



Public/Inmate Payphone Services



4. **Service restoration and switchback.** Once the Raleigh CAM office is functional and online, inmate calls from the NCDOC smart phones will be switched back to the Raleigh CAM location.

Most non catastrophic outages can be resolved by local technicians maintaining minimal impact of down time. All technicians maintain spare parts and components for repair in the inventory aboard their company vehicles. All parts and components used from a technician's inventory for service or installations are documented per location. Each part is tracked in the trouble reporting software that is linked to the inventory and accounting processes. Each week, the inventory manager produces reports, by technician, reflecting each broken/used inventory item. Technicians ship all broken items to Irving, TX for replacement. In the event a technician's inventory is depleted prior to receiving the replacement shipment, the technician would return to the closest service office to restock the inventory. Alternative solutions are purchase the parts locally or have the parts shipped from the main warehouse via overnight delivery

10. Tab 9 – Technical Specifications, Page 9-19: **Explain the billing increments for each call type. Are these the same for both public and inmate phones?**

AT&T Response

AT&T inmate and public rates are not the same and have different billing increments.

- 1) AT&T rates for Inmate calls use an initial surcharge/first minute, plus additional per minute rate that is billed in 1 minute increments for all inmate call types except local inmate calls, which use an \$0.80 initial minute/surcharge plus a \$0.24 charge for unlimited call time.

		Collect Call
Local	Surcharge 1 st Minute	\$0.80
	Additional Minute	\$0.24 (unlimited talk time)
Intralata	Surcharge 1 st Minute	\$2.25
	Additional Minute	\$0.07 per minute to \$0.14 per minute
Interlata	Surcharge 1 st Minute	\$2.25
	Additional Minute	\$0.10 per minute to \$0.19 per minute
State to State	Surcharge 1 st Minute	\$3.95
	Additional Minute	\$0.89 per minute

- 2) AT&T rates for public payphone call types include, for most calls, an initial minute/surcharge and then bill additional minutes in 1 minute increments except for Direct Dialed. Coin calls have a 3 minute rate increment. Please see Attachment 2 for further public phone call rates



AT&T's response to question 23 contains a rate chart for the public phones that shows the call types and the charges. AT&T included a copy of its inmate rates on page 9-32 of our response.

11. Tab 9 – Technical Specifications, Page 9-25: – **The current contract with Evercom contains the provision that the ownership of call processing equipment will be transferred to DOC at contract end, as follows: Per Amendment No. 1 executed on November 24, 1999, at the end of the Contract period, and at the option of the Department, the Contractor will transfer all ownership of all the inmate call processing equipment, including the switchgear, to the Department of Correction at no cost. Has AT&T considered this fact in their proposal?**

AT&T Response

AT&T understands that the current equipment owned by Evercom will become the property of the State at the end of this contract period. AT&T further understands that any upgrade or enhancement to the current platform will also become property of the State as owners of the platform.

12. Tab 9 – Technical Specifications, Page 9-35: **Will CLEC customers be offered both options as an initial choice, or will you offer direct billing only as a last resort? How do you inform potential customers about AT&T Direct Bill?**

AT&T Response

Nearly all customers are billed through the LEC, and those that cannot be billed are offered prepaid products, which are easy to do with check by phone, credit card by phone, or taking cash to many retail outlets. Approximately 10% can qualify for direct billing based on their Payment Verification Point (PVP). No customer is denied credit if they are billable customers.

Since most users are billable through the LEC, charges and applicable phone numbers for Correctional Billing Services (CBS) will be on the phone bill. Currently, customers may be informed about Direct Bill through inquiry to Correctional Billing Services.

When a customer reaches 75% of his PVP, an outbound message is delivered by phone to the end user. The message is sent 3 times a day for 3 successive days. The end user is also notified anytime his number is blocked for any reason.

13. Tab 9 – Technical Specifications, Page 9-51: **Explain in detail how AT&T will provide Internet Portal(Everconnect) to approved DOC employees. What equipment will the employees need? Who will pay for needed equipment and upgrades during the course of the contract? Explain what network securities are in place to protect confidential records?**

AT&T Response

EverConnect allows personnel to log onto its password-protected site and access information from any computer that has Internet access, allowing administrators to monitor activity while away on business, attending a conference, or in the field on an investigation. EverConnect provides access to call detail, call metrics, service tickets, password administration, and storage of historical search information. AT&T and Evercom will pay for and maintain up-to-date information stored in the portal database. Network security is maintained by Evercom NOC personnel and monitored 24/7 for unauthorized access attempts.



