

In Control. In Command.

**ATTN: Todd Dlouhy/Ruth Gray
Nebraska Department of Correctional Services
State Purchasing Bureau
301 Centennial Mall South, Mall Level
Lincoln, NE 68508**

**State of Nebraska
Request for Proposal for Contractual Services
Inmate Calling Services RFP No. 2505Z1**

**Request for Proposal for
Inmate Calling Services**

**Release Date: May 30, 2008
Response Date: July 8, 2008**

From:



**Public Communications Services, Inc.
11859 Wilshire Boulevard, Suite #600
Los Angeles, CA 90025
(800) 350-1000**



Letter of Transmittal

July 3, 2008

ATTN: Todd Dlouhy/Ruth Gray
Nebraska Department of Correctional Services
State Purchasing Bureau
301 Centennial Mall South, Mall Level
Lincoln, NE 68508

Dear Mr. Todd Dlouhy & Ms. Ruth Gray:

Public Communications Services, Inc. (PCS) is pleased to present this proposal for turnkey inmate telephone services to the State of Nebraska's facilities. This proposal is in response to the Request for Proposal No. 2505Z1 for Contractual Services released May 30, 2008.

The following individuals are authorized to represent PCS and enter into a binding agreement with the State of Nebraska:

Tommie E. Joe
President & Chief Operating Officer
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025
tommie.joe@teampcs.com
Contact Number: 800-350-1000 ext. 3037
Fax Number: 310-954-2118

Rudy Zaragoza
Vice President of Sales and Marketing
11859 Wilshire Blvd., Suite 600
Los Angeles, CA 90025
rudy.zaragoza@teampcs.com
Contact Number: 800-350-1000 ext. 5472
Fax Number: 310-954-2118

PCS has proposed the best equipment, technology, service and support available in today's marketplace, while also providing the lowest possible call rates. We are confident that our proposal provides the best value proposition to meet and exceed the State's goals and objectives. We look forward to responding to any questions resulting from your review of the enclosed proposal. For additional information, please feel free to contact me at 800-350-1000 ext. 3037 (office) or by email at proposals@teampcs.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Tommie E. Joe", written over a horizontal line.

Tommie E. Joe
President & Chief Operating Officer
Public Communications Services, Inc



In Control. In Command.

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- C First Regional Banking Reference
- D Douglas County Letter of Reference**
- E State of Missouri Letter of Reference
- F Implementation Plan
- G List of LECs & CLECs
- H Declaration of Conformity with FCC Requirements
- I Navitel/OTC Inmate Telephones
- J Sample Dialing Instructions
- K Certificate of Liability Insurance and Worker’s Compensation Insurance
- L Douglas County Employee of the Year Notification

State of Nebraska (State Purchasing Bureau)
REQUEST FOR PROPOSAL
FOR CONTRACTUAL SERVICES FORM

RETURN TO:
 State Purchasing Bureau
 301 Centennial Mall South, 1st Fl
 Lincoln, Nebraska 68508
 OR
 P.O. Box 94847
 Lincoln, Nebraska 68509-4847
 Phone: 402-471-2401
 Fax: 402-471-2089

SOLICITATION NUMBER	RELEASE DATE
2505Z1	May 30, 2008
OPENING DATE AND TIME	PROCUREMENT CONTACT
July 8, 2008 2:00 p.m. Central Time	Todd Dlouhy/Ruth Gray

This form is part of the specification package and must be signed and returned, along with proposal documents, by the opening date and time specified.

PLEASE READ CAREFULLY!

SCOPE OF SERVICE

The State of Nebraska, Administrative Services, Materiel Division, Purchasing Bureau, is issuing this Request for Proposal, RFP Number 2505Z1 for the purpose of selecting a qualified contractor to provide Inmate Calling Services.

Written questions are due no later than June 10, 2008, and should be submitted via e-mail to matpurch.dasmat@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Site Visits will be conducted from June 16, 2008 through June 20, 2008. Reference Section I.B Site Visits for further information.

Bidder should submit one (1) Original and six (6) copies of the entire proposal. In the event of any inconsistencies among the proposals, the language contained in the Original proposal shall govern. Proposals must be submitted by the proposal due date and time.

PROPOSALS MUST MEET THE REQUIREMENTS OUTLINED IN THIS REQUEST FOR PROPOSAL TO BE CONSIDERED VALID. PROPOSALS WILL BE REJECTED IF NOT IN COMPLIANCE WITH THESE REQUIREMENTS.

1. Sealed proposals must be received in State Purchasing by the date and time of proposal opening indicated above. NO late proposals will be accepted. NO electronic, e-mail, fax, voice, or telephone proposals will be accepted.
2. This form "REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES" MUST be manually signed, in ink, and returned by the proposal opening date and time along with bidder's proposal and any other requirements as specified in the Request for Proposal in order to be considered for an award.
3. It is the responsibility of the bidder to check the website for all information relevant to this solicitation to include addenda and/or amendments issued prior to the opening date. Website address is as follows:
<http://www.das.state.ne.us/materiel/purchasing/>

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal For Contractual Services form, the bidder guarantees compliance with the provisions stated in this Request for Proposal, agrees to the terms and conditions (see Section III) and certifies that they maintain a drug free work place environment.

FIRM: Public Communications Services, Inc.

COMPLETE ADDRESS: 11859 Wilshire Blvd, Ste 600, Los Angeles, CA 90025

TELEPHONE NUMBER: (800) 350-1000 FAX NUMBER: (310) 954-2118

SIGNATURE:  DATE: July 3, 2008

TYPED NAME & TITLE OF SIGNER: Tommie E. Joe, President & Chief Operating Officer

Section 2: Executive Summary

EXECUTIVE SUMMARY

Public Communications Services, Inc. (PCS) is pleased to present this proposal for a turnkey Inmate Telephone System, and we are eager to outline the key reasons why the PCS Solution is the best solution for the State of Nebraska.

PCS understands the State's need to provide the **lowest possible rates** to inmates and their families and friends. As a long-term vendor in the inmate telephone industry, we realize the importance of low rates in ensuring that inmate communication with their loved ones is simple and affordable.

PCS's proposal addresses these needs by providing low rates that are easy to understand. The rates in this proposal represent a 39% average savings over the calling plans currently in place at the State of Nebraska. Further, the rates are simple – so auditing will be easier, and inmates and their loved ones should never be confused about the cost of staying in touch.

PCS also understands that the State needs to balance the lowest possible rates against the need for **superior system reliability and service**. As this proposal demonstrates, PCS can support the State's technical and service needs. We will deliver an on-time implementation. We will install highly reliable, hardened, state-of-the-art equipment. We will support your system with our top-tier Service Delivery Platform. And we will guarantee that Cardless Debit calling is integrated with the State's commissary system and is fully functional at system cutover.

Finally, PCS understands the state's need for a **long-term solutions partner** with a vendor who has a strong and stable history in the telephone services industry and a track record of excellent service.

As this proposal shows, PCS is not only a strong, service-oriented company with more than twenty years in the inmate telecommunications business. We are also growing – in the last few years, we have gained key accounts such as the Missouri DOC and Douglas County, Nebraska; and we continue to earn the business of major accounts across the country. Further, in trying to earn the State of Nebraska's business, PCS has spent many years cultivating our familiarity with the State and its needs. Today, we have not only the technical know-how to meet the State's technical and service-related needs, but also the size, strength, and experience to assure the State that we can keep rates low and system performance high.

Our proposal describes in detail PCS's ability to meet each need outlined in the RFP; this Executive Summary summarizes our abilities to meet these particular needs, as we understand them to be the highest priorities for the State of Nebraska.

Low, Simple Rates for the State of Nebraska

As a zero-commission state that has traditionally boasted one of the lowest inmate calling rates in the country, Nebraska obviously places a high value on providing the lowest possible rates to its constituents. Likewise, PCS has been in the inmate telephone service business long enough to appreciate the importance of low and easy-to-understand rates for inmates at correctional institutions. History shows us that communication with loved ones contributes to a lower rate of recidivism and higher inmate morale.

Therefore, PCS is pleased to offer a partnership with the State of Nebraska that will provide the following low rates for Nebraska inmates and their loved ones (Figure ES.1):

<i>Proposed Rates*</i>	Collect		Prepaid		Debit	
	Connect	Minute	Connect	Minute	Connect	Minute
Local	\$ 0.70	\$ 0.00	\$ 0.50	\$ 0.00	\$ 0.50	\$ 0.00
IntraState/IntraLata	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05
IntraState/InterLata	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05
InterState	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05

Figure ES.1: Calling Rates

**The above rates do not include any applicable federal, state or local taxes, regulatory fees, or surcharges.*

These rates are simple, and they are straightforward; PCS never charges undisclosed fees, like Bill Statement Fees – so inmates, their families and friends, and NDCS personnel can easily track and communicate the costs, and auditing and accounting tasks will be less cumbersome than ever before. Furthermore, these rates represent an **average savings of 39%** over the State’s current inmate telephone system.

Superior System Reliability and Service

PCS understands that low rates are attractive only when matched with a highly reliable system, an efficient and seamless implementation, and the top-tier service to support facility staff and telephone customers.

The PCS Solution has, at its core, a state-of-the-art calling platform that is thoroughly hardened in the corrections field. Our solution’s proven reliability has been experienced by PCS clients of all sizes. PCS will connect each site, and each call processor, through a secure high-speed network that has self-healing capability and constant network monitoring.

Further, PCS is renowned for our excellence in integrations, and our implementations team has many years of combined experience in providing fast and seamless cutovers. From the moment of system turn up, inmates will be able to take advantage of **Integrated Cardless Debit** – purchasing calling time through the commissary – as well as Prepaid Collect and Collect calling options.

Finally, PCS understands that the State of Nebraska's standards for support and service response are higher than most industry standards. PCS's seasoned service team can promise an even higher level of service than the NDCS requires. In fact, we already have higher service and support standards in place at other client facilities, and we are pleased to offer the State of Nebraska our expertise in serving large correctional facilities.

As a testament to our outstanding service presence in Nebraska, Mr. Chad Strong, who works for PCS in Omaha, was once awarded Employee of the Year honors from Bob Houston in Douglas County, Nebraska, when Mr. Strong worked there as a site administrator. (Please refer to *Attachment L* of this proposal for the award notification.) The NDCS service team will also include Ms. Kimberly Zenchuk as your Client Services Representative and **single point of contact** for your inmate telephone service. Additionally, as the current ITS provider to Douglas County, PCS is pleased to be the only ITS vendor that can provide a continuity of service between the State and the State's largest county.

Welcome to PCS – Your Long-Term Solutions Partner

As a major ITS vendor with a strong history and reputation in the inmate telephone services industry, PCS is uniquely positioned to cultivate the long-term partnership the State of Nebraska needs to keep rates low and meet its system performance and service goals.

PCS has worked for many years to cultivate this kind of partnership with the State of Nebraska, and we submitted proposals the last two times the State has gone out to bid for its inmate telephone services. Over the years, we have been able to visit the State's facilities many times and thoroughly familiarize ourselves with the particular needs of the NDCS, putting us in an excellent position to provide for those needs.

Over the last decade, as PCS has worked to build a relationship with the State of Nebraska, our business model has remained constant. We are an **inmate telecommunications company** – that is what we do, and that is *all* we do. We are not testing the corrections market, and we are not new to this industry.

However, one thing has changed about PCS over the years: We've grown through experience.

By focusing on steady, long-term growth and understanding the particular needs of large correctional facilities of 1,000+ beds, PCS has garnered expertise in serving many large, key accounts, like the Missouri Department of Corrections; Douglas County, Nebraska; and the Maine DOC. Through this steady growth, PCS has also risen to become one of the Big 3 inmate telephone service providers, and our financial strength and stability is unparalleled in the industry.

As your long-term solutions partner, PCS will work proactively with the State to control costs – keeping calling rates low – and to ensure that inmates receive the most benefits from their telephone system, like reliable service and multiple calling and payment options. And, as a strong and financially stable company, PCS can reinvest its resources back into the clients we serve, providing *and maintaining* the top-tier service and state-of-the-art technology that not all vendors can offer.

A Solid History and a Strong Future with PCS

A valuable indicator of future performance is past performance. PCS invites you to contact our references – including nearby Douglas County, where we have in place the same calling system, service, and features that we propose for the State of Nebraska. We are certain they will attest to the outstanding service they have experienced since partnering with PCS.

PCS looks forward to creating a similar partnership with the State of Nebraska and building a strong future together. As the corrections industry grows and evolves, PCS will continue to work proactively with the State of Nebraska to ensure that we are on the forefront of both service and technology, now and in the future.

3. CORPORATE OVERVIEW

The Corporate Overview section of the Technical Proposal must consist of the following subdivisions:

a. BIDDER IDENTIFICATION AND INFORMATION

The bidder must provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business, whether the name and form of organization has changed since first organized, and Federal Employer Identification Number and/or Social Security Number.

PCS Response: PCS has read, agrees and will comply.

Public Communications Services, Inc.
11859 Wilshire Boulevard, Suite 600
Los Angeles, CA 90025
Phone: (800) 350-1000
Fax: (310) 954-3012

Federal Employer ID Number: **95-4615444**

Public Communications Services, Inc. (PCS) is a privately held S corporation incorporated in the state of California. PCS has provided TURNKEY inmate telephone services and technology to correctional facilities nationwide.

PCS is one of the three largest national providers of telephone service to federal, state, and local government agencies. For nearly two decades, PCS has provided innovative communication solutions for correctional facilities throughout the United States. PCS is a pioneer and proponent of multiple calling options. We offer pre-paid collect and debit solutions that are more cost effective than collect services, resulting in lower call rates to correctional telephone consumers.

b. FINANCIAL STATEMENTS

The bidder must provide financial statements applicable to the firm. If publicly held, the bidder must provide a copy of the corporation's most recent audited financial reports and statements, and the name, address and telephone number of the fiscally responsible representative of the bidder's financial or banking organization.

PCS Response: PCS has read, agrees and will comply.

We have included our current, annual, audited financial report, which includes the auditor's statement attesting to PCS' financial condition, as **Attachment A, PCS Audited Financial Statement for 2007**. We have also included our most recent **Dun & Bradstreet Financial Report** as **Attachment B**. Please note that these documents contain proprietary and confidential information.

If the bidder is not a publicly held corporation, either the reports and statements required of a publicly held corporation, or a description of the organization,

including size, longevity, client base, areas of specialization and expertise, and any other pertinent information must be submitted in such a manner that proposal evaluators may reasonably formulate a determination about the stability and financial strength of the organization. Additionally, a non-publicly held firm must provide a banking reference.

PCS Response: PCS has read, agrees and will comply. Public Communications Services, Inc. (PCS) is a privately held S corporation that provides TURNKEY inmate telephone services and technology to correctional facilities nationwide.

PCS is one of the three largest national providers of telephone service to federal, state, and local government agencies. For nearly two decades, PCS has provided innovative communication solutions for correctional facilities throughout the United States. PCS is a pioneer and proponent of multiple calling options.

We offer prepaid collect and debit solutions that are more cost effective than collect services, resulting in lower call rates to correctional telephone consumers. Our success in servicing over 150,000 inmates comes from listening to our clients' unique requirements and then creating solutions that revolve around the needs of the correctional facility and those of their constituents. We know that security and operational efficiencies are of primary concern, and we hold ourselves accountable for creating a seamless transition beginning at the time of implementation and ensuring a fully integrated solution with existing jail management, commissary, and inmate banking systems, as desired by the customer.

As inmate telephone service providers our primary goal is to allow inmates and their families to communicate easily using any of our multiple calling options, which are offered at fair and balanced rates. We are also one of the biggest proponents of providing quality customer care to end users and the inmates using our services. We partner and work closely with Inmate Advocacy Groups to address their customer needs and take proactive steps to establish a favorable working relationship with Inmate Advocacy Groups nationwide.

Based on the accumulated experience of the past twenty years, PCS has proposed a system that includes full network infrastructure deployment, 24-hour customer support and billing/inquiry services for family and friends, and backed up by an Information Technology Management (ITM) department that is dedicated to innovative and practical system implementations. To date, PCS has installed and maintained more than 200 inmate telephone systems nationwide, and has extensive experience with over 200 federal, state, county, city, and private correctional facility accounts, including: the United States Immigration and Customs Enforcement (ICE), the State of Missouri; the State of Iowa; the State of Idaho; the State of Vermont; Douglas County, Nebraska; Kern County, California; Mendocino County, California; San Diego County, California; Bernalillo County, New Mexico, Reeves County, Texas, GEO Western Regional Detention Center—San Diego, CA, and others.

An example of our creative approach to customer problem solving and in response to specific request 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 approximately 480 local and state facilities contracting with ICE (Immigration and Customs Enforcement) for detainee housing.

To meet ICE's international calling needs for detention centers across the nation housing approximately 10,000 detainees, PCS pioneered, designed, and developed one of the first "debit" systems in the nation. This led PCS to design and implement the first hybrid calling systems that combine collect, pre-paid collect and debit calling, and are able to interface with existing commissary systems. We have since deployed debit and/or prepaid collect programs in over 70% of our installations serving over 150,000 inmates and 228 facilities in 26 states.

PCS is focused solely on delivering inmate communications solutions to the corrections industry. This has enabled us to avoid the instability that has rocked the telecommunications industry in recent years and that has resulted in many inmate telephone providers abandoning some or all of their clients. PCS has a long-term track record of financial stability that allows us to build strong partnerships with our clients, and to keep the commitments we make. At the present time, PCS manages and supports:

- 228 facilities located in 26 States
- Over 150,000 inmates using 10,155 inmate phones
- 2.8-million completed calls per month (including 1.3-million completed debit calls per month)
- 30-million minutes of calling per month (including 10.3-million debit minutes per month)

In addition, a banking reference from **First Regional Bank** is provided in **Attachment C**.

The bidder must disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization, or state that no such condition is known to exist.

PCS Response: PCS has read, agrees and will comply.

PCS is not aware of any judgments, pending or expected litigation, or other real or potential financial reversals, which might materially affect the viability or stability of the organization.

c. CHANGE OF OWNERSHIP

If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder must describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded vendor(s) will require notification to the State.

PCS Response: PCS has read, agrees and will comply.

PCS does not anticipate any change in ownership or control of the company during the twelve (12) months following the proposal due date. PCS will notify the State of any change of ownership that occurs throughout the life of the contract.

d. OFFICE LOCATION

The bidder's office location responsible for performance pursuant to an award of a Contract with the State of Nebraska must be identified.

PCS Response: PCS has read, agrees and will comply.

The office of proposed account manager for the State of Nebraska, Kim Zenchuk, is located in **Omaha, Nebraska**. Ms. Zenchuk will act as a single point of contact for all inmate telephone-related activities, inquiries, service requests and issues.

Ms. Zenchuk's contact information is:

Office phone: (402) 933-9723
Fax: (310) 954-2102
Email: kimberly.zenchuk@teampcs.com

In addition, PCS Technical Services personnel are also available to assist the state with performance issues. These personnel are located at our home office in Los Angeles, California and can be contacted 24/7/365 at (800) 6-INMATE.

e. RELATIONSHIPS WITH THE STATE

The bidder shall describe any dealings with the State over the previous two (2) years. If the organization, its predecessor, or any party named in the bidder's proposal response has contracted with the State, the bidder shall identify the Contract number(s) and/or any other information available to identify such Contract(s). If no such Contracts exist, so declare.

PCS Response: PCS has read, agrees and will comply.

PCS currently has had no Contracts with the State of Nebraska over the previous two (2) years.

f. BIDDER'S EMPLOYEE RELATIONS TO STATE

If any party named in the bidder's proposal response is or was an employee of the State within the past twelve (12) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.

If any employee of any agency of the State of Nebraska is employed by the bidder or is a subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.

PCS Response: PCS has read, agrees and will comply.

No party named in this proposal response is or was an employee of the State within the past twelve (12) months.

g. CONTRACT PERFORMANCE

If the bidder or any proposed subcontractor has had a Contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop

performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder, or litigated and such litigation determined the bidder to be in default.

It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other party's name, address and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.

If at any time during the past five (5) years, the bidder has had a Contract terminated for convenience, non-performance, non-allocation of funds, or any other reason which termination occurred before completion of all obligations under the initial Contract provisions, describe fully all such termination including the name and address of the other contracting party, and the circumstances surrounding the termination. If no such early termination has occurred, so declare.

PCS Response: PCS has read, agrees and will comply.

PCS has never been removed from any contracted facility on the basis of poor or non-performance.

h. SUMMARY OF BIDDER'S CORPORATE EXPERIENCE

The bidder shall provide a summary matrix listing the bidder's previous projects similar to this Request for Proposal in size, scope and complexity. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.

The bidder must address the following:

- i.** Bidder must provide narrative descriptions to highlight the similarities between their experience and this Request for Proposal. These descriptions must include:
 - a)** the time period of the project;
 - b)** the scheduled and actual completion dates;
 - c)** the Contractor's responsibilities;
 - d)** for reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number and e-mail address); and
 - e)** each project description shall identify whether the work was performed as the prime Contractor or as a subcontractor. If a bidder performed as the prime Contractor, the description must provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.

- ii. Contractor and subcontractor(s) experience must be listed separately. Narrative descriptions submitted for subcontractors must be specifically identified as subcontractor projects.
- iii. If the work was performed as a subcontractor, the narrative description shall identify the same information as requested for the Contractors above. In addition, subcontractors shall identify what share of Contract costs, project responsibilities, and time period were performed as a subcontractor.

PCS Response: PCS has read, agrees and will comply.

DOUGLAS COUNTY NEBRASKA

As prime contractor, PCS currently provides the 3 Douglas County facilities with a fully-integrated, debit enhanced inmate telephone system. PCS completed installation in February 12, 2002. PCS was scheduled to complete the installation in February 12, 2002, with a scheduled budget of \$99,701. The actual budget came within 10% of the scheduled budget. The time period for this project is February 12, 2002 to September 2012. In fact, we recently received a contract extension from Douglas County.

The Douglas County facilities house a total of 1,178 inmates, serviced by 178 inmate phones. PCS is especially proud of this installation, which involved transitioning a manual collect and debit card system to a fully-automated cardless debit system—the same integrated system that PCS is prepared to provide the Nebraska DOC. The phone system is integrated with the Jail Management System and the Commissary System, thereby facilitating the automatic creation of inmate telephone accounts and the sale of cardless debit.

PCS has been recognized for the high level of service we provide this county. The first PCS Site Administrator at Douglas County—Chad Strong—received the Douglas County Employee of the Year Award in 2004, even though he was actually an employee of PCS. We have included a copy of the **Douglas County Employee of the Year Notification Letter** in **Attachment L**. PCS welcomes the opportunity to provide the same quality service to the entire state of Nebraska. Kimberly Zenchuk, the PCS account manager for Douglas County, will conveniently serve as the account manager for the State, thereby ensuring continuity of service.

For more information on the PCS installation at the Missouri DOC, please contact:

Roland Hamann Administrative Services Manager
Telephone: (402) 599-2267
Fax: (402) 444-6088
Email: rhamann@dccorr.com

Douglas County Corrections
710 South 17th Street
Omaha, NE 68102

We have included a **Letter of Reference** from **Douglas County** in **Attachment D**.

STATE OF MISSOURI DEPARTMENT OF CORRECTIONS

PCS is under contract as the prime contractor with the State of Missouri Department of Corrections to provide a turnkey inmate telephone system with state-of-the-art monitoring, recording, and investigative features. The Department of Corrections consists of 23 facilities housing approximately 30,662 inmates, and is serviced by 1,575 inmate telephones. The time period for this project is September 2006 to May 2011. PCS was scheduled to complete the installation in November 10, 2006, with a scheduled budget of \$2,854,003. PCS completed the installation of the inmate telephone system between September and November of 2006. The actual budget came within 10% of the scheduled budget.

The State of Missouri Department of Corrections was invested in increasing communication between inmates and their loved ones by lowering call rates. As a result, the PCS installation included prepaid collect (Daily Dial™) and debit calling options, both of which proved to increase call volumes significantly. The Missouri DOC was impressed by the speed and smoothness of the PCS implementation, which included debit calling upon system turn-up.

For more information on the PCS installation at the Missouri DOC, please contact:

Theresa Roedel Telecom Analyst
Telephone: (573) 522-2783
Fax: (573) 526-5885
Email: theresa.roedel@doc.mo.gov

State of Missouri Department of Corrections
P.O. Box 236
2728 Plaza Dr. Lower Level 65109
Jefferson City, MO 65102

Please refer to **Attachment E** for a **Letter of Recommendation** from the **State of Missouri**.

STATE OF MAINE DEPARTMENT OF CORRECTIONS

PCS completed the installation of a turnkey inmate telephone system at the State of Maine Department of Corrections in October, 2007. As the prime contractor, PCS provides state of the art monitoring, recording and investigative features to the 8 Maine DOC facilities which house 2,000 inmates serviced by 229 inmate telephones. The time period for this project is October, 2007 to October, 2012. PCS was scheduled to complete the installation in December 31, 2007, with a scheduled budget of \$159,709. The actual budget came within 10% of the scheduled budget.

Installation at this multi-facility state DOC was completed smoothly and efficiently. PCS installed debit calling services at the Maine DOC, and, as in Missouri, debit calling has had a direct influence on call volume.

For more information on the PCS installation at the Missouri DOC, please contact:

Dave Packard Agency Technology Officer
Telephone: (207) 287-4303
Fax: (207) 287-4370

Email: dave.packard@maine.gov

State of Maine Department of Corrections
111 State House Station
3rd Floor Tyson Building
Augusta, Maine 04333

i. SUMMARY OF BIDDER'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

The bidder must present a detailed description of its proposed approach to the management of the project.

The bidder must identify the specific professionals who will work on the State's project if their company is awarded the Contract resulting from this Request for Proposal. The names and titles of the team proposed for assignment to the State project shall be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.

The bidder shall provide resumes for all personnel proposed by the bidder to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the Request for Proposal in addition to assessing the experience of specific individuals.

Resumes must not be longer than three (3) pages. Resumes shall include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.

PCS is uniquely qualified to design, implement, and support a full range of calling services to comply with the needs of the State of Nebraska.

Our objective is to meet or exceed our client's expectations in the following areas:

- Ensure that all contractual obligations are consistently met
- Proper implementation at all facilities
- Ensure all service and support requests are addressed and meet Service Level Agreements (SLAs)
- Maintain and expand system and network capacity at all facilities
- Maintain and expand the existing system and network capacity
- Ensure that correct rates are charged at all facilities
- Ensure that inmates are only charged for calls they have placed

PCS has a well-trained staff, experienced with the day-to-day challenges of handling multiple correctional facilities.

The **PCS dedicated staffing component approach** will encompass the following categories.


- 1.0 Management Staff
- 2.0 Technical Support Staff
- 3.0 Field Technical Support Staff

These categories are described more fully in the following pages.

1.0 Management Staff

On the pages that follow, PCS has provided the resumes of the proposed professional staff members who will be performing work under the contract. The combined experience of these professionals represents more than 180 years in the telecommunications industry and nearly 90 years in the inmate telephone industry. No other vendor has the knowledge and experience of PCS.

Our team is comprised of experts in the areas of program and project management, network and infrastructure design, information technology systems, service integration, client management and marketing services. These individuals will be closely involved in ensuring the success of the PCS proposal for the State of Nebraska.

	<p>Tommie E. Joe – President and Chief Operating Officer</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 tommie.joe@teampcs.com Contact Number: (800) 350-1000, ext. 3037 Fax Number: (310) 954-2118</p>
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Mr. Tommie Joe joined PCS in 1999. Mr. Joe is responsible for directing and coordinating the activities of the entire organization. His functions include providing operational guidance, and analyzing and appraising the effectiveness of all operations and organizational processes.

Mr. Joe brings to PCS over 25 years of experience in operations, engineering, software development, and corporate management from multiple industries. 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.


EDUCATION:

Bachelor of Science degree in Mechanical Engineering from Georgia Institute of Technology
 MBA with emphasis in Information Technology from California Lutheran University

Years of experience in Telecommunications: 9

Years employed by PCS: 9

Name	Address	References	Phone
Paul Jennings	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3101
Dennis Komai	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5411
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Joseph Pekarovic – Vice President of Business Development and Strategic Alliances</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 joe.pekarovic@teampcs.com Contact Number: (800) 350-1000, ext. 3015 Fax Number: (310) 954-2118</p>
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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 inmate telephone industry.

Mr. Pekarovic currently oversees the telecom division as the Vice-President of Business Development and Strategic Alliances, working closely with the implementation and installation of Inmate Telephone Systems 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. Mr. 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.


EDUCATION

Bachelor of Science degree in Industrial Engineering from California Polytechnic State University (Cal Poly), San Luis Obispo (1989)

Years of experience in Telecommunications: 11

Years employed by PCS: 11

		References
Name	Address	Phone
Tommie E. Joe	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(800) 350-1000, ext. 3037
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-5472
Paul Jennings	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-3101

	<p>Rudy Zaragoza – Vice President of Sales and Marketing</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 rudy.zaragoza@teampcs.com Contact Number: (310) 954-5472 Fax Number: (310) 954-5469</p>
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Rudy brings 25 years of experience in wholesale, enterprise and retail marketing, product management, sales management, business development and strategic planning from the telecommunications industry. Prior to joining PCS, Mr. Zaragoza was managing partner of Options Communications Group, a private telecommunications consulting company, where he managed the entire client and service contact process. Mr. Zaragoza began his career in telecommunications in operator services with AT&T, and has had tours of duty ranging from Director to Senior Vice President roles at Pacific Bell, Electric Lightwave, Level 3 Communications, and Univance Telecommunications and Marketing Groups where he oversaw the development and implementation of multimillion-dollar business unit retail marketing operations.

EDUCATION

Bachelors of Arts in Psychology from the University of Santo Tomas

Applied Science degree in Computer Applications from Heald Colleges

Years of experience in Telecommunications: 9

Years employed by PCS: 9

References		
Name	Address	Phone
Paul Jennings	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-3101
Dennis Komai	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-5411
Tommie E. Joe	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(800) 350-1000, ext. 3037

	<p>John Chong – Major Account Executive, Western Region</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 john.chong@teampcs.com Contact Number: (310) 954-5497 Fax Number: (310) 954-5464</p>
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As Major Account Executive, Western United States, Mr. Chong focuses on key strategic, national, state and regional accounts. He is responsible for inmate sales and solutions, project management and communications, service expansions, and the client proposal process.

Mr. Chong brings 13 years of experience in sales management, business development, strategic planning, and project management from multiple industries including transportation, management consulting and telecommunications. Prior to joining PCS, Mr. Chong was Western Region Manager for DuPont, managing a fifteen state sales territory and key national accounts. He was also National Sales Manager for JB Enterprises, LLC, a supplier of parts to transportation OEMs and Sales Representative for AT&T. His background includes extensive experience solving business problems through the application of differentiated technology and creative solutions.

EDUCATION:

Bachelor of Arts degree from the University of Dallas

M.B.A. from the Graduate School of Management at the University of Dallas

Years of experience in Telecommunications: 3

Years employed by PCS: 1

Name	Address	References	Phone
Tommie E. Joe	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3037
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Eric Gonzalez – Client Services Manager</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 Contact Number: (213) 220-7741 Fax Number: (310) 954-0000 eric.gonzalez@teampcs.com</p>
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Eric Gonzalez has a diverse professional background that includes global organizations such as Fujitsu Network Communications and Siemens as well as startup companies such as Efficient Networks. Most recently, Mr. Gonzalez served as Professional Services Manager and Partner Sales Engineer with Securus Technologies, a vendor who also provides inmate telephone communications. In these roles Eric interfaced with a variety of clients ranging from state to local. His emphasis throughout his career has been on client satisfaction through solution identification and implementation.

In his present position, Mr. Gonzalez oversees delivery of contract commitments and service quality to over 200 County, State, Federal and Private correctional facilities nationwide. Mr. Gonzalez works to ensure that PCS meets our clients' expectations and acts as the main liaison between the client and the service delivery team for the duration of the contract. He monitors client satisfaction, takes corrective action where necessary, and recommends additional services to meet client needs where appropriate.

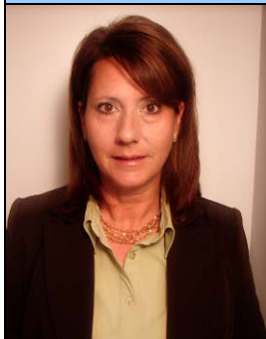
EDUCATION

University of Texas, Arlington Mechanical Engineering coursework

Years of experience in Telecommunications: 15

Years employed by PCS: 1

Name	Address	References	Phone
Tommie E. Joe	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3037
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Kimberly Zenchuk – Client Services Representative</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 kimberly.zenchuk@teampcs.com Contact Number: (402) 933-9723 Fax Number: (310) 954-2102</p>
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Ms. Zenchuk joined PCS in 2007 as a Client Services Representative for Central region accounts. Kimberly oversees all needs of each facility such as contract commitments and service quality for 15 accounts, with approximately 71 facilities. These facilities include County, State, Federal and Private correctional facilities located in the Central United States. Ms. Zenchuk works to ensure that PCS meets our clients' expectations and acts as the liaison between the client and the service delivery team for the duration of the contract. She makes visits to each facility, monitors client satisfaction, takes corrective action where necessary, and recommends additional services to meet client needs where appropriate. Ms. Zenchuk has over 20 years experience in Customer and Client Service.

Years of experience in Telecommunications: 1

Years employed by PCS: 1

Name	Address	References	Phone
Eric Gonzalez	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(213) 220-7741
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Chad Strong – Client Services Representative</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 Office: (402) 916-9812 Fax: (310) 954-2130 chad.strong@teampcs.com</p>
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Mr. Strong joined PCS in 2003 as the Site Administrator for Douglas County, Nebraska. In this position, he performed all the administrative functions related to the inmate telephones, conducted training classes for County staff, ran reports, assisted in troubleshooting of malfunctioning equipment, and served as an expert witness in criminal court cases.

