Pre-Call Imposter Detection

The Investigator Pre-Call Imposter Detection module provides pre-call imposter screening. When an inmate initiates a call attempt, the Pre-Call Imposter Detection module compares likely imposters against the voice being provided at the time of the call initiation. Instead of the conventional approach of comparing the inmate voice against a previously recorded sample of the inmate voice, it utilizes its imposter detection system to see if an imposter is trying to make the call and alerts the facility of which inmate imposter is trying to defeat the system.

Voice-Biometrics Enhanced Link Analysis

The Investigators QuickFind tool results take into account all the intelligence the system has acquired and returns it in easy to understand statements. Each statement represents types of calls the inmate has made or information that associates that inmate with other inmates and their outside called parties.

Categories of calls the investigator can quickly search on are:

- Completed calls made by that inmate PIN
- Any calls where a 3 way call has been detected (a means to hide contact with an unknown called party)
- Calls when the inmate used another inmate PIN (an attempt to hide the inmate identity)
- Calls made where other inmates have used this inmate's PIN (an attempt to hide their identity)

Other Investigator System Reports
The Investigator features a number of different system reports that assists the facility investigator in focusing the attention on the most valuable calls to investigate. For investigators, the reports include: enrollment reports, pre-call imposter reports, high-value target calls for review, high-interest-group activity, and a variety of other reports that show frequent abusers of accounts, accounts being abused, and involved called parties. For leadership, the Investigator includes Management Reports to track product usage, ensure user accountability, and provide instant access to any case or inmate-sensitive call activity.

For brevity, a small sample of these reports and search screens are provided below.

Investigators are able to quickly search for all calls with suspected of PIN abuse, by calls using a specific inmate's voice, or any other number of search criteria, as shown below:
Sampling of the High Interest Groups (HIGs) in the Investigator Pro system

Automatic reporting on High Target Calls for Review
Management Reporting

(21) Visitation phone recording

The Enforcer is capable of extending ITS functionality to visitation phones as well, such as PINs, optional voice biometric authentication, recording, and reporting. This capability is in place at several customers today.
This feature is available through negotiation. Important scope of services parameters include the number of sites, use of voice biometrics, and especially wiring needs (based on sites) from visitation phones back to telco rooms.

(22) **Contraband Cell phone detection**

CenturyLink has provided a number of cell phone detection and control options in its response to 3.11.1.5. All options are provided through a third party provider and require discussion about NDOC’s requirements and scope. Each option’s impact to the financial offer is discussed in Attachment P – Cost/Commission Proposal.

(23) **PREA Pro™ Reporting Tool**

Provided through Argus Correctional Solutions, PREA Pro is powerful software for managing PREA compliance.

The core of the software is event management, which provides the Department with the ability to create an unlimited number of events. Most important, the creation of events follows the natural workflow of the user.

The user is only presented with the fields and controls that are relevant to the type of event that he/she is creating. Additionally, the accuracy of user input is enhanced by providing definitions of sexual violence within the event interface, assisting the users in pinpointing the correct classifications for the event. The user is also presented with auto-fill fields, minimizing mistakes, while making their workflow smoother and easier to accomplish.

**Subject Management**

PREA Pro also provides intuitive management of the maturity of the event, tracking the date and time the event was added and its time in process, all with an easy to read and understand color scheme (event in process, becoming due, past due).

Additionally, the system provides the ability to add pictures, video, documents, and other electronic files to the event as well as the ability to link to subjects and...
events with a simple click of a button.

The system offers facility administrators a unique and easy to use subject management module. With the ability to manage an unlimited number of subjects, facility administrators now have the tools to manage their investigations. Facility administrators now have the ability to link victims/perpetrators to organizations or other people all through the click of a mouse.

The system also has the ability to import subjects from private or publicly available databases as well as offender/jail management systems.

- Import subjects from private or publicly available databases or offender/jail management systems
- Easily and quickly add victims, perpetrators, and staff to the system
- Link subjects, add attachments (pictures, biometric information) and relate them to other subjects and events including important narratives
- Unlimited aliases per subject or organization
- Categorize subjects by people, staff, and organizations
- Unparalleled management of organizations and people linking them to relevant information across different subjects

Investigation: Case and Evidence Management

PREA Pro provides a powerful search capability that enables the user to search for events or subjects through one or a combination of multiple search criteria.
An advanced search function that enables users to search for both events and subjects that meet their search criteria. Through dozens of search criteria, users can cut through silos of data to quickly find both the events and subjects related to their search parameters. Plus, rather than generate supporting results in the reports module, they can print and export the search results directly from the search tool, all at the click of a button.

If a user other than the creator or assigned attempts to access the event, they are asked to indicate their intended purpose, which will be recorded and reported in the dissemination log for the event. The dissemination log ensures accountability by reporting who accessed the event, when the event was accessed and what actions were taken while the user accessed the event.

