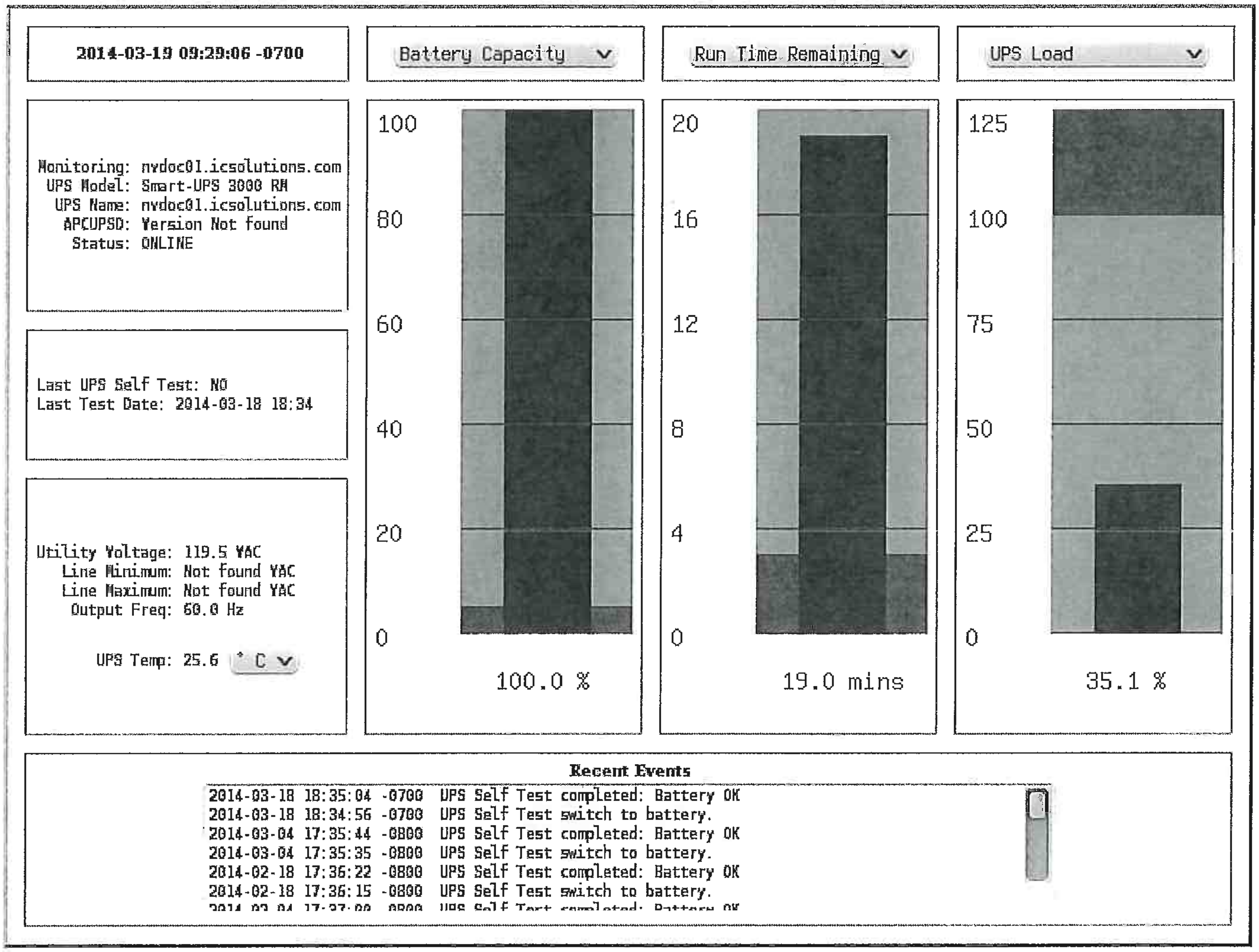
APCUPSD UPS Network Monitor

Tue Mar 18 13:06:28 CDT 2014

System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ankmn91	Smart-UPS 2200 RM	ONLINE	100.0 %	123.1 VAC	45.5 %	33.2° C	15.0 min.	All data
annmd03	Smart-UPS 1500 RM	ONLINE	100.0 %	116.6 VAC	48.7 %	18.0° C	25.0 min.	All data
annmd91	Smart-UPS 2200 RM	ONLINE	100.0 %	117.3 VAC	37.0 %	25.6° C	27.0 min.	All data
arlva01	Smart-UPS 2200 RM	ONLINE	100.0 %	120.2 VAC	39.0 %	17.1° C	24.0 min.	All data
bdrco01	Smart-UPS 1500 RM	ONLINE	100.0 %	122.4 VAC	22.7 %	12.1° C	20.0 min.	All data
calwi01	Smart-UPS 1500	ONLINE	100.0 %	118.0 VAC	19.5 %	31.5° C	45.0 min.	All data
ccynv01	Not available upsfetch tcp_open failed for ccynv01 port 3551							
chsmd01	Smart-UPS 2200 RM	ONLINE	100.0 %	119.5 VAC	32.5 %	28.8° C	12.0 min.	All data
chsmd03	Smart-UPS 1500 RM	ONLINE	100.0 %	115.9 VAC	44.8 %	19.8° C	29.0 min.	All data
crlmd01	Smart-UPS 1500 RM	ONLINE	100.0 %	116.6 VAC	60.4 %	23.8° C	13.0 min.	All data
danva01	Smart-UPS 1500 RM	ONLINE	100.0 %	123.8 VAC	31.8 %	27.4° C	37.0 min.	All data
dnewi01	Smart-UPS 2200 RM	ONLINE	100.0 %	118.8 VAC	37.7 %	24.7° C	25.0 min.	All data
dnewi04	Smart-UPS 1500 RM	ONLINE	100.0 %	121.6 VAC	59.1 %	22.5° C	19.0 min.	All data
