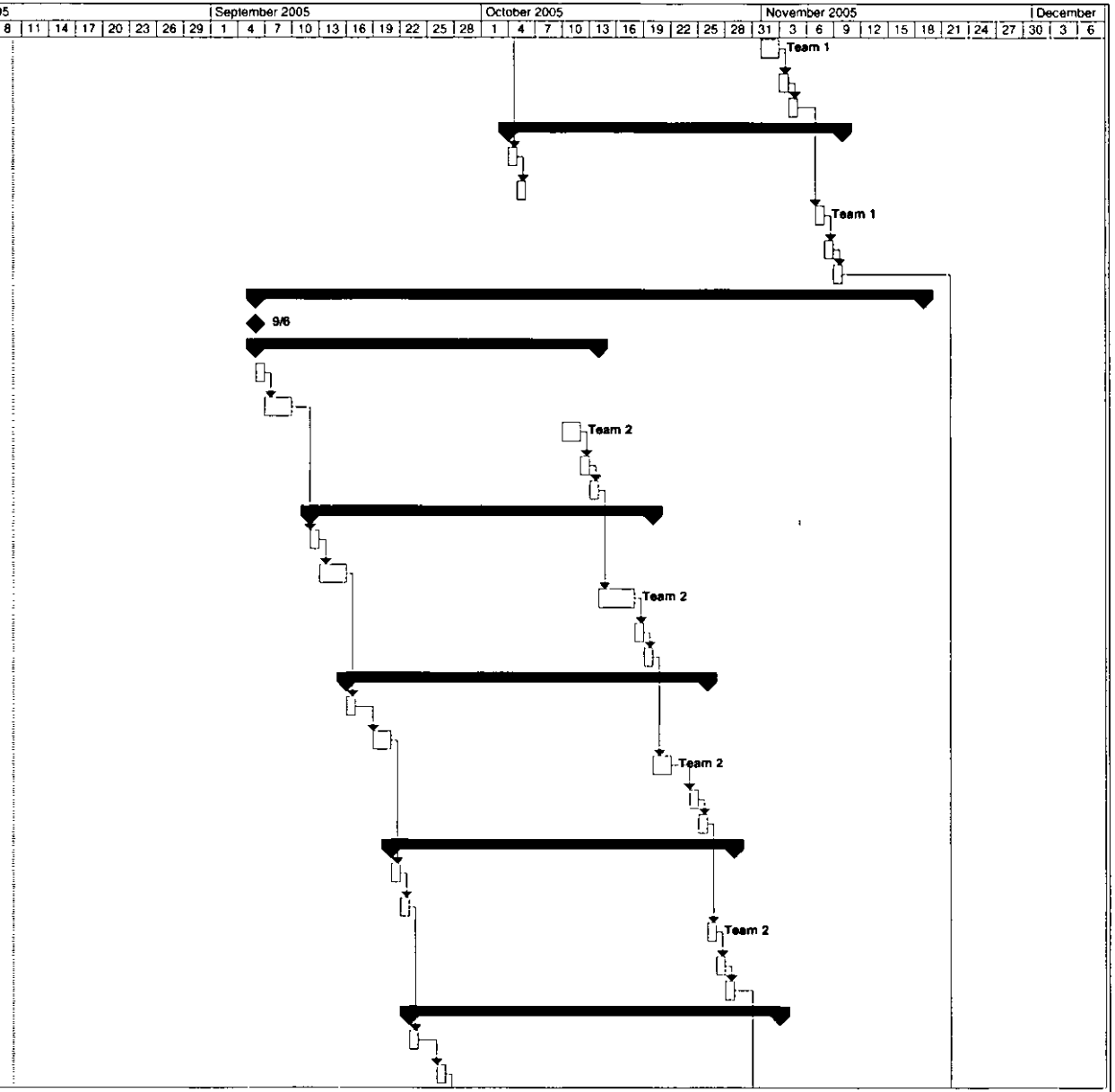
ID	Task Name	Duration	Start
1	**MO DOC CPE Implementation**	**78 days**	**Mon 8/15/05**
2	**Pre-Implementation**	**22 days**	**Mon 8/15/05**
3	Planning	6 days	Mon 8/15/05
4	**Site Inspection**	**11 days**	**Tue 8/23/05**
5	Team 1 - 6 sites	10 days	Tue 8/23/05
6	Team 2 - 8 sites	10 days	Tue 8/23/05
7	Team 3 - 8 sites	10 days	Tue 8/23/05
8	Order Phone/Data Circuits	1 day	Tue 9/6/05
9	Software Installation / Delivery of Equip.	5 days	Wed 9/7/05
10	**Installation**	**55 days**	**Tue 9/6/05**
11	**Team 1 - PCS, VAC, Shawntec, Huber**	**47 days**	**Tue 9/6/05**
12	**PCS - Anthony Arellano, PM**	0 days	Tue 9/6/05
13	**Eastern Reception & Diagnostic Correctional**	**28 days**	**Tue 9/6/05**
14	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 9/6/05
15	Phone Installation - Shawntech	4 days	Wed 9/7/05
16	Equipment Installation - PCS / VAC / Shawntech	2 days	Mon 10/10/05
17	System Testing - PCS / VAC / Huber	1 day	Wed 10/12/05
18	Customer Training - PCS / VAC	1 day	Thu 10/13/05
19	**Potosi Correctional Center and Mineral Area**	**27 days**	**Tue 9/13/05**
20	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 9/13/05
21	Phone Installation - Shawntech	3 days	Wed 9/14/05
22	Equipment Installation - PCS / VAC / Shawntech	2 days	Fri 10/14/05
23	System Testing - PCS / VAC / Huber	1 day	Tue 10/18/05
24	Customer Training - PCS / VAC	1 day	Wed 10/19/05
25	**Farmington CC / Eastern Reg Inv**	**27 days**	**Mon 9/19/05**
26	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/19/05
27	Phone Installation - Shawntech	4 days	Tue 9/20/05
28	Equipment Installation - PCS / VAC / Shawntech	2 days	Thu 10/20/05
29	System Testing - PCS / VAC / Huber	1 day	Mon 10/24/05
30	Customer Training - PCS / VAC	1 day	Tue 10/25/05
31	**Southeast Correctional Center**	**26 days**	**Mon 9/26/05**
32	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/26/05
33	Phone Installation - Shawntech	2 days	Tue 9/27/05
34	Equipment Installation - PCS / VAC / Shawntech	2 days	Wed 10/26/05
35	System Testing - PCS / VAC / Huber	1 day	Fri 10/28/05
36	Customer Training - PCS / VAC	1 day	Mon 10/31/05
37	**South Central Correctional Center**	**27 days**	**Thu 9/29/05**
38	Site Preparation / Cabling - PCS / Shawntech	1 day	Thu 9/29/05
39	Phone Installation - Shawntech	2 days	Fri 9/30/05



