

EMBARQ™

**PART I: TECHNICAL PROPOSAL
IN RESPONSE TO RFP NO. 1628
INMATE TELEPHONE SERVICES
MASTER/ORIGINAL**

**NEVADA DIVISION OF PURCHASES
CARSON CITY, NEVADA**

CLOSING DATE/TIME: OCTOBER 15, 2007, 2:00 PM

**Submitted by:
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EMBARQ™ Payphone Services
9300 Metcalf Ave
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October 15, 2007

Gail Burchet
State of Nevada Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

RE: RFP No. 1628 – Inmate Telephone Services

EMBARQ is pleased to submit this proposal in response to RFP No. 1628 requesting Inmate Telephone Services for the State of Nevada Department of Corrections (NDOC). EMBARQ certifies that all requirements of this RFP have been addressed as indicated within the response; exhibits, drawings and appendices are attached. EMBARQ understands the terms of the work to be performed under this RFP and commits to perform within all specifications and timeframes set forth in the RFP.


EMBARQ Payphone Services, Inc. (EPSI) d/b/a "EMBARQ" is a wholly owned subsidiary of Embarq Corp. and will be the Prime Contractor to provide all services requested in this RFP. All subcontractors will be contracted and managed by EMBARQ. Our major subcontractors are listed as follows:

- **Inmate Communication Solutions** (ICSolutions) – ICSolutions will provide the ITS system as well as technical support and ongoing maintenance of the system. They will also be responsible for implementation, training, and remote diagnostics of the ITS equipment for the life of the contract.
- **ShawnTech Communications, Inc.** – ShawnTech will be the subcontractor for day to day onsite maintenance of telephones, workstations, and wiring, and will provide the call center for reporting troubles in the system.

EMBARQ is uniquely qualified to be the provider of inmate calling services for NDOC. EMBARQ has the equipment, in-depth operational experience, in-State resources and highly qualified personnel to provide NDOC with the equipment and services set forth in this proposal. EMBARQ's proposed inmate calling system is a state-of-the-art system that will provide NDOC with the most secure and feature-rich inmate calling system available. While providing an outstanding technical solution, EMBARQ consistently balances the issue of fair rates to the called party versus fair commissions to its correctional customers.

Thank you for the opportunity to provide a proposal to NDOC. EMBARQ looks forward to hearing from the State regarding this bid.

Sincerely,


Bill Cheek

Bill Cheek
President – EPSI & EMBARQ Wholesale Markets
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Executive Summary

EMBARQ Payphone Services, Inc. (EPSI) d/b/a "EMBARQ" is a wholly-owned subsidiary of Embarq Corporation. We are pleased to respond to the Nevada Department of Corrections (NDOC) Request for Proposal (RFP) for Inmate Telephone Services, RFP No. 1628. EMBARQ's response will fulfill NDOC's needs for inmate telephone services today and into the future.

Only EMBARQ combines a cutting edge technical solution with the in-state presence and personnel to meet and exceed NDOC's requirements. **Our experience, dedicated resources, and effective integration of highly competent team members sets us apart** in submitting a solid proposal that is direct, responsive and highly beneficial to the State of Nevada. This Executive Summary provides an overview of our proposal highlighting our approach.

Although Embarq Corp. is a new corporate entity, the company began in 1899 as the Brown Telephone Company in Abilene, Kansas. Now headquartered in Overland Park, Kansas, Embarq Corp. is a \$6.5 billion company with over 19,000 employees nationwide. In the State of Nevada, Embarq Corp. has approximately 1,195 employees, over 400,000 business and residential account relationships, and close to 700,000 access lines. These close ties to Nevada provide two very important benefits to NDOC:

First, it provides NDOC with unmatched in-state financial and personnel resources: Nevada-based executives, dedicated Nevada legal and regulatory staff, and access to over 500 business and residential technicians.

Second, and more important, it provides NDOC with accountability that extends far beyond the inmate telephone system. As a publicly-traded corporation with approximately 400,000 business and residential account relationships within the State, we recognize and accept the substantially greater level of public scrutiny under which we operate. Simply put, our interests are closely aligned with NDOC's. We look forward to forging a close partnership with NDOC to serve the State and its citizens.

COMPLETE SOLUTION

EMBARQ will offer NDOC a solution that encompasses all areas of responsibility for the administration of the contract. A complete and comprehensive technical solution and an experienced EMBARQ team provides NDOC the following advantages:

*Embarq Corp.
100+ Year Old
"New Company",
proud of our history
– but focused
on the future*

*1,195 Nevada
Employees and
876 Retirees*

*Annual Nevada
Payroll
of more than
\$80 Million and
Capital
Expenditures of
more than
\$85 Million*

*\$750,000
in Contributions to
Nevada Charitable
Organizations
during 2006*



*Michigan DOC:
53 sites with 2,364
inmate phones for
over 50,000
offenders,
in 2005 completed
a system-wide debit
calling program that
has increased total
revenue by 15%*

*Wisconsin DOC:
36 sites with 1,272
inmate phones with
an ADP of 21,692
connected via a
WAN, reduced
collect call rates of
predecessor by
40% while revenue
declined only 18%*

*Milwaukee County:
2 facilities with 9
workstations
connected via WAN
for 578 inmate
phones and 2,430
offenders, won the
account in 2001
and again in 2006
by implementing
multiple payment
options (prepaid
and debit card)*

- **Proven Account Management** – As the ITS provider for the Michigan DOC, Wisconsin DOC, South Carolina DOC, and numerous county facilities throughout the nation, EMBARQ is very experienced in managing projects of this size. Our Project Managers have the training and experience to meet NDOC's needs without "on-the-job training". The EMBARQ team is in place and ready to immediately implement, manage and administer this contract.
- **State-of-the-art technology** - EMBARQ is partnering with ICSolutions to provide NDOC with the most advanced correctional communications and security technology.
- **Investigative tools** – The ICSolutions ENFORCER® Solution has been developed with the help of correctional industry professionals as well as experienced leaders in the telecommunications field. A few examples of the system's benefits to NDOC are:
 - Real-time number blocking and block removal
 - Easy point and click searching of call records
 - Investigative alert by phone, email, or pager
 - Customized reports
 - Voice Print Biometrics- initial plus random verification during call
 - Ability to email recordings, reports and call detail records
 - ICSecure Debit allows inmates to purchase call time safely and securely
 - Live monitoring from any computer/phone location
 - Live monitoring to a telephone or cell phone
 - On-line access to call data and recordings from any facility or central location
 - 411 reverse phone number search/look up
 - Google Earth satellite area search
 - Biometric officer check-in
 - Ability to access the system without dedicated work stations. **All inmate investigations/administration functions can be accessed from any computer with Internet access.**
- **Integration** – EMBARQ also recognizes the benefits to be gained through integration with other corrections systems. The ENFORCER® solution offers a published XML interface specification and can accommodate other integration methods as well. The system has already successfully interfaced with numerous commissary and offender management systems using both methods. EMBARQ welcomes the opportunity to work with NDOC, not only within the scope of the current RFP, but also in the future to eliminate manual processes and improve efficiency for the State.



By offering more calling options, we are realizing more calling volume and revenue

EMBARQ's extensive NDOC site surveys + experience = minimal impact to existing operations

Best of breed approach encompassing all aspects of system management and service

- **Revenue improvement** – EMBARQ's generous commission offering is complemented by a full array of payment options and aggressive revenue management programs:
 - Collect calling with extensive billing and collections arrangements with local service providers
 - Prepaid calling with a real-time solution to direct otherwise unbillable called parties to our prepaid solution. More important, we use a live, knowledgeable representative who clearly explains the process and answers any questions the called party may have.
 - Debit calling through a variety of flexible options.

- **Implementation Excellence** – EMBARQ has completed extensive site surveys and provided detailed implementation plans in our response. The experience gained from our 16 years implementing inmate telephone systems means the changeover to EMBARQ would be as seamless as possible. EMBARQ has also proven that after the cutover we can manage and administer the system (as we have done in our other state contracts) in a smooth, coordinated, professional manner. NDOC has our commitment that the implementation will be completed on-time and with minimal interruption to existing operations.

- **Service Excellence** – No other provider can match EMBARQ's combination of proactive service management and in-state field staff.
 - Network management. As a facilities-based network provider, EMBARQ provides end-to-end network management that no other inmate communications provider can match, from network design, procurement of off-net connectivity, and especially, diagnostic and break-fix capabilities.
 - Calling platform management. The ENFORCER® system is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the ICSolutions Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.
 - In-state resources. Our network and calling platform operations centers are designed to diagnose and resolve issues before they become apparent to NDOC. However, if there is a problem, EMBARQ is fully staffed with in-state personnel to resolve the issue.



AGGRESSIVE FINANCIAL OFFER

EMBARQ has submitted several cost proposals that balance calling rates to inmates, friends and family, and commission rates for the State. Our "base case" proposal would increase the commission rate paid to the State at existing calling rates. Additional offers present scenarios with both increased and decreased calling and commission rates. Each offer does not include any additional end-user charges such as LEC billing fees, as is consistent with our general policy. Further, we have shown our commitment to NDOC by offering Minimum Annual Guarantees for each scenario.

EMBARQ's clear preference is an environment with simple, lower calling rates and no additional "junk" fees. This environment not only reduces complaints to NDOC, but also improves calling volumes such that we can maintain attractive commissions for the State. EMBARQ looks forward to working further with NDOC to find an optimal balance of all these considerations.

VALUE ABOVE AND BEYOND THE PROPOSED ITS

EMBARQ believes that our aggressive financial offer, advanced calling and revenue management platforms, and unmatched resources will surpass NDOC's requirements and expectations. We are committed to completing more calls, enhancing NDOC's security and investigative capabilities, and providing the best possible service to the State.

Further, we ask for your special consideration of our ability to provide value-added services above and beyond those specifically required in the RFP. We offer ITS systems integration in addition to services such as on-site kiosks and e-messaging.

We thank you for your time and consideration, and welcome the opportunity to serve the Nevada Department of Corrections.



A Request for Proposal process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. Vendors may take exception to any section of the RFP. Exceptions should be clearly stated in Attachment B (Certification of Indemnification and Compliance with Terms and Conditions of RFP) and will be considered during the evaluation process. The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State NRS §333.350(1).