Investigators may also filter their caseload by cases they created, cases that have been assigned to them, or all cases. The status of events is presented in an intuitive color coded manner providing an immediate visual indication of events that are becoming or are past due. This simple tool helps supervisors and investigators ensure that wherever possible, cases are investigated and closed within the timelines established by the agency.

Reporting

PREA Pro offers an array of predefined and ad-hoc system reports. Authorized users have access to reports that display relevant information related to PREA events. Not only do the reports display events agency-wide, but the Drill Down Reporting™ tool also enables the user to view events by region, district, zone and facility. They can even drill down into activity at specific buildings and housing units. PREA events can also be viewed by code type and by date.

Investigators appreciate the ability to view reports that are sorted by status, findings, and contributing agency. Administrators can view investigations by duration, as well as reporting based on the system journal of actions taken by each user while in the system.

Advanced reporting empowers users to generate reporting that presents exactly the data they need, in precisely the way they want to see it. Even the most novice of users can create reports that include custom charting. The process is quick and easy and the report criteria can be saved so the report can be processed again without having to re-input the criteria.
Each user has the ability (at the discretion of the administrator) to generate their own report dashboard. They can choose what reports are presented within the dashboard and the order and sequence in which the reports appear. The user can drill down through the reports in real time to get the most recent data from the system.

Administration

With the ability to create unlimited users and store a virtually unlimited amount of data, PREA Pro offers administrators a wealth of technological tools to administer the system.

The system controls the purging of events, ensuring that no critical data is accidentally or maliciously deleted from the system. This is further controlled through a Roles Based Access Control (RBAC) system. Administrators can control access on a need to know basis and limit users' abilities to prohibit editing, viewing, printing, exporting or grant no access at all.

Most important, PREA Pro has the systems in place to ensure accountability by users. Each access to events requires a purpose, and every action by the user is catalogued and monitored for future reporting. Administrators have the ability to view every action taken by the user, regardless of their role(s).

(24) **Location of called cell phones**

Through a partnership with LOCAID and utilizing a combination of carrier network-based location and GPS, the LOCAID Exchange Gateway™ can access the consumer location regardless of carrier or cellular device type. These Location Based Services are currently supported by all US & Canadian based cellular Carriers.

The capability is straightforward. In conjunction with the call delivery to the cellular device, the consumer will be prompted to allow the carrier to utilize their location (Opt In) or the call delivery greeting will be enhanced, based on carrier specifications, to notify the consumer that acceptance of this call will allow the carrier to identify their location and demand positive acceptance to proceed.
Once positive acceptance is granted by the consumer and captured by the platform, the call is connected and the latitude/longitude coordinates are passed to the CenturyLink centralized platform and stored in the database.

Through the LOCAID Gateway and operational process, CenturyLink can establish a “Geo Fence” perimeter around each facility and generate notifications or alerts to investigators when an inmate call is accepted within the designated Geo Fence perimeter.

CenturyLink would work with NDOC to implement this service so it would not impact operational efficiency or revenue generation while at the same time delivering the most valuable security information.
3.10 ITS INMATE IDENTIFICATION NUMBER (ID) APPLICATION

3.10.1 The vendor will establish an inmate account on the ITS that includes:

3.10.1.1 The NDOC inmate ID number will be contained within the ITS inmate ID account number.

3.10.1.2 NDOC inmate ID numbers are generated by Nevada Offender Tracking Information System (NOTIS) at intake and will be provided to the ITS daily.

3.10.1.3 The ITS will provide the inmate the ability to choose a minimum of a four (4) digit password for logging into the ITS. The vendor will describe the procedures to implement and reset an inmate’s password.

 CenturyLink has read, understands and will comply.

As the incumbent ITS provider, CenturyLink is well-aquainted with NDOC’s inmate ID and password parameters; we will continue to interface with NOTIS to automate transfer of this data to the ITS which will eliminate manual entry.

Resetting a password is simple. Individuals authorized to change inmate passwords will have a button labeled “Edit Pin/Passcode” on the Inmate Profile Screen. Clicking on this button will bring up a dialog box to change the password (passcode).

![Password Dialog Screen]

Change Password Dialog Screen

3.10.2 Authorized NDOC staff will have authority to modify or review any privileges or restrictions pertaining to an inmate. Level of authority should be password/user account/password-based.

 CenturyLink has read, understands and will comply.

As previously discussed in Subsection 3.4.2, authority to perform the various functions of the System are based on a user account and password. The functions to which a user has access are assigned by the NDOC Site Administrator.
Any staff member with the appropriate authority can modify privileges and restrictions to any inmate within the NDOC system. The following screen is an example that illustrates the process to restrict an inmate’s calling privileges:

**Inmate Call Restriction**

3.10.3 The ITS inmate ID number application will work with the ITS using all the features and functionalities described herein. No calls will be made without an ITS inmate ID number.