Project: MO Project Plan Overview
Date: Wed 8/10/05

Task | Split | Progress | Milestone | Summary | Project Summary | External Tasks | External Milestone | Deadline

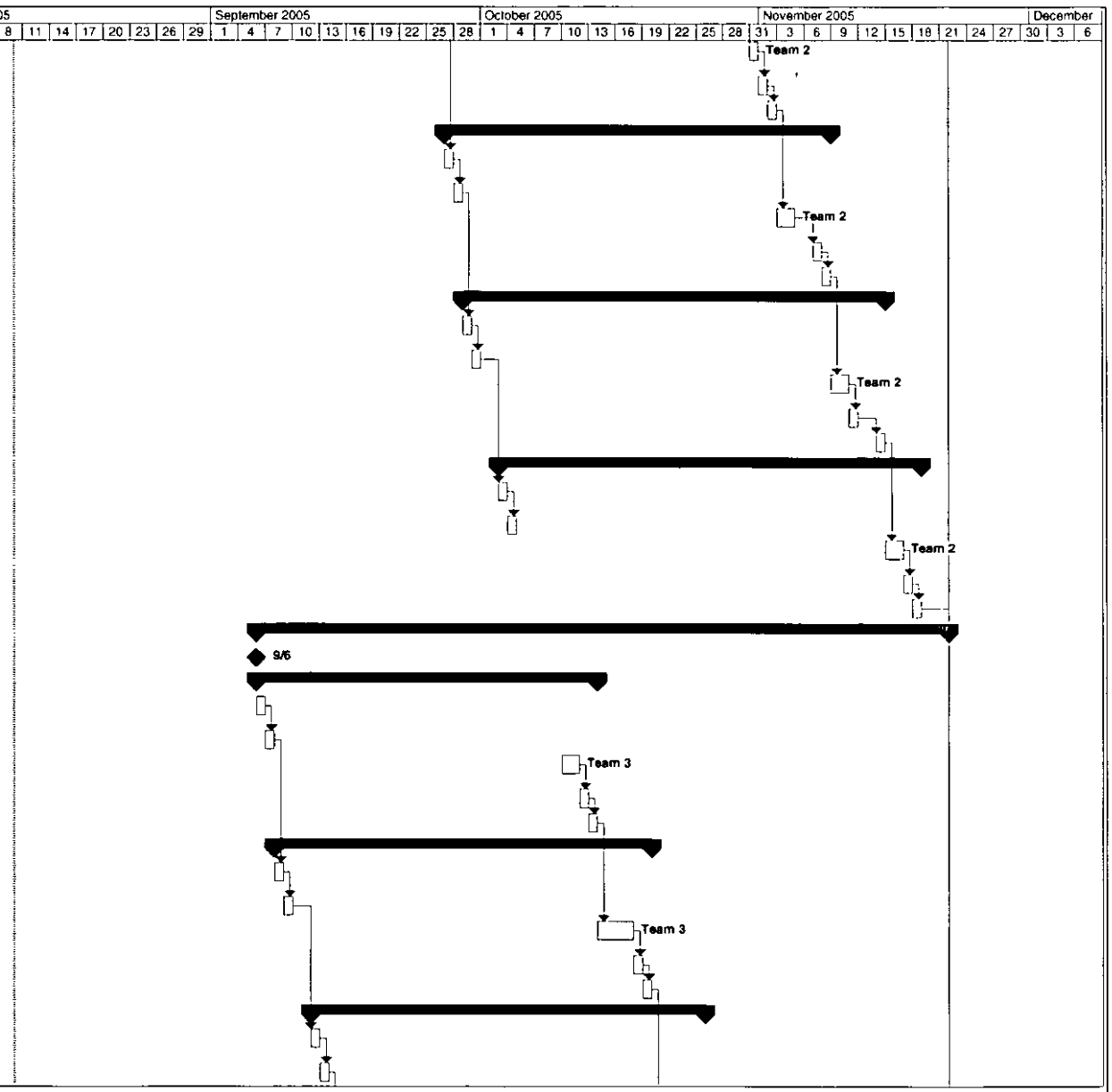
ID	Task Name	Duration	Start
40	Equipment Installation - PCS / VAC / Shawntech	2 days	Tue 11/1/05
41	System Testing - PCS / VAC / Huber	1 day	Thu 11/3/05
42	Customer Training - PCS / VAC	1 day	Fri 11/4/05
43	**Ozark Correctional Center**	**27 days**	**Tue 10/4/05**
44	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 10/4/05
45	Phone Installation - Shawntech	1 day	Wed 10/5/05
46	Equipment Installation - PCS / VAC / Shawntech	1 day	Mon 11/7/05
47	System Testing - PCS / VAC / Huber	1 day	Tue 11/8/05
48	Customer Training - PCS / VAC	1 day	Wed 11/9/05
49	**Team 2 - PCS, VAC, Shawntec, Huber**	**54 days**	**Tue 9/6/05**
50	**PCS - Chris Moore, PM**	0 days	Tue 9/6/05
51	**Northeast Correctional Center**	**28 days**	**Tue 9/6/05**
52	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 9/6/05
53	Phone Installation - Shawntech	3 days	Wed 9/7/05
54	Equipment Installation - PCS / VAC / Shawntech	2 days	Mon 10/10/05
55	System Testing - PCS / VAC / Huber	1 day	Wed 10/12/05
56	Customer Training - PCS / VAC	1 day	Thu 10/13/05
57	**Fulton Reception & Diagnostic Center**	**28 days**	**Mon 9/12/05**
58	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/12/05
59	Phone Installation - Shawntech	3 days	Tue 9/13/05
60	Equipment Installation - PCS / VAC / Shawntech	2 days	Fri 10/14/05
61	System Testing - PCS / VAC / Huber	1 day	Tue 10/18/05
62	Customer Training - PCS / VAC	1 day	Wed 10/19/05
63	**Jefferson City Correctional Center**	**28 days**	**Fri 9/16/05**
64	Site Preparation / Cabling - PCS / Shawntech	1 day	Fri 9/16/05
65	Phone Installation - Shawntech	2 days	Mon 9/19/05
66	Equipment Installation - PCS / VAC / Shawntech	2 days	Thu 10/20/05
67	System Testing - PCS / VAC / Huber	1 day	Mon 10/24/05
68	Customer Training - PCS / VAC	1 day	Tue 10/25/05
69	**Central Regional Investigations**	**28 days**	**Wed 9/21/05**
70	Site Preparation / Cabling - PCS / Shawntech	1 day	Wed 9/21/05
71	Phone Installation - Shawntech	1 day	Thu 9/22/05
72	Equipment Installation - PCS / VAC / Shawntech	1 day	Wed 10/26/05
73	System Testing - PCS / VAC / Huber	1 day	Thu 10/27/05
74	Customer Training - PCS / VAC	1 day	Fri 10/28/05
75	**Boonville Correctional Center & Boonville Tr**	**29 days**	**Fri 9/23/05**
76	Site Preparation / Cabling - PCS / Shawntech	1 day	Fri 9/23/05
77	Phone Installation - Shawntech	1 day	Mon 9/26/05