1. OVERVIEW OF PROJECT

The State of Nevada, Division of Purchasing, on behalf of the Nevada Department of Corrections (NDOC) is currently seeking qualified vendors to submit proposals for furnishing, installing, and maintaining an Inmate Telephone System (ITS) for use in all present and future correctional facilities. The intent of this RFP is to award a single statewide contract that will enable inmates at all State facilities to make auto-collect local and long distance calls, debit local, long distance and international calls and/or pre-paid local, long distance and international calls from the State facilities. The NDOC has special security requirements and has a prime objective of controlling inmate telephone usage and limiting the use of the telephone system for fraudulent activity.

EMBARQ Response: Read, agree and will comply. EMBARQ's management approach addresses the scope and objectives set by NDOC for installation, operation and management of their ITS services. EMBARQ has the sole responsibility and the means to ensure NDOC of a successful turn-key installation solution from initiation through the life of the contract. EMBARQ is totally committed to NDOC and has the resources in place to completely operate and maintain all ITS services being proposed by EMBARQ and will:

- Manage and coordinate all aspects of support resources and personnel activity beginning with installation and continuing throughout the contract.
- Provide comprehensive rollout schedules documenting the installation activities at each NDOC facility.
- Respond to calls from NDOC regarding ITS service problems.
- Provide timely, complete and accurate reports and commission payments.
- Assume continual responsibility for compliance with NDOC requirements.

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

EMBARQ Response: Read, agree and will comply.

1.2 The system features should include, but are not limited to: central and remote site network administration, centralized NDOC system database, automated operator, call branding, call blocking, three-way call detect, call forwarding detect, answering supervision, call duration limits and other inmate calling restrictions, call monitoring and



recording, hot number tracking and system reporting. The vendor shall install and operate prison inmate telephones and all related equipment including wiring for the inmate telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to NDOC. All proposals must include a program for commission payments to NDOC.

EMBARQ Response: Read, agree and will comply. System features are fully described in Section 3 – Scope of Work.

- 1.3 NDOC currently has approximately 13,000 inmates housed in numerous locations throughout the State of Nevada in varying levels of security.

EMBARQ Response: Read, agree and will comply.

- 1.4 The State of Nevada currently has 13 different Local Exchange Carriers operating within the state of Nevada.

EMBARQ Response: Read, agree and will comply.

- 1.5 The contract award will be for an initial term of three (3) years with yearly extensions up to a total of six (6) years if in the best interest of the State. In the event the State exercises such right, all terms and conditions, requirements and specifications of the Contract shall remain the same and apply during the renewal terms. This contract will not automatically renew.

EMBARQ Response: Read, agree and will comply.

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

EMBARQ Response: Read, agree and will comply.

JPay E-Messaging Services

EMBARQ is pleased to offer NDOC two-way E-Messaging Services through JPay Inc. JPay has been providing e-commerce services for the correctional industry since 2002 and is an industry leader in the field. JPay provides its services exclusively for the corrections market and currently services approximately one third of the corrections market. JPay has been providing its electronic payment service for the Nevada Department of Corrections (the "Department") since 2003.



E-Messaging to Inmates (Inbound EMail)

JPay's electronic messaging system lets family and friends send messages electronically to inmates. This product provides unparalleled security and intelligence capabilities. The Department can create rules to alert staff to specific types of correspondence and gather intelligence using powerful search tools and an extensive database.

The Process

A sender (defined as someone who is writing to an inmate) enters a message on the JPay website (www.jpayers.com). The sender buys postage online with a credit or debit card. Each facility within the Department gets a customized online interface that lets mailroom and security personnel manage incoming messages.

All inbound messages are scanned for predefined words, designated inmates and senders, and when appropriate, are automatically quarantined for further review. JPay's messaging technology lets security personnel review messages state-wide. Personnel can be restricted to review messages only at their assigned facility.

JPay's system has several control features that lets the DOC perform the following:

- Run an interactive search across all letters sent statewide
- Retrieve letters by inmate name, identification number, date or facility
- View and print a list of letters sent to an inmate
- View and print a list of letters sent by a sender
- Track a letter's history as it passes through the system.

E-Messaging by Inmates (Outbound Email)

Inmate Kiosks

JPay will provide and install a network of inmate kiosks throughout the Department's facilities. These kiosks let inmates review incoming electronic messages and send electronic messages to family, friends and authorized staff. The inmate kiosk provides a scalable platform for other JPay Services.

Outbound Messaging Application

The inmate logs into the kiosk with his identification number and password. The inmate will be able to review incoming messages. The inmate will then be able to respond to the messages or create new messages. The "opt-in" system restricts the inmate to write only to those that have written to him. This eliminates the possibility of contacting victims.

The same online interface that the Department accesses to review and manage inbound messages will be available to review and manage outbound messages by mailroom and security personnel. All outbound messages are reviewed and managed using the same controls as described in the inbound messaging system.



Intended Results

By deploying an inbound and outbound messaging system as described above, JPay will reduce both inbound and outbound physical mail while enhancing security throughout the Department.

Inmate Release Cards

JPay can provide a debit release card that can be loaded with an inmate's commissary funds and is given to an inmate upon release. The card eliminates check fraud, accounting discrepancies and theft because it eliminates the need to issue cash or a check upon release. Once the inmate is released, the inmate can use the card for cash withdrawal at ATMs and at merchants for pin-based purchases.

Loading the JPay Card – How it works

JPay provides an Application Programming Interface ("API") that enables the Department to integrate JPay Release Cards into their banking system. The API lets the Department load funds onto a Card seamlessly by simply entering a card identification number into the system. The process of loading a Card is similar to the current check writing system. The system supports remaining trust account balance card loads and "gate money" card loads.

JPay will ship cards to the Department in batches on a monthly or quarterly basis. Each card comes inside a sealed envelope and contains a Cardholder Agreement and Disclosure Statement which outlines the terms and conditions as they apply to the cardholder's use of the Card.

Activating and Using the JPay Release Card

Upon receipt of the Card, the paroled/discharged inmate calls a toll-free telephone number to activate the Card. Upon verifying the paroled/discharged inmate's year of birth and 16 digit Card number, they will receive a Personal Identification Number ("PIN"). Once the cardholder has their PIN, they may make pin-based purchases and access ATMs. The Card is accepted at virtually all ATMs and at over one million retail locations.

Banking

All funds corresponding to each day's Card loads are debited from the DOC's bank account. JPay provides daily reports for all Card loads and fund transfers.

Customer Service

Cardholders may access their account information 24/7/365 via a toll-free telephone number as well as the JPay website.



Transaction Reporting

The system provides for monitoring of transactions. JPay can record and display the type of transaction, the amount of the transaction and the date and time of the transaction.

Financial Incentives

EMBARQ and JPay can offer NDOC two options on E-messaging fees. The commission based offer allows NDOC to share in the revenues for both inbound and outbound E-Messaging. The non-commission offer does not commission NDOC on E-messaging services but provides a lower cost for the inmates.

COMMISSIONS BASED

E-Messaging to Inmates

Commissions of \$0.10 per message paid to the Department

Fees Charged to the Sender	
Postage	Fee
5 Messages	\$3.00
16 Messages	\$9.00
33 Messages	\$18.00

E-Messaging by Inmates

Commissions of \$0.05 per message paid to the Department

Fees Charged to the Inmate	
Postage	Fee
1 Message	\$0.35



NON-COMMISSIONS BASED

E-Messaging to Inmates

Fees Charged to the Sender	
Postage	Fee
6 Messages	\$3.00
20 Messages	\$9.00
45 Messages	\$18.00

E-Messaging by Inmates

Fees Charged to the Inmate	
Postage	Fee
1 Message	\$0.30

Inmate Release Cards (commissions do not apply)

Fees Charged to the Cardholder	
Domestic PIN POS Transaction Fee ^a	\$0.70
Domestic ATM Transaction Fee ^a	\$2.00
International PIN POS Transaction Fee	\$3.00
International ATM Transaction Fee ^{a,b}	\$4.00
Domestic and International PIN POS Decline Fee	\$0.50
Domestic and International ATM Balance Inquiry and Decline Fee ^a	\$0.50
Monthly Account Maintenance Fee ^c	\$0.50
Live Agent Support Fee	\$1.00
Currency Conversion Fee ^d	1%
Card Replacement Fee	\$5.00



Expedited Card Replacement Fee	\$30.00
Card Balance Reimbursement Fee ^e	\$9.95
Statement Fee	\$1.50
IVR Balance Inquiry Fee ^f	\$0.50

- a. Any POS or ATM transaction that you make in the fifty United States or in the District of Columbia is considered a Domestic POS Transaction or a Domestic ATM transaction. All other POS or ATM transactions are considered International POS Transactions or International ATM Transactions.
- b. If you use an ATM not owned by us, the ATM owner or operator may charge you an additional fee. Such fees will be deducted from your Card Balance and may be charged even if you do not complete a withdrawal or transfer (for example, if you make a balance inquiry).
- c. Monthly Account Maintenance Fee is waived for first two (2) full calendar months from Card activation.
- d. This fee is charged if you use the Card for a transaction in a currency other than US dollars. A currency exchange may require additional fees paid to us or the currency agent.
- e. This fee is charged to your Card Balance when your remaining Card Balance is refunded to you upon termination or expiration of the Card.
- f. This fee will be waived for the first 2 IVR Balance Inquiries; this fee will commence from the 3rd IVR Balance Inquiry.

- 1.7 Vendors must provide complete responses to all sections and numbered conditions of this RFP. If a vendor is in compliance with the section or numbered condition, please state, "Read, agree and will comply". If you are not in agreement (taking an exception) please mark as "Read and do not comply" and give a detailed response and alternative to the section. All exceptions must be specified in Attachment B of this RFP.

EMBARQ Response: Read, agree and will comply.

- 1.8 The current contract is with Global Tel Link (Verizon Business/MCI/WorldCom)

EMBARQ Response: Read, agree and will comply.

- 1.9 Vendors that choose not to submit a proposal are requested to submit a Statement of Non-Submittal in accordance with Attachment H.

EMBARQ Response: Read, agree and will comply.



2. ACRONYMS/DEFINITIONS

EMBARQ Response: Read, agree and will comply.

