

Role / Access Definitions

Clicking the 'Edit Roles' button displays the Role Definitions table.

All roles defined in the Role Definitions table will create a column in the Role / Access Definitions matrix.

	Sys Admin	Site Admin	Site User	CDR Share	Internal Affairs	Security Specialist	CCPS Site Tech	CCPS Agent	CCPS Billing	PAN Entry	NEW
accounting reports vis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
accounts visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts write sysa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acct visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alerts visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
atnren edit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
atnren visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block collect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block prepaid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call records hide cdr	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call records visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call type complaint	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call type monitor alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call type snitch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr hitm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr limited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr listen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


Role Definitions

Role ID	Role Name	Description	Order	Deleted
0	Sys Admin	System Administrator	0	<input type="checkbox"/>
1	Site Admin	Site Administrator	0	<input type="checkbox"/>
2	Site User	Site User	0	<input type="checkbox"/>
3	Invest.	Investigator	0	<input checked="" type="checkbox"/>
4	Booking	Booking	0	<input checked="" type="checkbox"/>
5	Monitor	Monitor	0	<input checked="" type="checkbox"/>
6	Comm.	Commissary	0	<input type="checkbox"/>
7	PPC	Prepaid Collect	0	<input checked="" type="checkbox"/>
9	Comm Admin	Commissary Admin	0	<input checked="" type="checkbox"/>
10	Acct	Accounting	0	<input checked="" type="checkbox"/>
11	Rec Admin	Recording Admin	0	<input checked="" type="checkbox"/>
12	Class	Classification	0	<input checked="" type="checkbox"/>
13	Embarg Agent	Embarg Agent	0	<input checked="" type="checkbox"/>
14	Phone Admin	Phone Admin	0	<input checked="" type="checkbox"/>
15	CDR Share	CDR Share	0	<input type="checkbox"/>
16	Internal Affairs	Internal Affairs	0	<input type="checkbox"/>
17	Security Specialist	Security Specialist	0	<input type="checkbox"/>
18	CCPS Site Tech	CCPS Site Tech	0	<input type="checkbox"/>
19	CCPS Agent	CCPS Agent	0	<input type="checkbox"/>
20	CCPS Billing	CCPS Billing	0	<input type="checkbox"/>
21	PAN Entry	PAN Entry	0	<input type="checkbox"/>
22	NEW		0	<input type="button" value="Add"/>

Adding a new role in the Role Definitions table will create a new column in the Role / Access matrix.


Roles Definitions

3.4.3 Authorized NDOC staff will be responsible for providing a daily “inmate location” and “inmate ID number” to the vendor. The authorized NDOC staff will determine the type, format and transmission method of the daily “inmate location”. Authorized NDOC staff will define the specifications of the requested data feed.

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

CenturyLink currently has this process in place and functioning with NDOC; there will be no development or testing workload for the State if CenturyLink remains as the provider of inmate telephone services.

3.4.4 The vendor will provide complete support of all ITS software necessary to ensure provision of services at all times throughout the duration of the Contract. In addition, the vendor will monitor changes to associated interfaced systems and accommodate changes in their ITS as needed to continue operations of the services and ITS as specified herein.

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

CenturyLink’s ITS partner, ICSolutions, is a member of the Keefe Group, as is Keefe Commissary Networks and ATG, who will be the new suppliers of the commissary and banking systems, respectively. With that relationship, there is no other vendor that can guarantee the high level of integration between inmate telephone, banking, and commissary services as can CenturyLink.

3.4.5 The ITS will be restricted to outgoing calls only. The ITS will not process incoming calls at any time. The ITS will allow for the authorized NDOC staff to program times when the ITS will be operational.

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

The design of the System does not allow incoming calls at any time.

CenturyLink's Enforcer Phone Scheduler has been in use by NDOC for six years; if CenturyLink is selected to continue to provide services, NDOC will not need to learn and implement a new system. The existing schedule will be seamlessly transitioned to our new platform.

The Phone Scheduler allows NDOC to program any on/off times for the phones based on time, date, or day of week. This access is programmable by inmate, phone, phone number, housing unit, and facility, and for these categories, by inmate, phone, called number housing unit, and facility.

The ICS can accommodate different schedules for days of the week, dates of the month and year, etc. Hours can be set as follows:

- **By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours.)**
- **For all phones in the facility**
- **Unique hours for defined holidays**
- **Unique hours by day of week**
- **Unique hours for specified called numbers**

The Phone Schedule option allows NDOC to set schedules for individual phones or groups of phones:

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	0:00-24:00	on all day	off all day	
Default	Tue	0:00-24:00	on all day	off all day	
Default	Wed	0:00-24:00	on all day	off all day	
Default	Thu	0:00-24:00	on all day	off all day	
Default	Fri	0:00-24:00	on all day	off all day	
Default	Sat	0:00-24:00	on all day	off all day	
Default	Sun	0:00-24:00	on all day	off all day	
Default	Hol	0:00-24:00	on all day	off all day	regular service

Save Changes Cancel Changes

Phone Schedule Screen

Inmate calling restrictions are discussed in Subsection 3.10.5.