Project: MO Project Plan Overview
Date: Wed 8/10/05

Task | Split | Progress | Milestone | Summary | Project Summary | External Tasks | External Milestone | Deadline

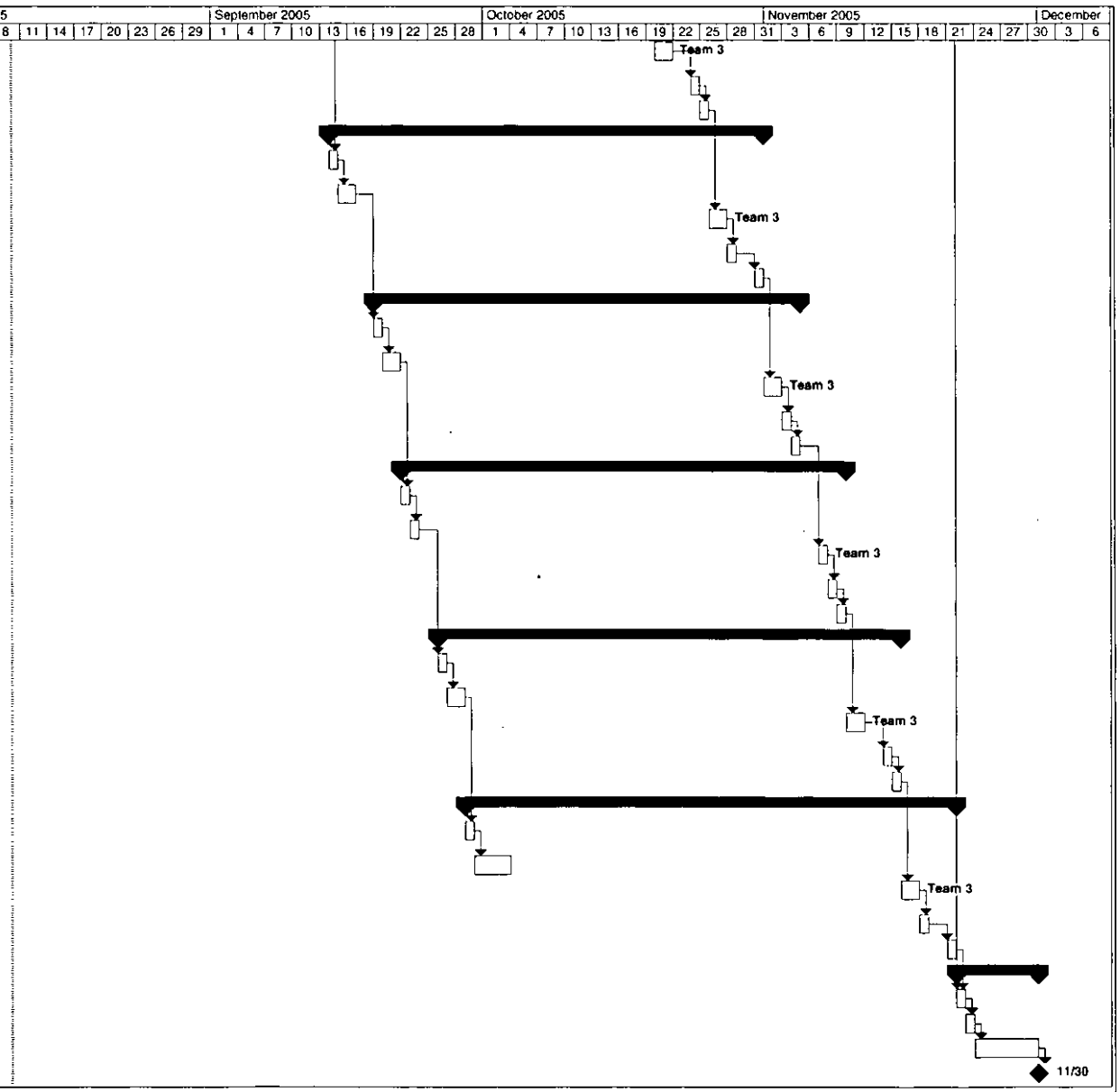
ID	Task Name	Duration	Start
78	Equipment Installation - PCS / VAC / Shawntech	1 day	Mon 10/31/05
79	System Testing - PCS / VAC / Huber	1 day	Tue 11/1/05
80	Customer Training - PCS / VAC	1 day	Wed 11/2/05
81	**Algoa Correctional Center**	**31 days**	**Tue 9/27/05**
82	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 9/27/05
83	Phone Installation - Shawntech	1 day	Wed 9/28/05
84	Equipment Installation - PCS / VAC / Shawntech	2 days	Thu 11/3/05
85	System Testing - PCS / VAC / Huber	1 day	Mon 11/7/05
86	Customer Training - PCS / VAC	1 day	Tue 11/8/05
87	**Tipton Correctional Center**	**33 days**	**Thu 9/29/05**
88	Site Preparation / Cabling - PCS / Shawntech	1 day	Thu 9/29/05
89	Phone Installation - Shawntech	1 day	Fri 9/30/05
90	Equipment Installation - PCS / VAC / Shawntech	2 days	Wed 11/9/05
91	System Testing - PCS / VAC / Huber	1 day	Fri 11/11/05
92	Customer Training - PCS / VAC	1 day	Mon 11/14/05
93	**Missouri Eastern Correctional Center**	**35 days**	**Mon 10/3/05**
94	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 10/3/05
95	Phone Installation - Shawntech	1 day	Tue 10/4/05
96	Equipment Installation - PCS / VAC / Shawntech	2 days	Tue 11/15/05