For the purposes of this RFP, the following acronyms/definitions will be used:

ADA Americans with Disabilities Act

EMBARQ Response: Read, agree and will comply.

ADL Additional Designated Lines

EMBARQ Response: Read, agree and will comply.

Awarded Vendor The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.

EMBARQ Response: Read, agree and will comply.

BNS Billed Number Screening – Used to ensure that calls to block numbers and cell numbers are not completed

EMBARQ Response: Read, agree and will comply.

CLEC Competitive Local Exchange Carrier

EMBARQ Response: Read, agree and will comply.

Collect Call A collect call is a call positively accepted by the called party and a call in which the called party will pay the charges of the call.

EMBARQ Response: Read, agree and will comply.

Confidential Information Any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost or price submitted in support of a bid or proposal. The term does not include the amount of a bid or proposal. See NRS §333.020(5) (b).

EMBARQ Response: Read, agree and will comply.

Debit Call A debit call is a call placed using telephone time that an inmate has pre-purchased through the commissary, and debited from his inmate bank account.

EMBARQ Response: Read, agree and will comply.



DOC Department of Corrections

EMBARQ Response: Read, agree and will comply.

Division Department, Division.

EMBARQ Response: Read, agree and will comply.

EIA/TIA Set of three telecommunications standards from the Telecommunications Industry Association, a 1988 offshoot of the EIA.

EMBARQ Response: Read, agree and will comply.

Evaluation Committee

An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS §333.335.

EMBARQ Response: Read, agree and will comply.

ITS Inmate Telephone System

EMBARQ Response: Read, agree and will comply.

LEC Local Exchange Carrier

EMBARQ Response: Read, agree and will comply.

LIDB Line Information Data Base

EMBARQ Response: Read, agree and will comply.

LOI Letter of Intent - notification of the State's intent to award a contract to a vendor, pending successful negotiations; all information remains confidential until the issuance of the formal notice of award.

EMBARQ Response: Read, agree and will comply.

May Indicates something that is not mandatory but permissible.

EMBARQ Response: Read, agree and will comply.

NAC Nevada Administrative Code

EMBARQ Response: Read, agree and will comply.



NDOC Nevada Department of Corrections

EMBARQ Response: Read, agree and will comply.

NOA Notice of Award- formal notification of the State's decision to award a contract, pending Board of Examiners' approval of said contract, any non-confidential information becomes available upon written request.

EMBARQ Response: Read, agree and will comply.

NRS Nevada Revised Statutes

EMBARQ Response: Read, agree and will comply.

PAN Personal Approved Number(s)

EMBARQ Response: Read, agree and will comply.

PIN Personal Identification Number

EMBARQ Response: Read, agree and will comply.

Pre-paid Collect A prepaid collect call shall be defined as a call made by an inmate using funds prepaid by family or friends associated with approved telephone numbers on an Inmate's PAN. A pre-paid collect call shall only be made to the specific number for which the called party has established an account with the vendor.

EMBARQ Response: Read, agree and will comply.

Proprietary Information Any trade secret or confidential business information that is contained in a bid or proposal submitted on a particular contract.

EMBARQ Response: Read, agree and will comply.

Public Record All books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential (see NRS §333.333 and NRS §600A.030 (5)) must be open to inspection by any person and may be fully copied or an abstract or memorandum may be prepared from those public books and public records.

EMBARQ Response: Read, agree and will comply.

PUC Public Utility Commission

EMBARQ Response: Read, agree and will comply.



RFP Request for Proposal - a written statement which sets forth the requirements and specifications of a contract to be awarded by competitive selection NRS §333.020(7).

EMBARQ Response: Read, agree and will comply.

Shall/Must/Will Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.

EMBARQ Response: Read, agree and will comply.

Should Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.

EMBARQ Response: Read, agree and will comply.

State The State of Nevada and any agency identified herein.

EMBARQ Response: Read, agree and will comply.

Subcontractor Third party, not directly employed by the vendor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the vendor.

EMBARQ Response: Read, agree and will comply.

TDD Telephone Devices for the Deaf

EMBARQ Response: Read, agree and will comply.

Trade Secret Means information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that: derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other person who can obtain commercial or economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

EMBARQ Response: Read, agree and will comply.

UPS Uninterruptible Power Source

EMBARQ Response: Read, agree and will comply.



Vendor Organization/individual submitting a proposal in response to this RFP.

EMBARQ Response: Read, agree and will comply.

Workstation Equipment used for monitoring inmate calls. This includes a UPS (Universal Power Source) to keep power to the workstation up to 30 minutes after a power failure in order to monitor calls.

EMBARQ Response: Read, agree and will comply.



3. SCOPE OF WORK

3.1 **VENDOR RESPONSIBILITIES – General**

The vendor shall furnish, install and maintain all equipment and software necessary to provide all telephone services to the inmates utilizing the vendor's Inmate Telephone System (ITS) to all current and future Facilities operated by the State as shown in Attachment E.

EMBARQ Response: Read, agree and will comply. EMBARQ has completed site surveys to familiarize ourselves with the Facilities operated by the State and listed in Attachment E. As a result of our site surveys, EMBARQ has a thorough understanding of what is needed to furnish, install and maintain all ITS equipment and software for all current and future Facilities.

3.1.1 All vendors submitting a response to this RFP must be appropriately licensed by the Nevada State Contractors' Board in accordance with NRS 624. Vendors shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, state, county, or municipal government at no cost to the State. The vendor shall be authorized by the appropriate governing body and/or regulatory agency to be an Inmate Telephone Service Provider.

EMBARQ Response: Read, agree and will comply.

EMBARQ is a member of the Nevada State Contractors' Board, under license number 0037900. For NDOC's reference, a copy of our Nevada Secretary of State Certificate of Existence with Status in Good Standing (Certificate Number: C20070919-0193) and Nevada Public Utilities Commission Certificate of Public Convenience and Necessity (CPC 2333 Sub 1 Docket No. 06-04020) is enclosed under STATE DOCUMENT NO. 6: STATE CERTIFICATION DOCUMENTS.

3.1.2 The ITS shall comply with all Federal Communication and/or Utility Commissions regulations.

EMBARQ Response: Read, agree and will comply.

3.1.3 **Site Evaluations:** Vendors shall have an opportunity to visit the Facilities marked in Attachment E as "Evaluation Sites" during the RFP process. The State strongly encourages that vendors perform site visits on all of the facilities. Site visits for the Facilities will be conducted according to the schedule outlined on the Site Evaluation Form attached as Attachment I. This will be the only time available for the Vendor to visit the Facilities marked as Evaluation Sites. Please note that any verbal questions posed during the site evaluations must be submitted in writing by the Vendor on or before September 21, 2007.



EMBARQ Response: Read, agree and will comply. EMBARQ appreciates the opportunity given us to visit the Facilities marked in Attachment E. An authorized representative of EMBARQ completed site visits according to the outlined schedule and EMBARQ gained valuable information to better understand the scope of responsibilities and needs of the State. EMBARQ submitted questions in writing on September 21, 2007.

- 3.1.4 Background Check Approvals for site visits are required. For security reasons, the vendor must complete Attachment I Background Check form and return the completed form to Gail Burchett via fax at (775) 684-0188 or E-mail gburchet@purchasing.state.nv.us on or before September 4th, 2007. Because of space considerations, each vendor shall be limited to a maximum of two representatives to attend each site evaluation.

EMBARQ Response: Read, agree and will comply. Our authorized EMBARQ representative completed the required background check approvals prior to the scheduled site visits.

3.2 VENDOR RESPONSIBILITIES – Equipment and Software

- 3.2.1 The vendor shall provide all equipment and software necessary to provide the services as requested in this RFP. These services include but are not limited to telephone sets, wiring, connectors, jacks, security and monitoring hardware, and software systems.

EMBARQ Response: Read, agree and will comply. EMBARQ has carefully considered what equipment and software is needed to meet and exceed the State's ITS service requirements and is fully prepared financially and operationally to provide the necessary equipment and software as described throughout the RFP response.

- 3.2.2 The vendor will be responsible for the all equipment in the Inmate Telephone System in its entirety or its individual components including, but not limited to normal wear/use, inmate abuse, natural disaster, or inmate unrest. This system or component replacement will be performed at no cost to the State and will occur immediately upon notification to the vendor of the system problem by the Facility, or State designee.

EMBARQ Response: Read, agree and will comply.

- 3.2.3 The vendor shall provide the requested number of workstations as specified in Attachment F, working real-time with the ITS, for such monitoring, recording and reporting. The workstations shall include a CD/DVD burner and printer. The State requires that the monitors provided be LCD flat panels. All monitoring hardware should be of the latest technology, and reliability. The vendor will be responsible to maintain the hardware for the life of the contract. The vendor will replace the hardware if needed to allow investigation staff at each facility the latest tools for access to ITS.



EMBARQ Response: Read, agree and will comply.

NDOC will be provided with 24 fully-featured administrative workstations for investigator and site personnel use. Each workstation will be of current manufacture and equipped with all necessary peripheral devices to meet the needs of NDOC users. This includes LCD monitors, a CD/DVD drive for reading and creating disks, and a printer for report generation. Workstations will be sound equipped and will also include headsets for monitoring and recording playback. Reliable models from nationally recognized are used to ensure continuous performance. All workstations are warranted for the entire contract term.

All system functions can be performed by any approved user who presents the proper user ID and password during Administrator login.

- Report Generation
- PIN Administration
- Allowed Number List Administration
- Blocked Number Administration
- Call Record Queries
- Silent Monitoring
- Call Alert Administration
- Privileged Number Administration
- Call Recording Control
- Call Recording Search and Playback
- Call Recording Export to CD or DVD
- Phone Shut Down
- Call Terminate
- Inmate Calling Privilege Management

Each workstation will be equipped with a CDR-W drive or DVD+R drive, color LCD Flat panel monitor, high speed printer, keyboard, mouse and UPS power and surge protection.

- 3.2.4 The vendor shall notify the State of any new software upgrades within thirty (30) days of the introduction of the new software into the market by the vendor. The vendor shall upgrade the ITS with new software versions and new hardware as required by the State at no cost to the State.

EMBARQ Response: Read, agree and will comply.