dor01	Smart-UPS 1500 RM	ONLINE	100.0 %	117.3 VAC	28.6 %	23.4° C	39.0 min.	All data
escfl02	Smart-UPS 2200 RM	ONLINE	092.0 %	115.9 VAC	40.9 %	27.4° C	22.0 min.	All data
escfl05	Smart-UPS 2200 RM	ONLINE	100.0 %	120.2 VAC	57.2 %	29.2° C	13.0 min.	All data

UPSMON- All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to investigate and diagnose aberrations in network usage and performance:



UPSMon Detail – View System Details

In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, CenturyLink can ensure 99.999% system uptime for the Department's inmate calling system.

3.12.2.3 Provide automatic reporting of component status changes (not manual input) for calls.

CenturyLink has read, understands and will comply.

All status changes are reported automatically and do not require manual input.

3.12.2.4 Display and record event times, i.e., when any component changes status from "Red" to "Green", or vice-versa.

CenturyLink has read, understands and will comply.

3.12.2.5 The ITS provider shall provide the service technicians the ability to log acknowledgements of but not limited to:

A. Component failures;

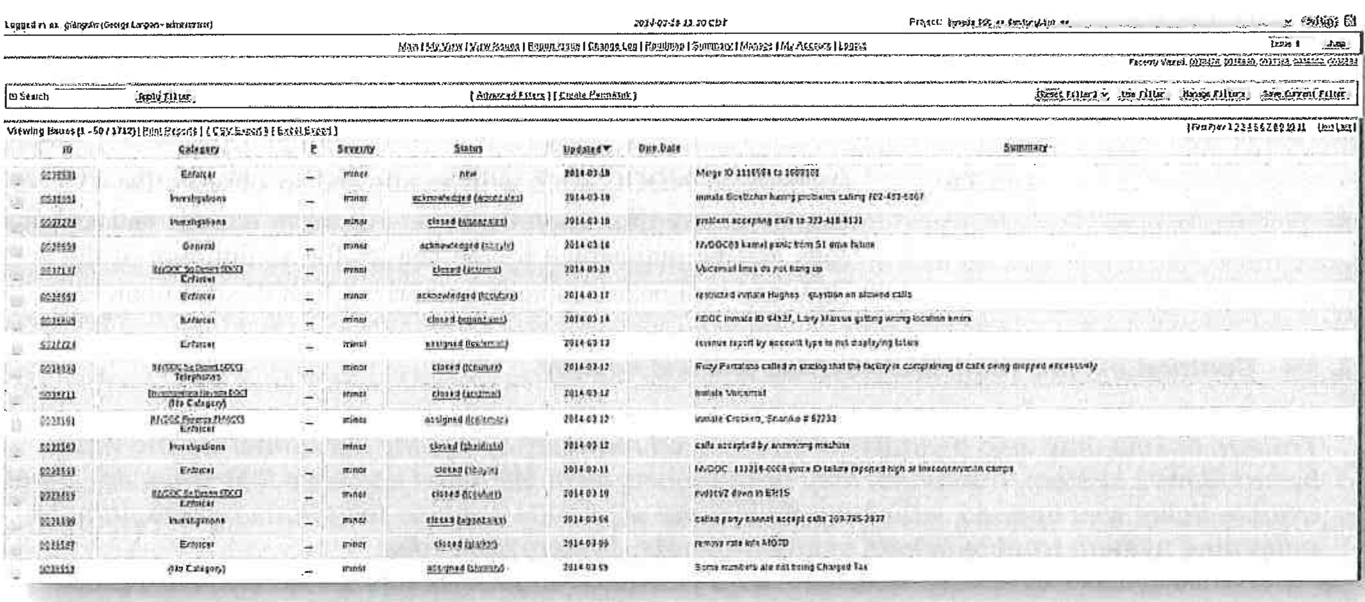
B. Log acceptance of responsibility for repair; and