97	System Testing - PCS / VAC / Huber	1 day	Thu 11/17/05
98	Customer Training - PCS / VAC	1 day	Fri 11/18/05
99	**Team 3 - PCS, VAC, Shawntec, Huber**	**55 days**	**Tue 9/6/05**
100	**PCS - Alfredo Graham, PM**	0 days	Tue 9/6/05
101	**Women's Reception and Diagnostic Center**	**28 days**	**Tue 9/6/05**
102	Site Preparation / Cabling - PCS / Shawntech	1 day	Tue 9/6/05
103	Phone Installation - Shawntech	1 day	Wed 9/7/05
104	Equipment Installation - PCS / VAC / Shawntech	2 days	Mon 10/10/05
105	System Testing - PCS / VAC / Huber	1 day	Wed 10/12/05
106	Customer Training - PCS / VAC	1 day	Thu 10/13/05
107	**Moberly Correctional Center**	**30 days**	**Thu 9/8/05**
108	Site Preparation / Cabling - PCS / Shawntech	1 day	Thu 9/8/05
109	Phone Installation - Shawntech	1 day	Fri 9/9/05
110	Equipment Installation - PCS / VAC / Shawntech	2 days	Fri 10/14/05
111	System Testing - PCS / VAC / Huber	1 day	Tue 10/18/05
112	Customer Training - PCS / VAC	1 day	Wed 10/19/05
113	**Chillicothe Correctional Center**	**32 days**	**Mon 9/12/05**
114	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/12/05
115	Phone Installation - Shawntech	1 day	Tue 9/13/05



Project: MO Project Plan Overview
Date: Wed 8/10/05

Task | Progress | Summary | External Tasks | Deadline
Split | Milestone | Project Summary | External Milestone