Upon availability of upgrades and/or enhancements to The ENFORCER®, the State will be notified of the new release updates and provided documentation of the features and functionalities of the software release. The ENFORCER® is designed with the highest level of configurability possible. Processes are executed utilizing software whenever possible to ensure the system is highly flexible and adaptable to the varying needs of each individual facility. Based on this "soft" design and extensive networking capabilities, all of the features and functionality of The ENFORCER® can be accessed and maintained remotely. Software updates and new releases can be downloaded to the systems located at the State's facilities utilizing an IP connection. All ENFORCER® software upgrades will be provided at no cost.



- 3.2.5 Vendors are to provide information on their ability to detect the presence of cell phones within a facility. This can be done through the vendor's company or in conjunction with a subcontractor. Please indicate the impact on the commission should the State decide to move forward with this requirement.

EMBARQ Response: Read, agree and will comply.

In conjunction with EDO Technologies, the EMBARQ Solution offers wireless technology detection for correctional facilities.

Technology Types

There are currently two technologies available to the corrections market for detecting and locating cell phones.

Non-linear junction technology, which in the form of hand-held wands, detects products in very near proximity containing circuit boards, and radio frequency technology, which looks for RF signal transmission over available frequencies throughout the area such as a cell phone communicating with a nearby cell tower. The non-linear junction technology requires the user to be in very close physical proximity to the target device, usually within 10 feet, and is carried to a suspected location by security personnel. It detects cell phones as well as any other device that contains a circuit card such as TVs, radios, CD players, etc. These technologies require more labor to operate and while they may cost less in the short term, they cost more to operate due to added personnel expense to operate.

RF-based systems differ in that they are hard-wired throughout a facility and utilize a number of sensors carefully positioned to look for RF signals within the entire target area which could include multiple buildings. These sensors operate automatically 24 x 365 without manual dependency and will automatically alert security personnel on an RF transmission, store the relevant data in a centralized database, display the location in the facility of where the phone is located in simple display screen graphics, and store all of the relevant data for report generation and investigative work.

Cell DetectiveSM - the industry leader with high-yield results

Cell Detective is an RF-based system that provides high reliability in detecting and locating cell phones and related wireless devices within a targeted area. The product was developed by EDO/EVI Corporation of Columbia MD, specifically to counter the contraband wireless threat in the corrections environment. EDO/EVI evolved this RF detection product from its affiliation with their many similar products and technologies which are currently in use by the Department of Defense and various national intelligence agencies.

Cell Detective will reliably alert, report, and store cell phone detection and location data without the need for an investigative officer to constantly be watching the display screen. It has proven itself to initiate minimal false alerts while at the same time, providing a high yield in locating cell phones for investigators. Cell Detective will also *track the real time movement* of a cell phone within the protected area, display the movement on the investigators



display screen and continue reporting all frequency and tracking coordinates for the duration of the call. The system detects all cell frequency transmissions including SMS text messaging and can be deployed inside and/or outside a facility.

Cell Detective detects and locates cell phones. The system deployment configuration with respect to the number of sensors will determine the specificity of the phone location; i.e., the more sensors, the more precise the location capability. Actual location results range from about 30 feet down to pointing a phone within 5-8 feet.

As stated, the sensors are deployed though out the targeted facility and are typically tied together with power over Ethernet [POE]. The monitoring terminal can be located anywhere in the facility such as the warden or chief investigator's office. Investigators can view all cell phone activity in real time as well as in detailed reports by personnel shift, building, wing, week, month, etc., so that they can obtain the best span of intelligence data before taking the phone(s) out. **Investigators can also log in and monitor system operations remotely through secure web-based access.**

Cell Detective has been installed and operating for two years in facilities operated by the **Federal Bureau of Prisons**, and more recently, for the **Virginia, South Carolina, and Pennsylvania Departments of Correction**. The **California CDCR** also recently deployed the technology in response to a situation where cell phone activity had reached near crisis levels. As references for Cell Detective, each organization can attest to the success they have had in combating the growing internal issues surrounding the infiltration techniques and use of contraband cell phones. The Pennsylvania Department of Corrections has offered to demonstrate the Cell Detect system in an every day facility investigative environment and describe the successes they are experiencing.

Factors Impacting System Pricing

Unlike the non-linear junction hand-held products, the larger scale, more permanent and feature-rich RF technology requires POE wiring installation, and this will add to the initial system cost. Because of its modular configuration, Cell Detective can be expanded to include more coverage and greater location resolution over time by the addition of more sensors. As the contraband wireless problem continues to grow, the need for a fully integrated, expandable and upgradeable system is becoming more the norm as commercial wireless device manufacturers are constantly developing products with smaller foot pints and greater performance functionality. ICS typically provides customers with a detailed on-site facility survey in which we carefully review the entire facility with the customer's IT and facility personnel to determine the number of sensors, location of the wiring, and placement of the server, followed by a written detailed proposal.

Equipment – Server, sensors, switches, and software account for approximately 50% of the overall system costs. ICS provides the system software and can provide the server and switches, but encourages customers to utilize their standard manufacturer purchase agreements to secure the lowest possible prices for these items.



Installation of the POE Wiring – accounts for approximately 50% of the remaining system cost. The DOC can save this amount by installing the wiring themselves with direction from ICS technical personnel. Factors which typically impact installation costs are building construction materials and shape, and wiring access points.

Variables Impacting Exact Pricing

- Level of cell phone location specificity required [e.g., 30ft, 20ft, 8ft] – number of RF sensors.
- Whether ICS or customer performs the installation.
- Building layout and construction materials, and available wiring access points.

Typical System Price and Possible Impact on Commission

The equipment prices for Cell Detective have ranged from \$100,000 – \$175,000 for a medium sized building facility for a moderate to precise level of cell phone location, less installation.

An Alternative Solution

It may also be possible to configure a combination of Cell Detective and the non-linear junction wand to reduce the NDOC's overall cost. i.e., install Cell Detective configured to provide a moderate level of cell phone location capability [e.g., to within 30 ft,] and then utilize the wand to precisely locate the phone.

EMBARQ's ITS subcontractor, ICSolutions, has done a preliminary investigation, and has priced a trial deployment for the Cell Detective product at one NDOC facility. As described above, EMBARQ is fully prepared to provide this product to the NDOC, however an in-depth site survey of each NDOC facility would be required to determine the full cost of the system to the NDOC. This detailed site survey would be required to determine the locations and quantity of sensors required to provide detection coverage. Additionally, the surveys would be required to plan wiring runs and server locations.

The site survey work required to determine these costs cannot be completed by the designated Deadline for Submission of this RFP. After award and with NDOC permission EMBARQ will perform these site surveys and work with NDOC to determine the total cost of the CELL DETECTIVESM product to the State. If the cost of this system is to be taken from inmate calling revenues as reduced commissions, EMBARQ will work with NDOC to re-negotiate the commissions outlined in our offer under this RFP.



VENDOR RESPONSIBILITIES – Initial and Ongoing Installations

3.3.1 For each facility installation, the vendor shall submit an implementation plan which shall include an installation schedule. Any initial installations must be completed within one hundred twenty (120) days after the approval of the contract by the Board of Examiners and the State's order to proceed. Should implementation be delayed by any party other than the State beyond the 120 days allotted, the vendor shall pay for any additional telephone service costs and/or lost commission incurred by the State as a result of the time delay.

The following table provides a summary of the Nevada ITS implementation schedule. A detailed schedule is provided in the Implementation Plan Gantt Chart enclosed under STATE DOCUMENT NO. 10: GANTT CHART IMPLEMENTATION PLAN.

IMPLEMENTATION SCHEDULE SUMMARY

Task	Duration	Beginning Date	End Date
Contract Awarded	1 day	Mon 2/11/08	Mon 2/11/08
Meeting with EMBARQ personnel and NDOC personnel to verify critical RFP data	0.23 days	Wed 2/13/08	Wed 2/13/08
Follow up site inspections with EMBARQ Program Manager & subcontractor representatives: ICS, ShawnTech, and Paragon (confirm location of demarcs, condition of cabling and cutoff switches, floor space and power availability for Enforcer platform and network CPE)	10.5 days	Tue 2/19/08	Tue 3/4/08
Order equipment and services	4 days	Tue 3/4/08	Mon 3/10/08
Finalize implementation schedule based upon provided delivery dates	1 days	Mon 3/10/08	Tue 3/11/08
Delivery of equipment to sites	25 days	Fri 3/7/08	Fri 4/11/08
Install new inmate phones, enclosures, and pedestals (average 4 phones/hour)	12.5 days	Fri 4/4/08	Wed 4/23/08
Site preparation - Test and repair all phones, jacks, and cutoff switches, identify all phones by cable pair, leave a copy of all notes and identification information on site. Ensure floor/rack space available for ITS equipment.	12.5 days	Mon 4/7/08	Thu 4/24/08
ITS installation - modify existing MDF in telephone room, install ICS Enforcer platform and ICS Workstations	25.5 days	Tue 4/8/08	Tue 5/13/08
System installation, testing, training, and cutover	39 days	Fri 4/11/08	Thu 6/5/08



SYSTEM INSTALLATION IMPLEMENTATION PLAN

Upon award the following plan will be implemented to achieve the deadline requirement date of 6/10/08.

Phase Number	Phase	Required Representatives, Location (# of personnel per on-site team)	Estimated Average Schedule of Each Team	Number of Teams Required
1	Initialization: Planning and Organizing Project	EMBARQ Personnel and State DOC Personnel, Conference Call	2 hours	1
2	Inspection: Site Surveys	EMBARQ (1) ICS (1) ShawnTech (1) Paragon (1)	2 Site Inspections/Day	1
3	Acquisition: Finalize Requirements and Order Equipment	EMBARQ Personnel, Developed Off Site	3 Days	1
4	Phone Installation: Install New Inmate Phones	EMBARQ (1) Paragon (2)	32 Phones/Day	2
5	Pre-Installation: Prepare for ITS Installation	ShawnTech (2)	4 – 8 hours/ Site	2
6	Installation: Install, Test, and Cutover ITS	EMBARQ (1) ICS (1) EMBARQ CPE (1)	4 Days/Site	2



Phase 1 – Initialization: Planning and Organizing Project

Once EMBARQ has received a letter of intent from the State a conference call will be held between EMBARQ and NDOC. This initial meeting will identify and document information necessary to placing orders for the equipment and services required for the implementation of the ITS. In general, this meeting will serve to confirm information that was already provided in the RFP.