C. Log comments on action taken for calls.

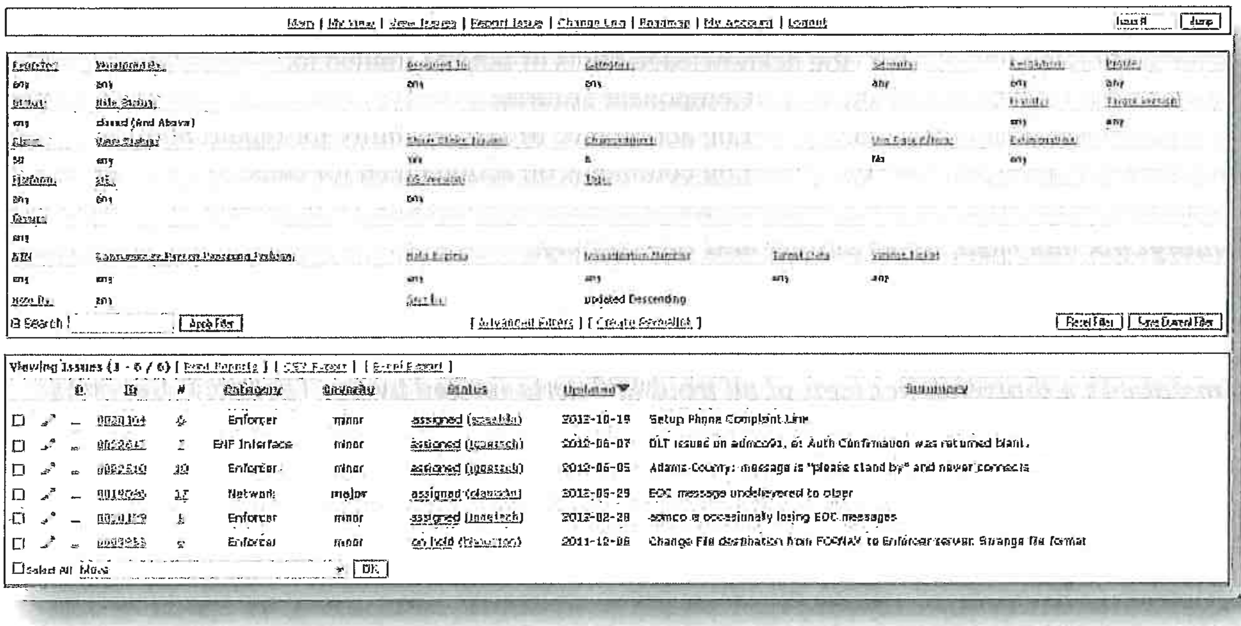
CenturyLink has read, understands and will comply.

Technicians will use The Mantis trouble ticketing system to enter ticket-specific data for system malfunctions and to automatically update the facility with repair progress via email or fax. Mantis maintains a thorough account of all trouble tickets issued by the Technical Services Center (TSC) for the life of the contract.

Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change. Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. A typical Mantis screen is shown below:



MANTIS Status Display



Trouble Ticket Report

3.12.2.6 Authorized NDOC staff will be allowed to observe the ITS status display at any time upon demand. All event records and technician logs will be maintained by the vendor for a minimum of thirty (30) days and will be available to authorized NDOC staff upon request.

CenturyLink has read, understands and will comply.

Trouble tickets may also be initiated and viewed remotely by facility personnel via the web-based Mantis system. Personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

3.13 VENDOR STAFF REQUIREMENTS

3.13.1 Vendor Staff Levels and Qualifications

The vendor will have direct oversight, be responsible for and monitor the performance of all vendor staff performing services under the Contract. The authorized NDOC staff will provide security for the vendor's employees and agents consistent with the security provided at all NDOC facilities.

CenturyLink has read, understands and will comply.