ID	Task Name	Duration	Start
116	Equipment Installation - PCS / VAC / Shawntech	2 days	Thu 10/20/05
117	System Testing - PCS / VAC / Huber	1 day	Mon 10/24/05
118	Customer Training - PCS / VAC	1 day	Tue 10/25/05
119	**Western Missouri Correctional Center**	**34 days**	**Wed 9/14/05**
120	Site Preparation / Cabling - PCS / Shawntech	1 day	Wed 9/14/05
121	Phone Installation - Shawntech	2 days	Thu 9/15/05
122	Equipment Installation - PCS / VAC / Shawntech	2 days	Wed 10/26/05
123	System Testing - PCS / VAC / Huber	1 day	Fri 10/28/05
124	Customer Training - PCS / VAC	1 day	Mon 10/31/05
125	**Crossroads Correctional Center**	**35 days**	**Mon 9/19/05**
126	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/19/05
127	Phone Installation - Shawntech	2 days	Tue 9/20/05
128	Equipment Installation - PCS / VAC / Shawntech	2 days	Tue 11/1/05
129	System Testing - PCS / VAC / Huber	1 day	Thu 11/3/05
130	Customer Training - PCS / VAC	1 day	Fri 11/4/05
131	**Western Regional Investigations**	**35 days**	**Thu 9/22/05**
132	Site Preparation / Cabling - PCS / Shawntech	1 day	Thu 9/22/05
133	Phone Installation - Shawntech	1 day	Fri 9/23/05
134	Equipment Installation - PCS / VAC / Shawntech	1 day	Mon 11/7/05
135	System Testing - PCS / VAC / Huber	1 day	Tue 11/8/05
136	Customer Training - PCS / VAC	1 day	Wed 11/9/05
137	**Western Reception, Diagnostic & Correctiona**	**37 days**	**Mon 9/26/05**
138	Site Preparation / Cabling - PCS / Shawntech	1 day	Mon 9/26/05
139	Phone Installation - Shawntech	2 days	Tue 9/27/05
140	Equipment Installation - PCS / VAC / Shawntech	2 days	Thu 11/10/05
141	System Testing - PCS / VAC / Huber	1 day	Mon 11/14/05
142	Customer Training - PCS / VAC	1 day	Tue 11/15/05
143	**Maryville Treatment Center**	**38 days**	**Thu 9/29/05**
144	Site Preparation / Cabling - PCS / Shawntech	1 day	Thu 9/29/05
145	Phone Installation - Shawntech	2 days	Fri 9/30/05
146	Equipment Installation - PCS / VAC / Shawntech	2 days	Wed 11/16/05
147	System Testing - PCS / VAC / Huber	1 day	Fri 11/18/05
148	Customer Training - PCS / VAC	1 day	Mon 11/21/05
149	**Post-Installation**	**7 days**	**Tue 11/22/05**
150	Conversion - All Sites - PCS / VAC	1 day	Tue 11/22/05
151	Customer Training - Refresher	1 day	Wed 11/23/05
152	System Testing - PCS / VAC / Huber	5 days	Thu 11/24/05
153	**Acceptance**	0 days	Wed 11/30/05



Project: MO Project Plan Overview
Date: Wed 8/10/05

Task | Progress | Summary | External Tasks | Deadline
Split | Milestone | Project Summary | External Milestone

Gantt Chart for the Missouri Department of Corrections

Team 1

Missouri Eastern Correctional Center (MECC)

Inmate Phone Installation Schedule		Days	Week 6							Week 7							Week 8							Week 9							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	52	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 6							Week 7							Week 8							Week 9							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 1

Northeastern Correctional Center (NECC)

Inmate Phone Installation Schedule		Days	Week 1							Week 2							Week 3							Week 4							Week 5						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Ckt In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	106	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 1							Week 2							Week 3							Week 4							Week 5						

Gantt Chart for the Missouri Department of Corrections

Team 1

Eastern Reception & Diagnostic Correctional Center (ERDCC)

Inmate Phone Installation Schedule		Days	Week 4							Week 5							Week 6							Week 7							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	166	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 4							Week 5							Week 6							Week 7							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 1

Farmington Correctional Center (FCC)

Inmate Phone Installation Schedule		Days	Week 6							Week 7							Week 8							Week 9							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	140	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 6							Week 7							Week 8							Week 9							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 1

Potosi Correctional Center (PCC)