- Name and physical address of each site that requires inmate telephone service.
- Name and physical address of sites that will require access for EMBARQ personnel during the contract.
- Number of inmate phones at each site.
- Breakdown of traffic at each site (percentage of traffic that is local, and percentage of traffic that is long distance [intraLATA, interLATA, and interSTATE]).
- Contacts at each site (name, title, and phone number).
- Scheduling information (beginning and end dates, site priorities and constraints).
- Miscellaneous information (identification of unique technical, regulatory, or administrative issues).

Phase 2 – Inspection: Site Surveys

Note: site visits of all NDOC facilities were performed in September 2007 by the EMBARQ Project Manager, Shelia Rafferty. The site surveys described below are for the purpose of verifying certain critical information in the company of major subcontractor representatives (ICS and ShawnTech).

The inspection team will perform the following tasks:

- Locate and identify the following by building, floor, room, rack; identify the following by vendor and type; and document via e-mail :
 - Existing inmate telephone system (ITS) platform
 - Existing ITS workstation
 - Existing inmate phones (type, backboard, and enclosure)
 - Existing toggle switches
 - Existing conduits and risers
 - Existing lightning protection
 - Existing AC outlets
- Identify and document environmentally controlled space for the following planned equipment:
 - Floor space for the ICS Enforcer platform
 - Wall or floor space for any new phones requested by on-site personnel
 - Desk space for any workstations planned for the site or requested by on-site personnel



- Identify and document other requirements:
 - Electrical power requirements (both for ITS equipment and during installation)
 - Air conditioning requirements for the ITS equipment
 - Parking requirements during installation (typically 3 spaces)
 - Secured storage area requirements for equipment arriving before installation team (typically 8 foot by 6 foot floor space area that is at least 8 feet high)
 - Staging requirements during installation (typically 10 foot by 10 foot floor space area)
 - Physical address of State sites (street address, city, state, zip)
 - Contact name and phone number for future coordination

The following information, if provided by the customer during inspection, will be formally documented:

1. Does this site require PINs?
2. Is this a PIN site with some inmates that have not been issued PINs?
3. Does this site require specific personal allowed numbers (PANs) associated with specific PIN numbers?
4. What is the desired call limit (calls/day)?
5. What is the desired calling duration limit (minutes)?
6. Is there a daily time period (lunch, nighttime) during which the system should be shut down?
7. Are the inmates supposed to hear call progression, and what level of detail (called party response, tones, silence, etc.)?
8. Is 3-Way call desired, and what type (detect, alarm, disconnect, etc.)?
9. Desired location (building, floor, room, location in room) of ITS platform
10. Desired quantity and location of workstations
11. Desired location of CSU/DSUs, routers, and modems
12. Desired quantity and location of new cutoff switches
13. Desired quantity and location of new inmate phones
14. Desired quantity and location of new telephone devices for the deaf (TDDs)

Phase 3—Acquisition: Finalize Requirements and Order Equipment

EMBARQ maintains relationships with a wide range of the top corrections suppliers in the industry and has selected those that best fit the specific needs of the State. EMBARQ's long-standing relationship with its chosen subcontractors provides for a seamless operation that is unnoticed by the State. EMBARQ remains the single point of contact regarding performance, products and services.

Based upon the information provided in the RFP and EMBARQ's proposal, and further details provided by the customer in conference calls and site inspections, EMBARQ will place orders to furnish or cause to be furnished, all labor, supervision, equipment, materials, and supplies as detailed in the table below.



Equipment/ Service Type	Vendor	Entity Performing Installation
Inmate Telephone Platform and Workstations	Enforcer	ICS
Inmate Phones	Wintel	Paragon
Miscellaneous Cabling, and Cutoff Switches (if required)	Various	Paragon
T-1s (1.544 Mb/s)	Sprint	EMBARQ* and Nevada Bell
B-1s (analog lines)	EMBARQ* and Nevada Bell	EMBARQ* and Nevada Bell
DSL	EMBARQ* and Nevada Bell	EMBARQ* and Nevada Bell
CPE – Channel Service Units (CSUs)	Sprint	EMBARQ* and Nevada Bell
CPE – Routers	Sprint	EMBARQ* and Nevada Bell
LD Access	Sprint	NA

** Telecom services will be provided by EMBARQ Payphone Services affiliate Central Telephone Company – Nevada Division d/b/a Embarq Communications, Inc.*

Phase 4–Phone Installation: Install New Inmate Phones

At each State facility, inmate telephones will be completely replaced (if necessary) before the new ITS is turned up and placed in service. A telephone installation crew composed of one EMBARQ employee and two Paragon employees will be dispatched to ensure the scheduled cutover date is achieved. An examination of the telephones at each facility will have been performed during the site inspections providing that access and escorts can be obtained. These inspections will identify the tools and hardware necessary to perform replacement of all of the existing inmate telephones at each facility with the new inmate telephones. For each existing telephone, the two-person Paragon crew will remove the existing telephone from the wall or pedestal and replace backboards or enclosures as necessary. The new telephone will be placed in the space left by the existing telephone and connected to the existing wiring that was used by the previous inmate telephone. If the wiring is determined to be unacceptable during installation of the new telephones, it will be replaced by Paragon personnel. The crew will remove all of the existing telephones and dispose of them as directed by the local State personnel.

Phase 5 - Pre-Installation: Prepare for ITS Installation

At each site the pre-installation team will perform the following tasks:

- Extend B1s from demarc to the room where the phone equipment will be installed
- Provide two clean and identified cable pairs for each T1 for ICSolutions to extend
- Mark blocks 1-24 and identify each pair and what phone it serves
- Leave a copy of all notes and identification information on site
- Test and repair all phones, jacks and toggle switches
- Identify all phones by cable pair
- When B1s can't be extended before the cut, leave information about how extensions will be done



- Run two CAT5 cables from room where the ITS will be located to the rooms where the workstation will be installed (2 per workstation.)
-

Phase 6 – Installation: Install, Test, and Cutover ITS

An ICSolutions ENFORCER® System will be installed in the telephone room at each State site by ICSolutions personnel under the supervision of an EMBARQ representative (see cabling table below).

1. Once the cutover date has been confirmed with the State, EMBARQ will begin to cut the station lines from the old ITS and install them on the new.
2. EMBARQ will begin by disconnecting incoming station lines between the Main Distribution Frame (MDF) and the existing platform 24 lines (one block) at a time.
3. After the first block has been cut each pair will then be punched down on the block connecting the MDF to the new ITS.
4. If the cable between the MDF and the existing ITS is too short to be connected to the new ITS, a new cable will be installed to connect the MDF to the new ITS platform.
5. This process will continue until all lines are transferred over to the new system.
6. The phones will only be interrupted 24 at a time; it should not take more than 15 minutes per block of 24 to transfer service.
7. EMBARQ personnel will work with the site to schedule the transfer of the phone lines during a period that inmates do not have access or have limited access to the phones (Example: lunch or dinner times).

Once the new ITS has been cutover and thoroughly tested, the existing ITS will be removed and located as directed by the owner of the existing ITS.

EMBARQ will provide for all the cabling needs of the new ITS that cannot be served by the existing wiring at each site. The following table describes the type and amount of cable required to serve the ITS equipment and the associated connectors.

From	To	Vendor Who Will Perform Cabling	Type of Cable	Amount Required	Notes
ITS	MDF	ICS	25 pair 24 gauge	1 pair/phone	Terminates on ITS with Amphenol Plug
MDF	IDF	Paragon	50 pair underground burial cable, 24 gauge	1 pair/phone	Terminates on the MDF & IDF with standard 66 blocks
IDF	Phones	Paragon	4 pair 24 gauge	1 pair/phone	Terminates on the phone with RJ-11 jacks
ITS	ICS Workstations	ICS	CAT5	2 pair/workstation	Terminates on the Workstation with Ethernet



ITS	Existing DOC Work-stations	ICS	CAT5	2 pair/workstation	cable connector Terminates on the Workstation with Ethernet cable connector
ITS	CSU/DSU	ICS	Ethernet Cable	1/T-1	Terminates on ITS and the CSU/DSU with an RJ-48C connector
ITS	Router	ICS	Ethernet Cable	1 per ENFORCER® Chassis	Terminates on ITS and the router with an RJ-48C connector
ITS	LEC Demarcation	ICS	4 pair 24 gauge	1 pair/B1	Terminates on LEC Demarcation with RJ-11

EMBARQ will also ensure that the new ITS is properly programmed by coordinating the information flow between the State and ICS and performing the necessary test calls.

3.3.1.1 Weekly updates to the installation plan must be submitted to DOC Administration located in Carson City, Nevada. If the implementation extends past the one hundred twenty (120) days, the vendor will pay for any additional telephone services costs and or lost commissions incurred by the State as a result of the time delay.

EMBARQ Response: Read, agree and will comply.

EMBARQ will provide weekly updates to NDOC in whatever form NDOC selects (phone calls, e-mails, etc.) throughout the implementation of this project. The Project Manager will provide schedule updates and summaries of any major issues for the previous week. EMBARQ has read, understood, and agrees that it will have to pay for any additional telephone services costs and or lost commissions incurred by the State as a result of a delay.

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

EMBARQ Response: Read, agree and will comply.

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



EMBARQ Response: Read, agree and will comply.

- 3.3.4 Use of existing or in-place conduit, raceways, cable ways, cable, inside wiring, telephone set mountings, switches, terminal boxes, and terminals within the Facility are at the risk of the vendor. No exposed wiring will be permitted. Ownership of any wiring or conduit placed under this Agreement by the successful vendor becomes the State's property upon termination and/or expiration of the Agreement.

EMBARQ Response: Read, agree and will comply.

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

EMBARQ Response: Read, agree and will comply.

- 3.3.6 The successful vendor must agree to install the quantity of telephones required by the State as detailed in Attachment F.

EMBARQ Response: Read, agree and will comply.