3.13.1.1 The Vendor shall identify and define their key full time positions supporting the NDOC ITS.

CenturyLink has read, understands and will comply.

The following individuals will be key full time positions for the NDOC:

- ***Debra Lambe – Program Manager***
- ***Bill Hally – Field Technician***
- ***Randy Wanser – Field Technician***
- ***Rudy Petallano – Field Technician***

3.13.1.2 The vendor will be responsible for all expenses incurred for travel, including transportation, and meals incurred on behalf of vendor's staff positions.

CenturyLink has read, understands and will comply.

3.13.1.3 Additionally, the vendor's staff will liaise with and maintain a good working relationship with NDOC staff and other providers working with the NDOC.

CenturyLink has read, understands and will comply.

CenturyLink has been providing ITS service to NDOC for six years. We hold quarterly status meetings with the State in Carson City, and have consistently received very positive feedback concerning our performance for NDOC.

3.13.2 Employee (Vendor) Background Clearance Requirements:

3.13.2.1 Requirements specified below apply to the awarded vendor.

3.13.2.2 Upon Contract award, and a least seven (7) days prior to beginning work, the awarded vendor will submit a completed ***Attachment K, Consent for Release of Criminal History Records*** form (DOC560)**,** for each employee who will be working on this project (unless previously cleared for the Site Visit).

CenturyLink has read, understands and will comply.

3.13.2.3 No personnel entering the correctional facilities may be convicted felons.

CenturyLink has read, understands and will comply.

3.13.2.4 Forms must be sent to:
NDOC Contracts

Attn: Martha Simas
PO Box 7011, Carson City, NV 89702
Telephone: (775) 887-3319 / Fax (775) 887-3225
E-mail: msimas@doc.nv.gov

Faxes or e-mailed form will be accepted, but the original form must be sent by US postal mail within three (3) days or clearance may be revoked.

Because of space considerations, each vendor will be limited to a maximum of two (2) representatives to attend each site evaluation.

CenturyLink has read, understands and will comply.

3.13.3 NDOC Security Regulations (DOC047)

3.13.3.1 All vendor employees entering prison grounds must adhere to ***Attachment L, NDOC Security Regulations.***

CenturyLink has read, understands and will comply.

3.13.3.2 This form must be signed and returned for each employee who will be attending the site visit and/or performing any Contract work at NDOC facilities.

CenturyLink has read, understands and will comply.

3.13.3.3 Any potential vendors who are in non-compliance with the requirements of the Security Regulations will not be allowed access to the facility.

CenturyLink has read, understands and will comply.

3.13.3.4 The vendor must ensure that, while at the facility, inmates do not have access to telecommunication devices in accordance with NRS 209.417 and NRS 212.165.

CenturyLink has read, understands and will comply.

3.13.4 Escalation Procedures During Repair Service.

3.13.4.1 The vendor will provide escalation procedures to address inadequate response to service calls, frequent repetition of the same service problem, inadequate repairs to ITS, etc. These described procedures will include the name and title of service and management personnel as well as criteria for service escalation to a certain "level" within the vendor's organization.

Updated contact names and telephone numbers of the service and management positions listed/described in the escalation procedures will be made available to the authorized NDOC staff immediately upon request.

CenturyLink has read, understands and will comply.

Levels of Support and Escalation

CenturyLink will continue to provide the support of Debra Lambe, our current NDOC Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for NDOC throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

1) ***The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review, and that no service ticket is closed without the concurrence of the impacted NDOC personnel.***
2) ***A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.***
3) ***A weekly conference call is held by the Program Manager to discuss any tickets opened in the previous week that have not yet been closed.***
4) ***The ongoing quality (QC) control program, which ensures service standards are maintained. The QC plan touches upon every facility, inmate phone and completed call on a regular basis (weekly, monthly, or quarterly, depending on the service element). The QC plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.***
5) ***Periodic service reviews (typically conducted quarterly at NDOC's Carson City location) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new workstations, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.***

Customer Escalation Process
Debra Lambe will report to Barry Brinker, CenturyLink's Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager.

The following table details the process that will be used for escalation of Agency trouble tickets.

