


3. **SCOPE OF WORK**

3.1 **REGULATORY REQUIREMENTS**

3.1.1 The vendor will adhere to any and all municipal, State or Federal requirements for the Inmate Telephone System (ITS) and managed access installation, certification, training or registration throughout the duration of the Contract. Should violation of codes, laws, statutes or ordinances occur relating to the ITS, the selected vendor shall correct the situation at no cost to the Nevada Department of Corrections (NDOC), including payment of any fines or penalties associated with the violation.

 ***CenturyLink has read, understands and will comply.***

3.1.2 The vendor will be responsible for compliance with all regulatory requirements imposed by local, State and Federal regulatory agencies for all services provided throughout the duration of the Contract.

 ***CenturyLink has read, understands and will comply.***

3.1.3 All vendors submitting a response to this RFP must be appropriately licensed by the Nevada State Contractor's Board in accordance with NRS 624. Vendors will comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the Federal, State, County, or municipal government at no cost to the NDOC. The vendor will be authorized by the appropriate governing body and/or regulatory agency to be an inmate telephone service provider.

 ***CenturyLink has read, understands and will comply.***

3.1.4 The vendor will be responsible for making all modifications necessary to allow inmates to place calls in compliance with any industry dialing requirement change(s) at no cost to the NDOC to ensure proper use of the ITS by inmates and authorized NDOC staff.

 ***CenturyLink has read, understands and will comply.***

3.1.5 The vendor will keep all call processing and call rating information current and made available upon request by the authorized NDOC staff. This information will include, but not be limited to:

- 3.1.5.1 Local exchanges;
- 3.1.5.2 Area codes;
- 3.1.5.3 Country codes; and
- 3.1.5.4 Any other information necessary to accurately process and rate calls.

 ***CenturyLink has read, understands and will comply.***

3.1.6 The vendor will ensure the ITS provides telephone reception quality equal to the highest level of quality offered to the general public and will meet all industry standards for service quality as defined by the Nevada Public Utilities Commission (PUC) and by the Federal

Communications Commission (FCC). The vendor will accept the authorized NDOC staff's decision regarding determination of quality.

 **CenturyLink has read, understands and will comply.**

3.2 VENDOR RESPONSIBILITIES IN INITIAL INSTALLATION AND ONGOING MAINTENANCE

3.2.1 The vendor will provide new equipment and software in current production and considered to be state-of-the-art at the time of installation necessary to provide the services as requested in this RFP. Vendor must maintain state-of-the-art level for the duration of the Contract. These services include but are not limited to:

- 3.2.1.1 Telephone sets;
- 3.2.1.2 Wiring;
- 3.2.1.3 Connectors;
- 3.2.1.4 Jacks;
- 3.2.1.5 Security and monitoring hardware; and
- 3.2.1.6 Software systems.

 **CenturyLink has read, understands and will comply.**

3.2.2 The vendor will be responsible for all equipment in the ITS in its entirety or its individual components including, but not limited to:

- 3.2.2.1 Normal wear/use;
- 3.2.2.2 Inmate abuse;
- 3.2.2.3 Natural disaster; or
- 3.2.2.4 Inmate unrest.

The ITS and/or component replacement will be performed at no cost to the NDOC and will occur immediately upon notification to the vendor of the ITS problem by the facility or authorized NDOC staff.

 **CenturyLink has read, understands and will comply.**

3.2.3 For each facility installation, the vendor will submit, to authorized NDOC staff, an implementation plan which will include an installation schedule. If agreed upon installation schedule is delayed beyond two (2) weeks from Contracted deadline date, the vendor will pay for any additional telephone service costs and/or lost commission incurred by the NDOC as a result of the time delay.