- 3.4.6 During the call set-up process, the ITS will provide a pre-recorded announcement every five (5) minutes, which complies with Code of Federal Regulations (CFR), Title 47, Volume 3, Part 64.710, identifying that the collect call is coming from a specific inmate at a specific NDOC facility, stating rate and complaint information and containing a toll free number for the consumer's use. This announcement will be heard by the answering party. The announcement will also include the statement: "All telephone calls will be recorded and monitored except attorney calls".

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

NDOC's response to Question 15 in Amendment 1 removed the requirement for the announcement every five minutes.

CenturyLink currently provides recordings during the call that meet the requirements of 47 CFR 3 64.710.

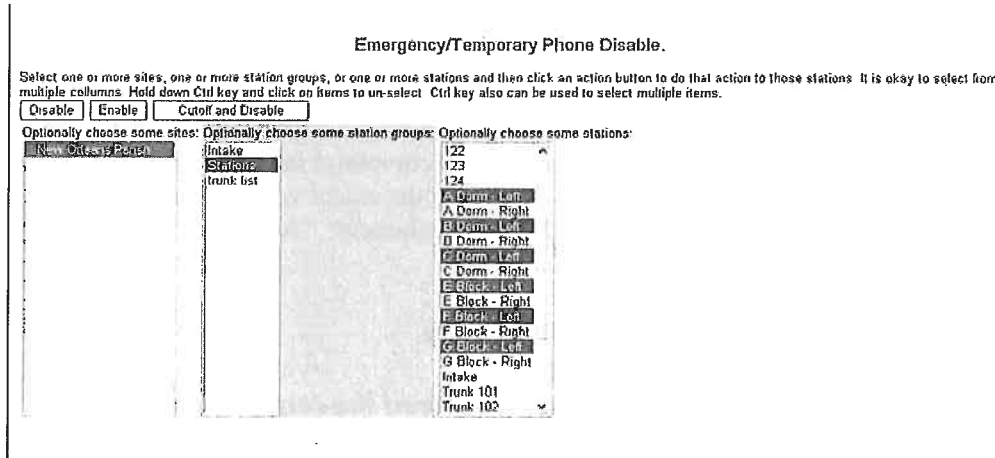
- 3.4.7 The ITS will have the capability to be deactivated (shut down), by authorized NDOC staff or vendor staff as authorized by NDOC. The ITS will be capable of deactivating the ITS ID feature by individual inmate telephone, group of telephones and/or entire facilities, at the authorized NDOC staff's option. Regardless of the deactivation, the ITS will restrict inmate calls to:

- 3.4.7.1 Prepaid collect;
- 3.4.7.2 Normal collect;
- 3.4.7.3 Local;
- 3.4.7.4 Long distance;
- 3.4.7.5 Cellular; and
- 3.4.7.6 International calls.

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

Inmate calls will be restricted to the categories listed above in 3.4.7.1 through 3.4.7.6.

A single station, multiple stations or individual calls may be quickly switched on or off electronically through the Enforcer Call Status display. To take a station offline, a staff member will open the Call Status screen, select the desired site (facility), group, or station, and then click the "Disable" button. The screen below illustrates the use of these features:



Emergency Phone Disable Screen


All administrative changes made in the ICS system occur instantaneously, so the time required for this action depends only upon the speed of the operator. Taking a station offline can easily be accomplished in less than one minute. Once the operator clicks Cutoff and Disable, the station or stations are immediately taken offline and any call in progress is terminated. To allow calls in progress to complete, the operator can instead click Disable; this action will allow any call in progress to complete before disabling the phone station from making further calls.

At no time, will the inmate telephones be unrestricted due to the deactivation of the ITS ID feature. The authorized NDOC staff will have the ability to immediately deactivate any inmate's telephone account, upon approval of the authorized NDOC staff for any of the following reasons:

- 3.4.7.7 48-hours prior to any transfer;
- 3.4.7.8 48-hours prior to any outside medical appointment; or
- 3.4.7.9 48-hours prior to any outside court appointment.

For 3.4.7.7 through 3.4.7.9, the facility can place an inmate on "inactive" status, which keeps the inmate on the resident roster at the correctional facility, but sets the inmate to an inactive status due to a temporary absence (such as a hospitalization or temporary transfer to another non-NDOC facility). This option should be used to inactivate an inmate when the inmate's return to the facility is expected.

- 3.4.8 The ITS will provide for authorized NDOC staff access for the purposes of managing ITS access information in real time. Authorized NDOC staff and vendor staff, as authorized by the NDOC, will have the ability to immediately enter, delete, change, or modify any ITS access information including, but not limited to, calling privileges or restrictions pertaining to inmates.

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

As discussed previously in Subsection 3.4.5, CenturyLink currently meets, and will continue to meet in the future, the requirements of this Subsection.