Inmate Phone Installation Schedule		Days	Week 5							Week 6							Week 7							Week 8							Week 9						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																		
	Exact Station Count	1																																		
	Indoor/Outdoor Stations	1																																		
	Movable Stations	1																																		
	Mounting Considerations	2																																		
	Cabling Issues	2																																		
	Switch Location Issues	2																																		
	LEC Facility Capacity	2																																		
	Other Considerations	2																																		
Step 2 Equipment and Facilities	Needs Analysis	2																																		
	Equipment Ordering	2																																		
	Trunk Ordering	2																																		
	Data Network Ordering	2																																		
	Establish Delivery Dates	2																																		
	Problem Resolution	3																																		
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																		
	Equipment Delivery	2																																		
	Trunk Delivery	2																																		
	Data Network Delivery / Cabling Installation	2																																		
	Facility Administrator Overview	2																																		
	Draft Installation Schedule	2																																		
Step 4 System Configuration	Features Desired	2																																		
	Facility-Specific Needs	2																																		
	Software Requirements / Software Installation	2																																		
	Workstation	2																																		
	Recording	1																																		
	Monitoring	1																																		
Step 5 Personnel Issues	PCS Installation Team	1																																		
	State Team	1																																		
	Schedules	2																																		
	Responsibilities	2																																		
	Off-Hour Work Issues	2																																		
	Security Clearances	2																																		
	Tool Control & Dress Codes	2																																		
Step 6 Customer Responsibilities	Security Clearances	1																																		
	Scheduling with Facilities	2																																		
	Escort Assigned	1																																		
	Access to Facilities	1																																		
	Access for Telephone and Network Cir In	1																																		
Step 7 Equipment Delivery	Station Equipment	3																																		
	Switching Equipment	3																																		
	Storage/Security Equipment	1																																		
	Storage/Security Needs	1																																		
	Inspection and System Testing	1																																		
	Finalize Installation Schedule	2																																		
	Fulfill Software Needs	2																																		
Step 8 Site Preparation	Verify Voice Circuits	2																																		
	Verify Data Circuits	2																																		
	Termination Blocks, etc.	2																																		
	A/C Power	1																																		
	UPS System Installation & Test	2																																		
	Problem Resolution	2																																		
	Software update from current provider	2																																		
Step 9 Installation	Switch Installation, Configuration, Test	3																																		
	Station Installation	3																																		
	Final System Testing and Verification	2																																		
	Conversion	2																																		
	Workstation Installation and Configuration	3																																		
Step 10 Post Installation	Customer Training	2																																		
	Quality Assurance Team Verifies Installation	2																																		
	Post-Installation Re-Configuration/Tweaking	2																																		
	Acceptance of System by State of Missouri	2																																		
	Number of Phones	49	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 5							Week 6							Week 7							Week 8							Week 9						

Gantt Chart for the Missouri Department of Corrections

Team 1

Women's Rec. & Diagnostic Center WERDCC)

Inmate Phone Installation Schedule		Days	Week 2							Week 3							Week 4							Week 5							Week 6						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	69	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 2							Week 3							Week 4							Week 5							Week 6						

Gantt Chart for the Missouri Department of Corrections

Team 1

Southeast Correctional Center (SECC)

Inmate Phone Installation Schedule		Days	Week 3							Week 4							Week 5							Week 6							Week 7						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																		
	Exact Station Count	1																																		
	Indoor/Outdoor Stations	1																																		
	Movable Stations	1																																		
	Mounting Considerations	2																																		
	Cabling Issues	2																																		
	Switch Location Issues	2																																		
	LEC Facility Capacity	2																																		
	Other Considerations	2																																		
Step 2 Equipment and Facilities	Needs Analysis	2																																		
	Equipment Ordering	2																																		
	Trunk Ordering	2																																		
	Data Network Ordering	2																																		
	Establish Delivery Dates	2																																		
	Problem Resolution	4																																		
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																		
	Equipment Delivery	2																																		
	Trunk Delivery	2																																		
	Data Network Delivery / Cabling Installation	2																																		
	Facility Administrator Overview	2																																		
	Draft Installation Schedule	2																																		
Step 4 System Configuration	Features Desired	2																																		
	Facility-Specific Needs	2																																		
	Software Requirements / Software Installation	2																																		
	Workstation	2																																		
	Recording	1																																		
	Monitoring	1																																		
Step 5 Personnel Issues	PCS Installation Team	1																																		
	State Team	1																																		
	Schedules	2																																		
	Responsibilities	2																																		
	Off-Hour Work Issues	2																																		
	Security Clearances	2																																		
	Tool Control & Dress Codes	2																																		
Step 6 Customer Responsibilities	Security Clearances	1																																		
	Scheduling with Facilities	2																																		
	Escort Assigned	1																																		
	Access to Facilities	1																																		
	Access for Telephone and Network Cir In	1																																		
Step 7 Equipment Delivery	Station Equipment	4																																		
	Switching Equipment	4																																		
	Storage/Security Equipment	1																																		
	Storage/Security Needs	1																																		
	Inspection and System Testing	1																																		
	Finalize Installation Schedule	2																																		
	Fulfill Software Needs	2																																		
Step 8 Site Preparation	Verify Voice Circuits	2																																		
	Verify Data Circuits	2																																		
	Termination Blocks, etc.	2																																		
	A/C Power	1																																		
	UPS System Installation & Test	2																																		
	Problem Resolution	2																																		
	Software update from current provider	2																																		
Step 9 Installation	Switch Installation, Configuration, Test	3																																		
	Station Installation	4																																		
	Final System Testing and Verification	2																																		
	Conversion	2																																		
	Workstation Installation and Configuration	2																																		
Step 10 Post Installation	Customer Training	2																																		
	Quality Assurance Team Verifies Installation	2																																		
	Post-Installation Re-Configuration/Tweaking	2																																		
	Acceptance of System by State of Missouri	2																																		
	Number of Phones	87	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 3							Week 4							Week 5							Week 6							Week 7						

Gantt Chart for the Missouri Department of Corrections

Team 1

Eastern Regional Investigations

Inmate Phone Installation Schedule		Days	Week 2							Week 3							Week 4							Week 5							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	0																																			
	Indoor/Outdoor Stations	0																																			
	Movable Stations	0																																			
	Mounting Considerations	0																																			
	Cabling Issues	2																																			
	Switch Location Issues	0																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	0																																			
	Switching Equipment	0																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	0																																			
	Station Installation	0																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	0	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	1	Week 2							Week 3							Week 4							Week 5							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 2