 **CenturyLink has read, understands and will comply.**

CenturyLink has provided an Implementation Schedule that can be found in Tab IX – Other Informational Material. For convenience, an implementation schedule summary is presented below:

Task	Duration	Beginning Date	End Date
Contract Awarded	1 day	4/18/14	4/18/14
Conference Call Between CenturyLink personnel and NDOC personnel to verify critical RFP data	0.16 days	4/21/14	4/21/14
Project Plan approved	5 days	4/21/14	4/21/14
System requirements review and finalize system design	3 days	4/28/14	5/1/14
Order equipment and services	2 days	4/30/14	5/2/14
Delivery of equipment to sites	30 days	5/2/14	6/13/14
Test network	15 days	6/13/14	7/4/14
BOE approval	3 days	7/8/14	7/10/14
Install equipment and transition from premise based system to a centralized platform	20 days	7/14/14	8/8/14

3.2.4 Weekly updates to the installation plan must be submitted to authorized NDOC staff located in Carson City, Nevada.

 **CenturyLink has read, understands and will comply.**

The CenturyLink Project Manager will provide schedule updates and summaries to NDOC on a weekly basis.

3.2.5 The vendor agrees to obtain written permission, from authorized NDOC staff, before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. The NDOC does not anticipate such work will be required for the initial installation of the ITS.

 **CenturyLink has read, understands and will comply.**

3.2.6 The vendor agrees to assume responsibility for all installation of equipment in accordance with the specifications contained in the manufacturer's installation instructions.

 **CenturyLink has read, understands and will comply.**

3.2.7 Use of existing or in-place equipment including but not limited to:

- 3.2.7.1 Conduit;
- 3.2.7.2 Raceways;
- 3.2.7.3 Cable ways;
- 3.2.7.4 Cable;
- 3.2.7.5 Inside wiring;
- 3.2.7.6 Telephone set mountings;
- 3.2.7.7 Switches;
- 3.2.7.8 Terminal boxes; and
- 3.2.7.9 Terminals within the facility are at the risk of the vendor.

No exposed wiring will be permitted. Ownership of any wiring or conduit placed under this Contract by the vendor becomes the NDOC's property upon termination and/or expiration of the Contract.

 **CenturyLink has read, understands and will comply.**

- 3.2.8 The vendor agrees that if any cabling work is required as part of any installation, all new cables will be used and marked clearly and legibly at both ends, and must meet all applicable Electronics Industries Alliance/Telecommunications Association (EIA/TIA) wiring standards for commercial buildings. All new cabling required by the vendor will be installed by the vendor at no cost to the NDOC.

 **CenturyLink has read, understands and will comply.**

- 3.2.9 The vendor must agree to install the minimum quantity of telephones required by the NDOC as detailed in *Attachment J, Inmate Telephone Equipment Requirements*. Vendor can propose other options.

 **CenturyLink has read, understands and will comply.**

- 3.2.10 The authorized NDOC staff reserves the right to add or delete institutions and/or facilities receiving service under the Contract upon thirty (30) days written notice. Such additions or deletions may be accomplished by letter and do not require a Contract amendment.

 **CenturyLink has read, understands and will comply.**

- 3.2.11 When a new NDOC institution or satellite facility is opened by the NDOC, the authorized NDOC staff will determine (in consultation with the vendor) a schedule for installation of services and equipment at that location to ensure service as soon as practical at the new site.

 **CenturyLink has read, understands and will comply.**

3.2.12 The vendor will provide and install surge and lightening protection to protect their equipment. If outages are caused by surge and/or lightening, the vendor will reimburse NDOC for lost commission

☼ ***CenturyLink has read, understands and will comply.***

3.2.13 Installation of all telephones and related equipment will be accomplished during normal business hours at each facility or as directed by the facility's onsite authorized NDOC staff.

☼ ***CenturyLink has read, understands and will comply.***

3.2.14 The vendor will clean up and remove all debris and packaging material resulting from work performed.

☼ ***CenturyLink has read, understands and will comply.***

3.2.15 The vendor will restore to original condition any damage to the NDOC's property caused by maintenance or installation personnel associated with the vendor, including repairs to walls, ceilings, etc.