14. Tab 9 – Technical Specifications, Page 9-54: **Does AT&T's proposal include personnel to manually enter PAN information?**

AT&T Response

The Proposal does not include staff for entering PAN information, and additional staff may not be necessary. With AT&T/Evercom's solution, PAN can be an automated entry by using Automated PAN Assignment as described below.

With Automated PAM Assignment, the CAM will be programmed to allow the inmate to place a specified number of calls during his/her initial incarceration period - typically the first one to five days. The State of North Carolina will determine how many numbers will be allowed and once the inmate reaches that threshold the System will not allow any further entries for a specified time period. The following provides an overview of the steps taken to complete the automated PAN process:

- 1) The inmate dials the desired number (916-422-9869)
- 2) The inmate is prompted to dial his PIN (78965463399)
- 3) The CAM system processes the number through validation to determine that it is a "good" number (no blocks, no cell phones, no payphones, etc.)
- 4) Once determined as a "good" number the System associates the number with the PIN and enters it into the PAN list
- 5) Once the inmate reaches a specified threshold the System will not process any further number entries except those numbers already approved on the PAN list.
- 6) Finally, the System will allow future changes and/or additions to the PAN listing as determined by the State of North Carolina. For example, once the initial PAN list is set-up, the State may allow the inmates to modify the list every three months. The CAM will be programmed accordingly to facilitate this process by purging the information at the desired interval.

15. Tab 9 – Technical Specifications, Page 9-57: AT&T is proposing to use existing equipment. **What upgrade or replacement of personal computers, printers, switches etc. is AT&T proposing during the initial 5-year contract period?**

AT&T Response

AT&T will ensure that the replacement of personal computers, printers, and switches will be of a recent model and equipment that is in operating condition. As defined in Addendum 2, Question 12, AT&T has allocated for the replacement of up to 10 workstations and peripherals throughout the initial 5-year contract period at locations identified by the NCDOC at no cost to the NCDOC. These replacements are in addition to the Server upgrades detailed for the Raleigh CAM site.

16. Tab 9 – Technical Specifications, Page 9-59: **Is AT&T proposing that the State provide staff to do number restrictions or is this an option which AT&T will perform if the State desires?**

AT&T Response

No, AT&T is not proposing the State provide staff to do number restriction. AT&T, via Evercom, will continue to provide that service.



17. Tab 9 – Technical Specifications, Page 9-6: **With additional prompts during initial call setup, will the State’s inmate phones require reprogramming because of keypad disable functions currently used? If so, what staff does AT&T propose to use with assistance from DOC in reprogramming the phones?**

AT&T Response

Currently there is a 25 second delay for keypad disable function. The majority of the proposed inmate voice prompts can be played and accept inmate interaction prior to disabling the keypad. If this feature is desired, AT&T and Evercom will evaluate this delay and recommend the appropriate adjustment. The current delay can be and will be modified if necessary at no cost to the NCDOC by AT&T/Evercom.

18. Tab 9 – Technical Specifications, Page 9-61: Proposal states that during call processing there is a prompt “ state your name at the beep.” **Is this a requirement or can inmate’s name be electronically inserted?**

AT&T Response

The inmate’s name can be inserted into the announcement in a number of ways. As stated, the system can prompt the inmate to record his name on every call. Also, the State has the option of having the inmate record his name only once, and reusing the same recording for each call associated with the inmate’s PIN. This recording can be completed with a Site Administrator upon enrollment. Finally, the CAM has a feature to convert text to speech.

Name reuse – to remove the message window that inmates will often use to transfer messages, shout obscenities or make verbal threats. This function captures the inmates name on the first call and then associates the name with the PIN to be inserted with each call.

Text to speech conversion – converts the name entered into the PIN system to a computer generated voice to announce the inmate to the called party. The called party will hear the same recorded name every time, and will not hear the voice of the called party upon initial receipt of the call.

19. Tab 9 – Technical Specifications, Page 9-61: Proposal states “to block your number from receiving calls press 6.” **Is this feature required or optional?**

AT&T Response

This is an optional feature and we understand that it is not used in the current setup. All feature sets from the current system will be maintained. Number blocking is a feature that is easily turned on and off.