3.4.9 The ITS will provide capability for assigning an inmate’s telephone access to an individual telephone or group of telephones so that the inmate’s account may only place calls from those designated telephones. These telephones will still be capable of being used by an inmate whose telephone access is not specifically assigned to an individual telephone.

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

Each individual inmate’s PIN is linked to a unique set of calling privileges that can include restricting the inmate to placing calls only from a single telephone or assigned station groups (their housing unit, common areas etc.). These limits can be customized by authorized users at any time by selecting the Station Groups option on the Inmate Account screen of the ITS’s GUI. In the Station Groups screen, the user simply checks the box next to the station to allow the inmate to place calls from that phone. Inmates can be restricted to specific phones, all stations within a specific group, or all phones within a facility.

In the following example, the Station Group Name can be set up as an individual phone or a group of phones. Assuming Apache B has one phone assigned, and Apache D has two phones assigned, inmate Clark has access to only three phones in the facility. All other non-restricted inmates will have full access to Apache B and D.

Allowed Station Groups for Inmate

Inmate ID: 072320 RODNEY CLARK


[Save Changes](#)

[Back to Inmate Editor](#)

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
APACHE A	<input type="checkbox"/> Allow
APACHE B	<input checked="" type="checkbox"/> Allow
APACHE C	<input type="checkbox"/> Allow
APACHE D	<input checked="" type="checkbox"/> Allow
NAVAJO A	<input type="checkbox"/> Allow
NAVAJO B	<input type="checkbox"/> Allow
NAVAJO C	<input type="checkbox"/> Allow
COCOPA A	<input type="checkbox"/> Allow
COCOPA B	<input type="checkbox"/> Allow

Inmate Phone Restriction Screen

- 3.4.10 Should there be power outage issues, the ITS and UPS will maintain all currently ongoing telephone calls for up to five (5) minutes while blocking any additional call attempts after the event. A telephone message will alert inmates that they have two (2) minutes remaining on their call. After five (5) minutes, if the UPS has not alerted the ITS that commercial power has been restored, the ITS will power down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. Upon restoration of power and system recovery, the ITS will wait for five (5) minutes of stable power before allowing inmate calls to resume.

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

3.5 NETWORK AND INFRASTRUCTURE REQUIREMENTS

- 3.5.1 The vendor will provide an ITS that includes a role-based monitoring component that is capable of being accessed through an authorized NDOC staff log-in. The ITS will be capable of monitoring calls via secure, password protected internet access.

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

Subsection 3.4.2 discussed the process to assign roles based on user names and passwords.

NDOC is already familiar with the call monitoring process currently in use with CenturyLink's platform over the last six years.

Monitoring calls starts with the "Display of Calls In Progress" screen (shown below). Once on that screen, by selecting a call of interest, additional call details will be displayed. If monitoring of a conversation is desired, the "Listen" button on the right is clicked. The call can be terminated by clicking on the "Cut off" button.

Display of Calls in Progress V1.034

Phones | Projects | Map

Select: Project: New Hampshire DOC | 21 Talking Stns. | 0 alerts | Show: Local time | All Active

Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
dial	B-TIER-1	Dialing			64271	MAGGI, JAMES	
greet	B-TIER-6	1-603-286-8068	1.3	0.00	71881	CRUZ, ROBERTO	
rec	C-TIER-4	1-603-957-8189	18	2.85	87832	CHARLES, PAUL	
rec	D-TIER-3	1-603-548-2111	7.5	1.20	60342	GUNN, JON	
rec	D-TIER-5	1-603-224-6912	29	4.20	65077	PATRICK, VINCENT	
dial	H-TIER-5	Dialing			74250	BARNA, RAYMOND	

Call details

Destination: PORTSMOUTH NH | Answer type: SPCH
 Start: Jun 16, 2011 8:31:29 AM GMT-05:00 | Answer delay: 01:26
 Duration: 18:24 | Phone number: 16039578189
 Time available: 41:35 | Tariff Band: IntraLata Intrastate
 Cost: 2.85 | Site: Berlin
 Balance: 23.30 | csn: 25886544
 Station: 6307/C-TIER-4 | Call Type: Debit
 Dialed digits: 6039578189 | Trunk: 8120

Jun 16, 2011 8:49:53 AM GMT-05:00

Display of Calls in Progress Screen

3.5.2 In addition, the ITS will interface with all digital network services provided by local exchange carriers (LEC) as well as inter-exchange carriers. The vendor’s response shall provide the types of network services to which the ITS will interface and the purpose (use of a specific application) of such services for the NDOC.

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

Our ITS call control system will reside off-site; calls originating from each facility will connect to this call control platform using Voice over Internet Protocol (VoIP). At each facility CenturyLink will install Dedicated Internet Access (DIA) T1s, which will connect our on-site Integrated Access Devices (Adtran 924e) to our remote ITS platform via VPN tunnels.