☼ ***CenturyLink has read, understands and will comply.***

3.2.16 The vendor agrees to install, repair and maintain all vendor provided equipment and lines at no cost to the NDOC. Equipment must be maintained as current state-of-the-art.

☼ ***CenturyLink has read, understands and will comply.***

3.2.17 Upon completion of initial installation and any additional changes as needed to the ITS, vendor must provide the authorized NDOC staff with a list of telephone numbers, serial numbers, and locations of each unit. Vendor will routinely provide updated lists containing this information to authorized NDOC staff.

☼ ***CenturyLink has read, understands and will comply.***

3.2.18 The vendor must indicate the physical size of any controlling equipment to be installed at the NDOC's facilities.

☼ ***CenturyLink has read, understands and will comply.***

The CenturyLink ITS is compact and capable of supporting up to 200 inmate phones in a single standard equipment rack. The rack requires less than five square feet of floor space and minimal wall space. Approximate dimensions are 20" wide, 32" deep and 72" tall.

3.2.19 The vendor must indicate any environmental conditions required for the proposed controlling equipment. This will include any air conditioning or heating requirements for the control room or area. The vendor will be required to supply the necessary heating or cooling system for the control room at no additional cost to NDOC.

 **CenturyLink has read, understands and will comply.**

Optimal environmental conditions for the CenturyLink ITS are ambient temperatures of between 35 and 85 degrees Fahrenheit and humidity ranges that do not exceed 80%. The system requires a standard 110-volt circuit. It is recommended that the power source be clean and unencumbered with other devices.

3.2.20 The vendor will offer cordless telephones to the NDOC at designated facilities. Those facilities requiring cordless telephones will be listed on the *Attachment J, Inmate Telephone Equipment Requirements*. The vendor will provide the cordless telephones at no cost to the NDOC.

 **CenturyLink has read, understands and will comply.**

3.2.21 The vendor will supply additional cordless telephones and or batteries for the telephones, as needed, at no cost to the NDOC throughout the duration of this Contract.

 **CenturyLink has read, understands and will comply.**

3.2.22 The vendor will process the calls from the cordless telephones through the ITS.

 **CenturyLink has read, understands and will comply.**

3.3 STATION EQUIPMENT SPECIFICATIONS

3.3.1 All technical specifications and ITS requirements will meet or exceed industry standards, and will be in proper working order, clean and free from defects of features affecting appearance, serviceability, or the safety of the authorized user in normal intended use, unless otherwise required herein.

 **CenturyLink has read, understands and will comply.**

3.3.2 The ITS will be capable of providing all operational features and system requirements applicable to all calls placed through the ITS, including local, long distance, and international calling.

 **CenturyLink has read, understands and will comply.**

3.3.3 Each call, having been identified as being placed through the vendor's ITS, will be delivered to the called party as a collect call, debit and/or pre-paid call.

Please describe your company's methodology to accomplish this.

 **CenturyLink has read, understands and will comply.**

When an inmate initiates a call, the inmate telephone will connect to the ITS, which performs several steps to set up and place the call:

- **Validate the inmate making the call (through PIN number and optional voice validation)**


- **Enable the inmate to specify a call type (collect, pre-paid, or debt)**
- **For a debit call, validate that funds are available to pay for the call type, and Inform the inmate of the current account balance**
- **Validate whether the inmate is allowed to call the number based on inmate-specific restrictions**
- **Validate whether the inmate is allowed to call the number based on a facility-wide block that may be placed on the number**
- **Inform inmate of the time limit for the call (if applicable)**
- **If the call attempt fails, inform the inmate (through the appropriate notification message) why the call could not be completed**

If the call is allowed to proceed, the ITS then places the call to the receiving party, announces the name of the inmate and the inmate's facility, and provides the receiving party with the following options:

- **Allow called party to check their account balance (pre-paid calls only)**
- **Allow called party to receive a rate quote (pre-paid and collect calls)**
- **Allow called party to accept or reject a call**
- **Allow called party to set a future block status on calls (block inmate only, or block all calls from correctional facility)**

If the called party opts to accept the call, the inmate is allowed to talk with the called party. The ITS plays a "one minute remaining" message on call duration (Debit or Debit Card calls).