Level	Escalation Point	Escalation Responsibilities
1	*Program Manager* *(Debra Lambe)* *Phone: (702) 244-6762* *debra.d.lambe@centuryLink.com*	• *Notifies personnel and supervisors of strategy for problem resolution.* • *Keeps the DOC and management involved in progress of problem resolution. Escalates as necessary.* • *Responsible for seeing problem through to resolution.* • *Contacts Manager –Operations within eight hours of missed performance standard.*
2	*Director – Operations* *(Barry Brinker)* *Phone: (503) 990-6466* *barry.e.brinker@centuryLink.com*	• *Operations Director resolves trouble/issue or escalates further if necessary.* • *Contacts additional resources (CenturyLink, Vendors, LECs, IXCs, etc.) as necessary.* • *Keeps the DOC informed of ongoing activities involving problem resolution.* • *Contacts Director – General Manager within 24 hours if issue is not resolved.*
3	*National Sales Director* *(Darryl Lynn)* *Phone: (913) 345-6343* *darryl.w.lynn@centurylink.com*	• *Keeps the agency informed of ongoing activities involving problem resolution.* • *Contacts General Manager within 24 hours if issue is not resolved.*
4	*Director & General Manager* *(Paul Cooper)* *Phone: (913) 345-6002* *paul.n.cooper@centurylink.com*	• *Escalates further if necessary.*

3.14 REPORTING REQUIREMENTS

3.14.1 All reports will have the capability of being queried, sorted or filtered by any field contained in the report or by data parameters, as applicable, and reports will be readable on screen, printable and will be downloadable into a format of the authorized NDOC staff's choosing.

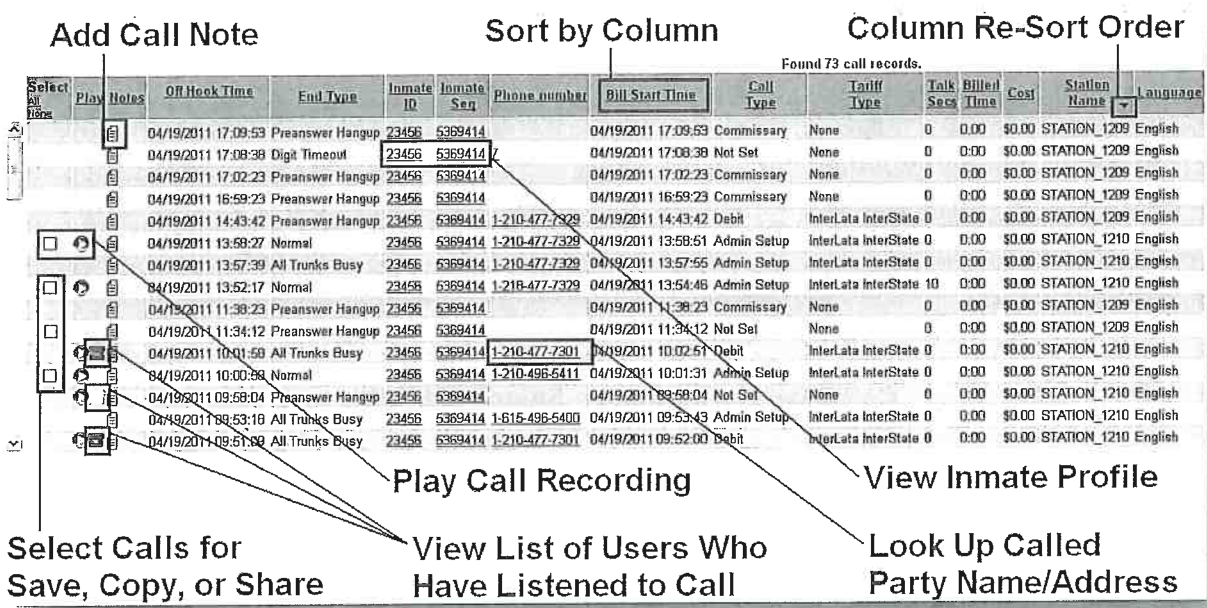
CenturyLink has read, understands and will comply.

For a complete description of our reporting capabilities, please refer to Subsection 3.14.1.1 below.

3.14.1.1 Vendor shall describe reporting capabilities including, without limitation, the ability of the ITS to access reports or a subset of reports to authorized NDOC staff by password or other structured access and how this will be accomplished.