- 3.3.6.1 During the term of this Agreement, the vendor shall install any additional telephones, and monitoring and recording equipment at no cost to the State. This includes expansion to the existing Facility and any newly constructed Facility throughout. Any new facilities will be added to the contract through an amendment and will be afforded the same terms and conditions.

EMBARQ Response: Read, agree and will comply.

- 3.3.7 The vendor shall provide and install adequate surge and lightning protection equipment on all lines used for the ITS. This shall include a UPS for the switch if required. UPS units must be adequate for the size of each Facility. Adequacy must be documented based on UPS manufacturer's recommendations. The vendor must provide, install and maintain (according to manufacturer's specifications) all ITS UPS equipment at each of the Facilities. The vendor must replace all UPS equipment upon expiration of the manufacturer's life cycle of the installed product. The use of traditional "power strips" for surge protection is not acceptable.

EMBARQ Response: Read, agree and will comply.



Each ENFORCER® is delivered with a 2.2KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to one hour.

We also deploy line protection to further shield the system, phones and lines from lightning and power surges. UPS equipment and/or components will be replaced upon expiration of the manufacturer's life cycle for that product.

- 3.3.8 Installation of all telephones and related equipment shall be accomplished during normal business hours at each Facility or as directed by the Facility's onsite Warden.

EMBARQ Response: Read, agree and will comply.

- 3.3.9 The vendor shall clean up and remove all debris and packaging material resulting from work performed.

EMBARQ Response: Read, agree and will comply.

- 3.3.10 The vendor shall restore to original condition any damage to the State's property caused by maintenance or installation personnel associated with the vendor, including repairs to walls, ceilings, etc.

EMBARQ Response: Read, agree and will comply.

As the prime contractor, EMBARQ will be responsible for the work of our sub-contractors. Any damage cause to NDOC facilities will be restored by EMBARQ.

- 3.3.11 The vendor agrees to install, repair and maintain all vendor provided equipment and lines at no cost to the State. All vendor provided equipment, installation, maintenance and repair costs as well as all costs or losses due to vandalism shall be the total responsibility of the vendor.

EMBARQ Response: Read, agree and will comply.

- 3.3.12 Upon completion of initial installation and ongoing installations, vendor must provide the State with a list of telephone numbers, serial numbers, and locations of each unit.

EMBARQ Response: Read, agree and will comply.

- 3.3.13 The vendor must indicate the physical size of any controlling equipment to be installed at the State's facilities.

EMBARQ Response: Read, agree and will comply.



The ENFORCER® system is compact and capable of supporting up to 200 inmate phones in a single standard equipment cabinet. The cabinet requires less than 2 square feet of floor space and no wall space. Approximate dimensions of the equipment cabinet are: 24" wide, 24" deep and 63" tall. Smaller sites (CCC, ECC, HCC, WCC, ISCC, PC, SSCC, TCC, NNRC) will be served via the Casa Grande system. As a result, the equipment at these sites will be limited to a compact network gateway and associated power protection. In addition, existing cabling will be used for JCC to serve phones at that site from SNCC and similarly, SCC will be served from the NNCC system. We feel that this configuration will provide NDOC with the most efficient configuration from a performance and maintenance viewpoint.

- 3.3.14 The vendor must indicate any environmental conditions required for the proposed controlling equipment. This will include any air conditioning or heating requirements for the control room or area. The vendor may be required to supply the necessary heating or cooling system for the control room.

EMBARQ Response: Read, agree and will comply.

Optimal environmental conditions for the ENFORCER® System are ambient temperatures of between 35 and 85 degrees Fahrenheit and humidity ranges that do not exceed 80%. Redundant internal system fans are included within each chassis to help manage heat dispersion when conditions exceed these preferred conditions.

- 3.3.15 The vendor shall offer cordless phones to the State at designated facilities. Those facilities requesting cordless phones will be shown on Attachment F. The vendor shall provide the cordless phones to the State at no cost to the State. The vendor shall process the calls from the cordless phones through the ITS. The vendor will supply additional cordless phones and or batteries for the phones at no cost to the State throughout the term of this contract.

EMBARQ Response: Read, agree and will comply.

3.4 STATION EQUIPMENT SPECIFICATIONS

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

EMBARQ Response: Read, agree and will comply.

EMBARQ will install the ENFORCER® call processing ITS for the installation based upon its sophisticated, feature-rich design. The ENFORCER® offers a comprehensive inmate calling platform which offers integrated collect, prepaid collect and debit calling to local and long distance destinations throughout the North American Numbering Plan. International calling is offered through the debit calling feature. All call types are fully controlled by the ENFORCER® system.



- 3.4.2 Each call, having been identified as being placed through the vendor's ITS, shall be delivered to the called party as a collect call, debit and/or prep-paid call. Please describe your company's methodology to accomplish this.

EMBARQ Response: Read, agree and will comply.

The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Calls are presented to the called party based on call type selected by the inmate, or as pre-designated by the called party.

EMBARQ is pleased to offer ICSolutions industry-leading Point of Sale Prepaid Collect (PSPC™) solution to the Facility. PSPC™ offers a real-time payment alternative for called parties that would ordinarily be blocked as a result of credit issues or lack of billing arrangements with the called party's local phone provider. The called party is instantly connected with a knowledgeable billing representative who will explain the program, establish a prepaid account and offer a variety of payment options, including credit card, e-Check, Western Union® or money order. Credit Card and e-Check payments can be processed and inmate calling to that number restored in as little as 15 minutes.

Payments of any amount are accepted. Payments made on-line are processed at no charge. Payments made via telephone are made free of charge if the payment is greater than \$50. Payments made on the phone for less than \$50 will be charged a reasonable processing fee.

Payments may be made real time via:

- Toll Free Telephone (888-506-8407, 24 hours a day)
- User-Friendly Web Site (<https://icsonline.icsolutions.com/icsonline/icsonline.aspx>)



Online Payment Processing

Account Information

✓ BILLING PHONE NUMBER

Please enter your billing phone number where you want the inmate to call.

Billing Phone Number: * * *

* Required field

Clear Form

Next >>

Your privacy is important to us. We safeguard your personal information and treat it as confidential.



[Home](#) | [Contact Us](#) | [FAQ](#) | [ICSolutions](#) | [Logout](#)

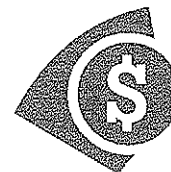
@2006 ICSolutions

Advantages of PSPC:

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

Payment Methods Accepted:

- Credit Card
- Debit Card
- e-Check
- Western Union®
- MoneyGram® – Wal-Mart®



PSPC™ was developed to deliver a combination of proven calling technology and revenue retention services that will enable the facility to maintain strong inmate-to-called party communications while retaining a greater portion of the calling revenue, which would not be typically available through other calling solutions. The PSPC™ application is a leading edge web-based payment system coupled with the ICSolutions fraud reduction (FraudImpact™) platform and interfaced to all online and traditional payment processors. The PSPC™ application is utilized in conjunction with conventional collect calling and simply provides the called party with a vehicle to communicate with an incarcerated friend or family member. This



communication is enabled through a single complimentary call which is facilitated and monitored by the PSPC™ platform.

Utilizing this platform, the need for billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single complimentary call to each dialed number before a credit block is activated in the PSPC™ platform. The design and objective of the PSPC™ platform is to provide the short-term inmate with immediate access to individuals that can help facilitate their release, irrespective of their location within the facility. With regard to long-term inmates, prepaid accounts will be established with called parties that do not qualify for traditional collect calling. This action will result in an increase in the total number of completed calls and thereby increase the revenue and commissions to the facility.

3.4.3 Do you, the vendor have the ability to track other carrier's phones and validate bill to numbers?

EMBARQ Response: Read, agree and will comply.

Yes. Each called number is validated against the IC Solutions' centralized database and the LIDB database to determine whether or not collect calling is permitted, and whether or not it is billable. As described above, unbillable collect call attempts (calls to cell phones, numbers with collect call restrictions or billed number screening, calls to numbers served by local phone companies that do not offer third party billing, etc.) are redirected to the prepaid calling process.

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

EMBARQ Response: Read, agree and will comply.

Call attempts are validated against the proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers or those with BNS restriction in place. The cost of validation is the responsibility of EMBARQ and will not impact NDOC.

3.4.5 Telephone station equipment shall be powered by the telephone line and require no additional power source. A power source will be available at the demarcation location. Vendors may be required to identify the demarcation location for each Facility.

EMBARQ Response: Read, agree and will comply. The proposed equipment (Wintel ITC7090SS Coinless Inmate Phone with Volume Control) is line powered and therefore does not require an additional power source.



- 3.4.6 The vendor must provide a universal power supply/power back up system (UPS) for the ITS robust enough to support the system for 30 minutes in the event of a power outage. The vendor is responsible for maintaining the UPS per manufacturer's instructions and warranty for the term of the Agreement.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® is delivered with a 2.2KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and the ENFORCER® system will continue to operate for at least 30 minutes and as much as 1 hour. We also deploy line protection to further shield the system, phones and lines from lightning and power surges.

- 3.4.7 In the unlikely case of the loss of commercial power and the failure of the UPS, the ITS must automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is one again provided by the State.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system controls the line power provided to the inmate phones and in the unlikely event of both commercial power failure and UPS failure, the inmate phones will be inoperable. The system will automatically restart once commercial power is restored.

- 3.4.8 The vendor must describe in its response what component redundancy is provided to limit or virtually eliminate system downtime due to hardware component failure.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® was designed with a distributed processing architecture to minimize the risk of system failure and reduce the risk that any single component could result in a complete system outage. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard drives, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair.

A typical site with 100 inmate phones would be served by two processor chassis. Each processor would contain an array of mirrored drives along with a separate database server containing a RAID array of hard drive storage. By distributing phones among the two processor chassis, the impact of failure of one processor is minimized.

Additionally, each system is monitored on a 24X7 basis utilizing ProActiveNet and Nagios monitoring applications. These applications monitor both hardware statistics and the application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel



Critical system data, call records and call recordings are stored on a RAID array of non-volatile hard drives to ensure that any prolonged interruption in power does not result in loss of call records. The RAID Array provides both reliability and redundant drives for maximum protection of the facility's data. Call records are polled via WAN connection to San Jose, CA and stored on industrial quality RAID servers. Should a catastrophic event occur at the site, your data is safe and can be restored quickly.