- 3.3.4 The vendor will explain the company's ability and procedure to track other carrier's telephones and validate bill to numbers.

 **CenturyLink has read, understands and will comply.**

Calls are validated through the LIDB after first being validated by the ITS database, which ensures that the call is being placed to an allowed telephone number. As a Local Exchange Carrier (LEC) CenturyLink maintains its own LIDB, and has unparalleled access to not only our corporate LIDB, but those of other LECs, ensuring our ability to track and validate other carrier's telephone numbers.

- 3.3.5 The vendor will subscribe to the Line Information Data Base (LIDB-physical address of telephone number) for validation purposes. The vendor will query this database for each inmate call and process only those calls which do not have Billed Number Screening (BNS) or Billed to Numbers (BTN). The vendor must assume all responsibilities for the cost of the validation.

 **CenturyLink has read, understands and will comply.**

Call attempts are validated against the System's proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers. As a Local Exchange Carrier, CenturyLink maintains its own LIDB, and interfaces with all other LEC LIDB systems. CenturyLink assumes all responsibilities for the cost of validation.

- 3.3.6 Telephone equipment will be powered by the telephone line and will require no additional power source. A power source will be available at the demarcation location. Vendors will be required to identify the demarcation location for each facility.

 **CenturyLink has read, understands and will comply.**

- 3.3.7 In the unlikely case of the loss of commercial power and the failure of the Uninterruptible Power Source (UPS), the ITS must automatically restrict or “shut off” all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the State.

 **CenturyLink has read, understands and will comply.**

In the event commercial power is lost at a facility, the onsite UPS controlling software performs a graceful shut-down of the affected system components before primary battery power is exhausted. Inmate telephones will no longer receive power and will be inoperable until commercial power is restored.

- 3.3.8 The ITS will be capable of recovering from a power outage automatically or remotely once commercial power is restored.

Vendor will explain their process to validate and restore the ITS after shut down. If this is longer than 60 minutes, please explain how this will become part of a service level support defect.

 **CenturyLink has read, understands and will comply.**

The ITS processor is housed in an offsite data center with redundant power feeds and a diesel power generator. For this reason, a power failure at an NDOC facility will never result in an ITS shut down.

At NDOC facilities, the only ITS equipment will be the phones in the inmate areas, and Integrated Access Devices (IADs) and switches in the equipment room, both are protected by a UPS. If an onsite power failure should result in depletion of backup power and shutdown of the IADs, this would have no impact on the ITS itself, as the IADs are merely connectivity devices that link the telephones to the offsite ITS. Thus, the ITS database integrity is maintained during any NDOC power failure, and the ITS is not subject to shutdown, restoration, or validation. As soon as power is restored at the correctional facility, the IADs automatically restart and reestablish connection with the offsite ITS. No CenturyLink or NDOC personnel interaction is required.

- 3.3.9 The ITS and telephone stations will contain tamper-free equipment suitable for a detention environment. The equipment must contain no removable parts.

 **CenturyLink has read, understands and will comply.**

Every part of the CenturyLink ITS is specifically designed for use in detention facilities. All telephones are constructed of heavy gauge steel, with shock, water, and flameproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1,000 foot-pounds of pull power.

Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

3.3.10 The vendor will provide a sufficient infrastructure to allow inmates to utilize all the available telephones at the same time.

☼ ***CenturyLink has read, understands and will comply.***

The system will be configured with one outgoing line for each inmate phone, ensuring that all phones can be used at the same time.