Calls that are to be connected to the called party are completed using CenturyLink’s own VoIP network to route the call to the terminating LEC.

3.6 SOFTWARE REQUIREMENTS

3.6.1 The vendor will provide all software required to support the ITS. At the time of installation and throughout the duration of the Contract, including any renewals, all

software will be the current production and considered to be state-of-the-art including software for all equipment and monitoring terminals utilized in service delivery. The NDOC will not be responsible for any licensing costs throughout the duration of the Contract.

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

3.6.2 All software must be compatible with a minimum of a Windows 7 operating system and must operate with Internet Explorer version 8.0 at a minimum.

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

3.6.3 The vendor software installed on the NDOC computers/servers must operate in the then current NDOC hardware, software and security configuration. Vendor is responsible for maintaining capability as the NDOC configuration changes, at no cost to NDOC.

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


Over the last six years, CenturyLink, as the incumbent provider of the ITS for NDOC has ensured that our software is compatible with NDOC's software, hardware, and security requirements. There has not been a cost in the past, nor will there be a cost in the future, for maintaining this capability.

3.6.4 The NDOC prefers Web based tools with no software installation requirements. Please describe all vendor software proposed to be installed on NDOC computers and/or used by authorized NDOC staff. Provide software product name, functional description, usage, and installation/configuration requirements.

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

CenturyLink utilizes a web based graphical user interface to access the inmate telephone system that does require software to be loaded onto each end user computer. However, this software supplement has already been loaded onto all NDOC computers by the NDOC IT team and therefore no additional software will be required as part of our installation.

3.6.5 The vendor will provide all required/new software enhancements/upgrades to the ITS inclusive of service delivery for the ITS. Beta and Field Tested Software will not be provided unless specifically discussed with and approved by the authorized NDOC staff.

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

3.6.6 All upgrades, bug fixes, enhancements to the software and/or hardware will receive prior approval by the authorized NDOC staff. If requested by the authorized NDOC staff, the vendor will provide a test environment to allow the authorized NDOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

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

- 3.6.7 The ITS will give inmates the ability to obtain account balances for telephone time and available inmate bank account funds to spend at the inmate store and coffee shops at no cost to the inmate. If vendor software does not have this capability, the awarded vendor will write an interface to accommodate NDOC's needs.

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

The ITS has been deployed with a DirectLink Trust application with ATG in the past. This application will be deployed with the cooperation of the NDOC and ATG to provide inmates with bank account balances via automated operator prompts, using any inmate telephone. The DirectLink Trust application also provides real-time, per-call debit funding in addition to inmate trust account balances.

The DirectLink Trust interface will work like a credit card. At the time the inmate places the debit call, we subtract the cost of the call from his/her debit account (which can be funded by inmates' family and friends). If the debit balance is insufficient to pay for at least the first minute of the inmate call, then the ITS requests an authorization from the ATG banking system for the total maximum cost of the call, which effectively places a hold on these funds in the inmate's trust account until the call is completed. The ITS receives an "Auth Code" from ATG. At the end of the call, the ITS requests a charge against the Auth Code for the actual call cost. So if the call didn't occur (e.g., wasn't accepted by the call recipient), we charge "\$0"; otherwise, the charge can be any amount up to the pre-authorized maximum cost.

- 3.6.8 The vendor is responsible for resolving any problems identified by the authorized NDOC staff in a timely fashion and at no cost to the NDOC. See *Attachment O, NDOC Service Level Agreement*.

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

As we currently do for NDOC, CenturyLink will continue to resolve all problems at no cost to the NDOC, and will abide by the Service Level Agreement definitions in Attachment O.

3.7 DATABASE REQUIREMENTS

- 3.7.1 The vendor will provide a data record of all transactions through the ITS. The data record will be maintained in a database for monitoring and analysis of inmate telephone calls. The data record is used to alert authorized NDOC staff of possible trends with inmate calls that could jeopardize the security of inmates, staff, or facilities.

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

All calls will be recorded and stored for the life of the contract in a centralized database that can be accessed from any internet-enabled computer. These call data records can be analyzed with standard reports, or staff can generate customized views of that data using the Enforcer's query tools.

If CenturyLink is retained as the vendor, NDOC will not need to develop new processes and procedure for analysis as they will already be familiar with the data formats.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- **Date of call**
- **Start Time of Call**
- **End Time of Call**
- **Call Duration**
- **Called Number**
- **Station and Trunk ID**
- **PIN**
- **Disposition of Call (accepted, denied, incomplete etc.)**
- **Call Termination Reason**
- **Call Charges (if accepted)**
- **Recording indicator**
- **Three-way call detect indicator**

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

Extensive call detail reports are available to meet staff needs. The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in Tab – Sample Reports of this proposal.