* CenturyLink has read, understands and will comply.

3.10.4 The ITS will have the capability to provide collect, debit and pre-paid station-to-station calling utilizing an ITS inmate ID number.

* CenturyLink has read, understands and will comply.

3.10.5 The ITS must allow each ITS inmate ID number to have a “class of service” assigned. An adjustable default setting shall be provided. Setting will apply to all calls unless modified for a special ID. For example, each ITS inmate ID number will have the maximum duration of each call, etc. The proposed ITS must provide call restrictions by ITS inmate ID number and provide the following restrictions at a minimum:

- **3.10.5.1** Location: Inmates can only make calls from the location designated by NOTIS.

- **3.10.5.2** Placing of Calls: Inmates can be either approved or not approved to make telephone calls by ITS inmate ID number.

- **3.10.5.3** Use of Specific Telephones: Inmates, via the ITS inmate ID number, will be restricted to a specific telephone or group of
telephones, at the authorized NDOC staff’s option; (i.e.: unit, wing, etc.).

3.10.5.4 Duration of Call: Limit the duration of the call by facility, by individual, and by type of call, (local, Interlata, etc.).

3.10.5.5 Time of day calling.

3.10.5.6 Any combination of the above.

3.10.5.7 Once an inmate is released, the ITS inmate ID number and password will be deactivated.

☉ CenturyLink has read, understands and will comply.

Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates calling privileges can be customized in the following ways:

- Restricting calling to specific facilities or from individual phones or groups of phones
- Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)
- Restricting calling to a specific set of phone numbers (i.e., PAN lists)
- Restricting the number of free calls an inmate can make
- And more!

As shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to “Restricted” in the Inmate Account Profile, authorized users may customize calling restrictions; note the “Restrict___ Calls Every____ (Day/Week/Month),” and “Free Calls Allowed” fields below.

![Inmate Account Profile Screen](image)

**Inmate Account Profile**

To block calls only from a specific inmate to a particular number add the number to that inmate’s PAN (Personal Allowed Number List) and select the check box in the “Block” column as shown below.
State of Nevada - Purchasing Division  
Inmate Telephone Services – RFP# 3073  
Due Date: March 28, 2014

---

**PANs (Personal Allowed/Blocked Numbers)**

<table>
<thead>
<tr>
<th>PAN #</th>
<th>Phone Number</th>
<th>Speed Dial</th>
<th>Name</th>
<th>Relationship</th>
<th>Description</th>
<th>Block In Use</th>
<th>Call Type</th>
<th>Date Updated</th>
<th>Updated By</th>
<th>Deleted By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-312-301-9034</td>
<td>1</td>
<td>GATORS, DEBRA</td>
<td>FRIEND</td>
<td>CHICAGO, IL</td>
<td>☑️</td>
<td>1</td>
<td>At</td>
<td>2</td>
<td>04/03/2010</td>
</tr>
<tr>
<td>2</td>
<td>1-440-787-0597</td>
<td>1</td>
<td>SMITH, TYRONE</td>
<td>BROTHER</td>
<td></td>
<td>☑️</td>
<td>1</td>
<td>At</td>
<td>∞</td>
<td>04/03/2010</td>
</tr>
<tr>
<td>3</td>
<td>1-773-261-1761</td>
<td>1</td>
<td>SMITH, OC</td>
<td>UNCLE</td>
<td>CHICAGO, IL</td>
<td>☑️</td>
<td>1</td>
<td>At</td>
<td>∞</td>
<td>04/03/2010</td>
</tr>
<tr>
<td>4</td>
<td>1-773-265-1315</td>
<td>1</td>
<td>WALL, TIMKO</td>
<td>WIFE</td>
<td></td>
<td>☑️</td>
<td>1</td>
<td>At</td>
<td>∞</td>
<td>04/03/2010</td>
</tr>
<tr>
<td>5</td>
<td>1-773-276-5025</td>
<td>3</td>
<td>HARMON, LAKETTE</td>
<td>SPOUSE</td>
<td>CHICAGO, IL</td>
<td>☑️</td>
<td>3</td>
<td>At</td>
<td>∞</td>
<td>04/03/2010</td>
</tr>
</tbody>
</table>

**Edit PAN- Add Inmate-Specific Call Block**

**Location and Use of Specific Telephones**

Each individual inmate's PIN is linked to their unique set of calling privileges which include the ability to place calls only from a specific facility and their assigned station groups (their housing unit, common areas etc.). Location can be edited in the Inmate Profile or a direct interface with the JMS. Restrictions to specific phones can be edited by authorized users at any time by selecting the Station Groups option on the Inmate Account page.