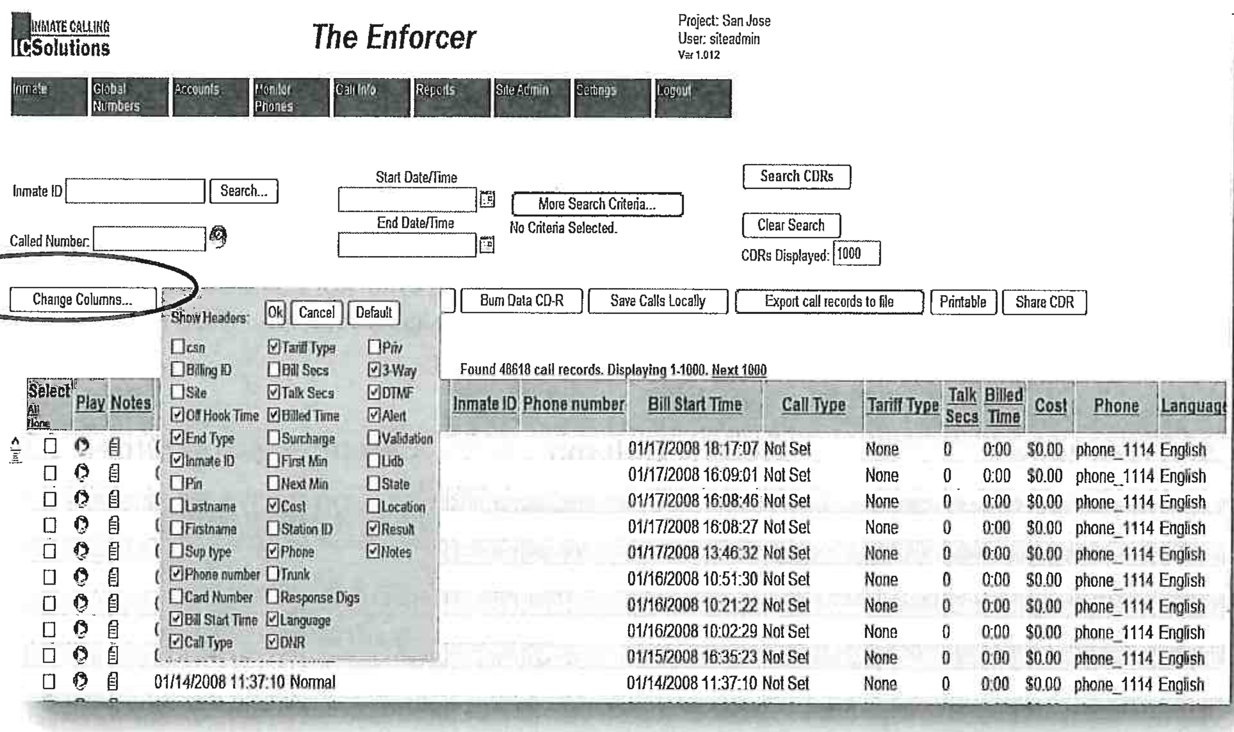
CenturyLink has read, understands and will comply.

NDOC staff have used the Enforcer's extensive search and reporting capabilities over the last six years, and are very familiar with the ease of use and power of these features. The following screen shows a query to search calls:



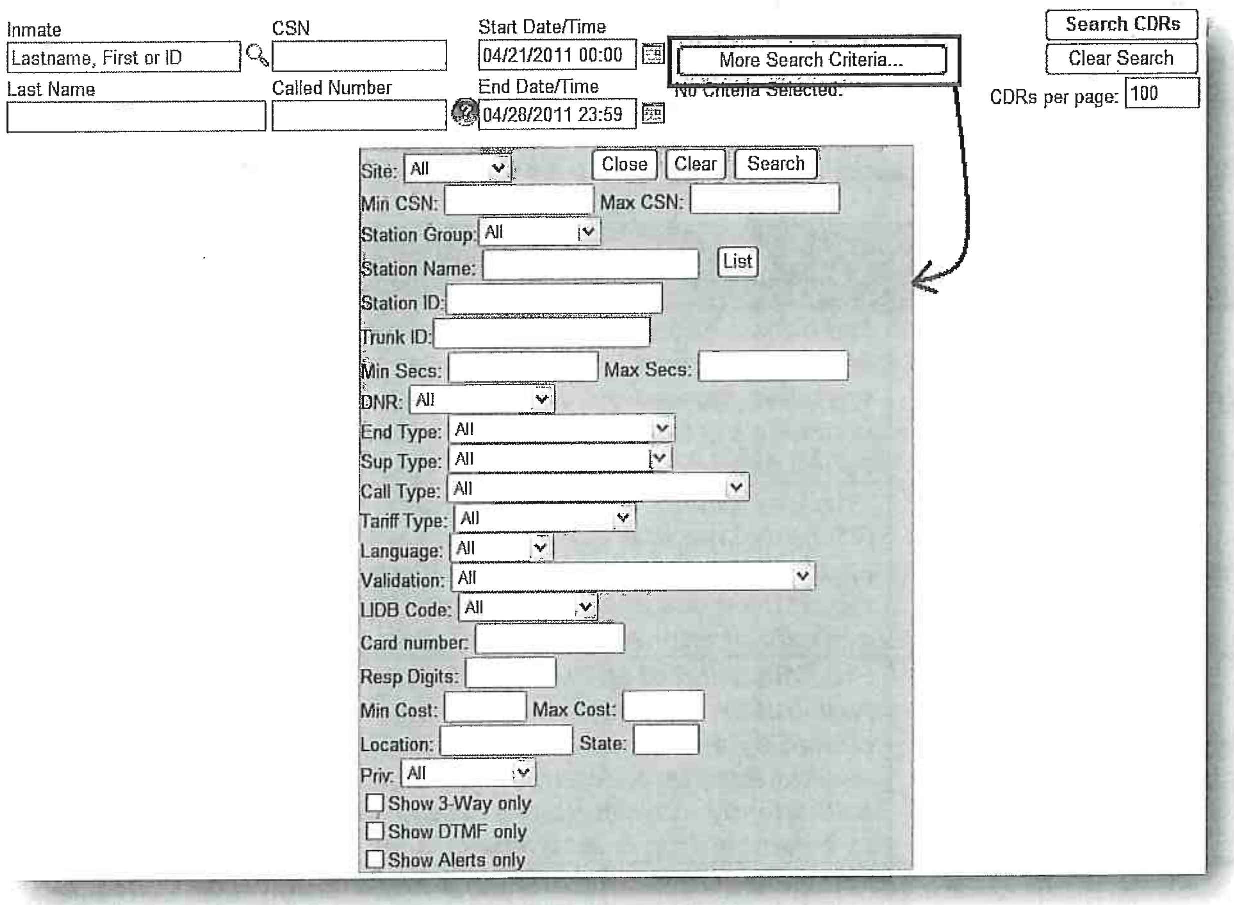
Call Info- Search Calls- Standard Results screen

The ITS keeps a full data dictionary on each call attempt. If the standard Call Record screen doesn't show the particular information desired, the user can click on the "Change Columns" button to pick the data types that will be displayed on all future queries, as shown below:



Call Search- Customize Search Results

Alternately, you can run a custom report by clicking More Search Criteria on the Call Info screen (shown above). You will then see an extended list of call recording search options as shown below:



Call Search- More Search Criteria

3.14.2 Please list all available standard reports you can provide at no cost to the NDOC.

CenturyLink has read, understands and will comply.

The following is a list of the standard reports available on the ITS.

Report Name	Description
Admin Setup Only	*Provides a listing by inmate name of all "admin setup only" (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.*
Attorney Registration Status	*Provides counts for attorney phone numbers in the ITS global number list. For attorneys that have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ITS.*
Attorney Registration Rejects	*Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney's office.*
Call Detail	*Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.*
Call Record Statistics	*Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.*
Debit Balance	*Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.*

Report Name	Description
Debit Statement	*Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.*
Debit Activity	*Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates*
Debit Transaction	*Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range*
Frequently Used PANs Summary	*Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.*
Frequently Used PANs Detail	*Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.*
Frequently Called Numbers	*Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.*
Global Number	*Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.*
Global Number History	*Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes*
Inmate Alerts	*Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.*
Inmate PANs	*Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.*

Report Name	Description
Inmate Status	*Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.*
Number Alerts	*Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.*
PIN Fraud	*Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.*
Prepaid Balance Summary	*Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.*
Recording Access	*Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.*
Revenue	*Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.*
Revenue Summary	*For each site defined to the ITS, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.*
Station Activity	*Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.*

Report Name	Description
Station Group Privileges	*Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.*
Inmate Suspensions	*Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).*
Trunk Usage	*Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.*
Volume Users	*Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).*

3.14.3 Monitoring reports that can be provided or sorted by any or all of the following criteria will include but are not limited to:

3.14.3.1 Daily statistical reports;

3.14.3.2 Facility name;

3.14.3.3 Originating number;

3.14.3.4 Terminating number;

3.14.3.5 Date of call;

3.14.3.6 Time of day;

3.14.3.7 Length of call;

3.14.3.8 Type of call;

3.14.3.9 ITS inmate ID number;

3.14.3.10 Frequently called numbers (for all numbers called more than 5 times in one day);

3.14.3.11 Change in ITS inmate ID number calling patterns;

3.14.3.12 Common numbers called (for all numbers called by more than one inmate);

3.14.3.13 Originating station; and

3.14.3.14 Bill type.

CenturyLink has read, understands and will comply.

Monitoring reports can be provided or sorted by any of the data elements listed above.