Call Detail Report

Choose Site:	All	▼		
Phone Number:	<input type="text"/>			
Inmate ID:	<input type="text"/>			
Choose Call Connected:	All	▼		
Date: Fri Feb 11th, 2011 05:34pm	Choose Completion Code:	All	▼	
	Choose Tariff Type:	All	▼	
<input type="button" value="Export"/>	<input type="button" value="Run"/>	Choose 3Way Events:	No Filter	▼
		Choose Call Type:	All	▼
		Choose Alerts:	No Filter	▼
		Start Time:	02/11/2011 00:00	<input type="button" value="□"/>
		End Time:	02/11/2011 23:59	<input type="button" value="□"/>

Enter any parameters and click RUN.

Call Detail Report Generation

The following is a sample call detail report generated for all call types for a specific date range.

INMATE CALLING IC Solutions		Call Detail Report Site: Newport DOC 1296680502										
Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name	
2011-02-02 16:06:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15			
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30			
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45			
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50			
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75			
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75			
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05			
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60			
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30			
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70			
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30			

Call Detail Report

3.7.2 The vendor will be responsible for the generation and creation of a centralized system database. The ITS will provide the capability for every outgoing call to be recorded with a transaction record that includes, at a minimum, a recording of the telephone call on standard media in a format of authorized NDOC staff's choosing that allows for playback on standard PC, CD drives or industry standard media players.



CenturyLink has read, understands and will comply.

The ITS enables immediate, online retrieval of any recording at any time with no change of storage media. Storing call recordings – as well as the call data – online for the life of the contract ensures that NDOC will continue to have quick access to all call recordings and data. There will never be a need to archive calls or data, nor will NDOC or CenturyLink have to search through archives to find the investigative information needed.

CenturyLink will provide a completely centralized call and record storage solution with all records and recordings stored in our San Antonio data center. Copies of all call recordings and data will also be replicated to the Atlanta data center for back up and disaster recovery purposes.

Both the San Antonio and Atlanta data centers will have Dell 144 terabyte Network Attached Storage systems (NAS) which can easily be expanded to 2.3 pentabytes to meet future growth.

Once a staff member has performed a call detail query, the corresponding call recording can be saved locally or burn call recordings to a CD or DVD by clicking the Burn/Save button:

After the Burn/Save icon is clicked, the Enforcer opens the Firecracker application window. The Firecracker application streamlines and simplifies the process of burning and saving inmate call recordings by performing the following tasks through a multi-pane user interface:

- **Burn recordings to DVDs**
- **Download files in either mp3 or speex (.spx) format, and then move selected files to different discs to perform multiple burns**

- **Receive notification of any download errors, and then retry the files with errors**
- **Save mp3 or speex files to a computer**

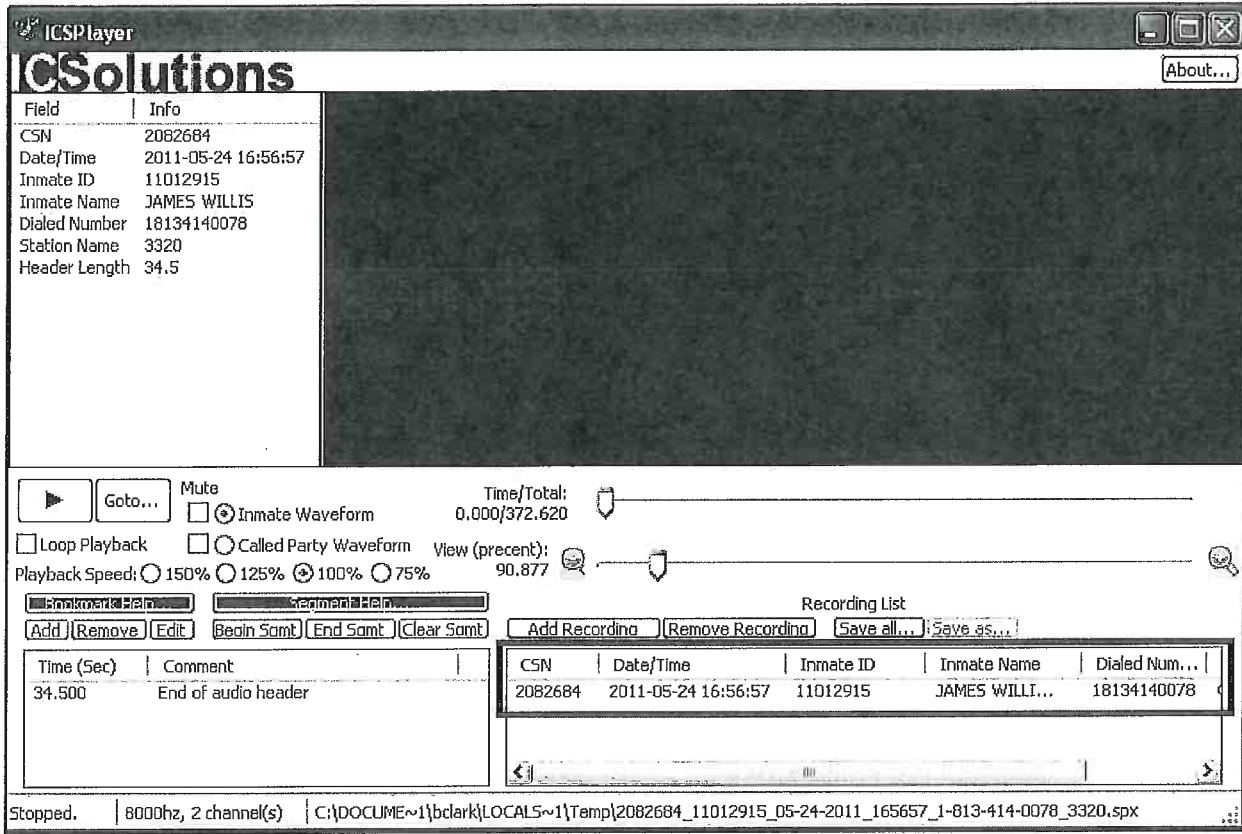
3.7.3 The database will be maintained in such a manner as to allow authorized NDOC staff the capability to review and monitor inmate call data regardless of which NDOC facility is housing the inmate.