20. Tab 9 – Technical Specifications, Page 9-62: **In the debit calling process, does the system identify the inmate by name as a collect call does?**

AT&T Response

All debit calls can be mandated for accept only requiring the called party to accept a debit call. In this setup, the inmate’s name will be played to the called party.



21. Tab 9 – Technical Specifications, Page 9-66: **Can the call forwarding options be set up to offer the alternative of detect and notify without disconnection?**

AT&T Response

Yes, the call forwarding options can be set to offer the alternative of detect and notify without disconnection.

22. Tab 9 – Technical Specifications, Page 9-70: DOC inmate accounts are not real time. AT&T will be unable to “scan” or “real time” debit the inmate’s account. **With this in mind, please explain how the debit system will operate. Will the debit platform offered allow international calls as specified? How will an inmate contact you and what process will AT&T use to reimburse inmates that are released for unused amounts in their debit accounts? Explain how an inmate will access his debit account information from an inmate phone. Can the debit system provide a monthly statement on each inmate that shows amount added to his account and calls made against the debit account?**

AT&T Response

Funds will be active in the inmate’s account at the time of data entry by the State into the commissary/jail management system. As is done today, Evercom will retrieve and update the CAM with the data as soon as the file is available from the State. CAM Connect is the application that connects the CAM to the commissary/JMS, allowing real time access to information in the commissary system through an FTP server. This system was developed to meet the increasing needs of Evercom customers to utilize site data through an interface with the CAM platform. The current PIN/inmate name upload currently in use in North Carolina is but a small sample of the technologies employed in this application.

International calling is allowed through the proposed debit system. Inmates are informed of their account balance each time they place a debit call. Commissary funds for debit calls can be reimbursed in the same manner as commissary funds are reimbursed today.

Reports may be run against the CAM system showing call detail records, including debit calls. The PIN Editor application in CAMnt allows reports to be run against PINs. The reports will show that calls placed were debit calls. Debits and credits to the inmate’s PIN will also be shown in reports through the PIN Editor application.

Prepaid Cards are another alternative for the State of North Carolina if a real time link can not be established. This would require the DOC to order the cards from Evercom at the contracted rate and resell them to the inmate at face value as a commissary item, thus receiving a return on investment. The Prepaid Card may be purchased by the inmate in denominations of \$10, \$15, \$20, \$30, or as determined by the State. Evercom has offered these since 1993 and currently has over 495 accounts using these cards. Further, if a balance remains on the card and the inmate is released from Corrections, he may still use the card outside of the facility through a pre-printed toll-free number listed on the back of each card. No refunds are allowed to inmates by AT&T or Evercom for Pre-Paid Cards since this service is sold by the DOC.

PrePaid Cards will allow international calls as specified. Each time an inmate attempts to place a debit call, his account balance is announced. However, the PrePaid Card has a set dollar amount, and cannot be recharged. Similarly, the PrePaid Card is sold to the inmates by the facility, and each card is not tied to a PIN. Therefore, there is no mechanism for reporting against the PrePaid Card. However, please note that call detail reports may still be run through the CAM against the inmate PIN, regardless of the PrePaid Card.



Public/Inmate Payphone Services



23. Tab 9 – Technical Specifications, Page 9-71: **Please provide debit and collect call rate structure comparisons by set up/surcharge fee plus per minute charge for all call types.** (Example of information format desired: Intralata: Prepaid/Collect \$2.00 + .20 per minute, Debit \$1.50 + .15 per minute)

AT&T Response

AT&T submits the following Collect and Debit rate comparisons.

		Debit Call	Collect Call
Local	Surcharge 1 st Minute	\$0.62	\$0.80
	Additional Minute	\$0.18	\$0.24 (unlimited talk time)
	23% off regular collect rates		
Intralata	Surcharge 1 st Minute	\$1.80	\$2.25
	Additional Minute	\$0.06 to \$0.11	\$0.07 per minute to \$0.14 per minute
	20% off regular collect rates		
Interlata	Surcharge 1 st Minute	\$1.80	\$2.25
	Additional Minute	\$0.08 to \$0.15	\$0.10 per minute to \$0.19 per minute
	20% off regular collect rates		
State to State	Surcharge 1 st Minute	\$3.04	\$3.95
	Additional Minute	\$0.69	\$0.89 per minute
	23% off regular collect rates		