In 2006, Mr. Strong became a Client Services Representative. In his present position, Mr. Strong oversees delivery of contract commitments and service quality to County, State, Federal and Private correctional facilities nationwide. Mr. Strong works to ensure that PCS meets our clients' expectations and acts as liaison between the client and the service delivery team for the duration of the contract. He monitors client satisfaction, takes corrective action where necessary, and recommends additional services to meet client needs where appropriate.

Previously, Mr. Strong was a Caseworker for the Nebraska State Penitentiary, where he provided counseling and support to offenders, coordinated offenders' activities and participation in programs, and made recommendations to the State Parole Board. He has also held positions as a Data Analyst, and Sales Coordinator.

EDUCATION

Master of Arts in Management, Bellevue University, Bellevue, Nebraska (August 2005)
 Bachelor of Arts with a major in Psychology (minor in Sociology), University of Nebraska-Lincoln, Lincoln, Nebraska (May 1997)

Years of experience in Telecommunications: 5

Years employed by PCS: 5

Name	Address	References	Phone
Eric Gonzalez	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(213) 220-7741
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Doyle Schaefer – Vice President of Operations</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 doyle.schaefer@teampcs.com Contact Number: (310) 954-3027 Fax Number: (310) 954-2153</p>
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Mr. Schaefer joined PCS in October of 1998 as our Director of Inmate Operations. In that role, he was responsible for all equipment implementations and the technical operations related to PCS' inmate accounts. These activities included project management, equipment specification and configuration, technical support, and the optimizing of system performance. In his current role, Mr. Schaefer manages the Operations Department, which is responsible for implementing and supporting the inmate phone platforms, including facility and end-user call centers.

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

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


EDUCATION:

Bachelor of Science degree in Management Information Systems from California State University Long Beach

Years of experience in Telecommunications: 15

Years employed by PCS: 10

Name	Address	References	Phone
Tommie E. Joe	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3037
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Anthony Arellano – Implementation Manager</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 anthony.arellano@teampcs.com Contact Number: (310) 954-5402 Fax Number: (310) 954-5474</p>
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Mr. Arellano has experience working in the telecommunications industry since 1999, where he worked as a Telephone Technician for TCOM Networks Lab. As a Telephone Technician he received first-hand knowledge of repairing telephone jacks and running cable wires in accordance with assembly drawings and procedures.

Mr. Arellano joined PCS in 2002 as a Technical Services Representative and was promoted to Project Manager and then Implementation Manager. As Implementation Manager, Mr. Arellano's responsibilities include implementing and supporting the installation of telecommunications, telemedicine, and video conferencing equipment in correctional facilities.

Mr. Arellano has managed large-scale inmate telephone systems (over 3,500 inmate calls per day) including San Diego County and the State of Missouri. Mr. Arellano assists the Operations Department with RFP support, and training. Mr. Arellano also provides leadership and direction to project teams through his understanding of business and technical processes, and through gathering requirements, identifying potential usability issues, managing scope, and ensuring that an appropriate level of application quality is maintained at all times.

EDUCATION

Associate degree in Applied Science in Electronics and Computer Technology from DeVry University, Southern California

Certified technician on PC systems and networks

Years of experience in Telecommunications: 9

Years employed by PCS: 6

Name	Address	References	Phone
Doyle Schaefer	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3027
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Juan Vargas – Project Manager</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 Juan.vargas@teampcs.com Contact Number: (310) 954-3074 Fax Number: (310) 954-2101</p>
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Mr. Vargas joined PCS in February 2007 as Project Manager. His responsibilities at PCS include planning, implementing, and supporting the installation of telecommunications equipment in correctional facilities. Mr. Vargas also assists the Inmate Operations Department with RFP support and training.

Mr. Vargas has had a career of more than thirty years with Pacific Bell and SBC as a technician, supervisor and manager. He began his career as a PBX Technician in Beverly Hills, California and progressed to the role of Manager of the Culver City Maintenance and Installation Center, where he was responsible for the Century City, Beverly Hills, West Hollywood, Culver City and West Los Angeles areas.

After accepting an early retirement, Mr. Vargas held positions as a Field Manager at Compel LLC and Volt Telecom in Los Angeles. He also held positions as a Lead Engineer (Alcatel PCX's, NEC and Mitel PBX's) with Terra Telecom LLC, OSS Business Manager with ADC Telecommunications, and as a Technical Consultant with ICG Telecommunications. He has managed the development, deployment, and operations of voice and data communications infrastructure at several locations in the Los Angeles and Orange County areas of Southern California.

EDUCATION

BA in Marketing & usiness Administration from National University, Los Angeles, CA
 MBA courses at Pepperdine University, Culver City, CA
 Data Communications Institute - Pacific Bell
 Extensive Pacific Bell Technical and Management training

Years of experience in Telecommunications: 39

Years employed by PCS: 2

Name	Address	References	Phone
Doyle Schaefers	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3027
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Anthony Arellano	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Saam Dowlatshahi – <i>Manager of Technical Services</i></p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 saam.dowlatshahi@teampcs.com Contact Number: (310) 954-3029 Fax Number: (310) 954-5467</p>
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Mr. Dowlatshahi joined PCS in March 2006 as the Manager of the Technical Services department where he oversees service to over 200 County, State, Federal, and Private correctional facilities nationwide. Mr. Dowlatshahi manages twenty correctional facility site administrators and technicians, ten in-house Technical Service/On-Call Representatives, two supervisors, and thirty-one site administrators, and approximately thirty vendor technicians nationwide.

Prior to joining PCS, Mr. Dowlatshahi has worked in customer service for fifteen years. He was the Operations Manager for SFT, LLC. in Houston, where he was responsible for managing the day-to-day operations of the company, including maintaining client satisfaction and negotiating field support contracts. As the Regional Consulting Manager for Compushare Inc., Santa Ana, California, he was responsible for the overall day-to-day customer service to financial institutions.

EDUCATION

Bachelor of Science in Information Systems from Capella University

Years of experience in Telecommunications: 11

Years employed by PCS: 2

Name	Address	References	Phone
Doyle Schaefers	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3027
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Poova Bullock – Manager of Customer Service</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 poova.bullock@teampcs.com Contact Number: (800) 350-1000, Ext. 3017 Fax Number: (310)-473-4714</p>
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Mr. Bullock joined PCS in September of 2000. He supervises the Customer Service Representatives responsible for collectible and uncollectible revenues, service offerings, provisioning, direct billing, LEC billing, and end-user customer service. Mr. Bullock is PCS' liaison with all the states' Public Utilities Commissions.

Mr. Bullock began his career in 1997 as a Customer Service Supervisor, working for First Data Corp. He provided ongoing corporate policy training to over 180 employees on proprietary banking systems and policy changes. In 1998, Mr. Bullock worked for First Union Mortgage Corporation as a Relationship Manager serving as a high level researcher in the mortgage banking industry by ensuring regulatory compliance during and after loan origination and implementation.

EDUCATION

Bachelor of Arts degree in Theatre from the University of North Carolina at Wilmington

Years of experience in Telecommunications: 8

Years employed by PCS: 8

References		
Name	Address	Phone
Doyle Schaefers	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-3027
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025	(800) 350-1000, ext. 3015

	<p>Chris Moore – Program Manager</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 chris.moore@teampcs.com Contact Number: (800) 350-1000, Ext. 5418 Fax Number: (310)-954-5463</p>
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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. He has supervised the initial on-site installation for the State of Missouri Department of Corrections; San Francisco Sheriff’s Department; the Dominican Republic; King County, Washington; Ventura County Sheriff’s Department, California; 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. At PayTel, he received first-hand knowledge of the bidding, planning, implementing, and supporting of telecommunications requirements of inmate facilities throughout the East Coast.

EDUCATION

M.B.A. from Florida State University
 Bachelor of Science degree in Business Management from North Carolina State University
 Certified CompTIA A+ technician and Cisco Certified Network Associate (CCNA)
 Project Management Professional (PMP) Certification (in progress).

Years of experience in Telecommunications: 9

Years employed by PCS: 6

Name	Address	References	Phone
Doyle Schaefers	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3027
Rudy Zaragoza	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-5472
Joseph Pekarovic	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(800) 350-1000, ext. 3015

	<p>Laurie McGarvey – Site Administrator</p> <p>11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025 Office: (402) 599-2259 laurie.mcgarvey@teampcs.com</p>
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Laurie McGarvey performs administrative duties, troubleshooting, repair and maintenance on inmate telephone systems for Douglas County, Nebraska. She is very knowledgeable and experienced in meeting the needs of Nebraska's largest county.

Name	Address	References	Phone
Doyle Schaefer	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3027
Letty Nunez	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-7205
Saam Dowlathashi	11859 Wilshire Blvd, Suite 600 Los Angeles, CA 90025		(310) 954-3029

2.0 Technical Support Staff

The Inmate Telephone System will be remotely monitored and administered by PCS Technical Support Representatives. Our dedicated, highly-trained representatives work with facility personnel to ensure the timely maintenance and administration of the Inmate Telephone System.

Technical Service Representatives will also assist with training needs and provide regularly scheduled and specially requested reports. PCS Technical Service Representatives will provide preventive maintenance schedules, maintenance system updates, maintenance reports, downtime reports, and will participate in maintenance meetings as requested.

Service Requests are to be reviewed during the regularly scheduled weekly support team meetings and in conference calls held on an as needed basis with all relative personnel and associated contractors. Teams will also meet regularly to discuss the trends related to system support and system reliability. Performance is tracked by collecting data from various sources, such as: automated logging of system and network problems; manual review of call reports and call detail records, detainee complaint forms; regular customer interviews; and weekly service request status reports to determine compliance with SLAs.

The roles and responsibilities of PCS Technical Support Staff shall include the following:

PCS Client Services Rep/Technical Service Representatives

- Review, update and reprint Escalation procedures to present to facilities
- Communicate with all facilities to insure they are educated on the inmate complaint process
- Insure that weekly Ticket status report is provided
- Partner with Technical Support Team to insure tickets are addressed and meet SLAs
- Lead weekly communications with vendors

Technical Support Team

- Support all facilities
- Insure tickets are addressed and meet SLAs
- Communicate with all facilities (Min 2 times per week)
- Review and analyze internal and external reports
- Provide weekly facility communication report
- Provide weekly Service ticket report
- Assist with escalations as needed
- Engage with Revenue Assurance to insure correct rates are charged at facilities
- Quarterly onsite audit/capacity analyses of all systems, phones and network
- Maintain and upgrade system and network capacity at all facilities as needed

Site Administration Team

- Insure that all inmate complaint forms are received and reviewed
- Work with TSR group and Debit fulfillment group to address inmate complaints in a timely fashion.

- Insure debit fulfillment is processing refunds in a timely fashion
- Communicate with facilities routinely to insure that the facilities are educated on the inmate complaint process
- Engage with Customer Service to assist with complaint escalations

3.0 Field Technical Support Staff

All service personnel are factory certified and trained in the maintenance of our systems. Scheduled preventive maintenance helps keep the Inmate Telephone System operating at top performance, while non-scheduled maintenance addresses performance issues that periodically occur during system usage.

Scheduled Preventive Maintenance

PCS believes the key to system reliability is scheduled preventive maintenance. Field Technicians adhere to the following basic guidelines when on-site for Preventative Maintenance Inspection (PMI). These preventative checks and services will be completed at each site containing PCS equipment whenever an equipment item is repaired or during the standard scheduled time. When on-site for PMI, each technician will perform the following telephone and equipment maintenance:

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

All repairs will be signed off by the designated representative of the facility prior to the service personnel's departure.

Non-Scheduled Maintenance

When PCS' Customer Service personnel are notified of service interruptions and repair related issues, they 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. The response of PCS personnel's to the client is immediate, and the dispatch of field technicians, if required, is in accordance with contract requirements. Non-scheduled maintenance and repairs include the following:

1. PCS Field Service Technician notifies contact personnel upon arrival and receives any further details or instructions involving detainee phone system issues.
2. Technician performs system diagnostics, performs repairs as necessary and completes In-House Trouble Ticket form.
3. Notifies PCS Customer Service of completion and details on resolution of trouble.

j. SUBCONTRACTORS

If the bidder intends to subcontract any part of its performance hereunder, the bidder must provide:

- i. name, address and telephone number of the subcontractor(s);
- ii. specific tasks for each subcontractor(s);
- iii. percentage of performance hours intended for each subcontract; and
- iv. total percentage of subcontractor(s) performance hours.

PCS Response: PCS has read, agrees and will comply. Please refer to the table in **Figure 3.1**.

Subcontractors			
Name	Contact Information	Tasks	% Performance Hours
COMMUNIQUE NETWORK SERVICES	Joseph G. Joseph – President and Owner P.O. Box 6689 Beaverton, OR 97007 joseph@cnsdispatch.com Contact (503) 648-4583 Fax (503) 430-0594	Inmate phone installation	50

Figure 3.1 Subcontractors

4. Technical Approach

a. Understanding of the Project Requirements

We are excited to take this opportunity to summarize the key reasons PCS is the best inmate telephone service provider for the State of Nebraska DCS. PCS is a full turnkey inmate calling solution. The PCS Solution has the capability of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling. Our proposal offers debit calling, collect calling, robust reporting, full channel recording and monitoring, and full project oversight during both implementation and ongoing maintenance. The debit calling platform will be fully integrated with the State's commissary system, and we have the integration experience to guarantee this integration will be complete by cutover to your new inmate telephone system.

PCS has built a reputation as a leader in systems integration. We have successfully integrated with a variety of Jail Management, Commissary, and banking systems, and we are particularly proud of our integrations with the State of Missouri DOC. We integrated our inmate phone system with several databases in the State of Missouri. Those interfaces, which are critical to Missouri's inmate phone system, have run smoothly and efficiently. Our integrations resulted in a seamless flow of information between systems that ensures that inmate accounts are always accurate.

For more than two decades, PCS has remained dedicated to providing the best customer service possible—both to inmates and their loved ones, and to department of corrections staff. At the heart of the PCS Solution is a 100% commitment to proactive and efficient customer service, and a Single Point of Contact approach that guarantees reliable support avenues for both end-users and facility staff.

The PCS Customer Service department will provide the NDCS with the high level, proactive customer service support that it deserves. Facility staff should not be required to devote time to responding to an inmate's family's or friends' complaints and inquiries. That is why our number one customer service priority has always been to proactively address families' and friends' complaints and inquiries, thereby minimizing the interaction between facility staff and an inmate's family or friends. Our toll-free automated and live-operator customer service lines make it easy for families and friends to resolve any billing or service issues with our short wait times, high issues-resolution rate, and low abandonment rate.

To ensure NDCS receives the service you deserve, PCS will provide an onsite system administrator whose office will be located at the central administrators office in Lincoln, NE. PCS proposes to provide a dedicated, well-qualified site administrator to the State who can assist with the following tasks.

- Maintenance of databases relating to the inmate telephone system, which includes entering new inmate calling information, PINs (Personal Identification Numbers) and blocks and unblocks of numbers
- Assist with inmate and administrative comments, questions, and grievances
- Prepare reports and audits as required by the facility

- Review accounting and create closing statements on a weekly basis
- Manage debit revenue purchases through the commissary interfaces
- Assist with any investigation that is deemed necessary by the State
- Transfer call recordings onto CD as requested by investigators
- Facilitate maintenance and repair of the inmate telephone system and provide regular preventive maintenance reports

To maintain and repair the telephone system, PCS is providing a certified local technician. PCS will also continue to provide the NDCS with round-the-clock 24/7 access to our in-house Technical Services Department. We will ensure that all equipment and system needs and repairs are processed and resolved quickly and with minimal complication.

Advanced Investigative Tools and Technology

A State-of-the-Art Call Processor

PCS will provide the NDCS with a state-of-the-art call processor as part of our commitment to keep the NDCS ahead of the technological curve. The proposed cutting-edge call processing system offers versatility and flexibility in meeting the investigative and administrative needs of the correctional environment, and the system design provides multiple backup layers to provide the highest degree of reliability.

Powerful Investigative and Security Features

The PCS Solution provides a full array of investigative features including Recording and Monitoring of all calls, Alerts, Reverse Lookup, and more. It also provides security and fraud control features to keep the facility safe and protect the surrounding population.

Anytime, Anywhere Investigative Access

Investigators do not need to come to the facility to access call recordings or call data. The PCS Solution is designed to operate on a secure network so that investigators and administrators can access the system from any location. Remote access to the system is through a Cisco PIX firewall device and Secure Sockets Layer (SSL). SSL is a protocol developed by Netscape for transmitting private documents via the Internet. SSL uses a cryptographic system that uses two keys to encrypt data. This is the same security system that is successfully used by many Web sites to obtain confidential user information, such as credit card numbers, without compromising security. In addition, access is through a Virtual Private Network (VPN) over the Internet. These systems provide a triple layer of protection to ensure that only authorized users can access the network and that the data cannot be intercepted or compromised.

Authorized personnel will be able to retrieve previously recorded calls or listen to live calls at their desktops via the State local area network with approved access. They will also be able to run reports and operate the telephone system from a remote location as if from a dedicated workstation at the facility.

The PCS Solution's open architecture and state-of-the-art hardware design allow the inmate telephone system to easily expand and adapt to changes as State needs dictate.

b. Proposed Development Approach

The PCS Solution Presents: Four Convenient Ways to Reach a Loved One

In addition to traditional Collect calling, the PCS Solution offers inmates two dynamic methods for connecting to their loved ones – Prepaid Collect and Cardless Debit calling. These options provide inmates and their loved ones with a variety of ways to fund inmate calling, and they can facilitate more calls by connecting to telephone numbers that are restricted from traditional collect calling, like cell phones.

By broadening the spectrum of calling methods and payment options available, the PCS Solution delivers the most flexible, easy-to-use suite of calling services available in the inmate telecommunications marketplace today.

Cardless Debit and Prepaid Collect: Calling Methods for Today's Corrections Environment

While traditional collect calling has long been the only communication option for inmates and their loved ones, it is no longer sufficient in an era when an increasing portion of the American population relies solely on cellular phones for their communication needs. Traditional collect only allows inmates to call loved ones with unrestricted landlines, and collect calling can quickly become a financial burden for called parties who are able to accept the calls.

As an alternative to traditional collect calling, PCS is proud to offer two affordable, flexible and secure calling methods for today's inmates and their loved ones: cardless debit and prepaid collect.

Cardless Debit

A secure Debit account is created upon booking, and the inmate prepays for calls by purchasing time in bulk from the commissary. Family and friends can also fund an inmate's Debit calling by depositing money into the inmate's account. An inmate can use Debit calling time to call any facility-approved telephone number he or she chooses. The cost of each call is automatically deducted from the inmate's Debit account. When the Cardless Debit service is integrated with the commissary, replenishing debit funds is as simple as filling out a commissary order form.

Prepaid Collect

If an inmate's family member or friend is unable to receive traditional collect calls, or is simply interested in a more cost-effective calling option, they can pre-pay for collect calling time by opening a Prepaid Collect account. Instead of being billed for their calls later, Prepaid Collect calling offers several convenient ways for inmates' loved ones to pay in advance for calling time. Friends and family members can more easily manage their spending, while the facility can be sure that no time or resources will be wasted on collections. When the inmate places a collect call to the number attached to a Prepaid Collect account, and the call is positively accepted, the funds are automatically deducted from the called party's account.

Traditional Collect

The inmate places a call through an automated operator. If the called party accepts the charges, the call is connected and the called party is billed on their regular monthly telephone bill.

An Overview of PCS Calling Options

	Cardless Debit	Prepaid	Traditional Collect
Ownership	time is owned by the inmate	time is owned by owner of phone number	time is owned by owner of phone number
Control	inmate is in control and responsible for budgeting phone time	owner of phone number is responsible for budgeting and funding phone time	PCS retains a threshold level based upon risk management philosophy; phone number must be billable by the LEC
Funding	inmate requests phone time through the commissary	owner of phone number can pay for phone time via multiple channels, including kiosk, web, self-service interactive voice response system, or live operator customer service	owner of phone number pays their regular phone bill
Calls	inmate can call any approved number and talk as long as he or she has funds available (subject to facility's calling time limits)	inmate can call only the one phone number to which phone time has been assigned and can talk as long as funds are available (subject to facility's calling time limits)	inmate can call only billable numbers; calls restricted according to facility's time limit or call threshold
Refunds	upon release, inmate sends postcard to PCS requesting refund (where allowed)	owner of phone number calls PCS customer service to request (payments made by credit card are refunded to credit card; otherwise credit received as a check)	requested through the LEC
Commissions	paid on debit revenue usage for commission period less taxes (taxes are collected at time of call); commissions paid 45 days after end of month	paid on prepaid revenue usage for commission period less taxes (taxes are collected at time of call); commissions paid 45 days after end of month	paid on all billable calls; commissions paid 45 days after end of month
Invoicing	PCS invoices facility or commissary vendor to obtain the cash used to fund the inmate's debit account (cash for the phone time resides either in the inmate's trust account or the commissary); done monthly	no invoicing necessary on prepaid time	no invoicing necessary on collect time

c. Technical Considerations

PCS proposes a full turnkey Inmate Telephone System for the State of Nebraska. We guarantee a smooth and seamless implementation within the required timeframe; integration with the State's commissary that will make Integrated Cardless Debit calling available to inmates at system turn up; a 100% commitment to proactively maintaining and supporting the State's inmate telephone system; and a Single Point of Contact approach to technical service.

At the heart of the PCS Solution is a state-of-the-art and industry-hardened call processor. This processor will provide the State with advanced investigative and administrative tools and the high level of system reliability you need.

Detailed information about our ability to meet and exceed the State of Nebraska's technical requirements can be found in this proposal in *Section 5 (PCS Response to RFP Section IV: Project Description & Scope of Work)*.

As an overview: PCS will install the following equipment, or the functional equivalent, for the inmate telephone system:

System Hardware

The proposed system uses Pika-based telephony cards with standard hard drives in RAID 1 and RAID 5 arrays. PCS will provide the hardware components. These items, along with installation, will be provided at the sole expense of PCS. PCS proposes to use AGM Telecom, Inc., who produces the state-of-the-art and highly customizable call processor that PCS proposes to install for the Nebraska DCS, as a subcontractor for the call processor installation. AGM is a telephone service provider specializing in end-to-end calling solutions for correctional institutions. The management team and staff of AGM have been providing inmate call processing to the corrections industry since 1990. AGM technology is developed exclusively for the corrections market by a dedicated and proven development team, headed by Mr. George McNitt.

The AGM Inmate Calling Manager (ICM) host processor consists of the following materials list:

- 19" Rack Mount Chassis w/fans (picture below)
- Dual Hot Swappable Power Supplies
- 14 Slot backplane
- Single Board Computer w/Intel Pentium CPU (picture below)
- 10/100Mb LAN Interface Card
- SCSI Adapter Board
- System SATA Drive w/fans

- Recording SATA Drive w/fans
- Floppy Drive
- PIKA telephony boards
- 4x5.25"+2x3.5" or 2x5.25"+ 6x3.5" drive bays for RAID
- Three 12cm ball-bearing cooling fans provide better ventilation for better system reliability
- New rack-mount handle
- Detachable card cage for easy installation and maintenance
- Modularized function panel for one, dual or quad systems
- Single PS/2 power supply & dual PS/2 400W+400W redundant PSU installable
- Replaceable modularized back panel for 20-/14-slot ISA/PICMG BP or ATX M/B
- Intel® Pentium® 4 processor with Hyper-threading technology runs at 800MHz front side bus (FSB)
- Scalable graphics support from Intel® 865G integrated Extreme Graphics 2 to ATI M9 graphics controller integrated 32 MB display memory via AGP4X or ATI M10 graphics controller integrated 64 MB display memory via AGP8X
- Graphics support for dual view from LCD/CRT,TV/CRT, LCD/LCD, LCD/TV display configuration
- Wire-speed Gigabit Ethernet based on Communications Streaming Architecture (CSA) with double throughput PCI based Ethernet
- Rich expansion capability through proprietary PCI expansion connectors (optional)

System Software

The proposed inmate telephone system runs on the Microsoft Windows 2003 operating system with a Microsoft SQL 2005 database. Workstations and interfaces to control the calling platform and related systems are only required to have Microsoft Internet Explorer 6.0 or above. The call processing software is by AGM Telecom.

Inmate Telephones

The OTC-2110V2 inmate 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 inmate phones will have no exposed screws, bolts, metal, or other hard-substance fasteners or any other material that can be removed from the phone without a special security removal device.

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 lightning protection
- Built in volume control button
- Suitable for indoor or outdoor installation
- Dimensions: 21.2" H x 7.5" W x 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



TDD/TTY

PCS proposes the portable, vandal-resistant Ultratec Supercom 4400 TDD, or a functionally equivalent model.

Standard features of this TDD phone include:

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling
- Direct connect (with 2 jacks) to standard telephone lines



- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer
- Baudot code (45.5/50 baud rate)

Workstation Hardware

The PCS proposed Administrative PC configuration is an HP Smart Buy dc5750 Desktop with the following components:

- 2 GHz AMD Athlon 64 3200+
- 1 GB PC 3200 RAM memory at 400MHz
- 17" Flat Panel Monitor
- 80 GB SATA II Hard Drive
- 52x32x52x/16x CD-RW/DVD-ROM Combo Drive
- Internal Chassis Stereo Speakers
- Intel 10/100/1000 Onboard Ethernet Controller
- HP USB 2-Button Optical Mouse 800 Dpi
- USB Enhanced Multimedia Keyboard
- Microsoft Windows XP® Professional Service Pack 2

- Microsoft Office 2003 Professional Edition 2003
- McAfee/Norton Virus Protection Enterprise Software
- Lexmark Z611 Color Inkjet Printer

Auxiliary Hardware

- **66 Blocks w/Amphenol Connectors** - 66 Block with single male Amphenol connecting block (25-pair). Suitable as an alternative to the ICC 24-Port Telco Patch Panel.
- **Rack Mount Power Strip** - Tripp Lite's Isobar multiple outlet power strip. Unfiltered electrical pass-through makes RS-1215 ideal for distributing alternate waveform UPS or generator power in rack enclosures, network closets
- **Inmate Station Covers-Orange** - Provides easy system administration and provides a clean and neat appearance
- **Trunk Covers-Blue (Also for combo cards)** - Provides easy system administration and provides a clean and neat appearance
- **TDD phones (Ultratec - Miniprint 425)** - This basic TTY has an easy-touch keyboard with a bright, tilted 20-character display
- **Amphenol Cables-15ft M-M** - Amphenol designs, manufactures and markets electrical, electronic and fiber optic connectors, coaxial and flat-ribbon cable, and interconnect systems
- **Cisco Router** - Cisco 2821 voice router.
- **Switch-8 port** - The EtherFast 8-Port 10/100 Workgroup Switch is a quick and easy way to boost your network's performance while migrating to the power of Fast Ethernet
- **Station Cross-Connect Wire-White/Orange** - providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer
- **Trunk Cross-Connect Wire-White/Blue** - providing modular integration of voice and data traffic over copper services. It can also serve as a rate and interface converter or as an integrating multiplexer
- **AllenTel Connector-RJ45 (tip) (bag of 100)** - Cat5E RJ45 Plug-for Round Solid Cable ,50μ (Micron) Gold Plated Contacts, 8 Position / 8 Conductor
- **Modem 56k (also order modem cable)** - Integrated ADSL modem is compatible with broadband services worldwide.

- **Network Patch Cables-10ft (Yellow or Blue)** - 5e (Cat5e) patch cable with gold plated RJ45 molded male connector plugs features a snagless boot for trouble-free installations
- **Adit 600 Channel Bank** - Broadband Customer Service Terminal which fulfills many channel bank, multiport CSU/DSU
- **Adit 600 Channel Bank Rack Mount Kit** - A rack for a Broadband Customer Service Terminal which fulfills many channel bank, multiport CSU/DSU
- **Adit 600 8-port FXS card** - Broadband Customer Service Card which fulfills many channel bank, multiport CSU/DSU
- **Bridge Clips (Bag of 1000)** - connection between two test points.
- **Mushrooms** - Wire Distribution Spool
- **D-rings (small)** - Wire Distribution Rings, Aluminum
- **Cable Ties (large)** - Preformed tie straps on a continuous roll that pull apart without any cutting
- **Wood screws 1" (100 count)** - Required for mounting on communication backboard
- **Firewall** - is a device or set of devices configured to permit, deny, encrypt, or proxy all computer traffic between different security domains

4. Technical Approach

d. Detailed Project Work Plan

At the beginning of every PCS client relationship is the careful and thorough planning we spend in the development of the inmate telephone services Implementation Plan. Our project plan undergoes cross-departmental scrutiny to ensure that all aspects of systems and service deployment are covered.

The plan includes dedicated experts who are assigned and will report to the Nebraska DCS staff during the entire course of the project. The team comprises experts in the areas of program management, project management, network and infrastructure design and deployment, information technology systems and service integration, client management, and marketing services. Together, the combined experience of our dedicated experts in project management and implementation span more than six decades.

The PCS implementation project team will be headed by Anthony Arellano, Implementations Manager, a veteran of many systems and service deployments. Mr. Arellano and his team will manage the entire project, ensuring that every detail of the plan is precisely implemented. The plan includes the following:

- Network and circuit installation
- Facility infrastructure changes or improvements
- Upgrade and testing for wiring and cabling
- Systems and service installation
- Systems and service testing and turn-up
- Pre- and post-deployment quality control, implemented with the outmost quality and timeliness
- Correctional staff training
- Inmate education and orientation to the new system's features

The project team will be accountable to the State and will provide progress reports throughout the course of the project. All aspects of the systems and service implementation shall be precisely executed to avoid disruptions in the current service operations of the phone system at all Nebraska DCS facilities.

PCS has included a 90-day Implementation Plan in Attachment F. The Implementation Plan is broken down into three phases: Pre-Implementation, Implementation, and Post-Implementation.

Pre-Implementation Phase

The plan begins with the pre-implementation phase, which includes a thorough site survey to verify that the proposed Implementation Plan and Network Diagram will meet the needs of the State. PCS's Project Manager will seek to answer several questions about the facilities during the site survey, such as:

- Is there enough available power to run parallel systems until cutover?

- Is it backed by a generator? What is the failover time?
- Does HVAC exist, and is it sufficient?
- How many visitation phones are there? Any action to change? Is there a need to change the number or location of visitation phones?
- What phones are working, broken, or need replacing now vs. later?
- Where are demarcation points located (to mark for new circuits and establish connectivity distance for cable orders)?
- Is there a reasonable distribution of phones (i.e. inmate count to phone ratio)?
- What is required for workers to enter and work at facility; are there escort rules?
- Confirm count of purchased phones, backplates, TDD/TYY, workstations, and other equipment.
- Include AGM Subcontractor in survey, PCS Ops Manager, Technical Services Support, Project Manager. (Site Admins are generally not permitted among the inmate population. Field Site Tech will join survey and note where attention is needed and take prompt action to correct revenue producing issues.)
- Complete inventory of station wiring (mark wiring to the inmate phones).
- Are workstation locations desirable?
- What is the contact information for every contingency?

During pre-implementation, PCS's Project Manager will meet with State personnel to identify specific client requirements, enabling us to design a phone system that will meet the State's unique needs.

At this time, we will make any revisions to the project documentation required by the State and obtain State approval on the implementations plan and network diagram. With the finalized plans in place, PCS will order all necessary hardware, including data circuits, the AGM call processor, phones, workstations, and ancillary equipment. We will also define the data conversion parameters with the incumbent inmate telephone services provider and schedule the removal of existing equipment.

The PCS Project Manager will then lead a kickoff meeting with key State personnel and PCS implementations team members. During this meeting, the project team will discuss the project goals, as well as any constraints. The PCS Project Manager will ensure that all members of the team clearly understand their respective roles in the successful completion of the project.

Implementation Phase

During the implementation phase, PCS's project team will configure and deliver your new call processor. Telephone techs will then arrive onsite at the State's twelve facilities to swap out inmate phones and related equipment, such as enclosures. The telephone installation and cleanup will take about five days, and we will perform these activities during normal business hours, or as directed by the Chief Administrator at each facility.

Your PCS Project Manager and project team will then arrive onsite to verify that circuits are in place and install the call processor, workstations, and routers. The project team will thoroughly test equipment, telephone lines, the CPE modem line, and connectivity among the twelve

facilities, as well as upload any converted data to the call processor, prior to cutover. Implementations will begin simultaneously at all twelve Nebraska facilities, ensuring that the implementations are completed within the State's specified 90-day timeframe.

Post-Implementation Phase

PCS's post-implementation responsibilities include providing documentation, such as escalation procedures and training materials, to the State. PCS will also train facility personnel on system administration, using the investigative tools, and commissary integration.

PCS will perform the following tasks as part of the training process:

- Schedule training for Collect.
- Schedule training for Debit.
- Schedule training for AGM's graphical user interface (GUI) and reports.
- Set up accounts for the Site Administrator and all designated State personnel needing system access.

- Schedule training for systems and interaction with PCS.
- Make sure training is site- and system-specific but thorough and a resource for answering ongoing questions.

- Project manager is onsite until everyone at every facility is comfortable and knows exactly how to interface and handle situations quickly, easily and hassle-free.

- Verify laminated dialing instructions are placed by every phone or group of phones.

Finally, the State will inspect, review, and sign off on the implementation before PCS considers the implementation to be complete. Before leaving, the PCS Project Manager will establish a method and urgency in resolving any issues with Nebraska's central contact and other contacts to ensure expediency and ease in dealing with issues.

Again, please refer to Attachment F to review the Implementation Plan we have prepared for the State of Nebraska.

4e. Deliverables and Due Dates

PCS has proposed a 90-day **Implementation Plan**, included in **Attachment F**.

Installation for all 12 facilities will be completed by **8:00 AM Central Standard Time** on **November 27, 2008**. Debit integration with the commissary will be completed prior to cutover.