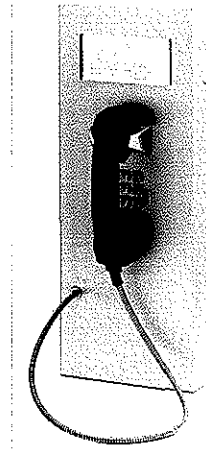
3.4.9 The ITS and telephone stations shall be sturdy, non-coin, vandal resistant and steel armored composed of durable, tamper-free equipment suitable for a detention environment. The equipment must contain no removable parts.

EMBARQ Response: Read, agree and will comply.

Inmate Telephones: EMBARQ will be using the Wintel ITC7090SS Coinless Inmate Phone with Volume Control. The ITC7090SS is the overwhelming choice for inmate facilities throughout the industry. This hardened inmate phone meets and exceeds the listed requirements for NDOC.

Features:

- Built-in user controlled volume "LOUD" button on all inmate telephones.
- Meets all ADA requirements for user controlled amplification.
- Rugged vandal resistant housing especially designed for inmate use.
- Sealed handset suitable for heavy use and abuse areas.
- Security screws to minimize tampering.
- Confidencer technology filters out background noise at the user's location.
- Armored handset cord equipped with a steel lanyard (1000 lb. pull strength) and secured with vandal resistant retainers. Standard cord lengths are 18 and 36 inches.
- Hearing aid compatible and FCC registered.

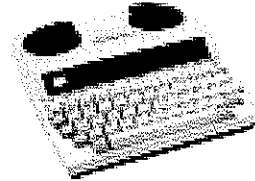


The inmate telephones have been constructed to be tamperproof, are manufactured of 14-gauge stainless steel, and designed for indoor or outdoor use. EMBARQ will provide the necessary outdoor enclosures to fully protect the inmate telephone from weather.

EMBARQ proposes using the UltraTec Superprint 4425 printing TTY in facilities that have a listed requirement for TDD/TTY equipment. Ultratec is the recognized leader in manufacturing quality TTY equipment, provides all the features required, and is totally compatible with the ITS.



- Built-in, 24-character printer
 - 3 selectable print sizes
 - 32k memory
 - Date/time printed at the beginning of each call
 - Turbo Code™ and Auto IDTM
 - E-Turbo for simplified relay calling**
 - Built-in ring flasher
 - Arrow keys for easy review of memory
 - Convenient GA/SK keys
 - Easy-touch greeting memo
-
- TTY Announcer™ tells hearing callers you are using a TTY
 - Baudot code (45.5/50 baud rate)
 - Sticky key feature (for single-handed typing)
 - ASCII code is available



3.4.10 The vendor shall provide a sufficient number of telephone lines to the ITS to prevent inmates from receiving busy signals more than 0.5% of the time.

EMBARQ Response: Read, agree and will comply.

3.4.11 The vendor shall provide telephone reception quality equal to the highest level of toll quality offered to the general public and shall meet telecommunication industry standards for service quality.

EMBARQ Response: Read, agree and will comply.

3.4.12 The vendor shall provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements, including but not limited to providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD). The vendor shall provide the requested number of TDD units as specified in Attachment F.

EMBARQ Response: Read, agree and will comply. EMBARQ is completely familiar with ADA requirements for telephone accessibility and TDD compatibility and will provide the requested number of TDD units as specified in Attachment F.

3.4.13 A minimum of twenty (20%) percent of the telephone sets must be of the "amplified" or volume controlled sort. The vendor shall accept the State's decision regarding whether the reception quality meets industry quality standards.



EMBARQ Response: Read, agree and will comply. EMBARQ will be using the Wintel ITC7090SS Coinless Inmate Phone with Volume Control, therefore 100% of our telephone sets will have "amplified" volume control capabilities.

3.4.14 The ITS shall monitor the switch hook of the inmate telephones and if the switch hook is depressed at any time, the call will be disconnected or an internal dial tone should be activated to prevent fraud. The vendor must assume all responsibility for fraud.

EMBARQ Response: Read, agree and will comply.

Each inmate station port is monitored continuously for switchhook depression. Any such activity results in current call disconnection and will direct the inmate to initiate a new call with all call controls in place. Because the system resides between the phone instruments and the outgoing voice network, the manipulation of the switchhook will never provide the inmate with access to an unrestricted outside line. We assume responsibility for any fraudulent calls placed through the system.

3.4.15 During the call set up process, the ITS shall provide a pre-recorded announcement identifying that the call is coming from a specific inmate at the Facility listed on Attachment E.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer.

Upon detecting answer, the system responds with *"Hello, this is a collect call from [inmate name], an inmate at the Nevada State Prison."*

The actual greeting will be customized based on the location of the inmate telephone.

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

EMBARQ Response: Read, agree and will comply.

Additional configuration parameters can be chosen to give the called party the following options:

- To accept this call, dial '5',
- To refuse this call, dial '9', or hang up now
- For a rate quote on this call, dial '2'



The quote provided will include both the per call and per minute charge as applicable based on the call type and the number dialed.

- 3.4.17 All collect calls including debit and pre-paid calls must be clearly identified as a collect call to the called party. This recording must be heard by the called party, and be free of any toll charges. Each call (whether collect, pre-pay or debit) shall include the following announcement: "This call may be monitored and recorded." The vendor must indicate how much time is allowed for the inmate to record his/her name when placing a call and how many times the system will play the message to the called party prior to termination.

EMBARQ Response: Read, agree and will comply.

Each call is clearly identified to the called party based on call type: collect, prepaid collect or debit. No charges are assessed until the called party positively accepts the call as directed. Part of the call announcement includes the inmate's name. If the PIN feature is used, the inmate records his/her name when the very first call is placed. That name recording is then stored by the system and used to place all future calls placed using that PIN. This eliminates the risk of inmates using the name recording window to pass messages to called parties. If the PIN feature is not used, the inmate is required to record his/her name with each call attempt. The name recording time is limited to two seconds (configurable) to minimize the risk of message passing.

The normal sequence for guiding an inmate through the process of call set-up runs approximately 30 seconds, depending on menu configuration, and is as follows:

- Inmate is prompted to make a language selection (English and Spanish are standard, however, any number of languages can be supported.)
- Inmate is prompted to make an operational selection (collect call, instructions, orientation, etc. depending on what is configured for inmate options).
- When the inmate chooses to make a collect call, the system prompts for:
 - ID-PIN, if used, or
 - Record your name (configurable length of time for recording depending on how much is required...generally, this is kept short to prevent the inmate from passing messages without completing calls).
 - Inmate is prompted to enter their requested telephone number.
 - Inmate is prompted to "please hold while your call is being placed".
 - The system searches for an available trunk and dials the number.



- The inmate is then brought onto the line to hear call progress such as ringing, busy, etc.
- At this point, the inmate cannot be heard.
- Upon detecting an answer, the system can be configured to allow the inmate to monitor the accept/reject process, or it can be configured to keep the inmate in silence until the call is accepted.
- If the call is rejected, or the called party hangs-up, the inmate is prompted with *"Your party has refused this call. Goodbye."*
- If the call is accepted, the inmate then hears *"Thank you for using EMBARQ. This call may be monitored or recorded. You may begin speaking now."*
- At this point, the call timer begins and runs until it detects maximum call duration, fraudulent use, or hang-up from one party.
- The system can be configured to brand all calls, or pre-selected types of calls. The standard branding provides the called party with the following process:
 - Upon detecting answer, the system responds with *"Hello, this is a collect call from [inmate name], an inmate at the Nevada State Prison."*
 - Additional configuration parameters can be chosen to give the called party these options: *"To accept this call, dial '5', to refuse this call, dial '9', or hang up now. For a rate quote on this call, dial '2'."*

3.4.18 Call acceptance by the called party shall be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). Voice recognition is not an acceptable method for positive call acceptance. The ITS shall be able to recognize and distinguish standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular telephones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. The vendor shall provide information on how the proposed ITS will meet this requirement.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for either the appropriate DTMF or the correct count of rotary-dial pulses.

Through the use of answer detection technology, the ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the



system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.

3.4.19 The ITS shall process calls on a selective bilingual basis: English and Spanish. The inmate must be able to select the preferred language utilizing a simple code. The vendor shall indicate whether the called party can also select the preferred language for call prompts. Written dialing instructions in both English and Spanish must be permanently and prominently displayed on each inmate telephone.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press 1; for Spanish, press 2." Additional languages can be added at the facility's request at no charge.

3.4.20 The ITS shall provide a recording back to the inmate which details why a call was not completed. Please provide a list of the available recordings.

EMBARQ Response: Read, agree and will comply.

If a call is not completed for any reason, the inmate is informed of the status by an explanatory announcement. Examples include:

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

3.4.21 The vendor shall indicate how calls to rotary telephones are handled to ensure completion of all calls.



EMBARQ Response: Read, agree and will comply.

The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for either the appropriate DTMF or the correct count of rotary-dial pulses.

3.4.22 Please state your process for completing those calls that would normally be blocked because of CLEC issues.

EMBARQ Response: Read, agree and will comply.

EMBARQ is pleased to offer the ICSolutions industry-leading Point of Sale Prepaid Collect (PSPC™) solution to the State. PSPC™ offers a real-time payment alternative for called parties that would ordinarily be blocked as a result of credit issues or lack of billing arrangements with the called party's local phone provider. The called party is instantly connected with a knowledgeable billing representative who will explain the program, establish a prepaid account and offer a variety of payment options, including credit card, e-Check, Western Union® or money order. Credit Card and e-Check payments can be processed and inmate calling to that number restored in as little as 15 minutes.

ICSolutions accepts payments of any amount. Payments made on-line are processed at no charge. Payments made via telephone are made free of charge if the payment is greater than \$50. Payments made on the phone for less than \$50 will be charged a reasonable processing fee.

Payments may be made, real time via:

- **Toll Free Telephone (888-506-8407) (24 Hours a Day)**
- **User-Friendly Web Site**
<https://icsonline.icsolutions.com/icsonline/icsonline.aspx>

**Online Payment Processing**

Account Information

✓ BILLING PHONE NUMBER

Please enter your billing phone number where you want the inmate to call.