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

CenturyLink's centralized platform will allow any staff member, regardless of location, to review and monitor inmate call data at any NDOC facility. NDOC staff will be familiar with CenturyLink's monitoring and reviewing processes, as we have provided this functionality to NDOC for the last six years.

In addition to the ability to view all call detail records (discussed previously in 3.7.2), staff can easily listen to recorded calls using the Enforcer's ICS Player, which provides several advanced features:

- **"Bookmarking" a time point in a call recording with a name (comment)**
- **Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback**
- **Saving bookmarks for future use when you or other users access the call recording**
- **Temporarily adding locally saved recordings to the playlist for playback (for comparison purposes)**
- **Slowing down or speeding up the playback of a recording**
- **Muting the playback of either party on the call**



Enforcer Callplayer Screen

3.7.4 The database will contain multiple data fields. At a minimum, the database will contain all fields required to generate reports as indicated in *Reporting Requirements, Section 3.14*, and all information required to establish Inmate Telephone Access as indicated in *Section 3.9*. Final data elements to be collected will be subject to written approval by the authorized NDOC staff.

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

Please see Section 3.14 for details on CenturyLink’s reporting capabilities.


3.7.5 The ITS will provide the capability for authorized NDOC staff to download reports from the database, through secured internet access, as outlined in *Reporting Requirements, Section 3.14*.

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

Please see Section 3.14 for details on CenturyLink’s reporting capabilities.

- 3.7.6 In addition, the vendor will provide access to the database through secure methods to be defined by the authorized NDOC staff. Authorized NDOC staff will be able to retrieve defined data on an on-going basis (could be real-time, daily or other).


The vendor will provide requested data elements in a format to be determined by the authorized NDOC staff. Data extracts will be downloadable, as needed, to a format of authorized NDOC staff's choosing. The data will allow the authorized NDOC staff to perform further analysis as/when needed. The authorized NDOC staff will finalize the methods, processes and functions with the vendor.

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

As we have done for the last six years, CenturyLink will continue to provide secure access to the database so NDOC can extract data on a real-time, daily, or other basis. CenturyLink will provide the data elements in a format determined by staff to allow analysis as needed, and will work with NDOC staff to establish the methods, processes and functions of the data extraction.

With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with NDOC. We have written SOAP, FTP and SFTP, XML, CSV, 2XML, Incremental, Sync, and Webservices interfaces to provide enhanced integrated services and can provide an interface that will assist the NDOC with secure, data extraction.

- 3.7.7 The vendor must briefly describe how *Section 3.7.6* will be accomplished with the proposed ITS for the NDOC and what security measures are in place to ensure authorized NDOC staff have access to only those call recordings for which they are authorized.

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

The ITS is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID and the appropriate authority (as described in Subsection 3.4.2) can access the system from any computer running a modern browser. The actual data exchange for remote users is via a VPN and SSL protocol rather than through the public internet, adding additional security. CenturyLink can restrict access by IP address by allowing only certain IP addresses to install the VPN client. If the VPN client is not installed on the system with a particular IP address, the user cannot log in to the system.

As described in Subsection 3.4.2, NDOC's Site Administrator(s) will control access to call recordings.