5. Section IV: Project Description and Scope of Work

IV. PROJECT DESCRIPTION AND SCOPE OF WORK

A. PROJECT OVERVIEW

The State of Nebraska is currently seeking qualified vendors to submit proposals for furnishing, installing, and maintaining an Inmate Telephone System for use in all present and future correctional facilities. The intent of this RFP is to award a single statewide contract that will enable inmates at all State Correctional facilities and youth at the Department of Health and Human Services rehabilitation and treatment centers to make collect, debit, and pre-paid calls from State facilities. The State will require inmate access to local, IntraState, InterState and International calling. The State has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

PCS Response: PCS has read and understands.

Our proposal offers debit calling, collect calling, robust reporting, full channel recording and monitoring, and full project oversight during both implementation and ongoing maintenance. The PCS Solution has the capability of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling.

The system at each NDCS/YRTC facility must allow for investigative personnel located either at the facility or central administration to remotely access each of the systems via a secure, password protected method. Specified NDCS/YRTC personnel must have the ability to change or modify or view any privileges or restrictions pertaining to inmates at their facility.

PCS Response: PCS has read, agrees and will comply.

The proposed inmate telephone system has a built-in Virtual Private Network (VPN) router, which allows investigators and other authorized staff to log into the system from anywhere that they have Internet access. Once the user has securely logged in using an assigned user name and password, the user will be able to perform all administrative functions from any location. There is no need for specialized computers. Any PC capable of running Microsoft Internet Explorer 6.0 or greater and on the Virtual Private Network with a connection of sufficient bandwidth has full access to all of the features, including live monitoring and playback of call recordings.

The system features should include, but are not limited to: central and remote site network administration, centralized system database, automated operator, call branding, call blocking, three-way call detect, call forwarding detect, answering supervision, call duration limits and other inmate/youth calling restrictions, call monitoring and recording, hot number tracking and system reporting. The vendor shall install and operate prison inmate/youth telephones and all related equipment including wiring for the inmate/youth telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to State.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution provides complete control and functionality for NDCS's unique needs, including but not limited to central and remote site network administration, centralized system database, automated operator, call branding, call blocking, three-way call detect, call forwarding detect, answering supervision, call duration limits and other inmate/youth calling restrictions, call monitoring and recording, hot number tracking and system reporting.

PCS will install, operate, and maintain all equipment associated with the inmate telephone system without cost to the State.

The vendor may include any other information that is believed to be relevant to this procurement but not specifically asked for in this RFP. Vendor may explain in detail any innovation, alternatives or more cost effective approaches available in any area of this RFP. Vendor may provide suggestions of other products or services available that may assist the State.

PCS Response: PCS has read, agrees and will comply.

The term of any contract awarded as a result of a proposal shall be five (5) years with the option to renew for two (2) additional one (1) year periods as mutually agreed upon by all parties. During the term of the contract circumstances beyond the control of the state may result in increases or decreases in revenue, as well as increase or decreases in required equipment and/or services. Such circumstances include, but are not limited to, increase/decrease in inmate population, in number of telephones and/or in number of correctional facilities. The committee representing the Office of the Chief Information Officer hereafter referred to as the OCIO and Nebraska Department of Correctional Services hereafter referred to as the NDCS maintains sole authority to increase or decrease the quantity of facilities, inmate telephones, equipment and service.

PCS Response: PCS has read, agrees and will comply.

Bidders must indicate their understanding and willingness to comply with the requirements of this RFP. In any case where the Bidder does not take written exception to requirements it will be understood that the Bidder intends to comply fully. In cases where the Bidder cannot comply with a requirement, the Bidder must state so immediately following the requirement in their proposal. The requirements in this RFP are based on the needs of the State and points will be deducted from Bidder's score for either non-compliant or partially compliant responses.

PCS Response: PCS has read, agrees and will comply.

Exceptions to Section III. Terms & Conditions are included in Tab 6.

B. PROJECT ENVIRONMENT

The Nebraska Inmate Calling System presently consists of twelve (12) facilities located throughout the State. Below is a list of facilities and locations. Attachment I shows each facility and their average monthly minutes.

PCS Response: PCS has read, agrees and will comply.

<u>LOCATION</u>	<u>CITY</u>
Nebraska State Penitentiary	4201 South 14 th Street Lincoln, Nebraska
Lincoln Correctional Center	3216 West Van Dorn Lincoln, Nebraska
Diagnostic & Evaluation Center	3220 West Van Dorn Lincoln, Nebraska
Community Correctional Center Lincoln	2720 West Van Dorn Lincoln, Nebraska
Omaha Correctional Center	2323 Avenue "J" Omaha, Nebraska
Youth Rehab and Treatment Center	855 North 1 ST Street Geneva, Nebraska
Youth Rehab and Treatment Center	2802 30 th Avenue Kearney, Nebraska
Community Correction Center Omaha	2320 Avenue "J" Omaha, Nebraska
NE Correctional Center for Women	1107 Recharge Road York, Nebraska
Work Ethic Camp	2309 North Highway 83 McCook, Nebraska
Nebraska Correctional Youth Facility	2610 North 20 th Street East Omaha, Nebraska
Tecumseh State Correctional Institution	2725 North Highway 50 Tecumseh, Nebraska

C. PROJECT REQUIREMENTS

Contractor must provide, install, and maintain at their expense all equipment, servers, workstations, telephones, telephone lines, cabling, recording equipment, and any other incidentals necessary to provide inmate calling services as proposed. The State of Nebraska will not be responsible for any costs associated with the implementation or ongoing maintenance of this service. Although some cabling may be available for contractor use, it will be the contractor's responsibility to maintain all cable associated with their system.

PCS Response: PCS has read, agrees and will comply.

PCS will provide, install, and maintain cabling, equipment, servers, workstations, telephones, telephone lines, cabling, recording equipment, as needed to provide the proposed inmate telephone system. The State will not be responsible for any costs associated with the implementation or ongoing maintenance of this service.

Contractor will be required to provide at least one full time (40 hours per week) system administrator. Additional staff may be required by the contractor to fulfill the contractor's responsibilities. This administrator must be trained and equipped to perform all functions related to the day to day operation and maintenance of the inmate calling systems including, but not limited to: State personnel training, line testing, equipment testing, telephone replacement, telephone repair, database information collection, data input, report generation, recording system operation, and misc. maintenance. This individual will be employed by the contractor with a full time commitment to work on the State of Nebraska account only. System administrator will be provided workspace at the NDCS central administrators office located in Lincoln, NE and will be expected to work from that space.

PCS Response: PCS has read, agrees and will comply.

Based on our experience working with correctional systems of 1,000 or more beds, we know how important it is to have a System Administrator in place to assist with database maintenance, report preparation, investigation, and telephone system repair. PCS is offering a full-time onsite System Administrator, who will perform administrative tasks associated with the inmate telephone system, maintain and repair the phones whenever there is a problem, monitor the overall operations of the inmate telephone system, testify as to chain of custody, do data entry, respond to requests and complaints from both the community and the inmate population and arrange for repair of on-site equipment as necessary.

Our site administrator will be well-versed in the understanding that their ultimate responsibility is to the State. They will report to NDCS on a routine basis to the State as specified by the facility.

PCS proposes to provide a dedicated, well-qualified site administrator to the State who can assist with the following tasks.

- Maintenance of databases relating to the inmate telephone system, which includes entering new inmate calling information, PINs (Personal Identification Numbers) and blocks and unblocks of numbers
- Assist with inmate and administrative comments, questions, and grievances
- Prepare reports and audits as required by the facility
- Review accounting and create closing statements on a weekly basis
- Manage debit revenue purchases through the commissary interfaces
- Assist with any investigation that is deemed necessary by the State
- Transfer call recordings onto CD as requested by investigators
- Facilitate maintenance and repair of the inmate telephone system and provide regular preventive maintenance reports

Our service technicians are factory-certified and trained in the maintenance of our systems. Scheduled preventive maintenance helps keep the Inmate Telephone System operating at top performance, while non-scheduled maintenance addresses performance issues that periodically occur during system usage.

Field Technicians adhere to the following basic guidelines when on-site for Preventative Maintenance Inspections. These preventative checks and services will be completed at each site containing PCS equipment whenever an equipment item is repaired or during the standard scheduled time. When on-site an inspection, each technician will perform the following telephone and equipment maintenance:

1. Check all detainee phones on site for serviceability.
2. Check all facility wall jacks on site for serviceability.
3. Check all detainee phones on/off switches and relays for serviceability.
4. Make a test call from each detainee phone to check the volume.
5. Check the Investigator and Admin Workstations.
6. Check CPE equipment.

NDCS shall retain final authority on all telephone/system placement and count. At any time the State may require the addition or removal of individual telephones, or complete systems, as State needs dictate.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution's open architecture and state-of-the-art hardware design allow the inmate telephone system to easily expand and adapt to changes as State needs dictate.

Contractor must be able to provide and install complete systems for State facilities that may open at future dates within ninety (90) days from written notification.

PCS Response: PCS has read, agrees and will comply.

PCS will comply with a 90-day implementation schedule beginning from receipt of written notification. A detailed 90-day Implementation Plan is included as **Attachment F**.

All system equipment and software will remain the property and responsibility of the contractor with the exception of digital recording media and call detail records. All digital call recordings and call detail records will become the property of the NDCS.

PCS Response: PCS has read, agrees and will comply.

Without question, the NDCS retains the right to suspend inmate calling indefinitely for security purposes. This suspension may occur at any level to include Statewide. Inmate calling will only be suspended when absolutely necessary, and will be restored as soon as possible.

PCS Response: PCS has read, agrees and will comply.

The Contractor will be solely responsible for the ordering of, payment for, maintenance of, and troubleshooting on all local or interexchange telephone company lines or services necessary to provide inmate calling service. The contractor will be responsible

for all telephone company coordination necessary to install, operate, and maintain their service. The contractor will be solely responsible for the integration and compatibility of the service with any and all circuits and facilities as may be provided by the local telephone company and/or carriers. The contractor will pay all invoices from any provider of ancillary or supporting service that is associated with the provision of those services in a timely manner.

PCS Response: PCS has read, agrees and will comply.

The contractor will not be authorized to obligate State funds.

PCS Response: PCS has read, agrees and will comply.

The NDCS or the OCIO will give all orders for installation, removal, or modification in writing. The contractor will not install, modify, remove, or make any changes to service without written approval.

PCS Response: PCS has read, agrees and will comply.

PCS will not install modify, remove or make any changes to services without written authorization from the State.

D. BUSINESS REQUIREMENTS

1. Commissions

To keep inmate calling rates as low as possible, The State of Nebraska will not accept a commission from the Inmate Calling Services.

PCS Response: PCS has read, agrees and will comply.

PCS has prepared a response focused on providing the lowest rates possible with no commission to the State.

2. Rates

Per minute charges must be flat rate twenty-four (24) hours a day, seven (7) days a week.

PCS Response: PCS has read, agrees and will comply.

PCS has proposed a One Rate Plan that offers the same low rates throughout the United States 24 hours a day, 7 days a week.

Rates must remain stable for the life of the contract to include the two (2) additional one (1) year renewal periods. Rate increases will not be entertained by the State of Nebraska. Bidders must provide their proposed rates for all categories listed on Attachment II. Failure to provide rates as outlined may be grounds for rejection of proposal

PCS Response: PCS has read, agrees and will comply.

PCS is proposing calling rates that are below the dominant carrier rates. These call rates are offered for the length of the contract. Proposed call rates for collect, pre-paid collect, and debit calls, are included in **Tab 7, Cost Proposal**.

PCS commits to maintaining negotiated rates throughout the term of the contract including any renewal periods.

Any and all charges billable to the inmates and their families must be detailed in the Bidder's cost proposal. Vendors may not assess any charges to any party in connection with this service that are not outlined in their proposal response.

PCS Response: PCS has read, agrees and will comply.

Please refer to **Tab 7, Cost Proposal** for detail regarding additional fees.

3. Collect Billing

The Bidder must provide a list of Local Exchange Carriers (LEC), and Competitive Local Exchange Carriers (CLEC) names and Operating Company numbers for every LEC and CLEC at which the Bidder has an established collect billing arrangement. Collect calls to parties whose local telephone service is provided by a LEC or CLEC appearing on this list must not be blocked for any reason except in the event that the LEC or CLEC itself has placed a collect call restriction on that telephone line, or the line has been ported from a billable LEC to a CLEC. If collect calls are blocked due to LEC or CLEC restriction, the nature of this restriction must be presented to the NDCS/OCIO within twenty-four (24) hours of request.

PCS Response: PCS has read, agrees and will comply.

In **Attachment G**, we have included a **List of Local Exchange Carriers (LEC), and Competitive Local Exchange Carriers (CLEC)** names and Operating Company numbers for every LEC and CLEC where PCS has an established collect billing arrangement.

Authorized personnel can access reports detailing restricted calls from any workstation at the facility in real-time.

The Bidder must detail how called parties are billed when they have either "collect calling blocks", or a line serviced by a LEC which the contractor does not have a direct collect billing agreement. If called party is required to contact the contractor in order to establish an account, provide the toll free number that is available for this purpose. This number must be answered within six (6) minutes.

PCS Response: PCS has read, agrees and will comply.

If an inmate's family member or friend is unable to receive traditional collect calls, or is simply interested in a more cost-effective calling option, they can pre-pay for collect calling time by opening a Prepaid Collect account. Instead of being billed for their calls later, Prepaid Collect calling offers several convenient ways for inmates' loved ones to pay in advance for calling time. Friends and family members can more easily manage their spending, while the facility can be sure that no time or resources will be wasted on collections. When the inmate places a collect call to the number attached to a Prepaid Collect account, and the call is positively accepted, the funds are automatically deducted from the called party's account.

In the event that a collect call is blocked, the called party will hear a voice prompt that provides instructions for creating a pre-paid account. In addition, PCS provides one minute of talk time at no cost to the called party. The called party has the option to create an account via an interactive voice response system, the website, or through a live operator. Customers can call a dedicated toll free number (888) 288-9879. This number is operational through live representatives 6 a.m. to midnight Central Time seven days a week, or through automated prompt options 24 hours a day. Accounts established through our website, www.PCSTelcom.com, can be used immediately. If the called party chooses to set up an account through a live operator, PCS requires that the call be answered within 4 minutes.

If direct billing accounts must be established for called parties who cannot be billed directly from the local carrier, contractor may not ask called parties for any type of pre-payment or deposit at the time of account establishment. Calling from the inmate to these called party numbers must be available within twenty-four (24) hours of account establishment.

PCS Response: PCS has read, agrees and will comply.

PCS proposes our proactive prepaid collect calling program as an alternative means to calls completed through direct billing. Pre-paid accounts are created for a specified amount to a particular called-to number. Inmates may simply place a call to a number that might otherwise be blocked through a standard collect-only calling system. The call is processed using standard voice prompts, and when the call is positively accepted, the parties are connected.

PCS will discuss direct billing options available to minimize called party impact, in addition to other alternative billing options (Debit or Pre-paid Collect) which allow the called party the opportunity to manage their monthly calling costs.

Due dates on all invoices must be no sooner than fifteen (15) days from invoice mailing. Contractor may not block calling to a direct billed number unless the account is thirty (30) days past due. Contractor may require a deposit not to exceed \$75.00 to restore calling for any account that has not been paid within thirty (30) days of bill due date.

PCS Response: PCS has read, agrees and will comply.

Individuals or families can set up a prepaid account with PCS to accept calls to homes with billing problems, hospitals, nursing homes, or cell phones. Enrollment can be completed quickly and easily by calling the toll free PCS telephone number, accessing the website, or by mailing to PCS the registration form found at each of our inmate managed facilities. Families can set up and add money to their pre-paid account using money order, credit card or Telecheck®.

PCS retains a threshold level for past due amounts based upon a risk management philosophy. To ensure that the called party is aware of the collect call balance, an automated operator contacts the billed-to number when that number is nearing the high toll threshold and again when the high toll threshold has been reached. PCS utilizes billing agents (ILD and BSG Clearinghouse) who contract with all the major phone carriers and aggregators, who in turn

handle many of the long established smaller phone companies. PCS uses this method as a more efficient process to reach the majority of end users.

Contractor will be required to certify to the State in writing, on a yearly basis that they have completed a self audit of rates, and that called parties have been billed in accordance with the contract award rates. Contractor will be required to provide an electronic copy of ALL collect call detail files that are sent to local exchange carriers or third party billing companies to the State on at least a quarterly basis. This file must contain originating facility, called to number, date, time, and charge for each call detail record billed. Contractor will be required to provide a refund within sixty (60) days of request for any calls that are either billed in error, billed incorrectly, or do not appear on the monthly call detail file sent to the State. Rates will be audited periodically by the State to ensure accuracy. Call detail records will be periodically checked against call records on the system itself. Call detail records must match system records. If discrepancies become excessive, the State may hire an independent party to perform complete monthly audits of call records until discrepancies are taken care of at the contractor's expense.

PCS Response: PCS has read, agrees and will comply.

PCS performs daily/weekly/monthly monitoring with automated alerts and monthly analysis. In a monthly sample account PCS achieved a 99.97 accuracy rate. PCS constantly monitors and audits call data to maximize efficiency in operations, to identify areas for improvement in efficiency, and to ensure correct collect billing of end users and proper accounting of prepaid payments and calls. Weekly reviews are made of all accounts to assess call accuracy. Submission of billable, completed calls is 100 percent.

In addition, authorized State personnel can audit our rates through our inmate phone system web interface anytime, anywhere.

PCS hired a consultant to perform a revenue assurance audit. The audit confirmed the successful implementation of enhanced validation and billing processes. This audit was performed by Ms. Aytza Ramirez, who may be contacted by phone at (954) 646-1171 or by mail at 2101 NW 111 Terrace, Pembroke Pines, FL 33026.

4. Debit Recharge

Dollar values to inmate accounts will be sold directly to inmates by facility staff. The State will compile a daily file on all sales and provide to the contractor. Contractor must add dollar values to inmate accounts within eight (8) hours of receipt. The Contractor must explain their procedure for accounting of inmate debit balances.

PCS Response: PCS has read, agrees and will comply.

Debit sales records are compared and reconciled to debit usage records to identify any errors and inconsistencies. This ensures that inmates' accounts are funded and balanced quickly and accurately. This comparison is completed on a regular basis as part of our standard monthly reconciliation process.

5. Debit Billing

The NDCS will not allow for plastic pre-paid calling cards and requires that all pre-paid time purchased by inmates at all facilities be added to their accounts in the time specified in Section IV.4 Debit Recharge. Contractor shall invoice the NDCS on a monthly basis for the combined dollar values added to inmate accounts during the previous calendar month, less refunds made to released inmates. Billings should be sent in one of the following methods:

NDCS Accounts Payable
P. O Box 94661
Lincoln, Nebraska 68509

Or via email to NDCS.accounts payable@nebraska.gov

The State of Nebraska's Chief Information Security Officer has established a mandatory requirement that all file transmissions to and from the State of Nebraska be secured at both sides of the file transmission. Some of the suggested file transmission protocols to resolve this requirement are as follows:

- a. Connect Direct software
- b. SFTP server with public key authentication
- c. FTP SSL/TLS server
- d. FTP client utilizing VPN

The State will provide the contractor with a monthly file listing inmate releases. This file will be provided to the Contractor on the 5th of each month. Each inmate release file will include inmate name, inmate number, and release date. The contractor will be required to return that file by the 10th day of the same month and add the amount of funds remaining on each inmate's debit account so that refunds can be made to the inmate by the State. The total amount of refunds will be deducted from that months payment to the contractor.

PCS Response: PCS has read, agrees and will comply.

6. Prepay by Inmate Families

Vendors may require inmate families to "Pre-pay" for services if those families do not meet the Vendor's creditworthiness requirements for collect calling. When Pre-pay is required, the Vendor must be able to accept payment from inmate families using credit cards, debit cards, personal checks, and money orders. All monies paid to the vendor by inmate families will be credited to the families account and decremented at a rate equal to those in the bidder's cost proposal. Inmate family pre-pay accounts are considered "Debit" accounts and will be subject to the Debit calling rate. Contractors may charge a fee to cover the cost of accepting credit card payments from inmate families however, that fee may not exceed 5% of the total transaction. The contractor may not charge any additional processing fees when inmate families pay using methods other than credit/debit cards except for insufficient check fees. Bidders must outline their entire policy for Pre-pay in their bid proposal.

PCS Response: PCS has read, agrees and will comply.

If an inmate's family member or friend is unable to receive traditional collect calls, or is simply interested in a more cost-effective calling option, they can pre-pay for collect calling time by opening a Prepaid Collect account. Instead of being billed for their calls later, Prepaid Collect calling offers several convenient ways for inmates' loved ones to pay in advance for calling time.

To meet the State's requirement, PCS has lowered the credit card transaction fee for inmate families so that the fee will not exceed 5% of the total transaction.

Prepaid Collect: Payment Channels Available to the Called Party

Toll Free Automated Pay by Phone

- 888-847-3206
- Available 24/7/365
- Accepts major credit cards
- Funds available within 15 minutes
- Subject to minimum deposit and service fee
- End users able to request refunds on prepaid accounts only
- Able to fund multiple prepaid accounts or inmate debit phone accounts with one transaction

e-Commerce Website

- www.pcstelcom.com
- Available 24/7/365
- Accepts major credit cards
- Funds available within 15 minutes
- Subject to minimum deposit and service fee
- End users able to request refunds on prepaid accounts only
- Able to fund multiple prepaid accounts or inmate debit phone accounts with one transaction
- Account management capabilities
- User-friendly informative website answering customer FAQs

Live Customer Care Call Center

- 888-288-9879
- Toll free number
- Friendly, knowledgeable customer service representatives
- CPNI Compliant
- Accepts payments via major credit cards or check
- Funds available within 15 minutes
- Subject to minimum deposit and service fee
- End users able to request refunds on prepaid accounts only
- End users can obtain account information and calling rates
- Able to fund multiple prepaid accounts or inmate debit phone accounts with one transaction

Western Union

- 50,000+ locations nationwide
- Accepts cash only from Western Union locations in the continental United States
- Funds available within 15 minutes
- End user needs to have an existing prepaid account
- Minimum deposit required and Western Union service fee applicable
- End users able to request refunds on prepaid accounts only
- Visit www.westernunion.com to find the nearest Western Union Center

MoneyGram

- 26,000+ locations nationwide – including Wal-Mart locations
- Accepts cash only from MoneyGram locations in the continental United States
- Funds available within 15 minutes
- End user needs to have an existing prepaid account

- o Minimum deposit required and MoneyGram service fee applicable
- o End users able to request refunds on prepaid accounts only
- o Visit www.moneygram.com to find the nearest MoneyGram location

Pay By Mail

- o No service fee
- o Accepts cashier's check or money order
- o Subject to a minimum deposit
- o Takes up to 5 business days from when PCS receives the check till money is added to the account
- o End users able to request refunds on prepaid accounts only
- o Toll free number for customer support

E. TECHNICAL REQUIREMENTS

1. General Calling Requirements

Nebraska inmates are allowed fifteen (15) cumulative minutes per day to place calls. The Bidder's system must be able to accumulate all daily call totals for each inmate and suspend calling once the cumulative fifteen (15) minute time limit has been reached. This includes any calls that may be in progress. Systems that are not able to limit calling for each inmate to fifteen (15) minutes per day will be rejected. This cumulative call limit must be adjustable.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution is fully customizable, and therefore can be programmed to limit inmate phone calls to the fifteen (15) minute maximum limit currently enforced at NDCS facilities. If the State so desires, the system can be programmed to announce the time remaining at specific intervals, such as one or five minutes prior to the call expiration. Once the 15 minute limit has been reached, the call will be terminated. The PCS Solution is also designed to allow for adjustments to the time limit, as needed, and can apply time limits by individual inmate, group of inmates, or facility-wide.

Inmates must be able to place calls using a nine (9) digit PIN that will be comprised of a five (5) digit NDCS number and a four-digit number, which must be randomly generated by the contractor's system. This nine (9) digit PIN must be unique, and will be used to identify each inmate account on the contractors system.

PCS Response: PCS has read, agrees and will comply.

Each inmate will be assigned a PIN number comprised of a five (5) digit NDCS number and a randomly generated four-digit number. PINs are customizable and may be between four and twelve digits in length and can be assigned at random or created as a combination of the facility-assigned ID plus a random number. Inmates will be able to place calls using a nine (9) digit PIN unique to each inmate.

The system proposed must be capable of giving inmates the option of completing calls either on a collect basis, or by using their debit account.

PCS Response: PCS has read, agrees and will comply.

The proposed system gives the option to complete calls using a standard collect, debit or prepaid account. Please refer to **Section 4** for a complete description of the proposed calling options.

All calls must be branded in the following manner: "You have a collect call from (inmate first and last name) at (correctional facility name) in (city) Nebraska. If you wish to accept this call, please press or say "5."

PCS Response: PCS has read, agrees and will comply.

Call branding can be customized as required by the State. The pre-recorded announcement the called party will hear will be similar to, "You have a collect call from (inmate first and last name) at (correctional facility name) in (city) Nebraska. To hear acceptance options in English press 1. Para Español marque 2."

The called party is then presented with menu options in the selected language. **Call branding can be customized as needed by the State so that called parties can accept calls by pressing the "5" button.** Once the called accepts the call, a pre-recorded message will prompt, "This call may be monitored and recorded. Thank you for using PCS."

Called parties must be able to accept calls by pressing the "5" button, reject calls by pressing the "1" button, and block all collect calls from Nebraska facilities by pressing the "2" button.

PCS Response: PCS has read, agrees and will comply.

Call prompts can be customized as needed by the State so that called parties can accept calls by pressing the "5" button, reject calls by pressing the "1" button, and block all collect calls from Nebraska facilities by pressing the "2" button.

The Bidders system must be able to record inmate telephone calls, and recordings must be easily accessible to State personnel.

PCS Response: PCS has read, agrees and will comply.

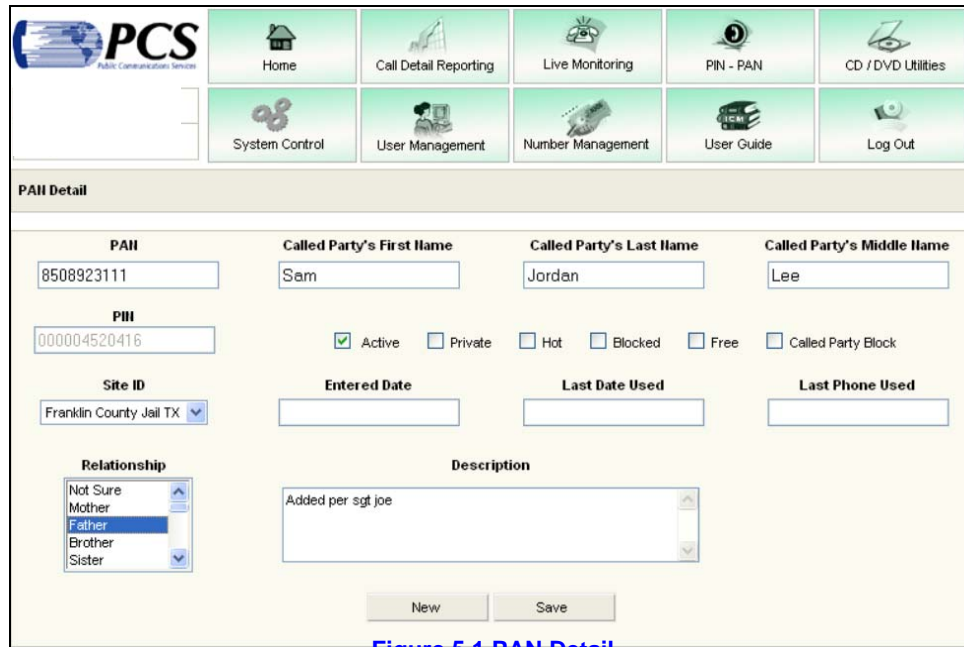
The PCS Solution automatically records and monitors all calls made at the facility except for those marked as "Do not record." The calls in progress can be monitored on an as needed basis from the workstations at the facilities or from any computer connected to the Internet. All recorded calls are stored on RAID 5 drive arrays in each of the servers on site. With a login and proper password, users are able to listen to calls or select calls to a CD/DVD queue.

2. Account/PIN Administration Requirements

When inmate accounts are established, inmates will provide a list of up to twenty (20) telephone numbers. These numbers must be programmed into an inmate "allowed call list". Inmates will only be permitted to dial numbers that appear on their "allowed call list.

PCS Response: PCS has read, agrees and will comply.

PCS proposes the use of allowed call lists. These allowed call lists are associated with each inmate's PIN. Inmates will only be permitted to dial numbers that appear on their "allowed call list." The Personal Allowed Number (PAN) application provides tight control on all numbers called by inmates from the facility. The PAN application allows administrators to associate a "personal allowed number" list with each PIN, so that the inmate is unable to make calls except to those pre-specified numbers on his list. To further control the telephone usage of inmates, telephones may be programmed with specific call restrictions and call durations by PIN. The screen below (Figure 5.1) shows the PAN detail.

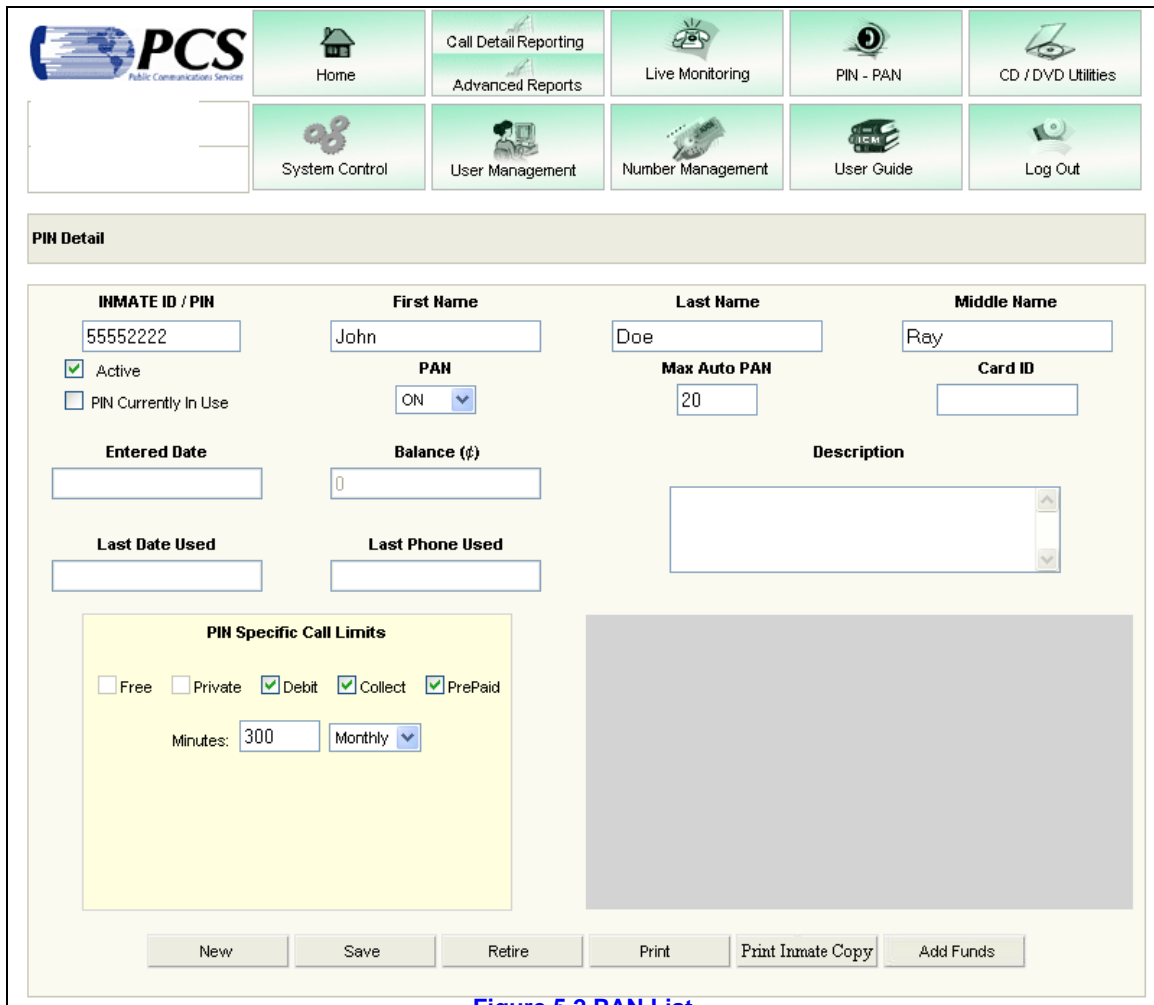


The screenshot shows the PCS PAN Detail form. At the top, there is a navigation menu with icons for Home, Call Detail Reporting, Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. The main form area is titled "PAN Detail" and contains the following fields and options:

- PAN:** Text input field containing "8508923111".
- Called Party's First Name:** Text input field containing "Sam".
- Called Party's Last Name:** Text input field containing "Jordan".
- Called Party's Middle Name:** Text input field containing "Lee".
- PII:** Text input field containing "000004520416".
- Site ID:** Dropdown menu showing "Franklin County Jail TX".
- Entered Date:** Text input field.
- Last Date Used:** Text input field.
- Last Phone Used:** Text input field.
- Relationship:** Dropdown menu with options: Not Sure, Mother, Father (selected), Brother, Sister.
- Description:** Text area containing "Added per sgt joe".
- Active Status:** Checkboxes for Active (checked), Private, Hot, Blocked, Free, and Called Party Block.
- Buttons:** "New" and "Save" buttons at the bottom.

Figure 5.1 PAN Detail

The PCS Solution has an automated PAN feature. This automated feature permits inmates to add numbers his/her Allow List up to the maximum number allowed. The following sample screen (Figure 5.2) shows an inmate account set for an automated Allow List up to 20 numbers.