3.3.11 The vendor will provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements, including but not limited to: providing telephones which are accessible to persons in wheelchairs and compatible with Telephone Devices for the Deaf (TDD). The vendor will provide the requested number of TDD units as specified in *Attachment J, Inmate Telephone Equipment Requirements*.

☼ ***CenturyLink has read, understands and will comply.***

CenturyLink's current telephone instruments at NDOC are hearing aid compatible, supplied with an external volume control, and meet ADA and E.I.A. standards RS-504 for compatibility and placement. We will continue to meet this requirement.

CenturyLink currently provides Ultratec Supercom 4400 TDD units for NDOC; these have proven to be very satisfactory, and we will continue to use them. The Supercom 4400 unit has the following characteristics:

Supercom 4400 TDD/TTY

CenturyLink uses the Supercom 4400 TDD/TTY. The unit is compact, lightweight, portable and easy to use. Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available.

- **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)**
- **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**

Ultratec



3.3.12 All telephones must be of the “amplified” or of volume controlled sort.

☼ **CenturyLink has read, understands and will comply.**

3.3.13 The ITS will process calls:

As the incumbent provider of inmate telephone services, CenturyLink is currently fulfilling all the requirements of Subsection 3.3.13 listed below.

3.3.13.1 At a minimum, in English and Spanish.

☼ **CenturyLink has read, understands and will comply.**

English and Spanish are the default languages used by the CenturyLink ITS.

3.3.13.2 Vendor shall identify all possible languages to be provided to the NDOC. Any additional costs to provide languages must be included in vendor’s cost response “in a separate line.”

☼ **CenturyLink has read, understands and will comply.**


Almost any language can be added at the request of NDOC. Languages currently in use at other facilities include French, Russian, and Hmong. There will be no cost to implement additional languages.

3.3.13.3 The inmate must be able to select the preferred language utilizing a simple two (2) digit code.

 **CenturyLink has read, understands and will comply.**


The System is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press 1; for Spanish, press 2." If additional languages are required by NDOC, they will be assigned a sequential number starting with "3". After the inmate selects the preferred language, all prompts, instructions, brandings, and warnings will be delivered in that language.

3.3.13.4 The vendor will indicate whether the called party can also select the preferred language for call prompts. Any additional cost for languages will be included in vendor's cost response "in a separate line."

 **CenturyLink has read, understands and will comply.**

As with the inmate, the called party can select a language that they wish for call prompts. There will be no cost to NDOC for additional languages.

3.3.13.5 Written dialing instructions for all languages will be provided to NDOC and be prominently displayed on each inmate telephone. ITS will replace systems, except for interface systems.

 **CenturyLink has read, understands and will comply.**

As the current provider of inmate telephone services to NDOC, CenturyLink already has in place approved dialing instructions. An example of an instruction label is below; if NDOC desires to change it, this will be done at no cost to NDOC.

<u>How To Use This Phone</u>	<u>Como Usar Este Telefono</u>
1. Lift Handset 2. Make Language Selection 1=English 2=Spanish 3. Press 2 for Dialing Instructions Calls will be monitored & recorded Friends or Families with Blocked Numbers or Billing Problems Should Call (888) 506-8407	1. Levante el aparato 2. Escoja la idioma que desee 1=Ingles 2=Espanol 3. Oprime 2 por instructions que les dicen como marcar Llamadas seran minitorizadas y grabadas Amigos y familiars con problemas con su cuenta que llamen a (888) 506-8407