---

**Allowed Station Groups for Inmate**

<table>
<thead>
<tr>
<th>Inmate ID: 072320</th>
<th>ROONEY CLARK</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Station Group Name</th>
<th>Allowed For Inmate</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Stations</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>APACHE A</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>APACHE B</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>APACHE C</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>APACHE D</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>NAVAJO A</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>NAVAJO B</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>NAVAJO C</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>COCOPA A</td>
<td>☑️ Allow</td>
</tr>
<tr>
<td>COCOPA B</td>
<td>☑️ Allow</td>
</tr>
</tbody>
</table>

---

**Inmate Phone Restriction Screen**
Placing of Calls
Inmates can be approved or not approved to make phone calls. This call restriction is defined under the inmate’s PIN. Restrictions may be customized in many ways. The ITS supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system.

Suspensions
Inmate ID: 307398 ICS TEST

- [ ] Start
- [ ] End or Duration
- [ ] Duration:
  - Full (no calls)
  - Standard (Allow calls to Global Numbers with 'privileged' checked)

Note/Comment:

(current and future suspensions are red, historical suspensions are white)

<table>
<thead>
<tr>
<th>User</th>
<th>Date Created</th>
<th>Start Date/Time</th>
<th>End Date/Time</th>
<th>Duration</th>
<th>Type</th>
<th>Disabled</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Theain</td>
<td>04/27/2010 17:26</td>
<td>04/28/2010 17:24</td>
<td>04/29/2010 12:00</td>
<td>18 hours 36 minutes</td>
<td>Standard</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Suspend Inmate Calling Privileges

There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. The user can click the Notes/Comments tab and add any needed information, then click Create Suspension. To make a Suspension active, click Save Changes.

Personal Allowed Number list
While currently not in use at NDOC, inmates can be restricted to calling only specific numbers using the Personal Allowed Number list feature. The proposed ITS system may be configured to require a list of Personal Allowed Numbers or PANs. This is a list of defined telephone numbers that each inmate is permitted to call. Each time the NDOC activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate’s list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.
Duration of Call
The ITS is configured with a master call duration setting, which can be programmed with each facility’s maximum duration time. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers.

Global Number Edit - Override Global Duration Limit for Specific Number
When a call has reached the “one minute remaining” status on the duration limit, the system will prompt the parties with a voice message that states “You have one minute remaining for this call.” At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.

Time of Day Calling
The ITS’s Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ITS 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 under Site Administration on control bar (top of diagram below) allows authorized users to set Schedules for individual phones or groups of phones.

### Weekly Phone Schedule

<table>
<thead>
<tr>
<th>Groupname</th>
<th>Day</th>
<th>Schedule</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>DefaultA</td>
<td>Mon</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Tue</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Wed</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Thu</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Fri</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Sat</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Sun</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
<tr>
<td>Default</td>
<td>Hol</td>
<td>0:00-24:00</td>
<td>on all day</td>
</tr>
</tbody>
</table>

### Phone Schedule - program service times for phones or groups

**Inmate Status**

The system can be configured to create the PINs at time of booking and eliminated at time of discharge. Once the inmate is released, the Inmate ID will be set to an inactive status. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The Inmate ID function reflects the status of the inmate, whether released, transferred, active, etc. based on the status in the booking system.
Inmate Status in the Inmate Profile screen

3.10.6 The ITS will interface with the NDOC NOTIS system to ensure the NDOC inmate ID will be automatically transferred to the ITS.

 CenturyLink has read, understands and will comply.

As the incumbent, CenturyLink has been successfully interfacing with NOTIS for several years.

3.10.7 The ITS inmate ID numbers will be accessible to authorized NDOC staff.

 CenturyLink has read, understands and will comply.

The inmate ID number is always available to NDOC. The following screen shows the Inmate Profile Screen and the various fields displayed, the fields labeled “3” is where the inmate PIN, ID, and passcode will be found. The ID field is the inmate ID, the PIN and password fields are the personal identification number and password used for inmate calling.
3.10.8 The vendor’s ITS will document any changes to an individual ITS inmate ID number.

* CenturyLink has read, understands and will comply.

The ITS logs all updates, modifications and/or details for a PIN in the Inmate Profile (i.e.: user name, modification made, time/date stamp, etc.), allowing facility personnel to view changes and run reports on this information. These reports can help users keep track of their own activity and allow authorized system administrators to track any changes or updates to inmate PINs, providing complete and verifiable records.

All changes are automatically logged under the Inmate Notes heading on the Inmate Profile. The system automatically logs the User ID who performed the change, the date and time the change was made, and what kind of change was made, as shown in the screen below.