The screenshot displays the PCS system interface. At the top, there is a navigation menu with icons and labels for: Home, Call Detail Reporting, Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. Below this is the 'PIN Detail' section, which contains a form for entering inmate information. The form includes fields for INMATE ID / PIN (55552222), First Name (John), Last Name (Doe), Middle Name (Ray), PAN (ON), Max Auto PAN (20), Card ID, Entered Date, Balance (\$), Description, Last Date Used, and Last Phone Used. There is also a 'PIN Specific Call Limits' section with checkboxes for Free, Private, Debit, Collect, and PrePaid, and a field for Minutes (300) and a dropdown for Monthly. At the bottom of the form are buttons for New, Save, Retire, Print, Print Inmate Copy, and Add Funds.

Figure 5.2 PAN List

The contractor provided system administrator will be responsible for creating and maintaining inmate calling accounts. All accounts must be created within twenty-four (24) hours of receipt. The Contractor will utilize NDCS provided registration forms.

The Site Administrator will be responsible for creating inmate calling accounts and maintaining all databases relating to the inmate telephone system. This will include all PINs (Personal Identification Numbers), PANs (Personal Allowed Lists). Inmate accounts are typically established when inmates are admitted to a facility, but will be established within 24 hours of receipt. The Site Administrator will use registration forms as provided by the State.

System Administrator will be required to pre-record the announcement of the inmate's committed name or legal name change (first and last name) when creating account. System must not allow inmate to record his/her own name at any time. The inmate must be electronically blocked from hearing or communicating with the called party until the call is accepted. Inmate's voice will

not be used during any announcement. Electronic security measures must prevent an inmate from interfering with or altering an announcement.

PCS Response: PCS has read, agrees and will comply.

At least two (2) staff members at each NDCS/YRTC facility must be trained to create and maintain inmate accounts in the event that system administrator is not available. Method of training should include user manual, instructor presentation, or powerpoint presentation.

PCS Response: PCS has read, agrees and will comply.

PCS provides training on the inmate telephone system and all auxiliary services prior to cutover. Training of facility employees will take place initially on site. The training session is set-up as an open multi-media presentation with printed materials and a question and answer session. Training will cover in detail how to access and use all the inmate telephone system functions from a computer workstation, including playback of call recordings, downloading recordings to CD and the type of media player required, exporting case files, and other related topics. Training will also include user security levels, the permitted tasks of each security level, and how to assign users to each level or task.

Refer to **Figure 5.3** for a sample of what may be covered during a training session.

Module	Subject
Login	How to Login
Home	Overview of system and modules; explanation of graphs
User Guide	Overview of online manual
Call Detail Reporting	Discuss all options for running various reports, setting up a template for a report and printing of a report
Call Detail Reporting	Demonstrate the investigative reports, call playback, reverse lookup, making notes, moving calls to CD/DVD Utilities
Call Detail Reporting	Creating revenue reports
Live Monitoring	Monitoring live calls
PIN	Using PINs as they apply to cardless debit
PIN	Explain all features that are available to a facility that is using facility-generated PINs for the inmates
CD/DVD Utilities	Selecting calls to burn on a CD/DVD and actually burning a CD
System Control	Turning phones on and off and other options
User Management	Establishing users with IDs and passwords and roles
Number Management	Doing reverse lookups
Number Management	Blocking and unblocking called to numbers, entering private numbers that are not to be recorded, entering Hot numbers, and other number management details.
Log Out	Logging out

Figure 5.3 Training

3. Collect Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to enter a nine (9) digit PIN.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place collect call.
- d. Inmate dials number.
- e. System validates dialed number against the inmates individual "allowed number list" and then places inmate on hold.
- f. System places call.
- g. When called party answers, system prompts called party to either accept or reject the call.
- h. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

PCS Response: PCS has read, agrees and will comply.

4. Debit Calling Requirements

The system must function as follows:

- a. Inmate goes off-hook, and is prompted to enter a nine (9) digit PIN.
- b. Inmate is then given an automated option to place a collect call or a debit call.
- c. Inmate selects option to place a debit call.
- d. System plays the remaining dollar amount on card.
- e. Inmate dials number.
- f. System validates dialed number against the inmates individual "allowed number list" and then places inmate on hold.
- g. System places call.
- h. When called party answers, system prompts called party to either accept or reject the call.
- i. Either a call path is established, or inmate is notified that call was not completed, and the reason for unsuccessful completion.

PCS Response: PCS has read, agrees and will comply.

5. Recording Requirements

Inmate calls must be recorded, and easily accessible to State personnel. Call recordings must be held on redundant hard drives.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution automatically records and monitors all calls made at the facility except for those marked as "Do not record." The calls in progress can be monitored on an as needed basis from the workstations at the facilities or from any computer connected to the Internet. All recorded calls are stored on RAID 5 drive arrays in each of the servers on site. With a login and proper password, users are able to select calls to a CD/DVD queue, which can be burned to a CD/DVD as required.

The Bidder's system must be capable of locating call recordings by inmate name, inmate PIN, date, inmate telephone, or called to number.

PCS Response: PCS has read, agrees and will comply.

Call recordings can be easily located from the workstation using a simple point and click method. Recordings can be searched by inmate name, PIN, inmate telephone, or called-to number.

Recorded calls can be searched and queried, with proper security clearance, by both local and remote access. The recorded call archives can be searched through system web server technology.

This can be done at any workstation with proper password access over the LAN, Internet, or remote privileges into the system. Playback of any selected calls can then be initiated through this same connection.

Call recordings must be easily copied to CD or DVD. CD/DVD burners must be available on all work stations provided by the contractor.

PCS Response: PCS has read, agrees and will comply.

Both call detail records and call recordings can be copied onto compact disc (CD), DVD, or other electronic medium, and these may be replayed on any computer with the appropriate audio capabilities. PCS will provide the storage device, which will be located in the area designated by the State. The storage device will produce transfer recordings with virtually no loss in quality and will be capable of placing an audio time and date stamp within the recording. The storage device will have a monitor amplifier and speaker so that the investigator may confirm accurate transfers of the recorded information.

The process of downloading call recordings is fast and easy. From the Call Detail Results screen, the user can just click on the CD-icon of the desired call recording. This will place that recording in the CD/DVD Queue, as shown in **Figure 5.4** below:



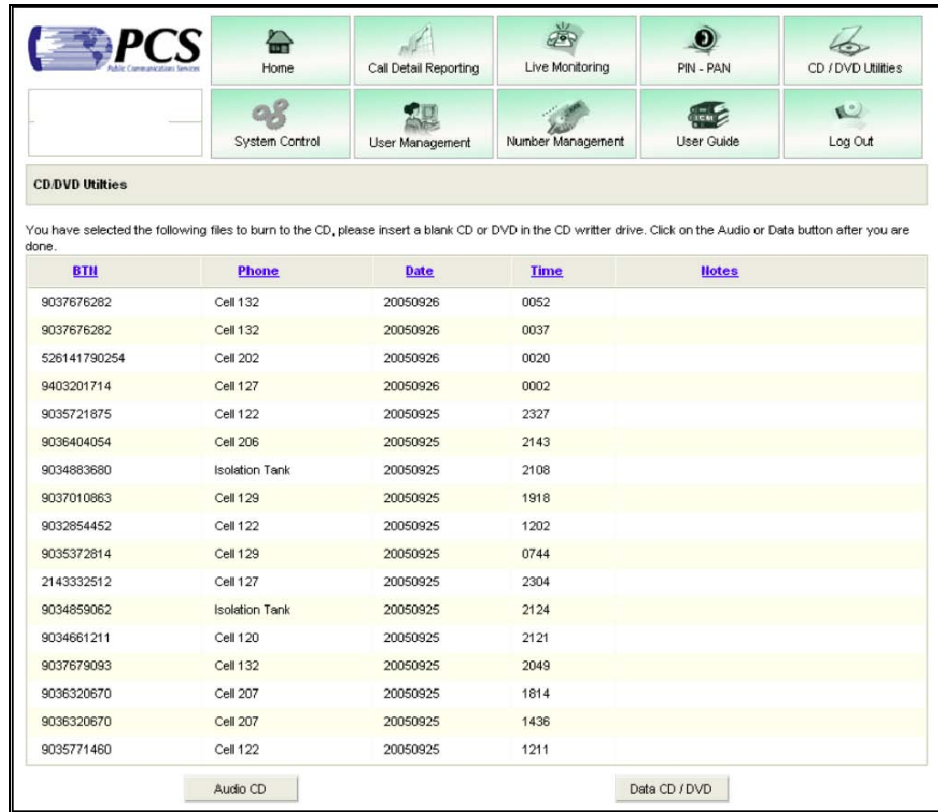


Figure 5.4 CD/DVD Queue

Once the desired recordings have been selected, the user merely inserts the CD/DVD and clicks on “Data CD/DVD” to burn the CD/DVD. He or she may listen to the CD/DVD through Windows Media Player. Simply click on the speaker icon in **Figure 5.5** below.



Figure 5.5 CD/DVD Playback

Each site must be capable of storing six (6) months of call recordings on the system hard drive for immediate access. Once call recordings become six (6) months old, the system must automatically download them to a permanent storage media. Permanent storage media must hold six (6) months of call recordings, and be stored at NDCS. Call records stored on permanent media must be easily accessible and searchable.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution will store all call detail records and call recordings on the system hard drive for a minimum of six (6) months prior to archiving on a permanent storage media. This will include both attempted and completed calls. NDCS will be able to access these records from any workstation with authorized access.

Both call detail records and call recordings can be copied onto compact disc (CD), DVD, or other electronic medium, and these may be replayed on any computer with the appropriate audio capabilities. PCS will provide the storage device, which will be located in the area designated by the State. The storage device will produce transfer recordings with virtually no loss in quality and will be capable of placing an audio time and date stamp within the recording. The storage device will have a monitor amplifier and speaker so that the investigator may confirm accurate transfers of the recorded information.

The contractor provided system administrator must be restricted from monitoring inmate calls.

PCS Response: PCS has read, agrees and will comply.

The Site Administrator will not have direct user access to any recording or monitoring equipment.

The NDCS has collected an extensive database of call recordings. Bidder shall describe how they would integrate that data into their system so that seamless access to old and new call recordings can be accessed in a uniform manner.

PCS Response: PCS has read, agrees and will comply.

Integration with the proposed inmate telephone system is implemented using data file interchange. The system processes a rich set of directives to affect the specified data stores.

6. System Security Requirements

The Bidder's system must be capable of screening, detecting, and eliminating any efforts by the called party to transfer or originate a 3-way call. Explain in detail your systems solution for detecting and eliminating these types of calls. If your system is capable of disconnecting these types of calls, the use of this feature must be programmable and controlled by State personnel.

PCS Response: PCS has read, agrees and will comply.

The PCS Solutions monitors all of the available information on the telecommunications network, and reduces fraudulent activities. The only scenario which could possibly lead to a three-way

call going undetected would be due to the lack of any signaling on the telecom network to ANY service provider that a three-way call is occurring. With the combination of silence, dial tone, DTMF detection, and other Energy algorithms, the PCS Solution accurately detects most fraudulent activities. Many providers propose patented three-way detection technologies, which PCS has tested in the past and which have proven not worthy in the field. These technologies do not catch 100% of three-way calls, and they also have a very high percentage of detecting and disconnecting valid calls that are not three-way (false positives). The PCS Solution runs algorithms that provide a solid, reliable, and proven detection system.

Whenever attempts at fraud are detected, the PCS Solution can respond by advising the parties to the call, terminating the call, or both. PCS will implement whichever option the County chooses. In all cases, these calls are flagged on the call detail record.

The State reserves the right to shut down inmate telephones and/or limit inmate access to telephone calls in any or all areas of a particular facility as needed. Explain how this function can be managed with your system.

PCS Response: PCS has read, agrees and will comply.

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

The system can configure an institution's inmate phone in a wide variety of ways and under different criteria:

- On/Off times may be programmed at each minute, 24 hours a day.
- On/Off times may be programmed to be unique to each day of the week.
- On/Off times may be programmed to be unique to different areas within a facility.
- Call durations can be set per phone, line, PIN/PAN, or identification number.
- The entire phone system may be turned On/Off with a couple of clicks of the mouse.

Staff at each facility can easily be trained to provide this function. A point and click method provides easy control of inmate phones.

In addition to the ability to shut down phones at a workstation, the PCS Solution will also provide mechanical cut-off switches, located in the places designated by the County. Authorized personnel will be able to digitally shut down selected telephones from the central control centers. This system requires no special technical knowledge to disconnect or reconnect service.

The ICOR-24 is a switching unit that allows correctional personnel to shut down a number of phones with a single switch. This increases variation options for shutting off phones and reduces required wiring and space required for installations. The unit can be configured in a variety of ways. It can accommodate multiple switches so that only certain phones are disabled at a time. Please refer to **Figure 5.6** below for a photo of the proposed cut-off switches.

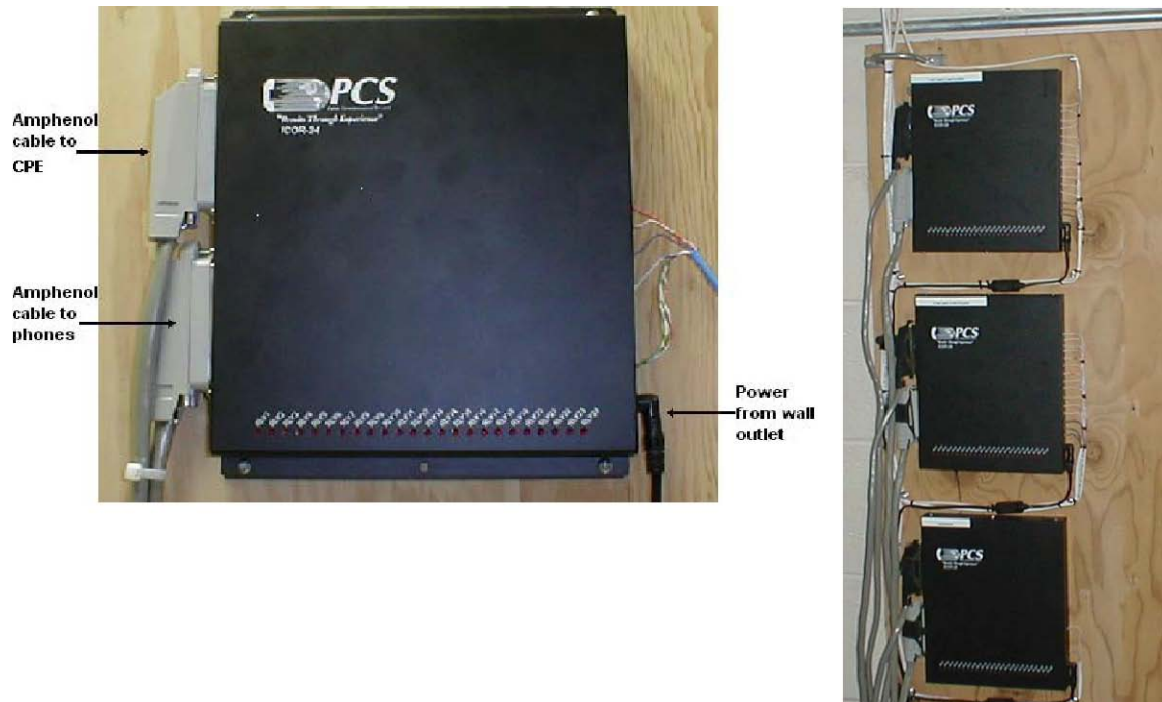


Figure 5.6 PCS ICOR-24 Shutdown Switch

Each unit controls 24 phones. Multiple units can be grouped together as shown in the picture on the right in order to control more than 24 phones. Each new unit that is grouped gives the user the ability to control another 24 phones.

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

These configurations are not limited to phone locations. For example, there may be inmate 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.

Inmate telephones must be restricted from out-pulsing any DTMF digits once the call has been connected.

PCS Response: PCS has read, agrees and will comply.

The system constantly monitors the inmate phone for attempts to manipulate the switch-hook in order to bypass system controls. Any such attempt will result in call disconnection. At no time will the inmate reach outside dial tone. Creating DTMF tones by dialing additional digits will result in call termination.

Contractor must provide the proposed system with audit software that keeps track of access to system, i.e. time and date of all workstation logins, time spent logged in, changes made while logged in, etc. This access information will only

be available to the NDCS Special Services Administrator. Explain how your system accomplishes this.

PCS Response: PCS has read, agrees and will comply.

All access to the inmate telephone system is tracked in a log that shows the user login name, IP address of the PC used to access the system, and the time and date of the actions. Only those users with Administrative privileges are able to see these logs.

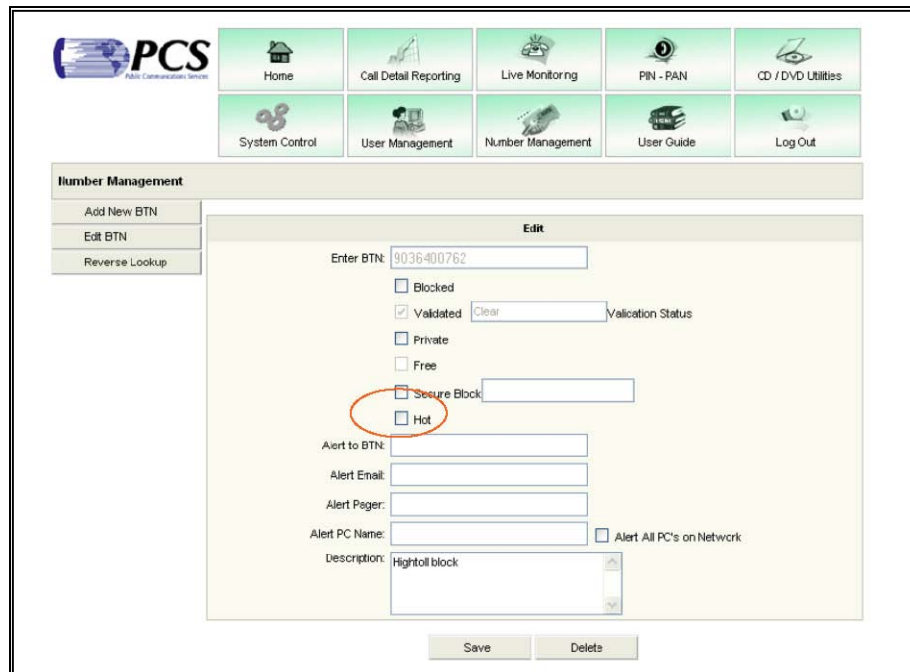
The Bidder system must have a “Call Alert” feature. This feature will alert staff that a designated inmate is making a call, or that an inmate is placing a call to a designated telephone number.

PCS Response: PCS has read, agrees and will comply.

The inmate telephone system will automatically call and alert investigators if a designated inmate is making a call or a designated phone number is called. When a “hot” telephone number or PIN is dialed, the alert will be triggered and the ITS will call the “Dial To” number. When the investigator answers his phone, he will enter a four digit access code and may listen to the call in progress.

The PCS system will detect and prohibit an attempted call made to a restricted number, an attempted call using a restricted PIN, or an attempted call made from a restricted telephone. Investigators can program a “Dial To” number where they will be called when a call matching their criteria is attempted.

To set an alert on a number at any time, label it as “hot” as shown in **Figure 5.7** below.



The screenshot shows the PCS web interface for Number Management. At the top, there is a navigation menu with icons for Home, Call Detail Reporting, Live Monitoring, PIN - PAN, CD / DVD Utilities, System Control, User Management, Number Management, User Guide, and Log Out. Below this is the 'Number Management' section with buttons for 'Add New BTN', 'Edit BTN', and 'Reverse Lookup'. The main area is titled 'Edit' and contains a form for configuring a number. The 'Enter BTN:' field contains '9036400762'. There are several checkboxes: 'Blocked' (unchecked), 'Validated' (checked), 'Private' (unchecked), 'Free' (unchecked), 'Secure Block' (unchecked), and 'Hot' (checked and circled in red). Below these are fields for 'Alert to BTN:', 'Alert Email:', 'Alert Pager:', and 'Alert PC Name:'. There is also a checkbox for 'Alert All PC's on Network'. A 'Description:' field contains 'Hightoll block'. At the bottom are 'Save' and 'Delets' buttons.

Figure 5.7 Hot Numbers

System administrator security should be available at varied levels of system access. Explain how your system restricts access to particular features or programs based on administrator login.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution will be accessed by passwords, and the password level will determine functions and facilities a user can access. Passwords can be set to allow access to only the local facility, to access multiple facilities, or to access all facilities. User access can also be limited to certain functions of the inmate telephone system. Workstations can be used to administer the account of other users, as well as inmates. They can also be used to listen to calls in progress, as well as completed calls. The reporting functionality of the proposed system makes it easy to run standard reports or create customized reports. PCS will work with the State to determine access levels for each user.

In order to access the PCS system, each user must login with a valid user name and password. Please refer to **Figure 5.8** for an example of the login screen.



Figure 5.8 Secure Login

To login to the ITS, users simply open Internet Explorer 6.0 or above and enter <http://pcsicm.com>. They then enter a valid user name, password, and facility number. Each user will have an assigned role, which gives them permission to access certain functions and not others. To create a user role, enter the Edit Roles Screen, from the User Management Screen shown in **Figure 5.9**.

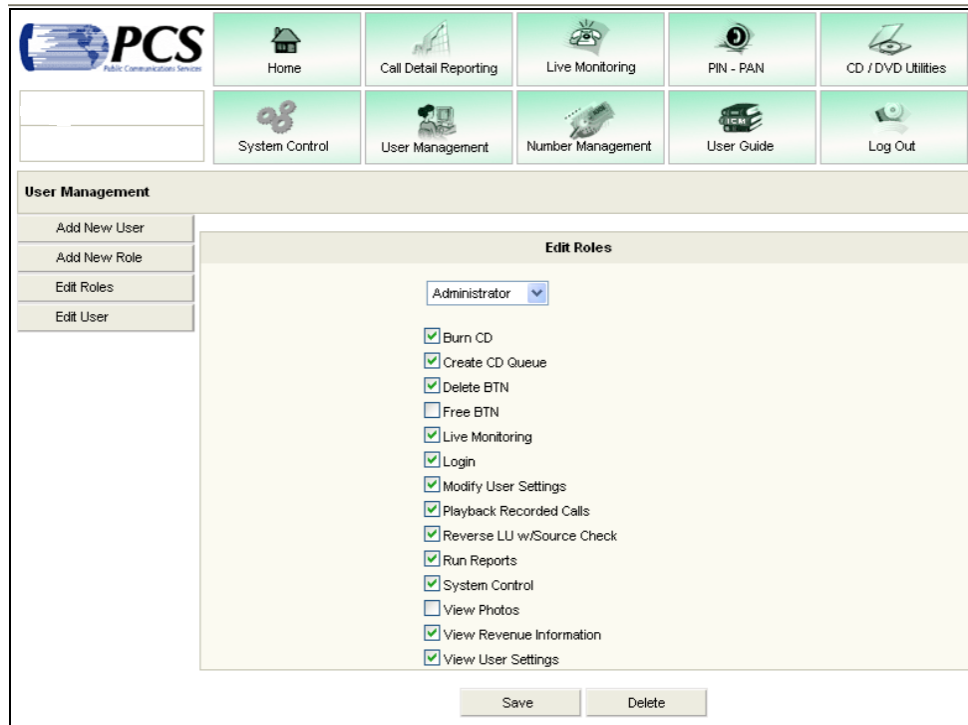


Figure 5.9 Creating Roles

From this screen, administrators may create a role and assign privileges to that role. Once the role has been created and given a name, it can then be assigned to a user. Please note the sample screen below (Figure 5.10).

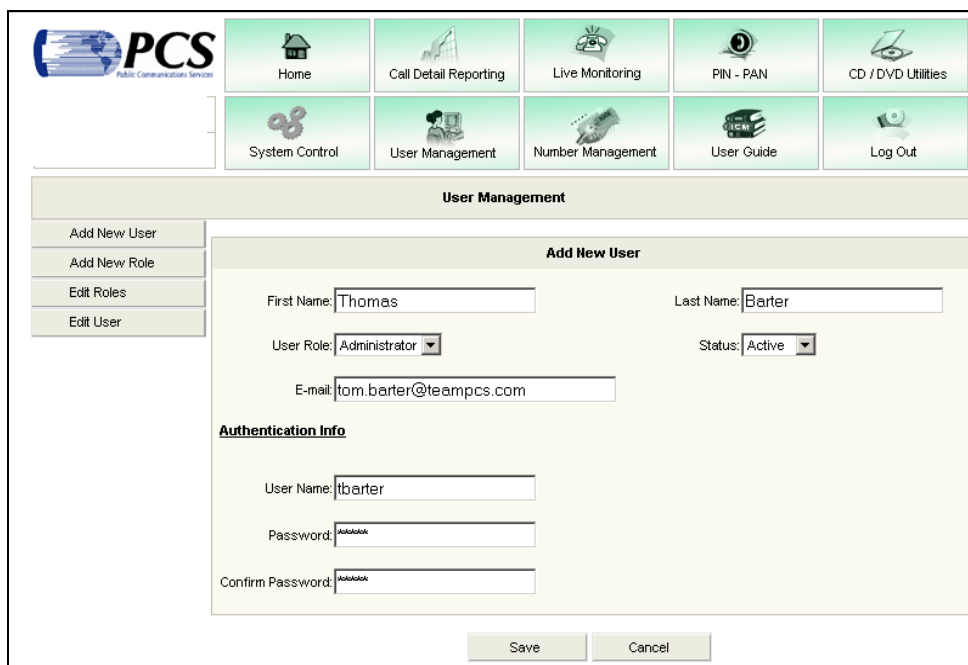


Figure 5.10 Assigning a Role to a User

From this screen, administrators can create a new user by filling in the user's name, status, and password and assigning the user to a Role.

Roles can be used as assigned pre-set security access levels, or Roles may be created specifically for an individual user. Those with administrator level access will be able to create and assign roles to other users.

Cellular and IP telephones present a security concern and need to be identified. The Bidder must state in their RFP options for flagging all call detail and recordings on calls made to cellular and IP phones. Bidder must explain options available to the NDCS for identifying cellular and IP numbers.

PCS Response: PCS has read, agrees and will comply.

PCS subscribes to the Local Exchange Carrier Line Information Data Base (LIDB) screening database for call validation. This database will be queried for each called-to number. We will process only those calls that do not have Billed Number Screening (BNS).

Validation Process - All calls go through a screening process in order to attempt to minimize fraudulent and/or unauthorized activity.

1. If the facility uses Personal Allowed Number lists, the first check is to ensure that the number dialed is on the inmate's PAN list. If not, the call is not allowed.
2. All calls are validated through AT&T's LIDB service (Line Identification Data Base). This service is a type of TRW for called to numbers. It verifies that it's a billable number and reports any billing blocks.
3. All calls are compared to a Billable Phone Number Table in order to identify them as cell telephone numbers, bad area code/prefixes, etc.
4. All calls are compared against a call restriction table to ensure that end user requested restrictions and/or abused phone numbers are not processed.
5. All calls are compared to system and administration blocks to ensure that unallowed numbers are not contacted.
6. All Calls are checked against a Telco Block Table, which identifies numbers with billing problems.

PCS' validation is performed in a real time environment, incorporating validation responses from Local Exchange Carriers, acknowledgement of carriers who do not allow billing of collect calls and blocked numbers entered by the facility or PCS.

PCS uses LIDB as one tool to validate calls but we don't rely only on this database. Due to number portability and CLECs that do not allow collect call billing to their customers, it is

important to have redundant and overlying data sources to ensure that the proper validation processes are in place. PCS relies on both internal and external databases along with LIDB to accomplish this goal. The following illustration (Figure 5.11) is of the validation process:

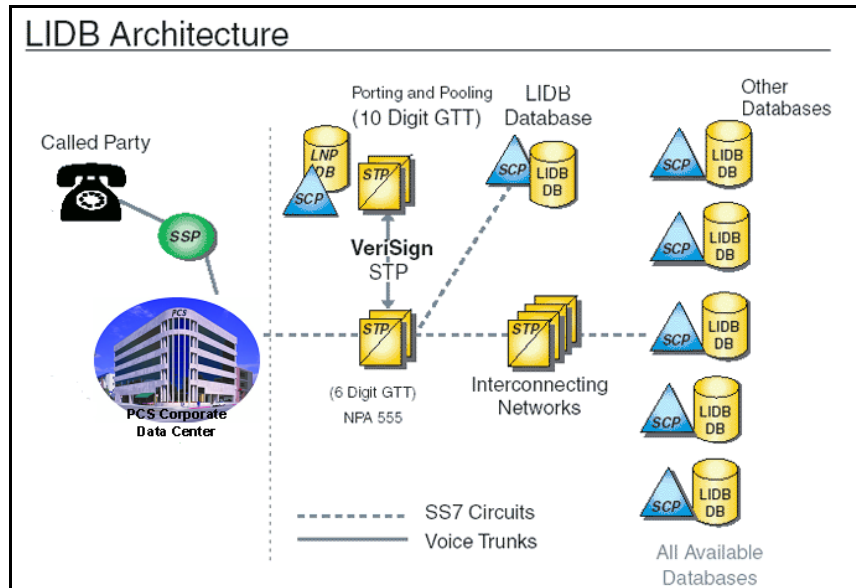


Figure 5.11 Validation Process

This internal validation process tracks unbillables, which can be compared against a list of cell number exchanges. In addition, we will work with the current incumbent to obtain the current list of identified cell phone numbers.

7. Workstation Requirements

A minimum of two (2) workstations will be required at NSP, LCC, OCC, DEC, and TSCI. Six (6) workstations are required at the Central administrator's office in Lincoln, NE. two (2) for use by Contractors system administrator, one (1) by NDCS Special Services Administrator, one (1) for NDCS Intelligence Coordinator, one (1) for Central Administration Accounting and one (1) for the NDCS Investigators office. All other locations will require one (1) workstation.

PCS Response: PCS has read, agrees and will comply.

PCS will provide workstations as required by the State. These workstations will allow access to call detail records, inmate account information, call recordings, and configuration for all correctional facilities regardless of location.

The PCS proposed Administrative PC configuration is a HP Compaq Business Desktop dx5150 (Figure 5.12) with the following components:

- 2 GHz AMD Athlon 64 3200+
- 1 GB PC 3200 RAM memory at 400MHz
- 17" Flat Panel Monitor
- 80 GB SATA II Hard Drive
- 52x32x52x/16x CD-RW/DVD-ROM Combo Drive
- Internal Chassis Stereo Speakers
- Intel 10/100/1000 Onboard Ethernet Controller
- HP USB 2-Button Optical Mouse 800 Dpi
- USB Enhanced Multimedia Keyboard
- Microsoft Windows XP® Professional Service Pack 2
- Microsoft Office 2003 Professional Edition 2003
- McAfee/Norton Virus Protection Enterprise Software
- Lexmark Z611 Color Inkjet Printer



Figure 5.12 Workstation

Each Contractor provided workstation must have access to call detail records, inmate account information, call recordings, and configuration for all correctional facilities regardless of its location.

PCS Response: PCS has read, agrees and will comply.

The ability to create and manage case files on each workstation case files for ALL workstations will be accessible from the NDCS Special Services Administrator workstation. Case files can be shared between all workstations regardless of location.

The ability to create and manage case files on each workstation must be available. Case files for ALL workstations must be accessible from the NDCS Special Services Administrator workstation. Explain the method of case file management available with your system.

PCS Response: PCS has read, agrees and will comply.

The inmate telephone system can create and manage case files through the Administrator screen viewed on each workstation. This feature will enable authorized personnel to create file folders for each case and add Word documents, call recordings, etc. to the case folder. This information is stored in the database on the central server(s) and is therefore viewable by any workstation with the proper security access.

Where two (2) workstations are at any one (1) site, the ability to share case files between workstations must be available.

PCS Response: PCS has read, agrees and will comply.

Each workstation must be supplied with an inkjet printer and a 17" monitor.

PCS Response: PCS has read, agrees and will comply.

As requested by the State, each workstation will be supplied with an inkjet printer and a 17" monitor.

It is desirable that spare workstations and individual workstation components be readily available onsite, however contractor will be required to repair or replace any faulty workstation or workstation component within forty-eight (48) hours.

PCS Response: PCS has read, agrees and will comply.

NDCS requires that personnel have access equal to that of the workstations from offsite computers via the Internet. Contractor must explain their method for meeting this requirement.

PCS Response: PCS has read, agrees and will comply.

PCS knows that it is critical for investigators to safely access call recordings and call data even when they are not physically present at the facility. With the PCS solution, authorized users will be able to run customized reports and operate the telephone system from a remote location in the same way as they would from a dedicated workstation at the facility. Multiple investigators can access the system simultaneously.

Investigators and systems administrators will be able to securely and easily access call data and monitor live calls from any location with a high-speed internet connection – from an office, for example, from a personal workstation, or even from home. All authorized personnel will be given a unique username and password, with NDCS-determined authorization levels and permissions. These credentials allow NDCS to grant each user access to only those areas of the telephone system that are relevant to that user's job functions.

8. Network Requirements

The type of data network used will be the responsibility of the contractor, however all site information to include recording and monitoring must be made available to the central administration workstations on a "real time" basis.

PCS Response: PCS has read, agrees and will comply.

Site information, including recording and monitoring is available to authorized personnel on a real-time basis.

The type of voice network used will be the responsibility of the contractor. A Voice Over Internet Protocol (VOIP) solution will be permitted, however the contractor must provide some type of redundancy so that facilities are never isolated from electronic monitoring from the Central administration site.

PCS Response: PCS has read, agrees and will comply.

All data and telephone network used by the contractor provided system must be installed, maintained, and paid for by the contractor. At no time will the contractor be permitted to use State resources.

PCS Response: PCS has read, agrees and will comply.