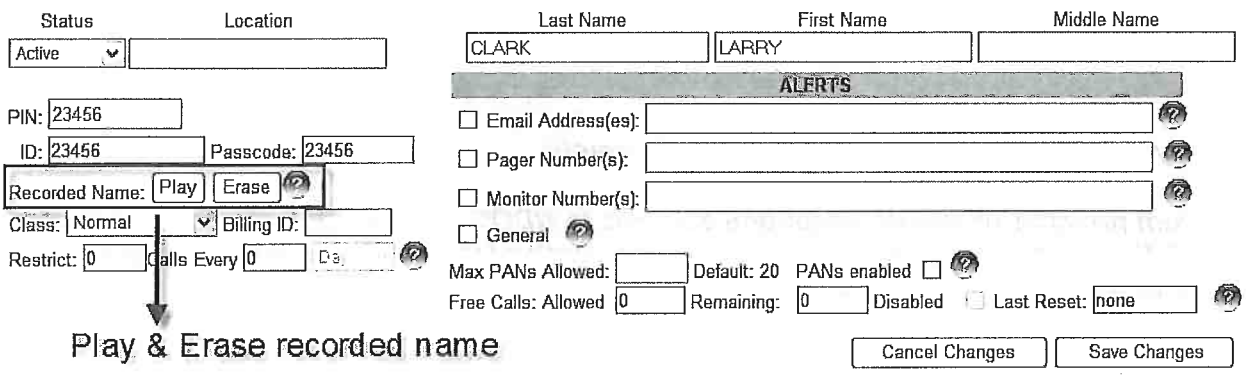
3.3.14 During the call set up process, the ITS will provide a pre-recorded announcement identifying that the call is coming from a specific inmate at the facility listed on *Attachment I, Facilities Specifications.*

 **CenturyLink has read, understands and will comply.**

CenturyLink has been providing a customized call greeting for NDOC played to the called party: "Hello, this is a [collect/pre-paid] call from [inmate name], an inmate at the Nevada Department of Corrections [facility name]."

When each inmate places the first phone call using their assigned ID/PIN, the system will ask the inmate to record their name. This recording will be stored within ITS and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from "passing messages" and ensures that the called party is provided with the inmate's name during the call greeting.

If desired, inmate names may be recorded by the site administrator or by facility personnel at the time each inmate is processed at intake. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may erase and reset the name recording function for that particular inmate using any ITS workstation as shown below:



Inmate Account Detail—Erase Recording

If an inmate is transferred to a new facility, they will not need to re-record their names, and the system will recognize the inmate's new facility, and change the announcement to reflect the inmate's new facility.

3.3.15 The ITS must offer the called party an option to receive a rate quote during the call set-up process.

 **CenturyLink has read, understands and will comply.**

For calls paid by the called party (prepaid collect and collect), the called party is given the option to accept, refuse, or block calls, as well as to receive a rate quote:


- **"To accept this call, dial '5'**

- *To refuse this call hang up now*
- *For a rate quote on this call, dial '2'*
- *To block this call and all future calls from this facility, press '9'*

After the call has been accepted, both the inmate and the called party hear the following:

- *"This call will be recorded and subject to monitoring at any time"*
- *"Thank you for using CenturyLink"*
- *"You may begin speaking now"*

3.3.16 All collect calls including debit and pre-paid calls must be clearly identified as a collect call to the called party. This recording must be heard by the called party, and be free of charge.

 *CenturyLink has read, understands and will comply.*

The system provides this information to the called party via the following announcement:


"Hello, this is a [collect/pre-paid] call from [inmate name], an inmate at the Nevada Department of Corrections [facility name]."

There is no charge to the paying party (inmate or called party) until after all announcements and prompts have been presented, and the called party positively accepts the call. Charges will begin once the "You may begin speaking now" announcement has been played.

3.3.17 Call acceptance by the called party will be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). Voice recognition is not an acceptable method for positive call acceptance. The ITS will be able to recognize and distinguish, but not be limited to, the following:

- 3.3.17.1 Standard or irregular busy signals;
- 3.3.17.2 Standard or irregular ringing signals;
- 3.3.17.3 Answering machines;
- 3.3.17.4 Cellular telephones;
- 3.3.17.5 Operator intercepts;
- 3.3.17.6 Quick disconnects;
- 3.3.17.7 Chain dialing; and
- 3.3.17.8 No voice from called party.