- 3.7.8 The ITS proposed by the vendor must, at a minimum, allow authorized NDOC staff to locate call recordings in the following manners:

- 3.7.8.1 Search by inmate name or ITS inmate ID number (approved by NDOC);
- 3.7.8.2 Search by certain time period (date/time);
- 3.7.8.3 Search by certain telephone instruments;

3.7.8.4 Search by called telephone number; and

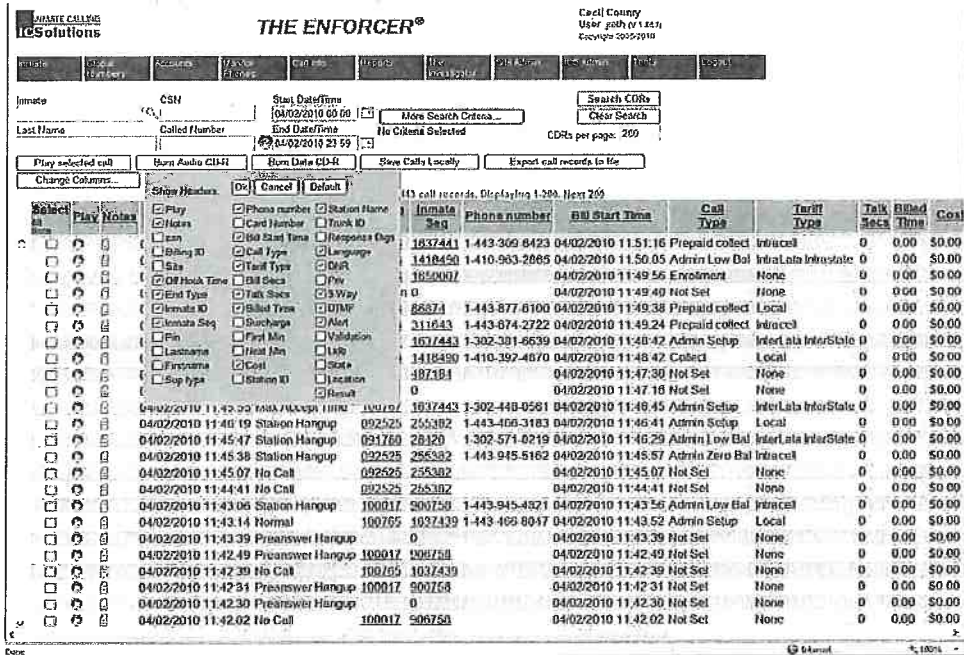
3.7.8.5 Search by unit location.

 CenturyLink has read, understands and will comply.

Users simply enter the parameters of the recordings they wish to locate, and the call recording results will be displayed, allowing users to play back, save or export the recordings. The ITS streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court; The ITS allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following and more:

- Inmate PIN/ID or name
- Date/time Range
- Called Number
- Facility
- Inmate Telephone Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type



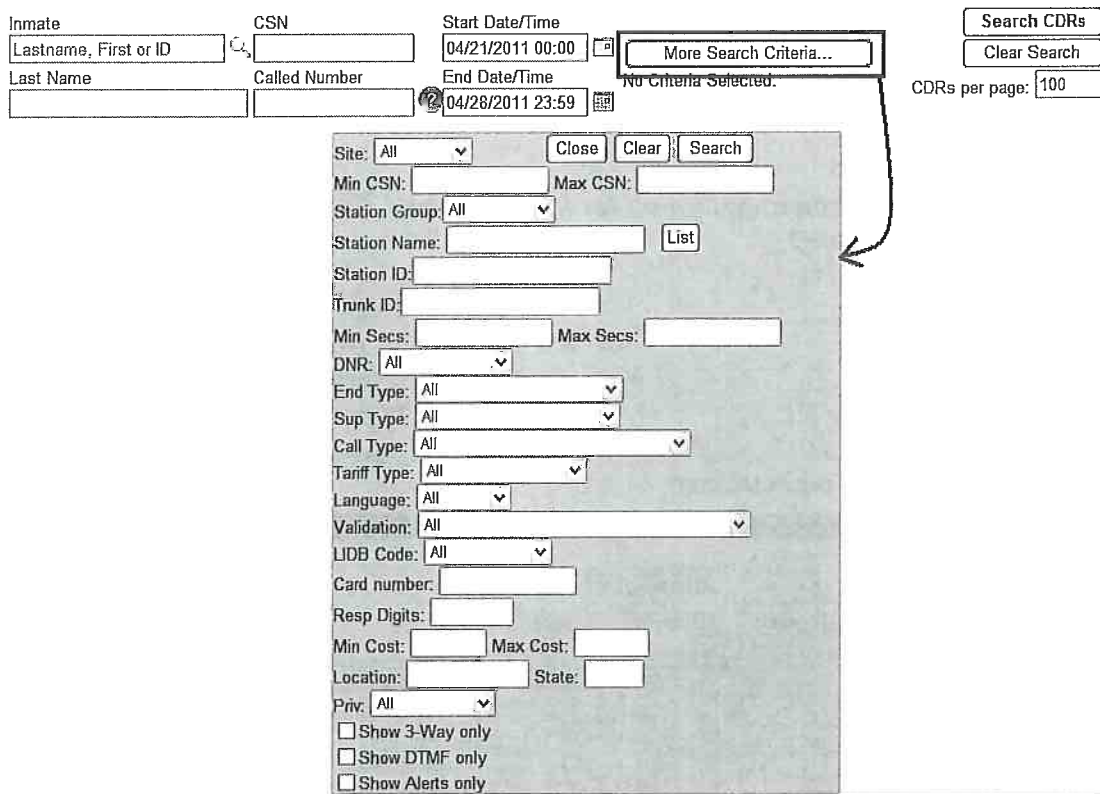
Call Information Results screen

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

3.7.9 The ITS must allow for the search criteria either individually or in combinations.

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

Authorized users can search call detail and recordings by entering any combination of the data contained in the call detail record, whether by an individual parameter or a combination of parameters. In addition to the standard parameters, users can expand the search by clicking “More Search Criteria in the Call Info Results screen:



More Search Criteria screen

3.7.10 The ITS vendor proposal will provide a search capability that allows authorized NDOC staff to search call recordings for certain key words or phrases. The vendor will provide a description of this capability. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

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

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

Keyword Search – Expanded Capabilities

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality,

a generic “Association Table” has been built that contains common search terms and their associated words or phrases. This was developed using information, including slang terms known to be used in correctional facilities, that is readily available in the public domain.

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word or any associated terms. For example, a search for the word “attorney” would find conversations that contain the word “attorney” or the word “lawyer.”

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to NDOC’s inmate population. Custom terms can be entered into a common database table or each user can create their own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, a search for “drugs and sell” would return results in which both words appear in the same sentence.

The features of Word Detective are very intuitive; staff will easily and quickly become proficient in its use.

After the user enters desired criteria and clicks the Search button, Word Detective returns search results in the format shown below. In this example, the words “my brother” were specified as well as a limit on the number of displayed results (4):

Inmate ID <input type="text"/>	Start Date/Time 10/26/2012 06:00 <input type="text"/>	<input type="button" value="Search"/>
CSN <input type="text"/>	End Date/Time 11/05/2012 00:00 <input type="text"/>	<input type="button" value="Clear"/>
Search Phrase my brother <input type="text"/>	BTN 8156878334 <input type="text"/>	Limit 4 <input type="text"/>
	Language North American English <input type="text"/>	

Found 6 results. Displaying 1-4.

Score	Play	Mark	Notes	Inmate ID	CSN	BTN	Off Hook Time
97		8:59		116133	9018329	+8156878334	10/31/2012 11:51:09
86		5:24		116133	9018329	+8156878334	10/31/2012 11:51:09
86		12:04		116133	9018329	+8156878334	10/31/2012 11:51:09
76		8:55		116133	9018329	+8156878334	10/31/2012 11:51:09

Word Detective Screen

The ENFORCER assigns a numerical score to each call recording that is detected to contain the specified text string. This score is displayed in the Score column to indicate the probability percentage that an exact match of the text string was found. Search results are displayed in Score order, from highest to lowest.

inmate call. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

The vendor will provide a description of this capability.

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

All key word search alerts – whether Word Detective or any other commercially available product – must direct investigators to the call recording rather than to a live call in progress. This is because the key word or phrase must have already been spoken in order for the alert to be triggered, and therefore it is impossible to hear the key word or phrase as it is being spoken on a live call; instead, its occurrence is pinpointed by the word search product, and investigators are alerted to its location for retrieval in the call recording.

Word Detective automatically, without NDOC staff intervention, performs instant phonetic indexing of every recorded conversation upon completion of the call recording. This process occurs only once, indexing every single word and sound spoken during every conversation. This phonetic indexing makes it possible to locate any word or phrase in the designated language, so indexing never needs to be repeated. Upon indexing, Word Detective can notify NDOC staff of every conversation that contains any key words or phrases of interest, which were spoken during the recording of the inmate call. This feature is commercially available and in use today.

Word Detective relies upon a unique phonetic indexing engine that is powered by Nexidia. It is the only product of its kind, which automatically indexes all of the sounds that make up words. It offers investigators the benefit of being alerted to the presence of any word on any call, without ever having to re-index calls in search of new words. By comparison, all other voice recognition / transcription techniques are dependent upon a library / vocabulary being established prior to a call. If a new word or phrase of interest is identified, the software's vocabulary must be updated and call recordings re-indexed in order to locate the new word or phrase.

Word Detective's alert will direct investigators to the exact moment in the call recording in which the key word or phrase was used. Word Detective can be configured to start playback of the recording any number of seconds before the key word, in order for investigators to hear the context in which the key word was spoken.

SUPERIOR PHONETIC SEARCH TECHNOLOGY

Word Detective uses Nexidia's patented phonetic indexing and search technology based on the roughly 40 "utterances" that make up all human speech, NOT transcription-based cataloging and re-cataloging.

This is a major reason why this technology is widely deployed across different industries with mission-critical needs – including defense, regulatory, and financial trading agencies.

- Greater accuracy. Phonetic search = no need for software to make "subjective" guesses as to what the person actually said.
- Greater flexibility. Not dictionary based = no need to train the system for dialects or accents.
- Greater speed. Indexes all calls at once, independent of the user-defined static library = no need to re-process recordings once new keywords are entered.