The proposed system will be provided, installed and maintained at no cost to the State.

All inmate telephones must be capable of functioning simultaneously. This will require a 1:1 ratio of telephones to outside lines.

PCS Response: PCS has read, agrees and will comply.

9. Telephone Equipment Requirements

All inmate telephones will be provided by contractors and must be heavy-duty wall mount phones to include:

- a. Hearing aid compatibility
- b. DTMF signaling
- c. Fully FCC and U.L. approved
- d. ADA compliant and compatible with TDD devices
- e. Armored cords
- f. Volume control

Telephone types and counts for each facility can be found in attachment 1a.

PCS Response: PCS has read, agrees and will comply.

PCS will supply and install full security inmate telephones by Navitel. The OTC-2110V2 inmate 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 inmate phones will have no exposed screws, bolts, metal, or other hard-substance fasteners or any other material that can be removed from the phone without a special security removal device.

Pictures and descriptions of the proposed phones are included in **Attachment I, Navitel/OTC Inmate Telephones.**

The proposed ITS will comply with all Federal Communication Commission and Public Utility Commission regulations. The FCC registration number for the proposed inmate telephones is US:OTCTE11B2000. The inmate telephone handsets are hearing aid compatible and meet E.I.A. Standard RS-504 for compatibility.

Please see **Attachment H** for a **Declaration of Conformity with all FCC requirements for the call processing equipment.** The Approval Number of the interface that connects the PCS system to the local exchange is United States FCC Part 68, Subpart D 6PR CAN-36341-DD-N.

Contractor must provide a portable telephone at each facility for use in segregation units and hospitals as indicated in Attachment 1a.

PCS Response: PCS has read, agrees and will comply.

PCS will provide a portable telephone for use in segregation units and hospitals at each facility.

Contractor must provide one (1) TDD unit at each facility location as indicated in Attachment 1a. Additional TDD units shall be provided as requested by NDCS. Digital monitoring capabilities must be available for TDD units.

PCS Response: PCS has read, agrees and will comply.

PCS's automated operator inmate telephone system is designed for use by the hearing impaired. PCS will provide TDD/TTY devices based on the needs of each facility, as determined by NDCS.

Amplified volume control is a built-in feature of the proposed inmate telephones manufactured by Navitel/OTC Telecom. These telephones have a volume control device that allows the inmate to increase or decrease the volume of the headset earpiece. The proposed inmate telephone standard keypad assembly is fully ADA compliant and has a "raised bump" on the number 5 key as required. Physically impaired inmates at correctional institutions nationwide are successfully using these standard keypads.

PCS proposes the portable Ultratec (Model: Supercom 4400) vandal resistant TDD (**Figure 5.13**). Standard features of this TDD phone include:

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



Figure 5.13 Ultratec Supercom 4400 TDD

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

PCS will work closely with the State to ensure that the security features designed into standard calling practices are incorporated into the calls made by inmates through the relay centers. This

includes recordings, blocked numbers, PINs and PANs. PCS has extensive experience in working with various relay centers to ensure that disabled inmates have the same calling privileges and security features designed into their calling patterns as all other inmates.

Inmate telephones must be line powered.

PCS Response: PCS has read, agrees and will comply.

All inmate telephone stations will be line-powered; therefore, no additional cabling and/or wiring will be necessary. The equipment will contain no removable parts.

Telephones placed in State facilities must utilize sturdy, high security construction, and have armored handset cords. Contractor should provide as an attachment a photo and specifications of the telephone sets proposed.

PCS Response: PCS has read, agrees and will comply.

The OTC-2110V2 inmate 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.

Please refer to **Attachment I, Navitel /OTC Inmate Telephones** for a detailed description and pictures of the proposed phones.

10. System/Server Requirements

Contractor must provide a sufficient number of uninterruptible power supplies so that all AC powered components of the system have surge protection, line conditioning, and minimum 30 minutes backup power. System server must be capable of recovering from complete loss of power automatically and without intervention from State personnel.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution is equipped with the appropriately sized APC Smart Uninterruptible Power Source (UPS), which provides both electrical conditioning and battery back-up in case of power surges or power outages. The UPS units (pictured in **Figure 5.14**) are configured to provide continuous operation in the event of a power surge or interruption in order to ensure that there is no loss of call recordings or call data.

If commercial power is lost, the UPS will indicate the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the PCS Network Management System (NMS). Should power be restored within the designed period of time, there will be no interruption of call processing or workstation functionality. If the interruption exceeds this period, call processing functions are suspended until such time as power is restored.

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



Figure 5.14 APC Smart UPS

The APC Smart UPS models used by PCS can be monitored remotely, thus any problem with the unit (such as a low battery or power overload) can be identified and corrected before it has the potential to affect the inmate telephone system.

The features of the APC Smart UPS include:

- Hot-swappable batteries
- Full protection from sags, surges, spikes, lightning, and blackouts
- Intelligent precision-charging that maximizes battery performance and reliability
- Automatic restart upon return of commercial power
- Automatic self-test function
- Remote management via the network
- Space saving options of either a tower or rack-mounted unit

The Bidder's system must allow for programming of time frames when calls may or may not be placed. These calling windows must be programmable on a site-by-site basis.

PCS Response: PCS has read, agrees and will comply.

The proposed inmate phone system can easily be programmed (preset during installation) so that the phones are operational only between certain hours of the day. Authorized staff can override the timed on/off phone times, as needed—the phones can be shut down quickly and easily by using either the computer control or manual shutdown switches.

Authorized staff simply change phone setting from "Recording" to "Off", as shown in **Figure 5.15** below.

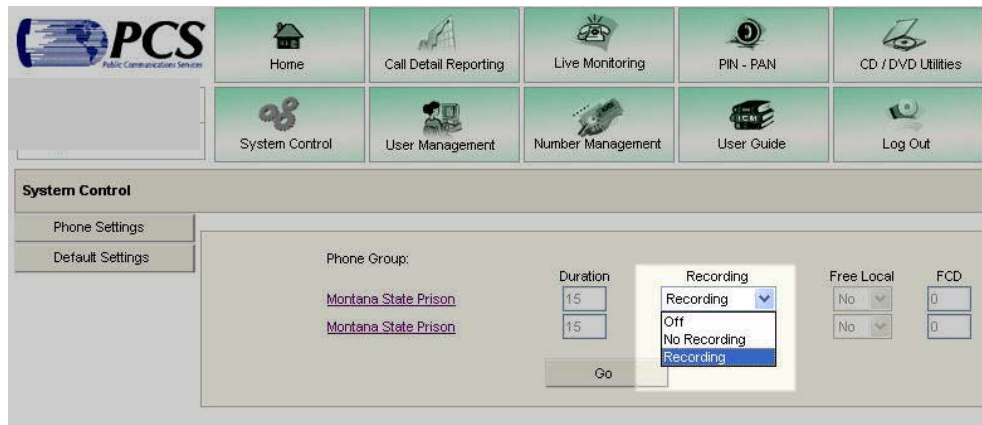


Figure 5.15 On/Off Phone Control

The Bidder's system must have the ability to block telephone numbers on a global basis. The NDCS maintains a list of telephone numbers that must be blocked from access by the entire system.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution offers sophisticated blocking capabilities. During installation, a "Call Blocking" file is established that prohibits inmates from making calls to specific numbers, including "411", "911", and long distance carriers. In addition, the system provides "wild card" capabilities.

Typically, access is denied to the following:

- Direct Dialing (1+)
- Operators (0-,00-,1-0-XXX-0)
- Information (411,1-411,555-1212,1-555-1212)
- Talk Lines (900, 976 Exchanges)
- Toll Free Lines (1-800,1-888,1-877, and the like)
- IXC Access (950,10-XXXX,10-10-XXX)
- Correctional facility telephone numbers
- Correctional facility employees' home numbers
- Judges' and prosecutors' home numbers
- Emergency Numbers (911, Police, Fire, Poison Control, etc.)

Figure 5.16 shows how individual numbers can be blocked.

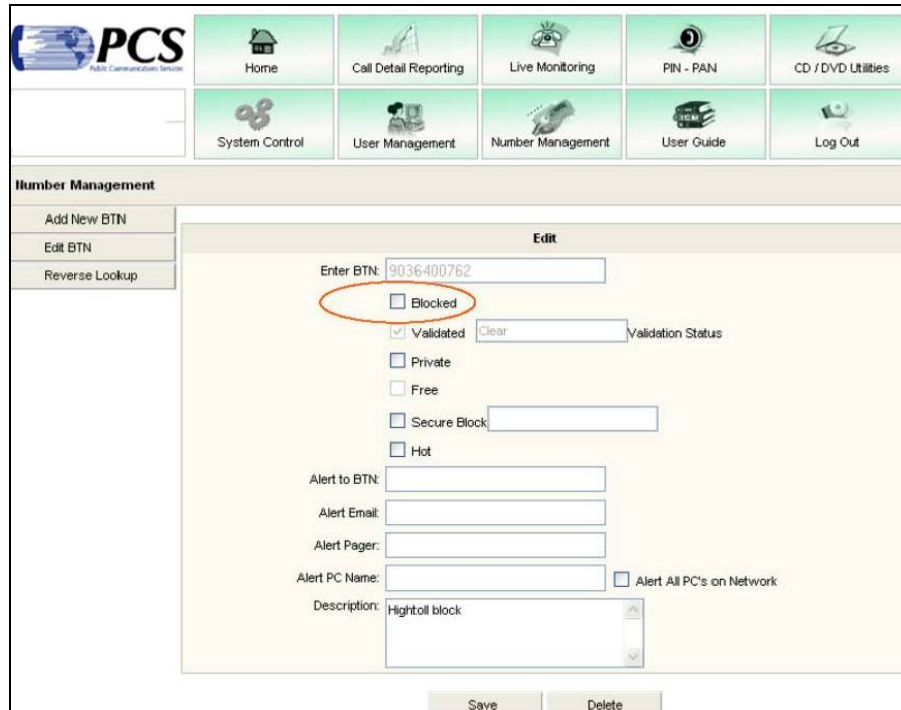


Figure 5.16 Number Management Screen

From this screen, users are able to do the following:

- Block numbers
- Verify Validation Status
- Mark numbers as Private (so they will not record)
- Mark numbers as Free (This is done by PCS personnel.)
- Mark numbers as Hot (for easier reporting on specific numbers and for automatic alerting)
- Block by wildcard (block a range of numbers)
- Add descriptions to numbers

The inmate's access to call functions is controlled by the PCS Solution, which uses voice prompts to guide both the inmate and the called party through every step of the calling process. Inmates attempting a call that is not allowed will hear an announcement explaining their call has been blocked.

For the purpose of billing, and decrementing the inmate account, call timers may not begin until the inmate has an actual talk path established with the called party, and must end when one or both of the parties goes back on-hook.

PCS Response: PCS has read, agrees and will comply.

The billing of an inmate call begins after the called party positively accepts the call, and not before. If the called party does not positively accept the call, there is no charge. If a call is accepted, that portion of the call that takes place before positive acceptance is never billed.

The Bidder's system must be capable of storing all call records at each site location. System must be capable of producing real-time custom calling reports for investigative or auditing purposes. These reports must include all calls by PIN, called number, date, telephone used, etc. All reports should include date, time, originating number, terminating number, PIN, duration, and elapsed time.

PCS Response: PCS has read, agrees and will comply.

The Bidder's system must restrict incoming calls, however must be programmable to allow incoming calls during emergency situations.

PCS Response: PCS has read, agrees and will comply.

The Bidder's system must be capable of processing calls and making announcements in both English and Spanish. The ability to add additional languages must be available. System announcement capabilities must be programmable, and the NDCS will approve all automated language prior to being put into production.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution is configured to process calls in both English and Spanish. The inmate can select the preferred language with a simple code. The inmate telephone system can be configured to provide automated voice prompts in up to nine languages simultaneously.

The inmate is prompted with instructions in either English or Spanish on how to complete a call. To select the preferred language the inmate can simply select the code as instructed in the following sample prompt: "For English press 1. Para Español marque 2. Please enter the area code and phone number you are calling now."

The called party selects their preferred language in a similar way. The prompt to the called party is as follows: "Hello, this is a collect call from (inmate name), an inmate at the Polk County Jail. To hear acceptance options in English press 1. Para Español marque 2." This option is repeated twice. If no option is selected, the acceptance prompts begin in English.

Written dialing instructions in both English and Spanish will be mounted on the face of the phone under an unbreakable, sealed clear shield. Alternately, they may be laminated and posted next to the phones. Please refer to **Attachment J** for **Sample Dialing Instructions**.

The Bidder's system must be capable of playing periodic voice overlays announcing that the current call is being placed from the (name, city, and state of the corrections facility). These announcements must be played at random intervals, no more than twice per fifteen (15) min call, and must be audible to the called party. Inmate voice must be muted during the playing of these announcements.

PCS Response: PCS has read, agrees and will comply.

The inmate telephone system has the ability to play random periodic voice overlays announcing that the call is from a correctional facility. These voice prompts can be custom recorded as requested by the State, or a standard voice prompt similar to the following may be used: "This call is from a correctional facility, and is subject to monitoring and recording." This announcement is audible to the called party. All communication to the inmate is muted until positive acceptance. The called party cannot hear the inmate, and the inmate cannot hear the called party until the called party has accepted the call.

The Bidder system must allow for calling restrictions or suspensions at the individual account level. Individual inmate accounts must reside in the database for each facility Statewide. This will permit an inmate to be transferred from one facility to another without the need for establishing a new account.

PCS Response: PCS has read, agrees and will comply.

The PIN number can be automatically transferred when an inmate is transferred from one facility to another. The PIN feature is highly reliable and effective in identifying inmates making calls, assisting investigators in their criminal investigations, and providing security controls on inmate calling.

Calling and time restrictions must be established at the facility level, and will vary from facility to facility depending on needs.

PCS Response: PCS has read, agrees and will comply.

The proposed ITS is quite flexible in its ability to classify and define the functions of individual phones and groups of phones within a facility and globally. Authorized personnel can limit the length of a call, determine the time of day calls are permitted, and the maximum number of minutes per inmate per month.

Automatic On/Off Times

The inmate telephones are configured to turn on and off automatically at preset times according to a schedule set by the facility. These preset on/off times can be set differently for each phone, or group of phones, according to the facility's needs, and can be overridden at any time by authorized staff.

Call Duration

The duration of inmate calls can be controlled by authorized personnel. Please see the sample screen (**Figure 5.17**) below:

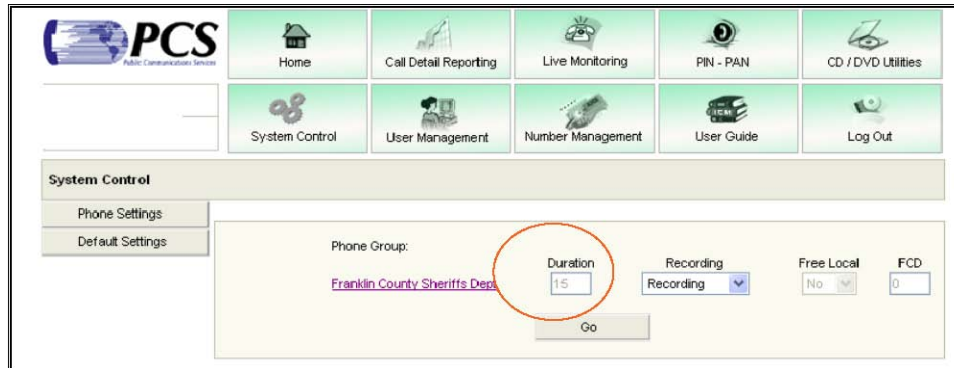


Figure 5.17 System Control Screen – Group settings

The System Control Screen allows authorized users to set Call Duration for groups of phones. Groups are defined according to facility needs. If the facility wants to control the call duration of individual phones, the Phone Settings button allows authorized users to set them for each phone in the system.

When PIN numbers are implemented, call duration can be set on an inmate-to-inmate basis. Please refer to Figure 5.18 below for an example:

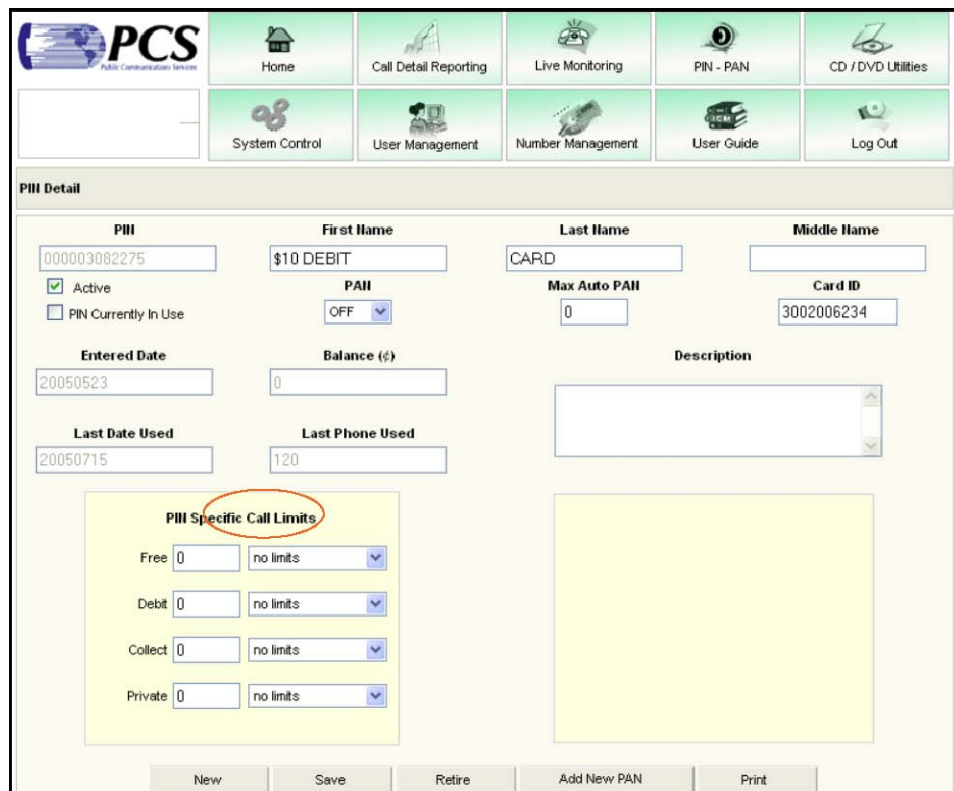


Figure 5.18 PIN Detail Screen

The PIN editor allows authorized users to restrict an inmate's calling to a certain number of minutes per day or per month, assign an inmate to certain telephone stations only, and implement many other features.

The proposed system including monitoring and recording equipment must be expandable with software upgrades as they become available and are approved by the State. These upgrades must be performed at no cost to the State.

PCS Response: PCS has read, agrees and will comply.

PCS will install additional telephones and monitoring and recording equipment as needed to accommodate expansion to existing and new facilities. The PCS Solution's open architecture and state-of-the-art hardware design allow the inmate telephone system to easily expand, upgrade and adapt to changes in the industry and customer requirements. Any new facilities can be either networked directly or installed as a stand-alone call processor.

All calls must be blocked in such a way that the inmate cannot hear the operator contact with the called party, or responses of the called party. Inmate call path must not be established until the called party has positively accepted the call.

PCS Response: PCS has read, agrees and will comply.

All communication to the inmate is muted until positive acceptance. The called party cannot hear the inmate, and the inmate cannot hear the called party until the called party has accepted the call.

The Bidder system must allow the person accepting the call (if call is collect) to inquire about the charge for a call prior to accepting it. How does bidder's proposed system meet this requirement?

PCS Response: PCS has read, agrees and will comply.

When the called party answers the phone, they will have the option to inquire about rates. First, the pre-recorded announcement the called party will hear will be similar to, "Hello, this is a collect call from (inmate name), an inmate at the [FACILITY NAME] To hear acceptance options in English press 1. Para Español marque 2."

The called party is then presented with menu options in the selected language. Some examples of menu options are listed below

- "To accept this call, press 0."
- "To refuse this call, press 1 or hang up now."
- "To prevent further calls from this facility, press 8."
- **"For a rate quote, press 9."**

Please note these options can be customized as needed by the State.

Each server/system provided by the contractor must have a redundant hard drive that mirrors the operating system hard drive. This redundant drive must be capable of operating the system in its entirety in the event that the primary hard drive fails.

PCS Response: PCS has read, agrees and will comply.

The system is configured with built-in redundancy to guarantee no loss of data or functionality. The backup database for the system is maintained in two locations: a Primary Secure Data Center located in Los Angeles, California; and a Secondary Data Center, located in Dallas, Texas. The Data Centers are automatically replicated on an on-going basis, so that each center holds a complete and up-to-date database of the call data from the facility. The system uses the central database located off-site for all calling applications. When an inmate lifts the receiver to make a telephone call, the on-site call processor immediately requests information from the Data Center, which instructs the call processor at every stage of the call. The call detail record for the call is created and stored at the Primary Data Center, and immediately replicated to the Secondary Data Center. Each telephony server located at the correctional facility is configured with RAID 5 disk arrays to provide maximum protection and redundancy of all call recordings. In addition the systems are configured with dual "boot" drives to minimize the possibility of application data loss.

All data for each NDCS facility to include call detail records, call recordings, and platform operating system must be backed up daily. Backups whether on tape or hard drive media must be maintained in such a manner that they can be used to restore 100% operation to a site regardless of outage cause within 24 hours. Outages that are a result of corrupt or missing data must not last more than 24 hours. Processes for system backup, redundancy, and recovery must be outlined in the bidder's RFP.

PCS Response: PCS has read, agrees and will comply.

The PCS Solution is configured with built-in redundancy to ensure no loss of data or functionality. Should the centralized system experience a catastrophic failure for any reason, the inmate telephone system will automatically route to a backup server with no loss of functionality or delay in call processing.

The database for the system is maintained in three locations: an on-site Data Center at the telephony server; a Primary Secure Data Center located in Los Angeles, California; and a Secondary Data Center, located in Dallas, Texas. The off-site Data Centers are automatically replicated on an on-going basis, so that each center holds a complete and up-to-date database of the call data from the facility. The Data Centers in Los Angeles and Dallas include the controlling computer for the ITS.

The system uses the central database for all calling applications. When an inmate lifts the receiver to make a telephone call, the on-site call processor immediately requests information from the Data Center (the controlling computer), which instructs the call processor at every stage of the call. Should the primary computer crash for any reason, the on-site call processor automatically reroutes the query to the backup computer at the Primary Data Center. Should the on-site call processor be unable to query the Primary Data Center (for example, in case of a natural disaster that disrupts the connection), the query will be automatically routed to the Secondary Data Center where it will be responded to by the Secondary controlling computer.

Please refer to **Figure 5.19**, the diagram of the proposed system, below.

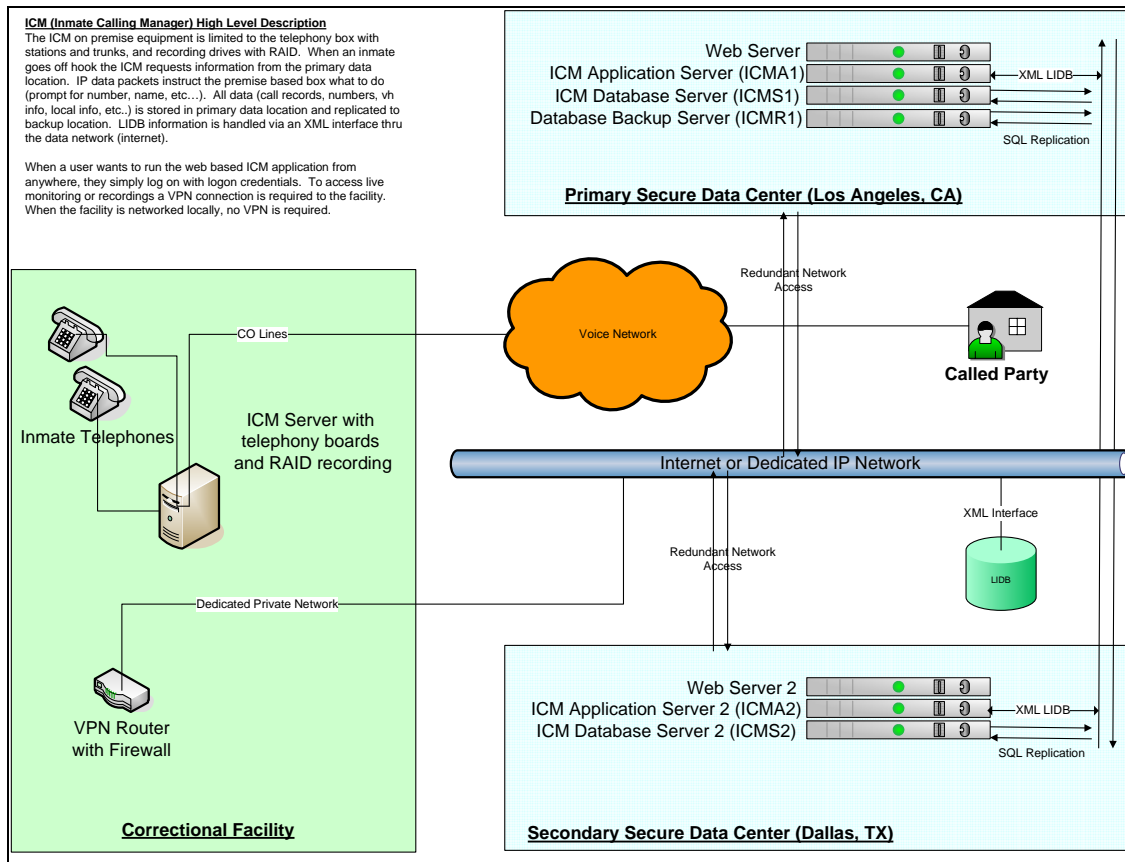


Figure 5.19 Diagram of the Inmate Telephone System

11. Live Monitoring Requirements

The Bidder's system must allow for live monitoring of calls in progress from individual facility workstations as well as both central administration workstations. Staff must be able to monitor multiple calls simultaneously. The Bidder's system must be able to show all active calls on a single screen, and staff must be able to move from one call to another quickly. Moving from one call to another must take no more than five (5) seconds.

PCS Response: PCS has read, agrees and will comply.

Monitoring Calls in Progress

The calls in progress can be monitored on an as needed basis from the workstations at the facilities or from any computer connected to the Internet through the private network. Please refer to the sample screen (Figure 5.20) below:



























		 Home	 Call Detail Reporting	 Live Monitoring	 PIN - PAN	 CD / DVD Utilities
		 System Control	 User Management	 Number Management	 User Guide	 Log Out
Live Monitoring						
	BTN	Date	Time	Pin	Phone	
	5802240005	20050927	1254	000043910980	Cell 108	
	5802242205	20050927	1252	000043910980	Book In	
	8177411834	20050927	1244		Cell 109	
	8173429292	20050927	1231		Cell 118	
	3292139393	20050927	1224		Cell 119	
	3106338020	20050927	1232	662946295839	Cell 122	
	3106003828	20050927	1245		Cell 120	
	2583920101	20050927	1212		Cell 129	
	2102209191	20050927	1216	231798273945	Cell 127	
	8177412312	20050927	1242		Cell 121	
	8721190303	20050927	1251		Cell 124	
	8177341929	20050927	1252		Cell 123	
	8508925330	20050927	1254	872940367294	Cell 130	
	5802218939	20050927	1255		Cell 132	
	5802231919	20050927	1257		Isolation Tank	

Figure 5.20 Calls in Progress

From this screen, authorized users can observe what calls are in progress at the facility. They can select a call on the basis of the billed-to number (BTN), PIN number, or inmate telephone. In order to monitor a call, users merely click on the speaker icon for the desired call. They will hear the call in progress (the screen does not change).

Monitoring of calls does not interfere with the continuous recording of all calls, and it is not detectable by the inmate and the called party. Several investigators may monitor the same call at the same time.

Monitoring Calls Previously Recorded

Investigators can also monitor calls that have been previously recorded. Call recordings can be searched by PIN, date, start or stop time, inmate telephone station, called number, and other criteria. Please see the sample screen (**Figure 5.21**) below:

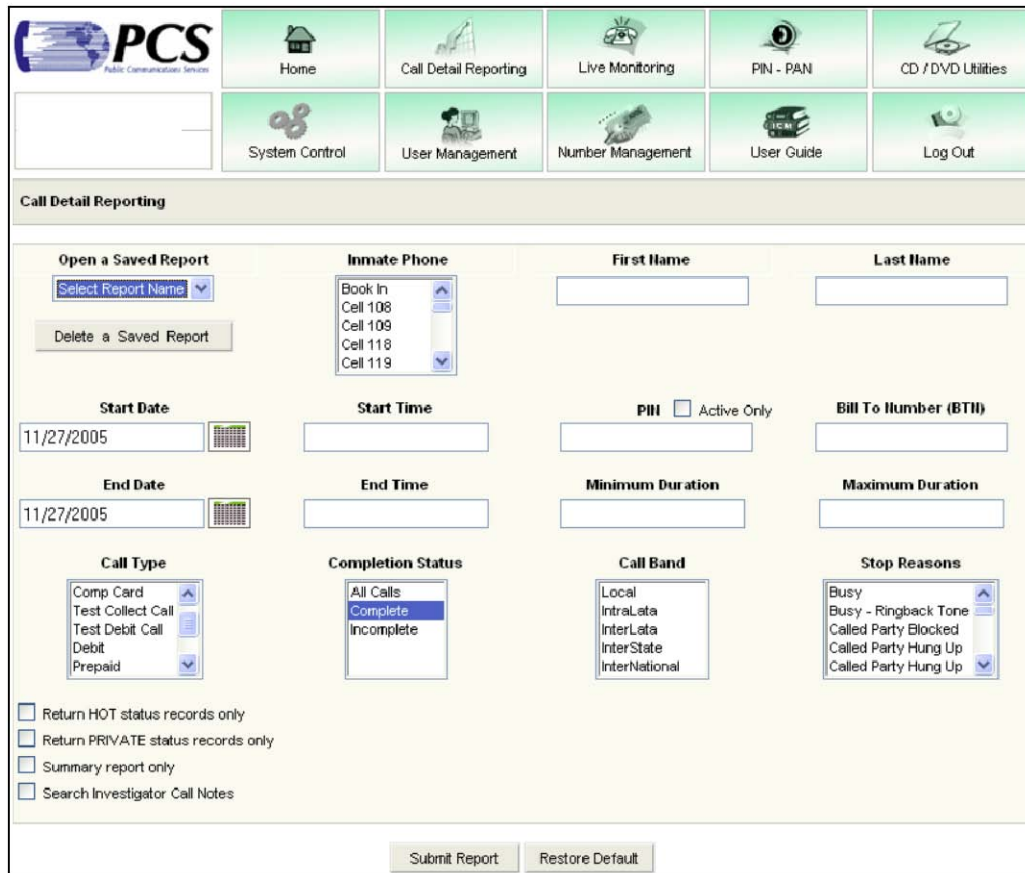


Figure 5.21 Call Detail Selection

From this screen, users can select the parameters of the calls they wish to investigate. For example, they may enter the start and end dates for the period they wish to search, the start and end times for the calls, the inmate phone station, the called number, the PIN number, and so on.

After selecting the desired criteria, the user clicks on “Submit Report” to retrieve the CDR data as shown in the sample screen (Figure 5.22) below:

Home Call Detail Reporting Live Monitoring PIN - PAN CD / DVD Utilities										
System Control User Management Number Management User Guide Log Out										
Call Detail Results										
TOOLS	BTI#	DATE	TIME	PHI	Phone	DUR.	CHARGE	TYPE	RESULT	
	9035721875	20051025	2349	000285430908	Cell 206	15:00	\$2.50	Debit	Time Up	
	9403201714	20051025	2346		Cell 127	14:50	\$9.50	Prepaid	Inmate Hungup	
	9034663422	20051025	2332	000515129089	Cell 206	15:00	\$2.50	Debit	Time Up	
	9034663422	20051025	2314	000515129089	Cell 206	15:00	\$2.50	Debit	Time Up	
	6825561772	20051025	2313	000483711242	Cell 202	04:59	\$4.50	Debit	Inmate Hungup	
	9034663247	20051025	2243	000515129089	Cell 206	15:00	\$2.50	Debit	Time Up	
	9034663247	20051025	2240	000515129089	Cell 206	02:01	\$2.50	Debit	Inmate Hungup	
	9035721875	20051025	2213	000285430908	Cell 206	15:00	\$2.50	Debit	Time Up	
	2143761723	20051025	2148	000306687355	Cell 127	00:07	\$2.50	Debit	Inmate Hungup	
	2142750925	20051025	2138		Cell 127	05:45	\$5.62	Collect	Inmate Hungup	
	2142750925	20051025	2120		Cell 127	05:18	\$5.62	Collect	Inmate Hungup	
	2143761723	20051025	2107	000306687355	Cell 127	06:08	\$5.50	Debit	Inmate Hungup	
	9035832529	20051025	2046		Cell 127	14:32	\$8.25	Collect	Inmate Hungup	
	9722761559	20051025	2035	000725028038	Cell 120	01:01	\$2.50	Debit	Funds Expired	
	9722761559	20051025	2032	000961059570	Cell 120	01:01	\$2.50	Debit	Funds Expired	
							Total	\$61.49		

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Select all calls to burn in CD/DVD

Figure 5.22 Call Detail Results

This screen shows all the CDRs that match the specified criteria. In order to playback a call recording, the user need only click on the speaker icon for the desired call.