The vendor will provide information on how the proposed ITS will meet this requirement.

 *CenturyLink has read, understands and will comply.*

The System recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.

NDOC currently allows inmates to call cellular numbers. However, if there is a need to identify cellular numbers, CenturyLink can comply. To do this, the System will perform a Local Number Portability (LNP) query to determine if a number has been “ported” to a cellular company on an ongoing basis. If it is determined that the requested telephone number is no longer a landline or was originally set up as a cellular telephone the call will be flagged as a cellular number.

3.3.18 The ITS will provide a recording back to the inmate detailing why a call was not completed. Please provide a list of the available recorded reasons.

 ***CenturyLink has read, understands and will comply.***

If a call is not completed for any reason, the inmate is informed of the status by an explanatory announcement; these can be modified if the NDOC so desires. Examples include:

Facility Block	"The number you have dialed is blocked and cannot be called from this facility"
Telco Block	"The number you have dialed is blocked by the telephone service provider"
No Answer	"Your party is not answering. Please try your call again later."
Busy Signal	"That line is currently busy. Please try your call again later."
Invalid Telephone Number	"A dialing error has occurred. Please check your number and try again."
Refused Call	"Your party has refused this call"
Refused & Blocked	"Your party has refused this call and blocked their number from future calls."

3.3.19 Completing all NDOC authorized calls is a requirement. Please state your process for completing those calls that would normally be blocked because of Competitive Local Exchange Carrier (CLEC) issues.

 ***CenturyLink has read, understands and will comply.***

CenturyLink allows collect call billing for any CLEC or LEC company that offers the ability to do so. The CenturyLink Team has billing arrangements for completing collect calls to LEC and CLEC companies throughout the United States.

If billing is not offered, we offer the industry-leading Point of Sale Prepaid Collect (PSPC™) solution.

The PSPC application is a leading edge web-based payment system coupled with the IC Solutions fraud reduction (FraudImpact™) platform and interfaced to all online and traditional payment processors. The PSPC application is utilized in conjunction with conventional collect calling and simply provides the called party with a vehicle to communicate with an incarcerated friend or family member.

Utilizing this platform, the requirement of collect-billing arrangements with specific CLECs – most of whom do not offer collect billing products – is no longer necessary to complete collect calls to a particular destination number. The PSPC system will allow the offender a single complimentary call to each dialed number before a credit block is activated in the PSPC platform. The design and objective of the PSPC platform is to provide the short-term offender with immediate access to individuals that can help facilitate their release, irrespective of their location within the facility.

Best-in-Class Solution

PSPC is the best-in-class solution for offering a real-time alternative for called parties that would ordinarily be blocked as a result of credit issues or lack of billing arrangements with the called party's local phone provider.

The called party is instantly connected with a knowledgeable billing representative who will explain the program, establish a prepaid account and offer a variety of payment options, including: credit card, Western Union or money order. Credit Card payments can be processed and offender calling to that number restored in as little as 15 minutes.

Payments of any amount are accepted and payments made on-line are processed at no charge.

Payments may be made via:

- *Toll Free Telephone (888-506-8407) (24 Hours a Day)*
- *User-Friendly Web Site at www.icsolutions.com*

Advantages of PSPC:

- *Real time account set-up with a live, U.S.-based representative*
- *Increased call volume*
- *Payment option for "unbillable calls"*
- *Eliminate complaints from CLEC customers*
- *Allows calls to numbers that cannot accept traditional collect calls (i.e. work phones, cell phones, unbillable parties)*
- *Reduced offender complaints*
- *Allows called party to budget phone expense*

Payment Methods Accepted:

- *Credit Card*
- *Debit Card*
- *Western Union*

3.3.20 Please provide operational specifics and a description of your proposed ITS validation process.

3.3.20.1 Please include whether the vendor's validation is done in real time or by batch.

 **CenturyLink has read, understands and will comply.**

***** Industry-Leading Practice *****

Call attempts are validated in real time against the System proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers. Validation occurs in real time as calls are placed.