Algoa Correction Center (ACC)

Inmate Phone Installation Schedule		Days	Week 3							Week 4							Week 5							Week 6							Week 7						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Schedul ing Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	62	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 3							Week 4							Week 5							Week 6							Week 7						

Gantt Chart for the Missouri Department of Corrections

Team 2

Jefferson City Correction Center-CMCC

Inmate Phone Installation Schedule

		Days	Week 2							Week 3							Week 4							Week 5							Week 6						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Settings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Ctr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	91	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 2							Week 3							Week 4							Week 5							Week 6						

Gantt Chart for the Missouri Department of Corrections

Team 2

Fulton Rec. & Diagnostic Ctr. (FRDC)

Inmate Phone Installation Schedule		Days	Week 4							Week 5							Week 6							Week 7							Week 8						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Site Survey/Sched Dlvy/Configs	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	119	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 4							Week 5							Week 6							Week 7							Week 8						

Gantt Chart for the Missouri Department of Corrections

Team 2

Tipton Correctional Center (TCC)

Inmate Phone Installation Schedule		Days	Week 5							Week 6							Week 7							Week 8							Week 9						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																		
	Exact Station Count	1																																		
	Indoor/Outdoor Stations	1																																		
	Movable Stations	1																																		
	Mounting Considerations	2																																		
	Cabling Issues	2																																		
	Switch Location Issues	2																																		
	LEC Facility Capacity	2																																		
	Other Considerations	2																																		
Step 2 Equipment and Facilities	Needs Analysis	2																																		
	Equipment Ordering	2																																		
	Trunk Ordering	2																																		
	Data Network Ordering	2																																		
	Establish Delivery Dates	2																																		
	Problem Resolution	3																																		
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																		
	Equipment Delivery	2																																		
	Trunk Delivery	2																																		
	Data Network Delivery / Cabling Installation	2																																		
	Facility Administrator Overview	2																																		
	Draft Installation Schedule	2																																		
Step 4 System Configuration	Features Desired	2																																		
	Facility-Specific Needs	2																																		
	Software Requirements / Software Installation	2																																		
	Workstation	2																																		
	Recording	1																																		
	Monitoring	1																																		
Step 5 Personnel Issues	PCS Installation Team	1																																		
	State Team	1																																		
	Schedules	2																																		
	Responsibilities	2																																		
	Off-Hour Work Issues	2																																		
	Security Clearances	2																																		
	Tool Control & Dress Codes	2																																		
Step 6 Customer Responsibilities	Security Clearances	1																																		
	Scheduling with Facilities	2																																		
	Escort Assigned	1																																		
	Access to Facilities	1																																		
	Access for Telephone and Network Cir In	1																																		
Step 7 Equipment Delivery	Station Equipment	3																																		
	Switching Equipment	3																																		
	Storage/Security Equipment	1																																		
	Storage/Security Needs	1																																		
	Inspection and System Testing	1																																		
	Finalize Installation Schedule	2																																		
	Fulfill Software Needs	2																																		
Step 8 Site Preparation	Verify Voice Circuits	2																																		
	Verify Data Circuits	2																																		
	Termination Blocks, etc.	2																																		
	A/C Power	1																																		
	UPS System Installation & Test	2																																		
	Problem Resolution	2																																		
	Software update from current provider	2																																		
Step 9 Installation	Switch Installation, Configuration, Test	3																																		
	Station Installation	3																																		
	Final System Testing and Verification	2																																		
	Conversion	2																																		
	Workstation Installation and Configuration	3																																		
Step 10 Post Installation	Customer Training	2																																		
	Quality Assurance Team Verifies Installation	2																																		
	Post-Installation Re-Configuration/Tweaking	2																																		
	Acceptance of System by State of Missouri	2																																		
	Number of Phones	58	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 5							Week 6							Week 7							Week 8							Week 9						

Gantt Chart for the Missouri Department of Corrections

Team 2

Boonville Correctional Center (BCC)

Inmate Phone Installation Schedule		Days	Week 3							Week 4							Week 5							Week 6							Week 7						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	71	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 3							Week 4							Week 5							Week 6							Week 7						

Gantt Chart for the Missouri Department of Corrections

Team 2

Moberly Correctional Center (MCC)

Inmate Phone Installation Schedule		Days	Week 6							Week 7							Week 8							Week 9							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	53	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 6							Week 7							Week 8							Week 9							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 2

South Central Correctional Center (SCCC)

Inmate Phone Installation Schedule

		Days	Week 2							Week 3							Week 4							Week 5							Week 6						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	78	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 2							Week 3							Week 4							Week 5							Week 6						

Gantt Chart for the Missouri Department of Corrections

Team 2

Ozark Correctional Center (OCC)

Inmate Phone Installation Schedule		Days	Week 7							Week 8							Week 9							Week 10							Week 11						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	2																																			
	Station Installation	2																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	27	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 7							Week 8							Week 9							Week 10							Week 11						