The call playback screen is shown below:

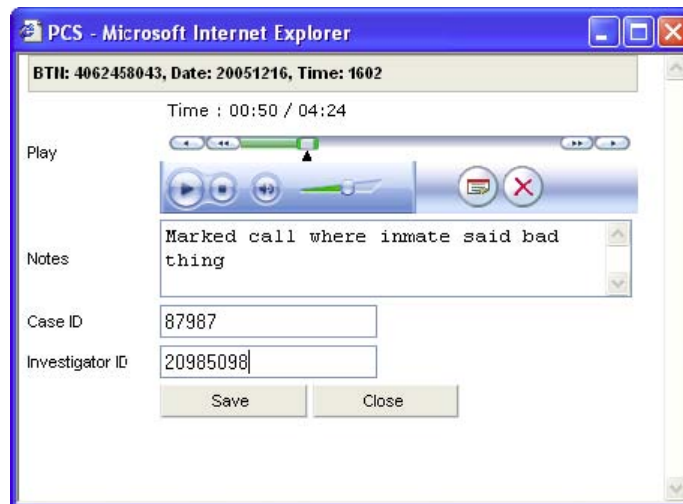


Figure 5.23 Call Playback

The Call Playback function uses standard Microsoft Media Playback. This screen allows the user to read and add to the notes while listening to the playback of call recordings. Users also have the ability to save marks on the calls for faster access to certain parts of the call in the future.

The Bidder provided system administrator must be restricted from monitoring inmate calls.

PCS Response: PCS has read, agrees and will comply.

The Site Administrator will not have direct user access to recording or monitoring equipment.

12. Service Level Requirements

The following service levels will be met by the Contractor. The Contractor will not substitute or deviate from these service levels.

- a. **CRITICAL-** Any outage where more than 30% of the assigned system extensions OR 30% of the assigned extensions to any particular building OR 30% of the system trunks are not operational for any reason. Vendor must respond to critical service level issues within one (1) hour. This may include remote dial in, or dispatch. Vendor must make every possible attempt to restore service within four (4) hours. With the exception of LEC service issues, critical service level outages must be resolved, or alternative means of communications established within eight (8) hours. Vendor must provide a detailed report to the Office of the CIO within 48 hours of any critical outage. This report must outline the following:
 - i. Time, date, and cause of outage
 - ii. Time and date of first vendor response
 - iii. Chronological list of actions taken to restore service
 - iv. Name and contact number of person reporting outage
- b. **MAJOR- Any** outage where more than 10% of the assigned system extensions OR 10% of the assigned extensions to any particular building OR 10% of the system trunks are not operational for any reason. Any instance where 10% or more of telephone calls are dropped or have static. Vendor must respond to major service level issues within three (3) hours. This may include remote dial in, or dispatch. Vendor must make every possible attempt to restore service within ten (10) hours. With the exception of LEC service issues, critical service level outages must be resolved, or alternative means of communications established within 16 hours. If a major outage is reported after business hours, it will be the vendor's responsibility to inform the caller that a charge may be incurred, and to offer the option to have the outage responded to on the next business day. If the caller chooses to wait until the next business day, the "clock" for response and resolution times will begin at 8:00 AM on that day. If the caller still requests after hours dispatch, the vendor may proceed with written authorization from the caller. An e-mail from a State Government e-mail address will be acceptable. (all State e-mail

addresses end with (Nebraska.gov) Vendor must provide a detailed report to the Office of the CIO within seven (7) days of any major outage. This report must outline the following:

- i. Time, date, and cause of outage
 - ii. Time and date of first vendor response
 - iii. Chronological list of actions taken to restore service
 - iv. The name and contact number of person reporting trouble
- c.** MINOR- A case where any assigned extensions, trunks, or system features are not operational, or are not functioning properly for any reason. Any instance where telephone calls are either dropped or have static. Incidents where features or functions of the telephone sets are not operating properly. Vendor must respond to minor service level issues within ten (10) hours. This may include remote dial in, or dispatch. Vendor must make every possible attempt to restore service within 24 hours. With the exception of LEC service issues, critical service level outages must be resolved, or alternative means of communications established within 36 hours. If a minor outage is reported after business hours it must not be handled by the vendor until the next business day. The “clock” for response and resolution times will begin at 8:00 AM on that day. Vendor must provide a detailed report to the Office of the CIO within 30 days of any minor outage. This report must outline the following:
- i. Time, date, and cause of outage
 - ii. Time and date of first vendor response
 - iii. List of actions taken to restore service
 - iv. The name and contact number of the person reporting trouble

PCS Response: PCS has read, agrees and will comply.

PCS would like to point out that we are already providing critical response times within one hour at the State of Iowa DOC.

F. IMPLEMENTATION PLAN

- 1. Initial System Implementation and Installation
Contractor will be responsible for the creation of all existing accounts. Inmate account information can be provided to the contractor in an electronic format.

PCS Response: PCS has read, agrees and will comply.

The Site Administrator provided by PCS will be responsible for creating all inmate accounts for the State.

The contractor must designate a limited number of personnel, including the site administrator to participate in the system installation at State facilities. These personnel must pass a criminal identification (NCIC) and records check. They

will also be prohibited from forming personal relationships of any kind with inmates, their friends, or their families.

PCS Response: PCS has read, agrees and will comply.

PCS personnel will provide a specific list of key personnel to participate with each installation on-site. All individuals associated with this project, inclusive of all subcontractors and consulting firms, will provide their personal information at least 72 hours prior to arriving at the facility. The State shall maintain at its sole discretion those individuals that will or will not enter a correctional facility. In order to maintain a consistent work program for installation and testing, the State should not unreasonably delay the granting of any clearances. No PCS employee will fraternize or form any kind of personal relationship with the inmates, their friends, or their families.

The Bidder must provide a detailed plan for installation, test, and turn-up to the State. Cut-over of any individual facility shall not occur without prior approval of NDCS. Any changes in schedule must be approved by the State. Digital circuit and/or telephone line information must also be provided to include circuit ID numbers along with due dates.

PCS Response: PCS has read, agrees and will comply.

The plan for installation, test, and turn-up is described in detail in **Section 4., subsection d. Detailed Project Plan.**

G. PROVIDE POST IMPLEMENTATION SUPPORT

1. Customer Service Requirements

Contractor must provide 24 X 7 customer service, including holidays, to the State of Nebraska for the purpose of resolving problems with system hardware, software, calling functionality, recording functionality, and monitoring functionality.

PCS Response: PCS has read, agrees and will comply.

PCS maintains a toll-free number (800-6-INMATE) staffed 24-hours per day, 365 days per year, that facility personnel may call for repairs as well as telephone technical support. This service may be used to report system problems including problems with hardware and software, monitoring and recording functionality, preparation of trouble tickets, personnel notifications, escalation procedures, call lists, maintenance logs, management reports, trouble ticket closure, and any other issues.

Contractor must provide a dedicated contact to resolve all issues surrounding "Debit" transactions and accounting. The contractor must provide a trouble ticket system where each debit transaction issue is documented. The contractor must acknowledge receipt of each trouble ticket and respond to the State in writing on each resolution. All trouble ticket information and trending will be made available to the State upon request.

PCS Response: PCS has read, agrees and will comply.

The Account Manager for this project is Kimberly Zenchuk. Ms. Zenchuk will act as a single point of contact for all inmate telephone-related activities, inquiries, service requests and issues, including "Debit" transactions and accounting.

Ms. Zenchuk's contact information is:

Office phone: (402) 933-9723
Fax: (310) 954-2102
Email: kimberly.zenchuk@teampcs.com

In addition, PCS maintains a toll free number, (800)-6-INMATE, 24-hours per day, 365 days per year for facility personnel to call for inquiries, service requests, technical support, or any other questions or issues that may arise with the inmate telephone system. This number is answered by Technical Services.

When service interruptions and system failures are reported by our recording and monitoring system, the PCS Technical Service personnel enter all pertinent information into an electronic trouble ticket system called Service Desk Express. The Service Desk Express System is a modern, state-of-the-art ticketing (slip) system. The system constantly monitors issues and tasks, records data, and produces reports. Service Desk Express is a web browser-based application. Authorized personnel will be able to simply log onto the Service Desk Express web site using a web browser to track any trouble tickets for the inmate telephone system for correctional facilities.

Contractor must assign a dedicated account representative other than the system administrator to the State of Nebraska account.

PCS Response: PCS has read, agrees and will comply.

Contractor must be willing to replace either system administrator or account representative at the States request. The State will only make this request if attempts at corrective action have not resulted in the State's satisfaction.

PCS Response: PCS has read, agrees and will comply.

2. System Alarm Monitoring and Reporting

It is expected that the contractor monitor all equipment including LEC access lines on a continuous 24 X 7 basis including holidays. Any problems that effect system functionality in any way must be reported to the State immediately. A contact list will be given upon contract award.

PCS Response: PCS has read, agrees and will comply.

PCS will monitor and perform remote diagnostics on the ITS on a 24/7 basis. The remote diagnostics has the ability to pinpoint whether the problem is with a telephone unit, telephone line, or any other element.

The 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 Technical Services.

PCS uses extensive diagnostic tools to identify potential problems. We analyze traffic patterns and track potential problems in the MPLS/PIP, Wide Area Network, T-1 connections, and Central Office (CO) trunks. Data is constantly being downloaded and analyzed.

The call processor is monitored in real time for service issues as well as potential problems. The monitoring application sends emails instantly to the technicians, allowing for 24/7 resolution of most issues before they even affect the service.

The following is a sample email from the monitoring application (**Figure 5.24**):

```
From: bbadmin@pcstelecom.com [mailto:bbadmin@pcstelecom.com]
Sent: Monday, October 10, 2005 10:18 AM
To: BBAdmin
Subject: !BB - 6000010! icm1-10007.cpu - 200192168035050

[6000010] icm1-10007.cpu red Mon Oct 10 10:24:41 CDT 2005 [ICM1-10007] up:
0:35, 1 users, 26 procs, load=100%, PhysicalMem: 512MB(40%)

&yellow Machine recently rebooted

Memory Statistics
Total Physical memory: 536330240 bytes (512.00MB)
Available Physical memory: 319373312 bytes (305.00MB)
Total PageFile size: 1308409856 bytes (1.22GB)
Available PageFile size: 1099063296 bytes (1.02GB)
Total Virtual memory size: 2147352576 bytes (2.00GB)
Available Virtual memory size: 2118651904 bytes (1.97GB)

Most active processes
99.83% InoTask (0x220 [544])
00.16% inetinfo (0x3b0 [944])
00.01% InoRT (0x214 [532])
```

Figure 5.24 Actual Auto Message from Monitoring System

The PCS Solution also provides the capability to place remote test calls to determine if a reported problem is due to the system, the inmate telephone, the CO trunk, or a PSTN problem. In addition, maintenance reports are available that help to isolate marginal inmate phones and trunks. These maintenance reports display:

- The number of calls and attempts by individual phone and trunk by day for the most recent 7 days

- 1 week average number of calls per day by individual phone and trunk for the previous week and the previous 4 weeks
- The average conversation time for individual phones and trunks for the previous day
- The percent deviation by individual phone and trunk of the 1 week average vs. the 4 week average
- In a user selectable time period from current time all call attempts and completes of all call types and tariff types

PCS uses a software program called “Big Brother” (pictured in Figure 5.25 below) to remotely monitor the call processor and network at our client sites. The PCS Big Brother identifies any potential issues in MPLS/PIP and WAN connectivity and diagnostically monitors all call processors each hour for changes in call patterns using SNMP (Simple Network Management Protocol) standards. Any change automatically informs the PCS Technical Services Unit 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 preprogrammed into the system. This feature reduces the time and effort required for manual intervention to correct system related problems.



Figure 5.25 Big Brother Remote Diagnostics

Other features of this software include:

- Monitoring host resources (processor load, disk and memory usage, running processes, log files, and the like.)
- 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, and the like

In addition to monitoring the call processor, Big Brother routinely checks all the end user workstations to ensure that all 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.

To monitor the traffic load on network-links, PCS uses the Multi Router Traffic Graph (MRTG). In addition to a detailed daily view, MRTG also creates visual representations of the traffic seen during the last seven days, the last four weeks, and the last twelve months. For each, CPE technicians can view charts showing overview information, as well as charts for various types of calls and errors. When the technician clicks on a graph icon, MRTG displays usage charts for that level. When the technician selects the MRTG option of the System Monitors sub-menu, the following page appears (Figure 5.26):

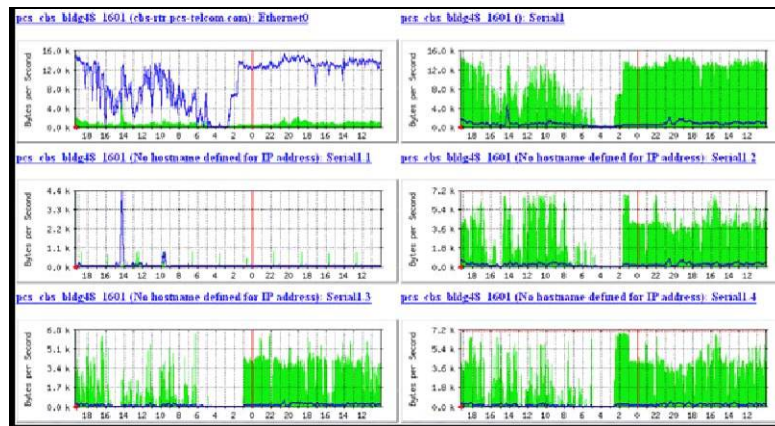


Figure 5.26 Multi-Router Traffic Graph

The following CDR graphs are available:

- Percent Non-Error - graphs number of CDRs without errors, total number of CDRs, and the percent of non-errors vs. total CDRs
- Complete vs. Incomplete - graphs number of completed calls, incomplete calls, and the percent of completed vs. incomplete calls

- Completed Calls - graphs number of completed calls, number of CDRs without errors (completed and incomplete calls), and the percent of completed vs. non-error calls
- Incomplete Calls - graphs number of incomplete calls, number of CDRs without errors (completed and incomplete calls), and the percent of incomplete vs. non-error calls
- Pre-paid Calls - graphs number of prepaid calls, completed calls, and the percent of prepaid vs. completed calls
- Billed Party - graphs number of new billed parties inserted into database
- Percent Error Records - graphs number of CDRs with errors, total number of CDRs, and the percent of error vs. total CDRs
- Rate Period and Network Access Cost Error - graphs number of rate period error CDRs and number of network access cost error CDRs
- Call Termination Type and CPE Data Errors - graphs number of call termination type error CDRs and number of CPE data error CDRs
- Bill Type and Data Format Errors - graphs number of bill type error CDRs and number of data format error CDRs
- TPM & CPE Data and Termination Country Errors - graphs number of TPM and CPE data error CDRs and number of termination country error CDRs
- Call Type and Rating Errors - graphs number of call type error CDRs and number of rating error CDRs

When service interruptions and system failures are reported by Big Brother, the PCS Technical Service personnel enter all pertinent information into an electronic trouble ticket system called Service Desk Express. The Service Desk Express System is a modern, state-of-the-art ticketing (slip) system. The system constantly monitors issues and tasks, records data, and produces reports. Service Desk Express is a web browser-based application. Authorized personnel will be able to simply log onto the Service Desk Express web site using a web browser to track any trouble tickets for the inmate telephone system for correctional facilities.

Contractor must provide a toll free number that will be answered by a live person. This number must be staffed 24 X 7 including holidays.

PCS Response: PCS has read, agrees and will comply.

The PCS Technical Services Unit operates on a 24 / 7 / 365 basis and can be reached by calling the live-answered toll-free number: 800-6-INMATE.

3. Trouble Reporting

Contractor must provide a detailed description of their escalation procedures. Upon award Contractor must provide a service escalation list to include names, office, cellular, and pager numbers.

PCS Response: PCS has read, agrees and will comply.

Contractor must provide an automated trouble reporting system. Contractor must provide a 24-hour toll free number for reporting troubles.

PCS Response: PCS has read, agrees and will comply.

The PCS Technical Services Unit operates on a 24 / 7 / 365 basis and can be reached by calling the live-answered toll-free number: 800-6-INMATE.

The PCS Technical Service personnel can enter all pertinent information into an electronic trouble ticket system called Service Desk Express. Authorized personnel will be able to simply log onto the Service Desk Express web site using a web browser to track any trouble tickets for the inmate telephone system for correctional facilities.

H. DELIVERABLES

1. Installation Period
Installation at each facility must be completed and all Inmate calling service available no later than 8:00 AM Central Standard Time on November 27, 2008.

PCS Response: PCS has read, agrees and will comply.

Please refer to **Attachment F, Implementation Plan** for the proposed Implementation schedule.

It will be the contractor's responsibility to keep the State informed of all timelines and work progress.

PCS Response: PCS has read, agrees and will comply.



6. Exceptions to RFP Section III: Terms & Conditions

PCS agrees to all Terms and Conditions outlined in Section III of this RFP, with these exceptions. PCS would like to discuss the requirements listed below prior to contract signing.

Additionally, in response to the insurance requirement outlined in Section III.F.4, we have provided a copy PCS's certificate of insurance coverage in **Attachment K** of this proposal.

Section III. Terms & Conditions

B. AWARD, page 9

The requirement states: "All purchases, leases, or Contracts which are based on competitive proposals will be awarded according to the provisions in the Request for Proposal. The State reserves the right to reject any or all proposals, wholly or in part, or to award to multiple bidders in whole or in part, and at its discretion, may withdraw or amend this Request for Proposal at any time. The State reserves the right to waive any deviations or errors that are not material, do not invalidate the legitimacy of the proposal, and do not improve the bidder's competitive position. All awards will be made in a manner deemed in the best interest of the State. This Request for Proposal does not commit the State to award a Contract. If, in the opinion of the State, revisions or amendments will require substantive changes in proposals, the due date may be extended."

PCS carefully has developed this proposal, including the equipment, services, and call rates we have offered, based upon an assumption that PCS will be the sole contract awardee. In the event that the State determines it would like PCS to be one of multiple awardees, then that necessarily will involve materially different equipment or services with consequently different rates. Therefore, PCS cannot guarantee to hold the terms and conditions of this proposal open in a multiple award situation, and we must reserve the right to alter or amend our proposal, or withdraw from the process, in the event of an intended award to multiple bidders.

E. OWNERSHIP OF INFORMATION AND DATA, page 10

The requirement states: "The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all information and data developed or derived by the Contractor pursuant to this Contract. The Contractor must guarantee that it has the full legal right to the materials, supplies, equipment, and other rights or titles (e.g. rights to licenses transfer or assign deliverables) necessary to execute this Contract. The Contract price shall, without exception, include compensation for all royalties and costs arising from patents, trademarks and copyrights that are in any way involved in the Contract. It shall be the responsibility of the Contractor to pay for all royalties and costs, and the State must be held harmless from any such claims."

PCS has read and agrees. PCS suggests, however, that this provisions be clarified as follows: 'The State of Nebraska shall have the unlimited right to publish, duplicate, use and disclose all call information and call data developed or derived by the Contractor pursuant to this Contract.'

PCS suggests that the language in the RFP is overly broad, and captures data or information proprietary to Contractor and/or not materially pertinent to the Contract's performance.

G. COOPERATION WITH OTHER CONTRACTORS, page 11

The requirement states: *“The State may already have in place or choose to award supplemental Contracts for work related to this Request for Proposal, or any portion thereof. The State reserves the right to award the Contract jointly between two or more potential Contractors, if such an arrangement is in the best interest of the State.”*

PCS carefully has developed this proposal, including the equipment, services, and call rates we have offered, based upon an assumption that PCS will be the sole contract awardee. In the event that the State determines it would like PCS to be one of multiple awardees, then that necessarily will involve materially different equipment or services with consequently different rates. Therefore, PCS cannot guarantee to hold the terms and conditions of this proposal open in a multiple award situation, and we must reserve the right to alter or amend our proposal, or withdraw from the process, in the event of an intended award to multiple bidders.

Section 7: Cost Proposal

We believe inmates should be able to talk with family and friends at a reasonable price. Therefore, PCS is pleased to offer the following low rates to NDCS inmates and their loved ones, as depicted in the table below (**Figure 5.1: Calling Rates**):

Proposed Rates*	Collect		Prepaid		Debit	
	Connect	Minute	Connect	Minute	Connect	Minute
Local	\$ 0.70	\$ 0.00	\$ 0.50	\$ 0.00	\$ 0.50	\$ 0.00
IntraState/IntraLata	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05
IntraState/InterLata	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05
InterState	\$ 0.70	\$ 0.05	\$ 0.50	\$ 0.05	\$ 0.50	\$ 0.05

Figure 5.1: Calling Rates

**The above rates do not include any applicable federal, state or local taxes, regulatory fees, or surcharges.*

Additionally, international calling is available through the Debit calling option at a rate of \$0.50 per minute, with a \$0.70 connect fee.

These rates represent an **average savings of 39% over the State of Nebraska’s current inmate telephone service.**

PCS’s Simplified Rate Structure

PCS is proposing a low and simplified rate program for all calling options. For all calling within the United States, the connect fee for Collect calling is \$0.70, and it drops to \$0.50 for Prepaid Collect and Debit calling. PCS will charge **no per-minute fee for local calls**; all other domestic calling will incur a **flat \$0.05-per-minute** charge.

This program will create equal, equitable, and easy-to-understand rates for all inmates.

Fair Rates and PCS’s Full Disclosure Policy

PCS frequently offers the lowest calling rates in the industry, because we believe that inmates should be able to communicate with loved ones by making calls that are reasonably priced. Research shows that communications between inmates and their families and friends improves inmate morale and lowers the rate of recidivism. Inmate consumer advocacy groups like CURE have long supported PCS in our efforts to propose fair and reasonable rates to facilitate this communication. We are also one of the biggest proponents of providing quality customer care to end users and the inmates using our services.

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

- Single Bill Fees
- USF Recovery or USF Admin Fees
- Bill Rendering Fees
- Bill Statement Fees

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

For example, the sample bill below shows a May Bill Statement Fee and a May USF Admin Fee, as charged by some other vendors. These fees are imposed in addition to the Itemized Call Charges, the Local/State Tax, and the Federal Universal Service Fund.

Current Charges

Itemized Charges and Credits

Item			
No.	Date	Description	
Billed on Behalf of GLOBAL TEL*LINK			
Questions? Call: 1 800 844-6591			
Charges for 916624-2979			
1.	5-10	MAY BILL STATEMENT FEE	1.95
2.	5-22	MAY FEDERAL UNIV SRVC FUND CHRG	.60
3.	5-22	MAY USF ADMIN FEE	.99
Total Charges for 916624-2979			3.54
Total for GLOBAL TEL*LINK			3.54
Total Itemized Charges and Credits			3.54

Long Distance

Item						
No.	Date	Time	Place Called	Number	Code	Min
Billed on Behalf of GLOBAL TEL*LINK						
Questions? Call: 1 800 844-6591						
Charges for 916624-2979						
Itemized Calls						
4.	5-10	1231P	ROCHESTER NY	585 295-1200	DB0	1.0 5.14

Key to Calling Codes

B Collect	D Day	O Oper-Dial Rates
Total CORRECTIONAL BILLING		8.68

The Provider above assesses a charge of \$5.14 for a one-minute Interstate Collect Call made from a facility in Rochester, NY. However, the provider also adds a \$1.95 Bill Statement Fee and a \$0.99 USF Admin Fee, which adds an additional \$2.94 to the cost of the call. In effect, the total charge for a one-minute phone call is increased by \$2.94 – and these extra fees often are not disclosed to the correctional facility not disclosed to the called party at the time the call is made.

These charges would not appear on a PCS bill.

PCS has adopted a Full Disclosure Policy, because we believe in open, honest, and fair communication with our clients and their ITS users. In terms of rates and fees, our Full Disclosure policy means *PCS does not charge any undisclosed fees or surcharges to inmates or inmates'*

friends and families. These fees can be a rude surprise to the inmates' families when they find out that the costs of the calls they have accepted are more than quoted.

In compliance with the State's requirements, PCS will reduce our credit card processing fee to no more than 5% of each total transaction. PCS will not charge additional fees for any other payment method, other than insufficient funds charges, when appropriate.

How PCS Computes Rates and Other Charges

PCS computes rates by analyzing cost information related to the specific call type. For each call type (Collect, Prepaid Collect, and Debit), there may be distinct cost elements related to the way the call is processed, network costs, and administrative processes, as well as fraud and unbillables.

For example, PCS will analyze the following cost elements for Collect calls to determine the appropriate rate:

- Local Exchange Carrier Fees
- Bill Processing Costs
- Unbillables
- Network Termination Costs
- Network Maintenance Costs
- Fraud
- Hardware Port Costs
- General G&A Costs
- Site Administrator and Local Support

Once PCS has determined the baseline costs for the average call, PCS will apply a reasonable business return and set the call rate. Rates are then checked against the state rate caps to ensure compliance, and they are analyzed for competitive appropriateness.

The same process is used for setting rates for Prepaid and Debit calls; however, some cost elements may not apply, while other new elements will. For example, when considering Debit call rates, PCS will not include unbillable costs, as they do not apply. Similarly, when considering Prepaid costs, credit card processing fees must be considered in the cost evaluation, as well as operator call center costs.

In all cases PCS will evaluate proposed costs to set rates within the context of appropriate market pricing, PRC or PUC guidelines, and mandated rate caps. PCS will always file rates with the appropriate state regulatory body when required.

How PCS Maintains Costs for the Term of the Contact

PCS intends to maintain the proposed rates during the term of the agreement by carefully managing costs (identified above) to the extent possible and by monitoring regulatory mandates that affect rates.

The State of Nebraska Department of Correctional Services will receive a monthly summary report identifying the total number of calls made by the inmates in the NDCS and all costs charged. This will help to ensure that costs are maintained throughout the life of this agreement

Identifying Call Cost Elements

Total call costs will be computed using three charges.

- Call Connect Charges
- Call Per-Minute Charges
- Taxes based on Connect and per minute Charges.

Taxes include those imposed by city, county, state, and federal governing bodies.

Proprietary Materials List

Attachment A PCS Audited Financial Statement for 2007
Attachment B Dun & Bradstreet Financial Report

**FORM A
 BIDDER CONTACT SHEET**

REQUEST FOR PROPOSAL NUMBER 2505Z1

The Bidder Contact Sheet should be completed and submitted with each response to this Request for Proposal. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response. Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Preparation of Response Contact Information	
Bidder Name:	Public Communications Services, Inc.
Bidder Address:	11859 Wilshire Blvd, Ste 600 Los Angeles, CA 90025
Contact Person & Title:	Tommie E. Joe, President & Chief Operating Officer
E-mail Address:	tommie.joe@teampcs.com
Telephone Number (Office):	(800) 350-1000, ext. 3037
Telephone Number (Cellular):	(310) 922-3037
Fax Number:	(310) 954-2118

Each bidder shall also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Public Communications Services, Inc.
Bidder Address:	11859 Wilshire Blvd, Ste 600 Los Angeles, CA 90025
Contact Person & Title:	Tommie E. Joe, President & Chief Operating Officer
E-mail Address:	tommie.joe@teampcs.com
Telephone Number (Office):	(800) 350-1000, ext. 3037
Telephone Number (Cellular):	(310) 922-3037
Fax Number:	(310) 954-2118



Douglas County
DEPARTMENT OF CORRECTIONS

710 SOUTH 17TH STREET
OMAHA, NEBRASKA 68102
PHONE: (402) 444-7400
FAX: (402) 444-6088

July 2, 2008

Paul Jennings
CEO
Public Communications Services
11859 Wilshire Blvd, Suite 600
Los Angeles, CA 90025

Dear Paul,

I would like to take this opportunity to commend your staff for the services provided to the Douglas County Department of Corrections. Public Communications Services (PCS) has been providing inmate telephone services for our department since December of 2002. PCS's professional staff has been able to coordinate the inmates' callings needs at our multiple facilities without any major disruption from the inception of equipment installation.

PCS has also been very accommodating to the different needs and requests that we've made over the last few years. It is important to have a vendor that not only meets the requirements of the original RFP, but also remains flexible in the future needs of its clients. PCS has been extremely easy to work with and accommodating to all of our needs.

I highly recommend that other Correctional Facilities take a meaningful look at the services proposed by PCS and their track record with other facilities. Please feel free to allow other facilities to contact me with any questions regarding PCS's services to the Douglas County Department of Corrections. My direct line is (402) 599-2267 and my email address is: rhamann@dccorr.com.

Sincerely,


Roland Hamann
Administrative Services Manager

Matt Blunt
Governor



Daniel S. Ross
Chief Information Officer

Michael N. Keathley
Commissioner

State of Missouri
OFFICE OF ADMINISTRATION
Information Technology Services Division
301 W High St., 280 Truman Building
Post Office Box 809
Jefferson City, MO 65102
www.ia.mo.gov/itsd

(573) 751-3290
FAX (573) 526-0132

January 14, 2008

RE: Public Communications Services (PCS)

The Missouri Department of Corrections awarded a contract for offender phone services to PCS in June of 2006. This contract provides offender calling services, collect, debit and prepay, for 30,000 offenders in 21 correctional centers throughout the State of Missouri. This contract provides recording and monitoring of all offender calls.

PCS has provided excellent services to the Missouri Department of Corrections. The initial installation and transition was smooth and thorough. The PCS group continues to provide excellent service to our sites. The PCS group has repeatedly responded to our increasing call volumes with facility upgrades. Their support staff works well within our institutions consistently assuring any issues are addressed in a prompt professional manner.

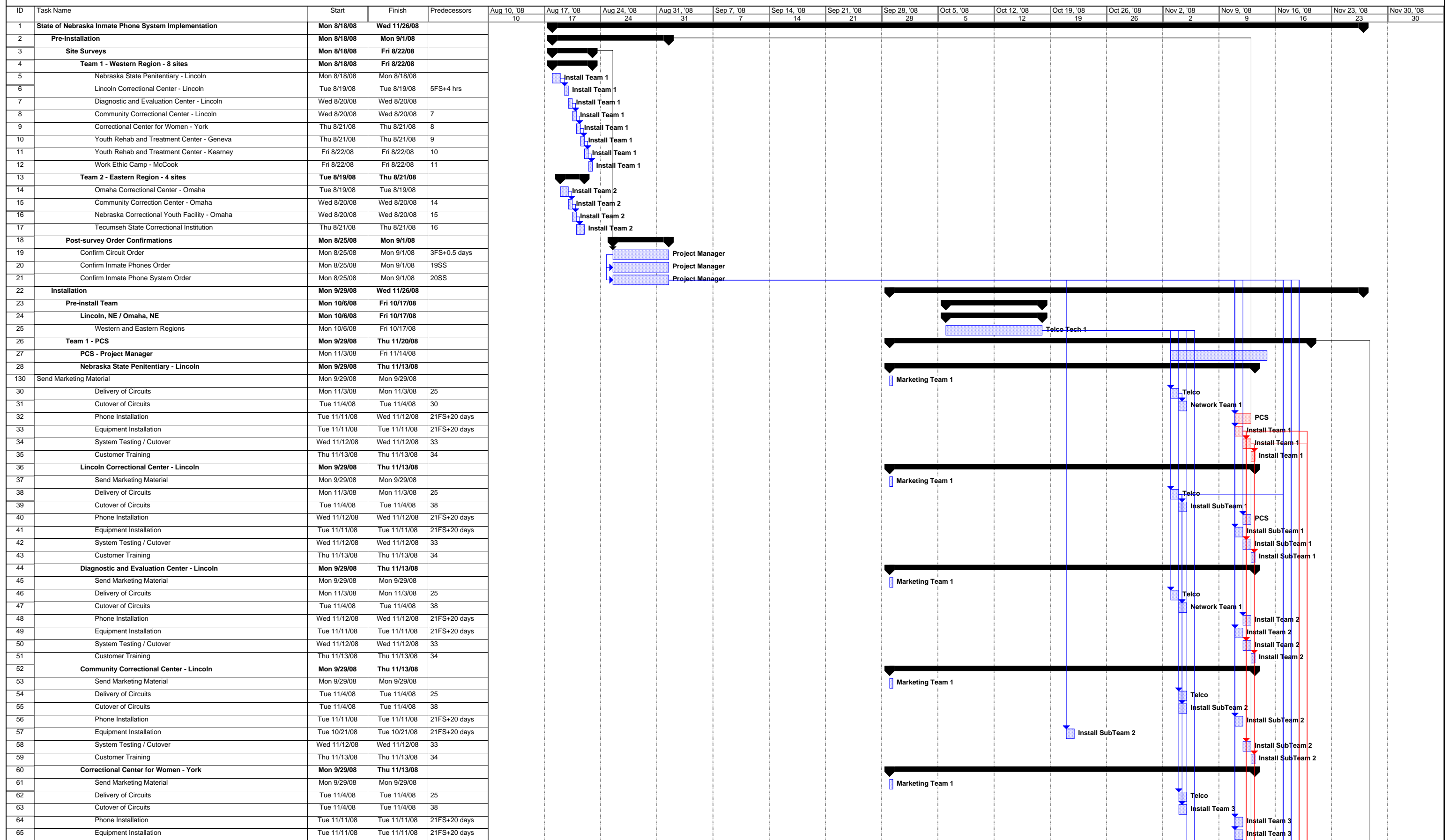
If I can provide additional information about the Missouri Department of Corrections working relationship with PCS, please let me know.

Sincerely

A handwritten signature in cursive script that reads "Theresa Roedel".