3.3.20.2 Specify vendor's process for unblocking a telephone number which was originally restricted for non-payment, to include the timeframe for removing the restriction once the payment posts.

 **CenturyLink has read, understands and will comply.**

Because they are paid for through a third party (the local phone company) after the call takes place, collect call charges, are at highest risk for non-payment. As part of the billing and collections process performed by the local telephone companies, our Customer Service Call Center is notified of non-payment of such charges.

This notification is provided in a daily electronic file of information from the billing clearinghouse, and the non-paid accounts are blocked from collect calling in the Customer Service internal database. The processing of this file occurs daily upon receipt from the billing clearinghouse and automatically updates the database within 15 minutes of being received.

An important point is that called parties are never blocked without their knowledge and always presented with billing options to complete the call.

Once blocked from collect calling, the next offenders' call immediately connects the called party to the Customer Service Call Center. On that call they are presented with the option to establish a prepaid collect account as an alternative, or to simply pay the outstanding collect balance owed through the local telephone company (along with instructions on how to do so).

Upon notification of a status change (from non-paid to current) from the phone company in the daily feed, the number is unblocked by Customer Service. In addition, the called party may contact Customer Service and inform them that a payment has been made. Customer Service will then contact the local telephone company to verify that the payment has been received and reinstate collect calling privileges to that telephone number within 15 minutes of such verification.

3.4 INMATE TELEPHONE SYSTEM (ITS) FUNCTIONALITY (GENERAL)

- 3.4.1 The vendor will provide the ITS with a technology system fully supported by an infrastructure which has the capability to provide specified services such as secure and real-time monitoring of inmate telephone calls meeting the NDOC's ITS security requirements. In addition, the ITS will contain a secure database for transactional call records and provide data feeds to the NDOC's official data repository.

 **CenturyLink has read, understands and will comply.**

As NDOC's current provider of inmate telephone services, CenturyLink will continue to provide exceptional service to the State that will meet all requirements. In addition, CenturyLink will undertake a major upgrade of the existing system to replace the premise-based System with a centralized platform which will provide enhanced reliability, ease of maintenance, and reduce the need for technician visits.

With the implementation of the new centralized platform, all data will be stored in highly secure data centers; the primary site will be in San Antonio, Texas, and the secondary backup site will be in Atlanta, Georgia.

- 3.4.2 Vendor must have functionality to allow or establish approval processes based on hierarchy or named group before an event is allowed to occur.

 **CenturyLink has read, understands and will comply.**

CenturyLink has been providing this functionality to NDOC for the last six years; should NDOC select CenturyLink to continue to supply inmate telephone services to the State, there will be no need for NDOC to spend time redefining roles and functions for the new vendor.

The ICS controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session.

Each username is linked to a customized set of roles (privileges) assigned by administrators when they grant access. Roles are assigned using the following screen; a user can be assigned one or more roles, as illustrated below:

Username: (type * for wildcard)
jsmith Find/New
 Active accounts only

Username: jsmith Email: jsmith@yano.com Save
FirstName: John Phone: Reset
Last Name: Smith Organization: Yano Dept of Corrections Help

Password: Confirm:

Account Disabled

Roles: Sys Admin
 Site Admin
 Site User
 Invest.
 Booking
 Monitor
 Comm.
 PPC
 DISABLED
 Comm Admin
 Acct
 Rec Admin
 Class.
 Embargo Agent
 Phone Admin
 Booking1
 CDR Limited

Sites: All Sites
 ICS Test

Account Settings—Assign/Revise User Roles

A standard set (or several sets) of roles can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all users; NDOC staff with “Site Administrator” access will always be able to alter or revise the roles allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

The “functions” that each role can perform are defined in the Roles Definition Table, shown below. These functions range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.