Gantt Chart for the Missouri Department of Corrections

Team 2

Central Regional Investigations

Inmate Phone Installation Schedule

		Days	Week 2							Week 3							Week 4							Week 5							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	0																																			
	Indoor/Outdoor Stations	0																																			
	Movable Stations	0																																			
	Mounting Considerations	0																																			
	Cabling Issues	2																																			
	Switch Location Issues	0																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	0																																			
	Switching Equipment	0																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	0																																			
	Station Installation	0																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	0	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	2	Week 2							Week 3							Week 4							Week 5							Week 10						

Gantt Chart for the Missouri Department of Corrections

Team 3

Crossroads Correctional Center (CRCC)

Inmate Phone Installation Schedule		Days	Week 3							Week 4							Week 5							Week 6							Week 7						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	89	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 3							Week 4							Week 5							Week 6							Week 7						

Gantt Chart for the Missouri Department of Corrections

Team 3

Western Missouri Correctional Center (WMCC)

Inmate Phone Installation Schedule		Days	Week 2							Week 3							Week 4							Week 5							Week 6						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	96	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 2							Week 3							Week 4							Week 5							Week 6						

Gantt Chart for the Missouri Department of Corrections

Team 3

Western Rec. & Diagnostic Correctional Center (WRDCC)

Inmate Phone Installation Schedule		Days	Week 4							Week 5							Week 6							Week 7							Week 8						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Cir In	1																																			
Step 7 Equipment Delivery	Station Equipment	4																																			
	Switching Equipment	4																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	4																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	92	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 4							Week 5							Week 6							Week 7							Week 8						

Gantt Chart for the Missouri Department of Corrections

Team 3

Chillicothe Correctional Center (CCC)

Inmate Phone Installation Schedule		Days	Week 5							Week 6							Week 7							Week 8							Week 9						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	3																																			
	Station Installation	3																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	3																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	38	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 5							Week 6							Week 7							Week 8							Week 9						

Gantt Chart for the Missouri Department of Corrections

Team 3

Maryville Treatment Ctr. (MTC)

Inmate Phone Installation Schedule		Days	Week 7							Week 8							Week 9							Week 10							Week 11						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	1																																			
	Indoor/Outdoor Stations	1																																			
	Movable Stations	1																																			
	Mounting Considerations	2																																			
	Cabling Issues	2																																			
	Switch Location Issues	2																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	3																																			
Step 3 Strategy/Scheduling Settings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	3																																			
	Switching Equipment	3																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	2																																			
	Station Installation	2																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	23	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 7							Week 8							Week 9							Week 10							Week 11						

Gantt Chart for the Missouri Department of Corrections

Team 3

Western Regional Investigations

Inmate Phone Installation Schedule		Days	Week 2							Week 3							Week 4							Week 5							Week 10						
			M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Step 1 Site Survey	Establish Facility Point of Contact	1																																			
	Exact Station Count	0																																			
	Indoor/Outdoor Stations	0																																			
	Movable Stations	0																																			
	Mounting Considerations	0																																			
	Cabling Issues	2																																			
	Switch Location Issues	0																																			
	LEC Facility Capacity	2																																			
	Other Considerations	2																																			
Step 2 Equipment and Facilities	Needs Analysis	2																																			
	Equipment Ordering	2																																			
	Trunk Ordering	2																																			
	Data Network Ordering	2																																			
	Establish Delivery Dates	2																																			
	Problem Resolution	4																																			
Step 3 Strategy/Scheduling Meetings	Site Preparation	3																																			
	Equipment Delivery	2																																			
	Trunk Delivery	2																																			
	Data Network Delivery / Cabling Installation	2																																			
	Facility Administrator Overview	2																																			
	Draft Installation Schedule	2																																			
Step 4 System Configuration	Features Desired	2																																			
	Facility-Specific Needs	2																																			
	Software Requirements / Software Installation	2																																			
	Workstation	2																																			
	Recording	1																																			
	Monitoring	1																																			
Step 5 Personnel Issues	PCS Installation Team	1																																			
	State Team	1																																			
	Schedules	2																																			
	Responsibilities	2																																			
	Off-Hour Work Issues	2																																			
	Security Clearances	2																																			
	Tool Control & Dress Codes	2																																			
Step 6 Customer Responsibilities	Security Clearances	1																																			
	Scheduling with Facilities	2																																			
	Escort Assigned	1																																			
	Access to Facilities	1																																			
	Access for Telephone and Network Clr In	1																																			
Step 7 Equipment Delivery	Station Equipment	0																																			
	Switching Equipment	0																																			
	Storage/Security Equipment	1																																			
	Storage/Security Needs	1																																			
	Inspection and System Testing	1																																			
	Finalize Installation Schedule	2																																			
	Fulfill Software Needs	2																																			
Step 8 Site Preparation	Verify Voice Circuits	2																																			
	Verify Data Circuits	2																																			
	Termination Blocks, etc.	2																																			
	A/C Power	1																																			
	UPS System Installation & Test	2																																			
	Problem Resolution	2																																			
	Software update from current provider	2																																			
Step 9 Installation	Switch Installation, Configuration, Test	0																																			
	Station Installation	0																																			
	Final System Testing and Verification	2																																			
	Conversion	2																																			
	Workstation Installation and Configuration	2																																			
Step 10 Post Installation	Customer Training	2																																			
	Quality Assurance Team Verifies Installation	2																																			
	Post-Installation Re-Configuration/Tweaking	2																																			
	Acceptance of System by State of Missouri	2																																			
	Number of Phones	0	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	Installation Team	3	Week 2							Week 3							Week 4							Week 5							Week 10						