Theresa Roedel
Telecommunications
Missouri Office of Administration
Information Technology Services Division
Department of Corrections
573-522-2783
Theresa.roedel@doc.mo.gov
2728 Plaza Drive
Jefferson City, MO 65109

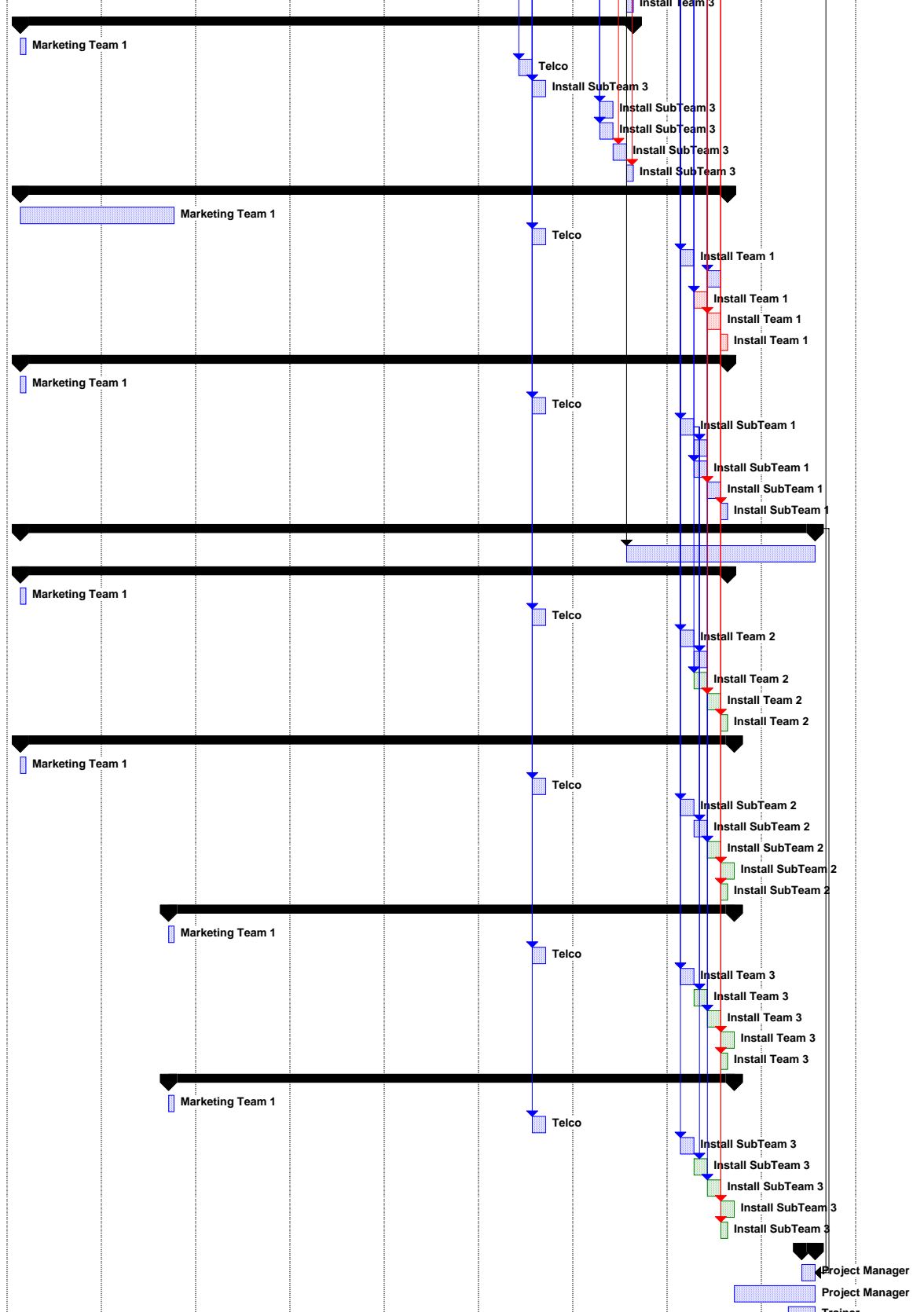
State of Nebraska



Project: State of Nebraska	Task	Split	Progress	Milestone	Summary	Project Summary	External Tasks	External MileTask	Split
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State of Nebraska

ID	Task Name	Start	Finish	Predecessors	Aug 10, '08	Aug 17, '08	Aug 24, '08	Aug 31, '08	Sep 7, '08	Sep 14, '08	Sep 21, '08	Sep 28, '08	Oct 5, '08	Oct 12, '08	Oct 19, '08	Oct 26, '08	Nov 2, '08	Nov 9, '08	Nov 16, '08	Nov 23, '08	Nov 30, '08	
66	System Testing / Cutover	Wed 11/12/08	Wed 11/12/08	33																		
67	Customer Training	Thu 11/13/08	Thu 11/13/08	34																		
68	Youth Rehab and Treatment Center - Geneva	Mon 9/29/08	Thu 11/13/08																			
69	Send Marketing Material	Mon 9/29/08	Mon 9/29/08																			
70	Delivery of Circuits	Wed 11/5/08	Wed 11/5/08	25																		
71	Cutover of Circuits	Thu 11/6/08	Thu 11/6/08	38																		
72	Phone Installation	Tue 11/11/08	Tue 11/11/08	21FS+20 days																		
73	Equipment Installation	Tue 11/11/08	Tue 11/11/08	21FS+20 days																		
74	System Testing / Cutover	Wed 11/12/08	Wed 11/12/08	33																		
75	Customer Training	Thu 11/13/08	Thu 11/13/08	34																		
76	Youth Rehab and Treatment Center - Kearney	Mon 9/29/08	Thu 11/20/08																			
77	Send Marketing Material	Mon 9/29/08	Fri 10/10/08																			
78	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
79	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	38																		
80	Phone Installation	Wed 11/19/08	Wed 11/19/08	21FS+20 days																		
81	Equipment Installation	Tue 11/18/08	Tue 11/18/08	21FS+20 days																		
82	System Testing / Cutover	Wed 11/19/08	Wed 11/19/08	33																		
83	Customer Training	Thu 11/20/08	Thu 11/20/08																			
84	Work Ethic Camp - McCook	Mon 9/29/08	Thu 11/20/08																			
85	Send Marketing Material	Mon 9/29/08	Mon 9/29/08																			
86	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
87	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	21FS+20 days																		
88	Phone Installation	Tue 11/18/08	Tue 11/18/08	87																		
89	Equipment Installation	Tue 11/18/08	Tue 11/18/08	21FS+20 days																		
90	System Testing / Cutover	Wed 11/19/08	Wed 11/19/08	33																		
91	Customer Training	Thu 11/20/08	Thu 11/20/08	34																		
92	Team 2 - PCS	Mon 9/29/08	Wed 11/26/08																			
93	PCS - Project Manager	Thu 11/13/08	Wed 11/26/08	2																		
94	Omaha Correctional Center - Omaha	Mon 9/29/08	Thu 11/20/08																			
95	Send Marketing Material	Mon 9/29/08	Mon 9/29/08																			
96	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
97	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	21FS+20 days																		
98	Phone Installation	Tue 11/18/08	Tue 11/18/08	87																		
99	Equipment Installation	Tue 11/18/08	Tue 11/18/08	21FS+20 days																		
100	System Testing / Cutover	Wed 11/19/08	Wed 11/19/08	33																		
101	Customer Training	Thu 11/20/08	Thu 11/20/08	34																		
102	Nebraska Correctional Youth Facility - Omaha	Mon 9/29/08	Thu 11/20/08																			
103	Send Marketing Material	Mon 9/29/08	Mon 9/29/08																			
104	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
105	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	21FS+20 days																		
106	Phone Installation	Tue 11/18/08	Tue 11/18/08	87																		
107	Equipment Installation	Wed 11/19/08	Wed 11/19/08	21FS+20 days																		
108	System Testing / Cutover	Thu 11/20/08	Thu 11/20/08	33																		
109	Customer Training	Thu 11/20/08	Thu 11/20/08	34																		
110	Tecumseh State Correctional Institution	Fri 10/10/08	Thu 11/20/08																			
111	Send Marketing Material	Fri 10/10/08	Fri 10/10/08																			
112	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
113	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	21FS+20 days																		
114	Phone Installation	Tue 11/18/08	Tue 11/18/08	87																		
115	Equipment Installation	Wed 11/19/08	Wed 11/19/08	21FS+20 days																		
116	System Testing / Cutover	Thu 11/20/08	Thu 11/20/08	33																		
117	Customer Training	Thu 11/20/08	Thu 11/20/08	34																		
118	Community Correction Center - Omaha	Fri 10/10/08	Thu 11/20/08																			
119	Send Marketing Material	Fri 10/10/08	Fri 10/10/08																			
120	Delivery of Circuits	Thu 11/6/08	Thu 11/6/08	25																		
121	Cutover of Circuits	Mon 11/17/08	Mon 11/17/08	21FS+20 days																		
122	Phone Installation	Tue 11/18/08	Tue 11/18/08	87																		
123	Equipment Installation	Wed 11/19/08	Wed 11/19/08	21FS+20 days																		
124	System Testing / Cutover	Thu 11/20/08	Thu 11/20/08	33																		
125	Customer Training	Thu 11/20/08	Thu 11/20/08	34																		
126	Post-Installation	Wed 11/26/08	Wed 11/26/08																			
127	Customer sign-off and acceptance	Wed 11/26/08	Wed 11/26/08	26FF,92FF																		
128	System Monitoring	Fri 11/21/08	Wed 11/26/08																			
129	Customer Training - Refresher	Tue 11/25/08	Wed 11/26/08																			



LEC & CLEC names and Operating Company Numbers

8211 NEXICOM TELECOMM	057 Telus
8204 BROOKE TELECOM CO OP	057 Telus
8203 QUADRO COMMUNICATION	057 Telus
8094 Thunder Bay Tel	057 Telus
8092 NORTHWESTEL INC	057 Telus
8091 SASKATCHEWAN TEL COM	057 Telus
8090 NEW BRUNSWICK TEL	057 Telus
8089 MARITIME TEL LTD	057 Telus
8088 MANITOBA TEL SYS	057 Telus
8087 ISLAND TEL CO LTD	057 Telus
8086 TELUS COMM /BC TEL	057 Telus
8085 NEWTEL CO	057 Telus
8084 TELUS COMMUN /ALBERTA GOV TEL	057 Telus
8083 TELUS COMMUN /QUEBEC TELEPHONE	057 Telus
8081 EDMONTON TEL CO	057 Telus
8051 BELL ONTARIO	057 Telus
8050 BELL QUEBEC	057 Telus
4878 EASTLINK LIMITED	057 Telus
2782 TELUS INTEGRATED COM	057 Telus
2243 TELUS COMM QUEBEC - Alize	057 Telus
0328 VERIZON FLORIDA INC/GTE	100 GTE Florida
4335 VERIZON SOUTH-SC/GTE	110 GTE South
4334 VERIZON SOUTH-NC/GTE	110 GTE South
4331 VERIZON SOUTH-AL/GTE	110 GTE South
1000 VERIZON SOUTH-IL/GTE	110 GTE South
0831 VERIZON NORTH-IN/GTE	110 GTE South
0681 VERIZON NORTH-MI/GTE	110 GTE South
0526 VERIZON SOUTH-SC/GTE	110 GTE South
0509 VERIZON SOUTH-NC/GTE	110 GTE South
0479 VERIZON SOUTH INC/GTE	110 GTE South
0410 VERIZON SOUTH-KY/GTE	110 GTE South
0407 GTE South	110 GTE South
0281 CONTEL SO DBA GTE SO	110 GTE South
2344 VERIZON W COAST-CA	120 GTE West
2319 VERIZON CALIFORNIA/GTE	120 GTE West
4423 GTE NORTHWEST - WA	130 GTE Northwest
4421 CONTEL OF NEVADA-NV	130 GTE Northwest
4420 CONTEL OF CA INC -CA	130 GTE Northwest
4419 CONTEL OF CA INC -AZ	130 GTE Northwest
4324 VERIZON NW-WA/GTE	130 GTE Northwest
4323 VERIZON NW-OR/GTE	130 GTE Northwest
4321 VERIZON NW-ID/GTE	130 GTE Northwest
2449 CONTEL NW DBA GTE NW	130 GTE Northwest
2416 VERIZON NORTHWEST/GTE	130 GTE Northwest
2302 CONTEL CA DBA GTE CA	130 GTE Northwest
4344 VERIZON SW INC.-TX/GTE	140 GTE Southwest
4343 GTE SOUTHWEST - OK	140 GTE Southwest
4342 GTE SOUTHWEST - NM	140 GTE Southwest
4341 GTE SOUTHWEST - AR	140 GTE Southwest
2177 CONTEL DBA GTE WEST	140 GTE Southwest
2154 VERIZON SW INC.-TX/GTE	140 GTE Southwest

LEC & CLEC names and Operating Company Numbers

2080 VERIZON SW INC/GTE	140 GTE Southwest
1922 VERIZON MW INC.-MO/GTE	140 GTE Southwest
1846 VERIZON MW INC.-MO/GTE	140 GTE Southwest
1790 GTE OF AR	140 GTE Southwest
1730 CONTEL AR DBA GTE AR	140 GTE Southwest
1700 CONTEL OF KS INC -AR	140 GTE Southwest
1207 CONTEL IA DBA GTE IA	140 GTE Southwest
1140 CONTEL MN DBA GTE MN	140 GTE Southwest
1135 CONTEL KS DBA GTE IA	140 GTE Southwest
4314 GTE NORTH INC - NE	150 GTE North
4313 GTE NORTH INC - MO	150 GTE North
4312 GTE NORTH INC - MN	150 GTE North
4311 GTE NORTH INC - IA	150 GTE North
1883 KANSAS STATE TEL CO	150 GTE North
1186 VERIZON NORTH INC/GTE	150 GTE North
1036 VERIZON NORTH-IL/GTE	150 GTE North
1015 VERIZON NORTH-IL/GTE	150 GTE North
0886 VERIZON NORTH-WI/GTE	150 GTE North
0779 VERIZON NORTH-IN/GTE	150 GTE North
0772 VERIZON NORTH-IN/GTE	150 GTE North
0695 VERIZON NORTH-MI/GTE	150 GTE North
0615 VERIZON NORTH-OH/GTE	150 GTE North
0341 SPRINT UNITED TEL FL	200 United Florida
0340 CENTRAL TEL CO FL	200 United Florida
0567 UNITED INTER-MTN TEL	211 Sprint Mid-Atlantic
0506 UNITED TEL CO CAROL	211 Sprint Mid-Atlantic
0471 CENTRAL TEL CO OF NC	211 Sprint Mid-Atlantic
0470 SPRINT MID ATLANTIC	211 Sprint Mid-Atlantic
0254 CENTRAL TEL OF VA	211 Sprint Mid-Atlantic
2400 UNITED TEL CO OF NW	260 United Midwest
2348 CENTRAL TEL CO NV	260 United Midwest
2114 CENTRAL TEL CO TX	260 United Midwest
2084 UNITED TEL CO OF TX	260 United Midwest
1957 UNITED TEL CO OF MO	260 United Midwest
1842 UNITED TELCO OF KS	260 United Midwest
1810 UNITED TEL CO OF KS	260 United Midwest
1595 UNITED TELCO WEST	260 United Midwest
1456 UNITED TEL CO OF MN	260 United Midwest
1317 UNITED TEL CO OF IA	260 United Midwest
0832 UNITED TEL CO OF IN	280 Sprint United
0661 UNITED TELCO OF OHIO	280 Sprint United
0209 UNITED TEL CO OF PA	280 Sprint United
0138 UNITED TEL CO OF NJ	280 Sprint United
9691 KY ALLTEL LONDON	300 Alltel
9690 KY ALLTEL LEXINGTON	300 Alltel
4425 GA ALLTEL TELECOM	300 Alltel
4332 ALLTEL GA COMM CORP	300 Alltel
2304 CP NATIONAL TELCO	300 Alltel
2153 TEXAS ALLTEL INC	300 Alltel
2147 SUGAR LAND TEL CO	300 Alltel
2011 OKLAHOMA ALLTEL INC	300 Alltel
1965 ALLTEL OKLAHOMA INC	300 Alltel
1904 ALLTEL MISSOURI	300 Alltel

LEC & CLEC names and Operating Company Numbers

1885 ALLTEL MISSOURI INC	300 Alltel
1873 ALLTEL MISSOURI	300 Alltel
1691 ALLTEL ARKANSAS INC	300 Alltel
1568 ALLTEL COMMUNICATIONS CO.	300 Alltel
0666 WESTERN RESERVE TEL	300 Alltel
0665 ALLTEL OH INC WO	300 Alltel
0517 ALLTEL SO CAROLINA	300 Alltel
0499 SANDHILL TEL CO	300 Alltel
0476 ALLTEL CAROLINA INC	300 Alltel
0453 ALLTEL MISSISSIPPI	300 Alltel
0402 ALLTEL KENTUCKY INC	300 Alltel
0395 ACCUCOMM TELECOMM	300 Alltel
0386 STANDARD TEL CO	300 Alltel
0364 GEORGIA TEL CORP	300 Alltel
0357 ALLTEL GA INC	300 Alltel
0336 ALLTEL FLORIDA INC	300 Alltel
0302 ALLTEL ALABAMA	300 Alltel
0176 ALLTEL PENNA INC	300 Alltel
0157 TUOLUMNE ALLTEL PA	300 Alltel
0113 ALLTEL NY INC RED JK	300 Alltel
0109 ALLTEL NY INC JAMEST	300 Alltel
0106 ALLTEL NY INC FLTN	300 Alltel
995A NEVADA TEL - NV	600 Solix
9789 CENTURYTEL AL (NO)	600 Solix
9788 CENTURYTEL AL (SO)	600 Solix
9787 CENTURYTEL MO (SW)	600 Solix
9786 CENTURYTEL MO (SO)	600 Solix
9785 CENTURYTEL MO B-H	600 Solix
9784 CENTURYTEL OF MO	600 Solix
9472 BIDDEFORD INTERNT ME	600 Solix
9262 UTILITY TEL. INC CA	600 Solix
916A MAHASKA COMMS GRP IA	600 Solix
8953 MARK TWAIN COMM CO	600 Solix
8839 ADVANCED TEL - LA	600 Solix
8762 C-I COMMUNICATIONS	600 Solix
8614 BAYLAND COMM INC.	600 Solix
8606 OTTER TAIL TELCOM	600 Solix
8332 GLOBE TELECOMM INC	600 Solix
8278 LOST NAT-ELWOOD TEL	600 Solix
8140 RANGE TEL COOP MT	600 Solix
7991 SADDLEBACK COMM CO	600 Solix
7936 DIGICOM INC.	600 Solix
7849 NTELOS NETWORK-VA	600 Solix
7804 TDS METROCOM INC.WI	600 Solix
7774 ADVANCED TEL INC.	600 Solix
7757 ATX TELECOMM CLEC	600 Solix
7720 RAINIER CABLE, INC.	600 Solix
7513 COMMONWEALTH TEL - P	600 Solix
7484 CORECOMM LIMITED IL	600 Solix
739D REASNOR TELCO, LLC	600 Solix
7185 R & B NETWORK INC	600 Solix
7061 ATX TELECOMM RSLR	600 Solix
7049 UNITED COMMUNICATIONS, INC.	600 Solix

LEC & CLEC names and Operating Company Numbers

7021 FIBERCOM, L.C.	600 Solix
657C T C TEL LLC - CA	600 Solix
6151 BTC, INC.	600 Solix
6080 COMPETITIVE COMMS CA	600 Solix
4930 LOUISIANA COMPET TEL	600 Solix
4852 CORECOMM LIMITED OH	600 Solix
469A TIER 3 COMMS - FL	600 Solix
4650 LOUISA COMMUNICATION	600 Solix
4607 ESSEX TELCOM, INC.	600 Solix
445E FIVE D'S COMMS	600 Solix
444E FIVE D'S COMMS - KY	600 Solix
4438 CENTURY TEL GEM State	600 Solix
4437 CENTURY TEL Gem State Idaho	600 Solix
4366 NEX-TECH, INC.	600 Solix
4365 NEX-TECH, INC.	600 Solix
4300 RED RIV RURL TEL MN	600 Solix
4189 COON CREEK TELECOMM	600 Solix
4156 TEKSTAR COMM INC.	600 Solix
4140 WARWICK VLY TEL - NY	600 Solix
4138 LOUISIANA COMPETITVE	600 Solix
4085 FLORIDA DIGITAL NTWK	600 Solix
4054 CONVERSENT COMM - RI	600 Solix
4053 CONVERSENT COMM - NH	600 Solix
4052 CONVERSENT COMM - MA	600 Solix
4051 CONVERSENT COMM LLC	600 Solix
4048 MAINSTREET COMM	600 Solix
3914 WIREGRASS TELCOM -AL	600 Solix
3849 RICHMOND CONNECTIONS	600 Solix
3809 AERO COMMUNICATIONS	600 Solix
3808 AERO COMM INC - IL	600 Solix
3786 AERO COMM INC - KY	600 Solix
3754 CONVERSENT COMM - ME	600 Solix
3724 CONVERSENT COMM - NY	600 Solix
3723 CONVERSENT COMM	600 Solix
3722 CONVERSENT COMM - CT	600 Solix
3620 OMNITEL COMM - IA	600 Solix
3497 1STEL, INC. - TX	600 Solix
3351 COMPETITIVE COMM	600 Solix
3321 HOLLIS TELEPHONE CO	600 Solix
3320 CONTOOCCOOK VALLEY TELEPHONE CO	600 Solix
3301 SOUTHEAST MS TEL CO	600 Solix
3289 CONVERSENT COMM NY	600 Solix
3227 CONVERSENT COMM ME	600 Solix
3201 PUERTO RICO TEL CO	600 Solix
3149 OPENBAND OF VIRGINIA	600 Solix
3100 HAWAIIAN TEL	600 Solix
3032 BEAR LAKE COMM INC	600 Solix
3030 TEL UT OF NORTHLAND	600 Solix
3029 NEWCASTLE TEL CO	600 Solix
3022 TEL UTIL OF ALASKA	600 Solix
3008 ACS OF FAIRBANKS	600 Solix
3000 ACS OF ANCHORAGE	600 Solix

LEC & CLEC names and Operating Company Numbers

2976 CORECOMM LIMITED PA	600 Solix
2975 IN UNEP	600 Solix
2804 RICHMOND CONNECTIONS	600 Solix
2765 NTELOS NETWORK-WV	600 Solix
2431 MASHELL TELECOM INC	600 Solix
2430 MCDANIEL TEL CO INC	600 Solix
242A UNITED COMMUNICATIONS, INC. D.	600 Solix
2427 LEWIS RIVER TEL CO	600 Solix
2422 CENTURYTEL INTER ISLAND, INC	600 Solix
241A UNITED COMMUNICATIONS, D.B.A.	600 Solix
2419 HOOD CANAL TEL CO	600 Solix
2410 CENTURYTEL COWICHE	600 Solix
2408 CENTURYTEL OF WA	600 Solix
2404 ASOTIN TEL CO	600 Solix
2395 CENTURYTEL OF OREGON	600 Solix
2378 TRANS-CASCADES TELCO	600 Solix
2377 HOME TEL CO - OR	600 Solix
2371 CASCADE UTILITIES I	600 Solix
2369 EAGLE TEL SYS INC	600 Solix
2360 CENTURYTEL OF EASTERN OREGON	600 Solix
2356 RIO VIRGIN TEL CO	600 Solix
234B ADVANCED TEL. - MS	600 Solix
2334 ROSEVILLE TEL CO	600 Solix
2323 WINTERHAVEN TEL CO	600 Solix
2322 HORNITOS TEL CO	600 Solix
2321 HAPPY VALLEY TEL CO	600 Solix
2320 TDS METROCOM-IL	600 Solix
2299 CENTURYTEL OF WY	600 Solix
2289 CHUGWATER TEL CO	600 Solix
2283 SKYLINE TELECOM	600 Solix
2282 MANTI TEL CO	600 Solix
2277 CENTRAL UTAH TEL INC	600 Solix
2274 CENTURY TEL SW - NM	600 Solix
2268 WEST NM TEL CO INC	600 Solix
2251 RANGE TEL COOP INC	600 Solix
2249 CENTURYTEL OF MONTANA, INC	600 Solix
223A UNICOM -	600 Solix
2230 POTLATCH TEL CO	600 Solix
2227 MUDLAKE TEL COOP	600 Solix
2225 CENTURYTEL OF ID	600 Solix
2220 FILER MUTUAL TEL CO	600 Solix
2217 ATX TELECOMM SVCS-MD	600 Solix
2210 WILLARD TEL CO	600 Solix
2208 CENTURYTEL OF CO	600 Solix
2207 STRASBURG TEL CO	600 Solix
2202 ROGGEN TEL COOP CO	600 Solix
2200 FORT MOJAVE TELECOMM	600 Solix
2196 PEETZ COOP TEL CO	600 Solix
2185 CENTURYTEL OF EAGLE	600 Solix
2184 DELTA CNTY TELE-COMM	600 Solix

LEC & CLEC names and Operating Company Numbers

2182 BLANCA TEL CO	600 Solix
2178 AGATE TEL CO	600 Solix
2174 SOUTHWESTERN TEL CO	600 Solix
2171 ARIZONA TEL CO	600 Solix
2140 CENTURYTEL SANMARCOS	600 Solix
2117 CENTURY TEL PORT ARA	600 Solix
2104 LAKE LIVINGSTON TEL	600 Solix
2101 CENTURYTEL LK DALLAS	600 Solix
2093 INDUSTRY TEL CO	600 Solix
2071 FIVE AREA TEL CO-OP	600 Solix
2043 NO TEXAS TEL COMPANY	600 Solix
2041 BRAZOS TEL COOP INC	600 Solix
2038 BLOSSOM TEL CO	600 Solix
2034 WYANDOTTE TEL CO	600 Solix
2018 PIONEER TEL COOP INC	600 Solix
2017 PINE TELEPHONE CO	600 Solix
2014 OKLA WESTERN TEL	600 Solix
2013 OKLAHOMA TEL&TEL	600 Solix
2010 MID-AMERICA TEL INC	600 Solix
1984 OKLAHOMA COMM SYS	600 Solix
1982 CIMARRON TEL CO	600 Solix
1976 CARNEGIE TEL CO	600 Solix
1974 CANADIAN VALLEY TEL	600 Solix
1968 BEGGS TELEPHONE CO	600 Solix
1966 ATLAS TELEPHONE CO	600 Solix
1961 ATX TELECOMM SVCS-DC	600 Solix
1960 ATX TELECOMM SVCS-VA	600 Solix
1959 ATX TELECOMM SVCS-NJ	600 Solix
1958 ATX TELECOMM SVCS	600 Solix
1951 STOUTLAND TEL CO	600 Solix
1949 STEELVILLE TEL EXCH	600 Solix
1945 SENECA TEL CO	600 Solix
1936 PEACE VALLEY TEL CO	600 Solix
1935 OREGON FARM MUTUAL	600 Solix
1934 ORCHARD FARM TEL CO	600 Solix
1928 NEW LONDON TEL CO	600 Solix
1927 NEW FLORENCE TEL CO	600 Solix
1917 MID-MISSOURI TEL CO	600 Solix
1908 LE-RU TELEPHONE CO	600 Solix
1886 GOODMAN TEL CO	600 Solix
1866 OZARK TELEPHONE CO	600 Solix
1860 ALMA TELEPHONE CO	600 Solix
1840 TWIN VALLEY TEL INC	600 Solix
1827 S & T TEL COOP ASSN	600 Solix
1826 RURAL TEL SERV CO	600 Solix
1814 PEOPLES MUTUAL TELCO	600 Solix
1809 MUTUAL TEL CO	600 Solix
1791 LA HARPE TEL CO INC	600 Solix
1782 HOME TEL CO - KS	600 Solix
1778 GORHAM TEL CO INC	600 Solix
1762 CP-TEL NTKW SVCS LA	600 Solix
1761 CUNNINGHAM TEL CO	600 Solix
1758 COUNCIL GROVE TEL CO	600 Solix

LEC & CLEC names and Operating Company Numbers

1756 COLUMBUS TEL CO	600 Solix
1727 CENTURYTEL OF SO AK	600 Solix
1720 CENTURYTEL OF REDFLD	600 Solix
1711 CENTURYTEL MTN HOME	600 Solix
1706 CENTURYTEL OF AR	600 Solix
1699 DECATUR TEL CO	600 Solix
1698 CLEVELAND CO TEL CO	600 Solix
1689 W RIVER COOPERATIVE	600 Solix
1686 VIVIAN TELEPHONE CO	600 Solix
1677 SIOUX VALLEY TEL CO	600 Solix
1674 ROBERTS CNTY TEL COP	600 Solix
1667 KADOKA TELEPHONE CO	600 Solix
1662 RC COMMUNICATIONS	600 Solix
1659 GOLDEN WEST TEL COOP	600 Solix
1649 BERESFORD MUNCPL TEL	600 Solix
1647 CHEYENNE RIVER SIOX	600 Solix
1631 RED RIV RURL TEL ND	600 Solix
1622 MOORE & LIBERTY TEL	600 Solix
1615 GRIGGS COUNTY TEL CO	600 Solix
1601 ABSARAKA COOP TEL CO	600 Solix
1590 SODTOWN TELEPHONE CO	600 Solix
1582 PLAINVIEW TEL CO INC	600 Solix
1561 HERSHEY COOP TEL CO	600 Solix
1559 HENDERSON TEL CO	600 Solix
1558 HEMINGFORD COOP TEL	600 Solix
1536 CURTIS TELEPHONE CO	600 Solix
1534 COZAD TELEPHONE CO	600 Solix
1526 CAMBRIDGE TELCO	600 Solix
1525 THREE RIVER TELCO	600 Solix
1515 ZUMBROTA TEL CO	600 Solix
1512 WOLVERTON TEL MN	600 Solix
1510 WOODSTOCK TEL CO	600 Solix
1509 WOLVERTON TEL ND	600 Solix
1507 WINSTED TEL CO	600 Solix
1505 WIKSTROM TEL CO INC	600 Solix
1502 WESTERN TEL CO	600 Solix
1501 WEST CENTRAL TEL	600 Solix
1499 CROSSLAKE TEL CO	600 Solix
1495 VALLEY TEL CO	600 Solix
148B CONVERSENT COMM. VT	600 Solix
1487 STARBUCK TEL CO	600 Solix
147B CONVERSENT COMMS PA	600 Solix
1479 SCOTT RICE TEL CO	600 Solix
1476 SACRED HEART TEL CO	600 Solix
1474 ROTHSAY TEL CO	600 Solix
1454 PINE ISLAND TEL CO	600 Solix
1450 PARK REGION MUT TEL	600 Solix
1445 CENTURYTEL OF MN	600 Solix
1443 LORETEL SYSTEMS INC	600 Solix
1442 NEW ULM RURAL TEL	600 Solix
1440 CANNON VLY TELCOM IN	600 Solix
1433 MID-STATE TEL CO	600 Solix
1430 MELROSE TEL CO	600 Solix

LEC & CLEC names and Operating Company Numbers

1427 HICKORY TECH	600 Solix
1422 LONSDALE TEL CO INC	600 Solix
1419 LISMORE COOP TEL CO	600 Solix
1414 LAKEDALE TEL CO	600 Solix
1413 K M P TEL CO	600 Solix
1404 HARMONY TEL CO	600 Solix
1401 HALSTAD TEL CO	600 Solix
1399 GRANADA TEL CO	600 Solix
1391 FELTON TEL EXCH INC	600 Solix
1389 FARMERS MUT TELCO MN	600 Solix
1387 EMILY COOP TEL CO	600 Solix
1383 EAGLE VALLEY TEL CO	600 Solix
1381 DUNNELL TELE CO	600 Solix
1380 DELAVAN TEL CO	600 Solix
1375 HICKORY TECH	600 Solix
1374 ARROWHEAD COMM CORP	600 Solix
1370 CLARA CITY TEL EXCH	600 Solix
1362 BRIDGE WATER TEL CO	600 Solix
1357 BLACKDUCK TEL CO	600 Solix
1350 ARVIG TEL CO	600 Solix
1347 ALBANY MUT TEL ASSN	600 Solix
1344 PRAIRIE TEL CO INC	600 Solix
1343 WYOMING MUT TEL CO	600 Solix
1342 WOOLSTOCK MUT TEL	600 Solix
1336 WILTON TELEPHONE CO	600 Solix
1335 WESTSIDE INDP TEL CO	600 Solix
1328 WEBS-CALH COOP TEL A	600 Solix
1324 VILLISCA FARMERS TEL	600 Solix
1322 VENTURA TEL CO INC	600 Solix
1320 VAN HORNE COOP TEL	600 Solix
1310 TITONKA TELEPHONE CO	600 Solix
1308 TEMPLETON TEL CO	600 Solix
1306 SULLY TEL ASSOC	600 Solix
1303 COOPERATIVE TEL EXCH	600 Solix
1302 SPRINGVILLE COOP TEL	600 Solix
1301 SOUTHWEST TEL EXCH	600 Solix
1298 S SLOPE COOP TEL INC	600 Solix
1293 SHARON TEL CO	600 Solix
1292 SEARSBORO TEL CO INC	600 Solix
1291 SCHALLER TEL CO	600 Solix
1285 SAC COUNTY MUT TEL	600 Solix
1282 ROCKWELL COOP TEL	600 Solix
1280 RINGSTED TEL CO	600 Solix
1278 READLYN TEL CO	600 Solix
1276 PRESTON TEL CO - IA	600 Solix
1275 PRAIRIEBURG TEL CO	600 Solix
1274 POSTVILLE DBA PTI CM	600 Solix
1273 PEOPLES TELEPHONE CO	600 Solix
1271 PANORA COOP TEL ASSN	600 Solix
1269 PALO COOP TEL ASSN	600 Solix
1266 ORAN MUTUAL TEL CO	600 Solix
1265 ONSLOW COOP TEL ASSN	600 Solix
1264 OLIN TEL CO INC	600 Solix