3.14.4 Billing reports that can be provided or sorted by any or all of the following criteria:

3.14.4.1 Call detail report;

3.14.4.2 Amount charged per call;

3.14.4.3 Gross revenue;

3.14.4.4 Daily statistics;

3.14.4.5 Monthly statistics;

3.14.4.6 Called party/number accepting report;

3.14.4.7 Fraud/velocity report;

3.14.4.8 Separate facility totals and statistics;

3.14.4.9 All facility totals and statistics;

3.14.4.10 Total calls;

3.14.4.11 Calls by date;

3.14.4.12 Time of day; and

3.14.4.13 Length of a call.

CenturyLink has read, understands and will comply.

Billing reports can be provided or sorted by any of the data elements listed above.

3.14.5 The ITS will also provide the capability to customize reports in a form mutually agreed upon by the authorized NDOC staff and the vendor.

CenturyLink has read, understands and will comply.

The ITS features flexible reporting that allows authorized NDOC staff to create any customized reports needed, using any combination of information captured in the Call Detail Records. Customized "ad hoc" reports are generated instantly and in real time – giving authorized NDOC staff constant access to any report they could ever need. Customized reports can be saved locally or globally, allowing the report creator, or all authorized NDOC users, to generate the same report again in the future.

And, although it's easy to define your own report parameters in the ITS, CenturyLink is happy to assist by creating any new, customized reports that are desired on your behalf.

Reports will be generated in a form mutually agreed upon by NDOC staff and CenturyLink. By default, reports can be exported in .CSV and Excel formats.

3.15 DEBIT OR INMATE BASED PRE-PAID APPLICATION

3.15.1 The NDOC requests the vendor to support both debit and pre-paid applications at all facilities. The applications must include, but not be limited to, the following:

3.15.1.1 The debit/inmate based pre-paid application will work with the ITS provided.

CenturyLink has read, understands and will comply.

CenturyLink has been providing inmate debit and called party pre-paid services to NDOC for six years; we will continue to use the same inmate debit processes in the future, eliminating any transition issues for staff and the inmates.

3.15.2 The debit application will interface with the current NDOC Commissary System for ease of transfer of money from the commissary account to the inmate ITS account. The commissary is managed by the authorized NDOC staff. In December of 2013, the commissary and banking environment will be moving to a new software application. The vendor must be prepared to test and accept a new data file if necessary.

CenturyLink has read, understands and will comply.

Our inmate debit application is interfaced with the current NDOC commissary system. The open architecture of the ITS allows us to accept data from other systems in virtually any format – giving us infinite flexibility in working with other vendors and State IT departments.

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.

As an alternative and enhanced solution, CenturyLink would like to propose that instead of interfacing with the commissary, we interface directly with the banking system. This solution would provide several benefits to both NDOC and inmates.

- ***Ordering through commissary system only allows the inmates to place and receive orders only during specific times; with this system inmates do not need to be concerned about transferring funds from their commissary account to the debit calling account.***
- ***Inmates only have to manage one account instead of two.***
- ***All of the inmate's funds would be held in the trust account, easing accounting when the inmate is released.***

With trust debit calling done directly through a banking system interface, inmates can place debit calls whenever they desire and only the money spent on actual phone calls made is deducted from the trust account.

3.15.3 The vendor will provide information as to how the ITS handles debit balances if an inmate is transferred from one NDOC facility to another.

CenturyLink has read, understands and will comply.

The debit funds are tied to the inmate and will therefore move with the inmate during the transfer. These funds are inmate-specific, not site specific.

If NDOC elects to implement our enhanced trust debit calling (where we interface with the banking system as described above in 3.15.2), this will still be a non-issue because there will be no separate inmate debit calling account.

3.15.4 The ITS will provide the inmate with a balance of their debit and/or inmate based pre-paid account at the time of the call. Please describe how this is accomplished.

CenturyLink has read, understands and will comply.

After the inmate elects to place a debit call, they will be prompted to dial the destination phone number. Immediately after the number is called, the inmate is given his debit account information:

- ***"Your account balance is (dollars and cents in the debit account)"***
- ***"The cost of this call will be an operator charge of (dollars and cents for the operator fee) plus (dollars and cents) for the first minute and (dollars and cents) for each additional minute excluding taxes and other applicable fees"***
- ***"The time limit is (the facility imposed time limit or the minutes until the debit account is depleted, whichever is shorter)"***

3.15.5 The debit/inmate based pre-paid application will allow international calls.

CenturyLink has read, understands and will comply.