LEC & CLEC names and Operating Company Numbers

1262 COMMUNICATIONS 1 NETWORK, INC.	600 Solix
1261 NORTHWEST TEL COOP A	600 Solix
1243 MILLER TEL CO	600 Solix
1242 MILES COOP TEL ASSN	600 Solix
1241 MECHANICSVILLE TELCO	600 Solix
1239 MASSENA TEL CO	600 Solix
1238 MARTELLE COOP TEL A	600 Solix
1232 LYNNVILLE COMM TELCO	600 Solix
1231 MESCALERO APACHE NM	600 Solix
1229 LOST NATION-ELWD TEL	600 Solix
1228 LONE ROCK COOP TELCO	600 Solix
1225 LEHIGH VLY COP TEL A	600 Solix
1222 LA MOTTE TEL CO INC	600 Solix
1209 INTERSTATE 35 TEL CO	600 Solix
1203 HUBBARD COOP TEL A	600 Solix
1202 HOSPERS TEL EXCH INC	600 Solix
1199 HAWKEYE TEL CO	600 Solix
1193 WINDSTREAM TELECOMM NM #2	600 Solix
1191 GRAND MOUND COOP TEL	600 Solix
1181 WINDSTREAM TELECOMM LP#2	600 Solix
1179 FENTON COOP TEL CO	600 Solix
1177 FARMERS TEL CO	600 Solix
1176 FARMERS TEL CO - IA	600 Solix
1175 FARMERS TELEPHONE CO	600 Solix
1172 FARMERS MUTUAL TELC	600 Solix
1166 FARMERS & MERCH MUT	600 Solix
1165 WINDSTREAM TELECOMM - OK	600 Solix
1164 WINDSTREAM TELECOMM NM #1	600 Solix
1163 Windstream LP#1	600 Solix
1162 FARMERS COOP TEL CO	600 Solix
1159 CENTURYTEL OF CTL WI	600 Solix
1157 ELLSWORTH COOP TEL A	600 Solix
1156 E BUCHANAN TEL COOP	600 Solix
1155 TELEPHONE USA OF WI	600 Solix
1152 DUMONT TELEPHONE CO	600 Solix
1151 SPECTRA COMM GROUP	600 Solix
1150 DIXON TEL COMPANY	600 Solix
1146 CUMBERLAND TEL CO	600 Solix
1144 CENTURYTEL CNTL AR	600 Solix
1143 CENTURYTEL SILOAM SP	600 Solix
1142 CENTURYTEL NW AR RSV	600 Solix
1141 CORN BELT TEL CO	600 Solix
1137 COON VLY COOP TEL A	600 Solix
1136 COON CREEK TEL CO	600 Solix
1134 COLO TELEPHONE CO	600 Solix
1133 C-M-L TEL OF MER IA	600 Solix
1132 CLEAR LK IND TEL CO	600 Solix
1130 CLARENCE TEL CO INC	600 Solix
1129 CITIZENS MUT TEL CO	600 Solix
1126 CENTURYTEL CHESTER	600 Solix
1125 CENTRAL SCOTT TEL	600 Solix
1121 CENTER JCT TEL CO	600 Solix

LEC & CLEC names and Operating Company Numbers

1119 CASEY MUTUAL TEL CO	600 Solix
1112 BRED A TEL CORP	600 Solix
1110 BERNARD TEL CO INC	600 Solix
1109 HICKORY TECH	600 Solix
1108 BARNES CITY COOP TEL	600 Solix
1106 ALPINE COMM L.C.	600 Solix
1105 AYRSHIRE FMR MUT TEL	600 Solix
1099 UNIVERSAL COMM ALSN	600 Solix
1098 ARCADIA TEL COOP	600 Solix
1092 STELLE TEL CO	600 Solix
1091 WOODHULL COMTY TELCO	600 Solix
1087 VIOLA HOME TEL CO	600 Solix
1086 TONICA TEL CO	600 Solix
1079 FRONTIER SCHUYLER IL	600 Solix
1075 REYNOLDS TEL CO	600 Solix
1067 FRONTIER CM OF ORION	600 Solix
1066 ONEIDA TEL EXCHANGE	600 Solix
1061 FRONTIER CM MTPULSKI	600 Solix
1057 GALLATIN RIVER COMM	600 Solix
1048 MCNABB TEL CO	600 Solix
1045 LEAF RIV VLY TEL CO	600 Solix
1041 KINSMAN MUT TEL CO	600 Solix
1032 HOME TEL CO - IL	600 Solix
1017 GLASFORD TEL CO	600 Solix
0998 FRONTIER CM OF DEPUE	600 Solix
0993 CROSSVILLE TEL CO	600 Solix
0990 CLARKSVL MUT TEL CO	600 Solix
0974 WOOD COUNTY TEL CO	600 Solix
0970 CENTURYTEL-WAYSIDE	600 Solix
0968 WAUNAKEE TEL CO	600 Solix
0963 UTELCO INC	600 Solix
0962 UNION TEL CO - WI	600 Solix
0959 CENTRYTEL - THORP	600 Solix
0958 TENNEY TEL CO	600 Solix
0956 CENTURYTEL NO WI	600 Solix
0954 STOCKB & SHER TEL CO	600 Solix
0952 SOUTHEAST TEL CO WI	600 Solix
0950 CENTURYTEL OF NW WI	600 Solix
0945 SCANDINAVIA TEL CO	600 Solix
0944 FRONTIER CM ST CROIX	600 Solix
0943 RIVERSIDE TELECOM	600 Solix
0936 INDIANHEAD TEL CO	600 Solix
0934 CENTURYTEL PLATTEVL	600 Solix
0931 CENTURYTEL OF FAIRWATER- BRNDN	600 Solix
0930 GRANTLAND TELECOM	600 Solix
0925 BAYLAND TEL INC	600 Solix
0924 CENTURYTEL MW-WISCONSIN	600 Solix
0922 CENTURYTEL OF THE MW- WISCONSIN	600 Solix
0917 MOUNT VERNON TEL CO	600 Solix
0915 MOSINEE TEL CO	600 Solix
0914 EASTCOAST TELECOM	600 Solix

LEC & CLEC names and Operating Company Numbers

0913 CENTURYTEL MONROE CT	600 Solix
0909 MIDWAY TEL CO - WI	600 Solix
0898 CENTURYTEL READFLD	600 Solix
0895 CENTURYTEL OF WI	600 Solix
0893 US LEC COMM - LA	600 Solix
0884 CENTURYTEL FORESTVL	600 Solix
0881 MID-PLAINS TEL INC	600 Solix
0880 FARMERS TEL CO - WI	600 Solix
0877 CENTURYTEL FRWT BRDN	600 Solix
0875 DICKEYVILLE TEL CORP	600 Solix
0859 CENTRAL STATE TEL CO	600 Solix
0857 CENTURY TEL CASCO	600 Solix
0856 BURL BRI & WHE TEL	600 Solix
0851 BONDUEL TEL CO	600 Solix
0849 BLACK EARTH TEL CO	600 Solix
0844 BADGER TELECOM INC	600 Solix
0841 CENTURYTEL OF MIDWST WISCONSIN	600 Solix
0839 YEOMAN TEL CO INC	600 Solix
0837 WEST POINT TEL CO	600 Solix
0830 TRI-COUNTY TEL CO	600 Solix
0829 TIPTON TEL CO INC	600 Solix
0828 FRONTIER CM THORNTWN	600 Solix
0827 SWEETSER RURAL TEL	600 Solix
0826 SWAYZEE TEL CO INC	600 Solix
0816 S&W TEL CO INC	600 Solix
0809 COMM CORP OF SO IN	600 Solix
0801 CENTURYTEL OF ODN	600 Solix
0792 MULBERRY COOP TEL	600 Solix
0788 MERCHANTS & FRMRS TEL	600 Solix
0782 IP COMM CORP - KS	600 Solix
0778 HOME TEL CO - IN	600 Solix
0777 HOME TEL - PITTSBORO	600 Solix
0776 COMM CORP OF IND	600 Solix
0775 HANCOCK TELECOM	600 Solix
0751 CITIZENS TEL CORP	600 Solix
0750 FRONTIER CM IN	600 Solix
0747 CENTURYTEL CNTL IN	600 Solix
0744 CAMDEN TEL CO INC	600 Solix
0742 BLOOMINGDALE HM TEL	600 Solix
0738 WOLVERINE TEL CO	600 Solix
0726 SHIAWASSEE TEL CO	600 Solix
0713 HIAWATHA TEL CO	600 Solix
0705 CENTURYTEL OF N MI	600 Solix
0702 CENTURYTEL OF MI	600 Solix
0689 CENTURYTEL UPPER MI	600 Solix
0685 CHATHAM TEL CO	600 Solix
0677 ISLAND TEL CO	600 Solix
0672 COMM CORP OF MI	600 Solix
0671 CENTURYTEL MIDWEST	600 Solix
0664 WASBASH MUTUAL TEL	600 Solix
0663 VAUGHNSVILLE TEL CO	600 Solix
0662 VANLUE TEL CO	600 Solix

LEC & CLEC names and Operating Company Numbers

0659 TEL SERVICE CO	600 Solix
0656 SHERWOOD MUTUAL TEL	600 Solix
0651 PATTERSONVILLE TEL	600 Solix
0650 THE OTTOVILLE MUTUAL TEL	600 Solix
0645 OAKWOOD MUTUAL TEL	600 Solix
0640 TSC COMM, INC. - OH	600 Solix
0639 NEW KNOXVILLE TEL CO	600 Solix
0634 MINFORD TEL CO INC	600 Solix
0630 CENTURYTEL OF OHIO	600 Solix
0625 KALIDA TEL CO INC	600 Solix
0619 GLANDORF TEL CO INC	600 Solix
0618 GERMANTOWN INDEP TEL	600 Solix
0614 FORT JENNINGS TEL CO	600 Solix
0613 LITTLE MIAMI COMM	600 Solix
0609 DOYLESTOWN TEL CO	600 Solix
0607 CONTINENTAL OHIO	600 Solix
0598 MCCLURE TEL CO	600 Solix
0590 BENTON RIDGE TEL CO	600 Solix
0588 AYERSVILLE TEL CO	600 Solix
0586 ARTHUR MUTUAL TEL CO	600 Solix
0585 ARCADIA TEL CO	600 Solix
0578 TELLICO TEL CO	600 Solix
0575 TENNESSEE TEL CO	600 Solix
0574 CENTURYTEL COLT-COL	600 Solix
0566 HUMPHREYS COUNTY TEL	600 Solix
0560 CONVERSENT COMM NJ	600 Solix
0559 CONCORD TEL EX INC	600 Solix
0558 CONVERSENT COMM - NJ	600 Solix
0557 CENTURYTEL OF CLAIBN	600 Solix
0552 CENTURYTEL OF ADMSVL	600 Solix
0551 WILLISTON TELE CO	600 Solix
0544 ST STEPHEN TEL CO	600 Solix
0542 ROCK HILL TEL CO	600 Solix
0541 RIDGEWAY TEL CO	600 Solix
0538 PIEDMONT RURAL TELCO	600 Solix
0535 NORWAY TEL CO INC	600 Solix
0533 MCCLELLANVL TEL CO	600 Solix
0532 LOCKHART TEL CO INC	600 Solix
0531 LANCASTER TEL CO	600 Solix
0521 FORT MILL TEL CO	600 Solix
0516 CHESTER TEL CO	600 Solix
0510 WILKES TEL MEMB CORP	600 Solix
0503 SURRY TEL MEMB CORP	600 Solix
0500 SERVICE TEL CO	600 Solix
0498 SALUDA MOUNTAIN TEL	600 Solix
0480 WEST PLAINS TELECOMM	600 Solix
0469 BARNARDSVILLE TEL CO	600 Solix
0467 SMITHVILLE TELCO	600 Solix
0466 SLEDGE TEL CO	600 Solix
0458 CENTURYTEL OF NO MS	600 Solix
0457 LAKESIDE TEL CO INC	600 Solix
0456 GEORGETOWN TEL CO	600 Solix
0451 DECATUR TEL CO INC	600 Solix

LEC & CLEC names and Operating Company Numbers

0449 MYRTLE TEL CO	600 Solix
0448 CALHOUN CITY TELCO	600 Solix
0442 CENTURYTEL OF SW LA	600 Solix
0441 STAR TELEPHONE CO	600 Solix
0440 CENTURYTEL EAST LA	600 Solix
0439 CENTURYTEL RINGGOLD	600 Solix
0436 CENTURY TEL OF N LA	600 Solix
0434 CENTURYTEL EVANGELN	600 Solix
0432 KAPLAN TEL CO	600 Solix
0431 CENTURYTEL NE LA	600 Solix
0428 DELCAMBRE TEL CO	600 Solix
0427 CENTURYTEL CHATHAM	600 Solix
0426 CAMPTI-PLEA HILL TEL	600 Solix
0424 CENTURYTEL SE LA	600 Solix
0423 CENTURYTEL CNTL LA	600 Solix
0421 WEST KY RL TEL CORP	600 Solix
0419 THACKER-GRIGSBY TEL	600 Solix
0417 SALEM TEL CO	600 Solix
0412 LEWISPORT TEL CO INC	600 Solix
0411 LESLIE COUNTY TEL CO	600 Solix
0406 FOOTHILLS RURAL TEL	600 Solix
0398 BRANDENBURG TEL CO	600 Solix
0381 PUBLIC SERVICE TEL	600 Solix
0375 NELSON BALL GROUND	600 Solix
0358 DARIEN TEL CO INC	600 Solix
0351 CAMDEN TEL & TEL CO	600 Solix
0346 BLUE RIDGE TEL CO	600 Solix
0338 QUINCY TEL CO	600 Solix
0332 BRAZOS TELECOM	600 Solix
0331 ITS TELECOM SYSTEMS INC.	600 Solix
0314 PEOPLES TELCO INC	600 Solix
0312 OTELCO TELEPHONE LLC	600 Solix
0311 OAKMAN TEL CO INC	600 Solix
0308 NEW HOPE TEL COOP	600 Solix
0307 MOUNDVILLE TEL CO	600 Solix
0300 HOPPER TELECOMM CO	600 Solix
0299 HAYNEVILLE TEL CO	600 Solix
0298 GULF TELEPHONE CO	600 Solix
0295 GRACEBA TOTAL COMM	600 Solix
0284 BUTLER TEL CO INC	600 Solix
0283 BRINDLEE MTN TEL CO	600 Solix
0282 BLOUNTSVILLE TEL CO	600 Solix
0253 VIRGINIA HOT SPRINGS TEL CO.	600 Solix
0249 ROANOKE & BOTETOURT	600 Solix
0237 HIGHLAND TEL COOP	600 Solix
0226 NTELOS TELEPHONE INC	600 Solix
0217 AMELIA TEL CORP	600 Solix
0210 VENUS TEL CORP	600 Solix
0206 SUGAR VALLEY TEL	600 Solix
0183 MAHANOY & MAHANTANGO	600 Solix
0161 COMMONWEALTH TEL ENT	600 Solix
0133 VERNON TEL CO INC	600 Solix
0131 TRUMANSBURG TEL	600 Solix

LEC & CLEC names and Operating Company Numbers

0129 TOWNSHIP TEL CO INC	600 Solix
0118 PORT BYRON TEL CO	600 Solix
0114 ORISKANY FALL TEL	600 Solix
0112 ONTARIO TEL CO	600 Solix
0099 HANCOCK TEL CO - NY	600 Solix
0095 FISHERS ISL TEL CO	600 Solix
0092 EDWARDS TEL CO INC	600 Solix
0089 DEPOSIT TEL CO INC	600 Solix
0069 WAITSFLD-FAYS TEL CO	600 Solix
0062 PERKINSVILLE SVC COR	600 Solix
0061 NORTHFIELD TEL CO	600 Solix
0058 LUDLOW TEL CO	600 Solix
0050 WILTON TEL CO	600 Solix
0047 MERRIMACK CNTY TELCO	600 Solix
0045 KEARSARGE TEL CO	600 Solix
0034 W PENOBSCOT TEL&TEL	600 Solix
0031 WARREN TEL CO	600 Solix
0024 SOMERSET TEL CO	600 Solix
0011 HRTLD & ST ALBNS TEL	600 Solix
0010 HAMPDEN TEL CO	600 Solix
0007 ISLAND TEL	600 Solix
0005 COBBOSSECONTEE TEL	600 Solix
3402 CITIZENS GOLDEN ST	650 Citizens - California
2342 CITIZENS TUOLUMNE	650 Citizens - California
2308 CITIZENS TELECOM CA	650 Citizens - California
4449 NAVAJO COMM CO- AZ	651 Citizens - Arizona
4426 CITIZENS COMM CO -AZ	651 Citizens - Arizona
2172 CITIZENS UTIL RURAL	651 Citizens - Arizona
4338 CITIZENS COMM CO WV	654 Citizens - West Virginia
4451 NAVAJO COMM CO- UT	656 Citizens
4450 NAVAJO COMM CO- NM	656 Citizens
4429 CITIZENS TELECOM UT	656 Citizens
4427 CITIZENS TELECOM ID	656 Citizens
4336 CITIZENS COMM CO TN	656 Citizens
4322 CITIZENS TELECOM MT	656 Citizens
3401 CITIZENS TELECOM OR	656 Citizens
2354 CITIZENS TELECOM NV	656 Citizens
2275 NAVAJO COMM CO INC	656 Citizens
1183 CITIZENS COMM OF IL	656 Citizens
1131 CITIZENS TELECOM ND	656 Citizens
1128 CITIZENS TELECOM NE	656 Citizens
1123 CITIZENS TELECOM MN	656 Citizens
1122 CITIZENS TELECOM IA	656 Citizens
0577 CITIZENS VOLUNTEER	656 Citizens
0270 CITIZENS TELECOM W V	656 Citizens
0096 CITIZENS TELECOM NY	656 Citizens
9769 ORANGE CITY COMM IA	700 Verisign
9129 REINBECK MUN TEL UT	700 Verisign
8980 XO COLORADO, LLC	700 Verisign
8964 XO D.C., INC.	700 Verisign
8960 HTC COMM INC	700 Verisign
8958 XO TEXAS, INC.	700 Verisign
8758 XO GEORGIA, INC.	700 Verisign

LEC & CLEC names and Operating Company Numbers

8708 HAWARDEN MUNCIPL UTL	700 Verisign
847B TIM RON ENTERPRISES	700 Verisign
846B TIM RON ENTERPRISES	700 Verisign
8340 XO NEW YORK, INC.	700 Verisign
8298 RESERVE TELECOMM	700 Verisign
7857 ORLANDO TEL CO/SYS	700 Verisign
7541 XO UTAH, INC.	700 Verisign
7521 TELECOMMUNICATIONS OF NV	700 Verisign
7520 XO OHIO, INC.	700 Verisign
7344 XO TENNESSEE, INC.	700 Verisign
7341 XO PENNSYLVANIA	700 Verisign
7340 XO WASHINGTON, INC.	700 Verisign
7262 XO CALIFORNIA, INC.	700 Verisign
7215 INDEPENDENT NETWORKS	700 Verisign
7076 MIDCO COMMUNICATIONS	700 Verisign
7056 XO ILLINOIS, INC.	700 Verisign
7010 LONG LINES METRO LLC	700 Verisign
682C MITCHELL TELECOM SD	700 Verisign
645C LBH, LLC	700 Verisign
6112 PRIMELINK, INC.	700 Verisign
6100 XO FLORIDA, INC.	700 Verisign
4980 XO OREGON, INC.	700 Verisign
4959 WARWICK VLY TEL NJ	700 Verisign
4793 XO ARIZONA, INC.	700 Verisign
4792 XO NORTH CAROLINA	700 Verisign
4774 XO MISSOURI, INC.	700 Verisign
4773 XO MARYLAND, LLC	700 Verisign
4772 XO VIRGINIA, LLC	700 Verisign
4704 SEI DATA, INC.	700 Verisign
4630 CHICKASAW TELECOMM	700 Verisign
4622 ITC DELTA COM - TN	700 Verisign
4621 ITC DELTA COM - SC	700 Verisign
4620 ITC DELTA COM - NC	700 Verisign
4619 ITC DELTA COM - MS	700 Verisign
4618 ITC DELTA COM - LA	700 Verisign
4617 ITC DELTA COM - GA	700 Verisign
4616 ITC DELTA COM - FL	700 Verisign
4615 ITC DELTA COM - AL	700 Verisign
4614 ITC DELTA COM	700 Verisign
4536 XO MASSACHUSETTS	700 Verisign
4465 FRONTIER CM SO - FL	700 Verisign
4464 FRONTIER CM SO - AL	700 Verisign
4418 FRONTIER CM MI-OH	700 Verisign
4417 FRONTIER CM MICH	700 Verisign
429A MIDCONTINENT COMMS MN	700 Verisign
4253 BARAGA TELEPHONE CO	700 Verisign
4125 XO MICHIGAN, INC.	700 Verisign
4124 XO DELAWARE, INC.	700 Verisign
4123 XO NEW JERSEY, INC.	700 Verisign
4115 LAURENS MUN COMM UTI	700 Verisign
4111 SIGECOM, LLC	700 Verisign
4069 COON RAPIDS MUN UTLY	700 Verisign
3959 INTERBEL TEL-MT	700 Verisign

LEC & CLEC names and Operating Company Numbers

3955 EASTERN OREG TEL-OR	700 Verisign
3872 THE ULTIMATE CONNECTION, L.C.	700 Verisign
3614 GRUNDY CTR COM UT IA	700 Verisign
3610 RESERVE TELECOM LA	700 Verisign
3332 VERMONT TEL CO INC	700 Verisign
3304 OREGON-IDAHO UTILITIES	700 Verisign
3112 COMMUNITY AGCY-IA	700 Verisign
3097 ALTA MUNICIPAL UT-IA	700 Verisign
3065 MIDCONTINENT COMM ND	700 Verisign
3064 MIDCONTINENT COMM	700 Verisign
3057 MANNING MUNPL COMM	700 Verisign
3052 XO IDAHO, INC.	700 Verisign
3031 SCOTT COUNTY TEL CO	700 Verisign
3026 NORTH COUNTRY TEL CO	700 Verisign
3017 ALASKA TEL CO	700 Verisign
3002 BETTLES TEL CO	700 Verisign
2985 WEB FIRE COMM - TX	700 Verisign
2749 XO MISSISSIPPI, INC.	700 Verisign
2614 ITC DELTA COM AR	700 Verisign
2613 ITC DELTA COM - TX	700 Verisign
2557 XO MINNESOTA, LLC	700 Verisign
2491 CBeyond COMM-IL	700 Verisign
2490 CBeyond COMM - CO	700 Verisign
2447 TOLEDO TEL CO INC	700 Verisign
2418 PEND OREILLE TEL CO	700 Verisign
2397 SCIO MUTUAL TEL CO	700 Verisign
2392 PINE TELEPHONE SYS	700 Verisign
2386 MT ANGEL TEL CO	700 Verisign
2295 SILVER STAR TEL CO	700 Verisign
2241 HOT SPRINGS TEL CO	700 Verisign
2233 RURAL TEL CO	700 Verisign
2231 PROJECT MUTUAL TEL	700 Verisign
2214 COLUMBINE TELEPHONE CO	700 Verisign
2213 ALBION TEL CO INC	700 Verisign
2194 NUNN TEL CO	700 Verisign
2173 TOHONO O ODHAM UT AU	700 Verisign
2170 XIT RURAL TEL CO-OP	700 Verisign
2166 W TEXAS RURAL TEL	700 Verisign
2159 VALLEY TEL CO-OP INC	700 Verisign
2152 CBeyond COMM - TX	700 Verisign
2151 TAYLOR TEL CO-OP INC	700 Verisign
2143 SOUTH PLAINS TELEPHONE COOP	700 Verisign
2134 RIVIERA TEL CO INC	700 Verisign
2131 POKA-LAMBRO RURAL	700 Verisign
2068 EASTEX TEL COOP INC	700 Verisign
2061 COMMUNITY TEL CO	700 Verisign
2060 COMANCHE CTY TEL CO	700 Verisign
2052 CENTRAL TX TEL CO-OP	700 Verisign
2032 VALLIANT TEL CO	700 Verisign
2030 TOTAH TEL CO INC	700 Verisign
2029 TERRAL TELE CO	700 Verisign
2020 POTTAWATOMIE TEL CO	700 Verisign

LEC & CLEC names and Operating Company Numbers

1994 GRAND TEL CO INC	700 Verisign
1985 CROSS TEL CO	700 Verisign
1980 CHICKASAW TEL CO	700 Verisign
1839 TRI-COUNTY TEL ASSN	700 Verisign
1808 THE MOUNDRIDGE TEL CO	700 Verisign
1799 DAKTEL COMM, LLC-ND	700 Verisign
1769 CBeyond COMM - GA	700 Verisign
1768 CBeyond COMM	700 Verisign
1697 CEN ARKANSAS TEL CO	700 Verisign
1683 DAKOTA CNTL TELECOM	700 Verisign
1678 TURTLE MTN COMM	700 Verisign
1668 KENNEBEC TEL COMPANY	700 Verisign
1650 SWIFTEL COMMUNICATIONS	700 Verisign
1636 UNTD TEL MUTUAL AID	700 Verisign
1610 DAKOTA CTL TELECOM	700 Verisign
1604 BEK COMM COOPERATIVE	700 Verisign
1516 ARAPAHOE TEL COMPANY	700 Verisign
1483 SLEEPY EYE TEL CO	700 Verisign
1447 NORTH DAKOTA TEL CO	700 Verisign
1412 KASSON & MANTORVILLE TELEPHONE	700 Verisign
1367 FRONTIER CM MN	700 Verisign
130A MAPLETON COMMUNICATIONS	700 Verisign
1305 STRATFORD MUTUAL TEL	700 Verisign
1260 NORTHWEST IA TEL CO	700 Verisign
1230 NORTHEAST IA TEL CO	700 Verisign
1227 WESTELCOM NTWK - NY	700 Verisign
1214 KALONA COOP TEL CO	700 Verisign
1213 JORDAN SOLDIER VAL	700 Verisign
1188 GOLDFIELD TEL CO	700 Verisign
1160 FARMERS & BUSINESS	700 Verisign
1127 FRONTIER CM IA	700 Verisign
1113 BROOKLYN MUT TEL CO	700 Verisign
1073 FRONTIER COMM PRARIE	700 Verisign
1058 MONTROSE MUT TEL CO	700 Verisign
1055 FRONTIER CM MIDLAND	700 Verisign
1038 FRONTIER CM IL	700 Verisign
1023 GRIDLEY TEL CO	700 Verisign
1011 FRONTIER CM LAKESIDE	700 Verisign
0973 WITTENBERG TEL CO	700 Verisign
0967 FRONTIER CM VA	700 Verisign
0964 FRONTIER CM WI	700 Verisign
0912 FRONTIER CM MONDOVI	700 Verisign
0872 CUBA CTY TEL EX CO I	700 Verisign
0870 RHINELANDER TELEPHONE LLC	700 Verisign
0847 BELMONT TEL CO	700 Verisign
0825 SUNMAN TEL CO INC	700 Verisign
0819 SE IND RURAL TEL	700 Verisign
0800 NW INDIANA TEL CO	700 Verisign
0721 PIGEON TEL CO	700 Verisign
0711 MIDWAY TEL CO - MI	700 Verisign
0682 FRONTIER CM OF MICH	700 Verisign
0680 CHIPPEWA CNTY TEL CO	700 Verisign

LEC & CLEC names and Operating Company Numbers

0678 BLANCHARD TEL ASSOC	700 Verisign
0675 BARAGA TEL CO	700 Verisign
0633 MIDDLE PT HOME TEL	700 Verisign
0612 FARMERS MUT TELCO OH	700 Verisign
0606 THE CONNEAUT TEL CO	700 Verisign
0576 PEOPLES TEL CO INC	700 Verisign
0571 MILLINGTON TEL CO	700 Verisign
0561 CROCKETT TEL CO INC	700 Verisign
0528 HORRY TEL COOP INC	700 Verisign
0497 PIEDMONT TEL MEM CO	700 Verisign
0494 PINEVILLE TEL CO	700 Verisign
0485 MEBTEL INC	700 Verisign
0473 CITIZENS TEL CO - NC	700 Verisign
0460 FRONTIER CM MS	700 Verisign
0438 RESERVE TEL CO	700 Verisign
0433 LAFOURCHE TEL CO	700 Verisign
0430 ELIZABETH TEL CO	700 Verisign
0429 E ASCENSION TEL CO	700 Verisign
0425 CAMERON TEL CO	700 Verisign
0379 PLANT TEL CO	700 Verisign
0371 INTERSTATE TEL CO	700 Verisign
0368 HART TEL CO	700 Verisign
0362 FRONTIER CM FAIRMNT	700 Verisign
0348 BULLOCH COUNTY RURAL	700 Verisign
0324 VALLEY TELEPHONE CO	700 Verisign
0322 UNION SPRINGS TEL CO	700 Verisign
0318 FRONTIER CM OF SOUTH	700 Verisign
0306 FRONTIER CM AL	700 Verisign
0301 FRONTIER CM LAMAR CT	700 Verisign
0257 SPRUCE KB SENECA RK	700 Verisign
0239 NEW HOPE TEL CO	700 Verisign
0196 PALMERTON TEL CO	700 Verisign
0194 FRONTIER CM OSWAYO	700 Verisign
0193 N PITTSBURGH TEL CO	700 Verisign
0178 FRONTIER CM LAKEWD	700 Verisign
0168 FRONTIER COMM OF PA	700 Verisign
0152 FRONTIER CM CANTON	700 Verisign
0149 FRONTIER CM BREEZEWD	700 Verisign
0135 WARWICK VAL TEL CO	700 Verisign
0128 FRONTIER CM SYLV LK	700 Verisign
0125 STATE TEL CO	700 Verisign
0122 FRONTIER CM SENECA	700 Verisign
0110 OGDEN TEL CO - NY	700 Verisign
0108 NICHOLVILLE TEL CO	700 Verisign
0107 NEWPORT TEL CO INC	700 Verisign
0100 FRONTIER COM. OF NY	700 Verisign
0085 CROWN PT TEL CORP Y	700 Verisign
0081 CITIZENS TELEPHONE CO. OF NY	700 Verisign
0079 CHAZY & WESTPORT TEL	700 Verisign
0077 CHAMPLAIN TEL CO	700 Verisign
0072 FRONTIER CM AUSABLE	700 Verisign
0065 PRIMELINK, INC. - NY	700 Verisign
0064 SHOREHAM TEL CO	700 Verisign

LEC & CLEC names and Operating Company Numbers

0043 DUNBARTON TEL CO	700 Verisign
0037 RICHMOND TEL CO	700 Verisign
8778 COX RHODE IS TELCOM	801 Cox Communications
8639 COX IOWA TELCOM, LLC	801 Cox Communications
7988 COX NEBRASKA TELECOM	801 Cox Communications
7987 COX COMMUNICATIONS (San Diego)	801 Cox Communications
7661 COX CALIF TELECOM (ORANGE CTY)	801 Cox Communications
7193 COX CABLE Gainesville	801 Cox Communications
7192 COX CABLE OKLA CITY	801 Cox Communications
7190 COX CABLE NEW ORLEAN	801 Cox Communications
7189 COXFIBERNET(Virginia)	801 Cox Communications
7078 COX ARIZONA TELECOM (Phoenix)	801 Cox Communications
7077 COX Connecticut TELECOM, LLC	801 Cox Communications
612C COX GEORGIA TELCO GA (Macon)	801 Cox Communications
385D COX OHIO TELCOM - OH	801 Cox Communications
215A COX NEVADA TELECOM NV	801 Cox Communications
1802 COX KANSAS TELCOM-KS	801 Cox Communications
0233 VERIZON SOUTH-VA/GTE	813 Verizon South VA (GTE/Contel)
4337 VERIZON SOUTH-VA/GTE	913 Verizon South - VA (old GTE)
0121 FRONTIER ROCHESTER	920 Rochester Telephone

ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/2/2008

PRODUCER (818)257-7400 FAX: (818)257-7450
GNW - Evergreen Insurance Services, LLC
License Number 0E16963
PO Box 20005
Encino CA 91416-0005

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED
Public Communication Services
11859 Wilshire Blvd.
Suite 600
Los Angeles CA 90025

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Hartford Insurance Co.	
INSURER B: Travelers	
INSURER C:	
INSURER D: Federal Insurance Co.	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	X	GENERAL LIABILITY	72 UUN UM1899	3/1/2008	3/1/2009	EACH OCCURRENCE \$ 1,000,000
		<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
		<input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR				MED EXP (Any one person) \$ 10,000
						PERSONAL & ADV INJURY \$ 1,000,000
						GENERAL AGGREGATE \$ 2,000,000
						PRODUCTS - COMP/OP AGG \$ 2,000,000
		GEN'L AGGREGATE LIMIT APPLIES PER:				
		<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC				
A		AUTOMOBILE LIABILITY	72 UUN UM1899	3/1/2008	3/1/2009	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
		<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person) \$
		<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident) \$
		<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident) \$
<input checked="" type="checkbox"/> HIRED AUTOS						
<input checked="" type="checkbox"/> NON-OWNED AUTOS						
		GARAGE LIABILITY				AUTO ONLY - EA ACCIDENT \$
		<input type="checkbox"/> ANY AUTO				OTHER THAN EA ACC \$
						AUTO ONLY: AGG \$
B		EXCESS/UMBRELLA LIABILITY	QK04500388	3/1/2008	3/1/2009	EACH OCCURRENCE \$ 10,000,000
		<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE				AGGREGATE \$ 10,000,000
		<input type="checkbox"/> DEDUCTIBLE				\$
		<input checked="" type="checkbox"/> RETENTION \$ 10,000				\$
C		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	YE-UB-3676C43-4-07	3/1/2008	3/1/2009	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER
		ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?				E.L. EACH ACCIDENT \$ 1,000,000
		If yes, describe under SPECIAL PROVISIONS below				E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
						E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D		OTHER Excess Liability	7985-01-94	3/1/2008	3/1/2009	EACH OCCURRENCE 10,000,000
						AGGREGATE 10,000,000

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS


RE: RFP #2505Z1
The State of Nebraska is named as additional insured with regard to general liability but only with respect to operations arising from the named insured
* 10 Day notice of cancellation for non-payment of premium.

CERTIFICATE HOLDER

State of Nebraska
Administrative Services, Risk Management
521 S. 14th Street, Suite 104
Lincoln, NE 68508

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30* DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE
Steve Zerwick/STEVZ 

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.