Billing Phone Number: * * *

* Required field

Your privacy is important to us. We safeguard your personal information and treat it as confidential.

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Advantages of PSPC:

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



Payment Methods Accepted:

- Credit Card
- Debit Card
- e-Check
- Western Union®
- MoneyGram® – WalMart®



PSPC™ was developed to deliver a combination of proven calling technology and revenue retention services that will enable the facility to maintain strong inmate-to-called party communications while retaining a greater portion of the calling revenue, which would not be typically available through other calling solutions. The PSPC™ application is a leading edge web-based payment system coupled with the ICSolutions fraud reduction (FraudImpact™) platform and interfaced to all online and traditional payment processors. The PSPC™ application is utilized in conjunction with conventional collect calling and simply provides the called party with a vehicle to communicate with an incarcerated friend or family member. This communication is enabled through a single complimentary call which is facilitated and monitored by the PSPC™ platform.

Utilizing this platform, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single complimentary call to each dialed number before a credit block is activated in the PSPC™ platform. The design and objective of the PSPC™ platform is to provide the short-term inmate with immediate access to individuals that can help facilitate their release, irrespective of their location within the facility. With regard to long-term inmates, prepaid accounts will be established with called parties that do not qualify for traditional collect calling. This action will result in an increase in the total number of completed calls and thereby increase the revenue and commissions to the facility.

- 3.4.23 Please provide operational specifics and a description of your proposed inmate phone system validation process. Please include whether the vendor's validation is done real time or by batch. Specify vendor's process for unblocking a phone number which was originally restricted for non-payment, to include the timeframe for removing the restriction once the payment posts.

EMBARQ Response: Read, agree and will comply.

Call attempts are validated against the ICSolutions proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers.

- 3.4.24 Please state your process for identifying a call being placed to a cell phone. Please explain how current technology is/is not capable of detecting such information and the percentage of called party numbers that can be recognized as a cell phone.

EMBARQ Response: Read, agree and will comply.



ICSolutions first verifies the true account owner information and OCN via a LIDB validation dip. This information is then mapped to the Terminating Point Master (TPM) database which identifies the serving provider for that telephone number block. This final TPM look up goes down to the Station level for greater accuracy (in other words the NPA, NXX and first digit of the last four digits of the telephone number 555-555-5XXX). Our past experience using this method is accuracy in excess of 99%. Calls to cell phones are directed to our Point-of-Sale Prepaid Collect calling option automatically.

3.5 REPORTING REQUIREMENTS

- 3.5.1 The vendor must provide reporting and querying methods and capabilities which provide maximum flexibility, a user friendly interface, speed. Efficiency and accuracy at both central and remote sites. The vendor must describe in their response the reporting capabilities of the system including without limitation the ability of the system to access reports or a subset of reports to designated NDOC personnel by password or other structured access and how this will be accomplished.

EMBARQ Response: Read, agree and will comply.

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 & Trunk ID
- PIN (if applicable)
- 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 drives 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 the requirements stated. The following screen details the customization options available for call detail reports.



Call Detail Report

Choose Site: All
 Phone Number:
 Inmate ID:
 Date: Fri Nov 18th, 2005 12:58am
 Choose Completion Code: All
 Choose Tariff Type: All
 Choose 3Way Events: No Filter
 Choose Call Type: All
 Choose Alerts: No Filter
 Start Time: 11/18/2005 00:00:00
 End Time: 11/18/2005 23:59:59

Enter any parameters and click RUN.

Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords and account privileges in the ENFORCER® system. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. When the browser based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.

Account Username
(Inmate numbers and underscores are allowed in a 2000-length)

Account password
 - Leave password blank to not change it.
 - To disable account, set password to random letters.
 - Password is case sensitive.

Role(s)

- System Admin
- Site Admin
- Site User
- Investigator
- Booking
- Monitor
- Commissary
- PPCollect Support

Site(s)



3.5.2 Please list all available standard reports you can provide at no cost to the State.

EMBARQ Response: Read, agree and will comply.

The ITS offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. The following is a list of the standard reports available on the ITS. Custom reports can also be generated using the query-based call record function. We are always available to assist with any reporting need or any customized report requirement.

Report Name	Description
Number Status	Provides the current status of any telephone number (i.e. blocked, allowed, do not record, free, etc.)
Concurrent Connection	Shows any number dialed at the same time by more than one station
Number History	Provides a historical record of any called number. Shows when added, and any modifications made by whom and on what date/time.
Frequently Called Numbers	Lists most called telephone numbers. The user may specify a threshold - for example, any number called more than 10 times in a given time frame.
3-Way Attempts	Lists all 3-way call attempts detected with all associated call detail information.
Call volume statistics	Summarizes call volume information by facility and phone within a user-defined date range
Top 25 3-way destination numbers	Shows the top 25 called numbers which triggered three-way call detection
Daily Volume	Shows daily call volume by facility and phone by call type
Hourly Volume	Shows call volume by facility and phone with the option to show completed calls, attempted calls or both.
Call Detail Report	Shows full call detail based on user criteria: inmate, call date, call time, called number, call type, call termination reason, alerts, etc.
Inmate Calling List	Reports all telephone numbers allowed for any inmate.
Commonly dialed Number Report	Shows called numbers dialed by more than one inmate within a user defined date range.



Debit Account Statement	Provides a detailed account statement for the PIN-based debit activity. Includes beginning balance, all call transactions, refunds, deposits and an ending balance.
Debit Activity Reconciliation	Provides a cumulative report of all transactions, deposits, refunds and a closing balance for all accounts in total.
Calls by inmate	Detail report of all calls placed by a particular inmate.
PINs used for multiple phones	Lists PINs used from more than one phone within a specified date range.
Account Status Summary	List of offender with current status: active, suspended, inactive
Dialing Instructions	Provides an instructional handout for offenders
Revenue Breakdown	Provides summary of calls, minutes and revenue for each call type with subtotals by category and a grand total for all activity within a user-defined date range.
Alert Report	Lists all active alerts programmed into the system
High Volume Users	Provides a listing of all inmates exceeding a specified volume of system use for a given date range.
Station Usage	Provides a summary call count by phone within a 24 hour period
Station Usage Chart	Same as above in Stacked Bar Graph Format
Trunk Usage	Provides a call count by trunk within a 24 hour period
Trunk Usage Chart	Same as above in Stacked Bar Graph Format
Station Revenue	Provides revenue summary by station for a defined date range
Call Home Activity	Summarizes all system maintenance alerts sent to the San Jose support center
User Privilege Definition	Summarizes user names and access levels
User Access Log	Details system access by user and lists changes made during a defined date range
Record Drive status	Summarizes RAID drive capacity status
Voice Verification Acceptance Report	Provides statistics by account to reflect failure and acceptance rates of voice print feature.

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

- Daily statistical reports;
- Facility name;
- Originating number;
- Terminating number;
- Date of call;



- Time of day;
- Length of call;
- Type of call;
- PIN number;
- Frequently called numbers (for all numbers called more than 5 times in one day);
- Common numbers called (for all numbers called by more than one inmate);
- Originating station; and
- Bill type

EMBARQ Response: Read, agree and will comply.

The ITS includes the capability and flexibility to meet or exceed all of the specified requirements.

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

- Call detail report;
- Amount charged per call;
- Gross revenue;
- Daily statistics;
- Monthly statistics;
- Called party/number accepting report;
- Fraud/velocity report;
- Separate facility totals and statistics;
- All Facility totals and statistics;
- Total calls;
- Calls by date;
- Time of day; and
- Length of a call.

EMBARQ Response: Read, agree and will comply.

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 & Trunk ID
- PIN (if applicable)



- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator
- Call Billing Type (collect, prepaid collect, debit etc.)

Call detail records are stored on the system hard drives 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 the requirements stated. The following screen details the customization options available for call detail reports.

The screenshot shows a web browser window displaying the 'The Enforcer' application. The browser's address bar is empty. The application header includes 'INMATE CALLING ICSolutions' and a navigation menu with items like 'Inmate', 'Global Numbers', 'Prepaid', 'Monitor Phones', 'Call Info', 'Reports', 'Site Admin', 'ICS Admin', and 'Logout'. The main content area is titled 'Call Detail Report' and contains a form with the following fields and options:

- Choose Site: All
- Phone Number: [Empty text box]
- Inmate ID: [Empty text box]
- Date: Fri Nov 18th, 2005 12:58am
- Choose Completion Code: All
- Choose Tariff Type: All
- Choose 3Way Events: No Filter
- Choose Call Type: All
- Choose Alerts: No Filter
- Start Time: 11/18/2005 00:00:00
- End Time: 11/18/2005 23:59:59

Buttons for 'Export' and 'Run' are visible. Below the form, the text reads: 'Enter any parameters and click RUN.' The browser status bar at the bottom shows 'Done' and 'Internet'.



3.5.5 The ITS shall be capable, upon request by the State, to provide specific information for tracking inmate calling activities and calling patterns by individual telephone numbers. The following reports shall be available for monitoring purposes:

- PANs per inmate or identifying number; and,
- Calls by PIN or other identifying number.

EMBARQ Response: Read, agree and will comply.

Extensive call detail reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports.

INMATE CALLING
IC Solutions

The Enforcer

Project: New Orleans Parish
User: Test
Ver 0.0089

Inmate | Global Numbers | Prepaid | Monitor Phones | Call Info | Reports | Site Admin | ICS Admin | Logout

Call Detail Report

Choose Site: All

Phone Number:

Inmate ID:

Date: Fri Nov 18th, 2005 12:58am

Choose Completion Code: All

Choose Tariff Type: All

Choose 3Way Events: No Filter

Choose Call Type: All

Choose Alerts: No Filter

Start Time: 11/18/2005 00:00:00

End Time: 11/18/2005 23:59:59

Enter any parameters and click RUN.

Done | Internet



- 3.5.6 The ITS shall also provide the capability to customize reports in a form mutually agreed upon by the State and the vendor.

EMBARQ Response: Read, agree and will comply.

Every report offered includes a variety of customization options to meet every need. Should the State require additional customization or reporting options, we will make available the necessary report flexibility.

3.6 DATA STORAGE

- 3.6.1 Off-site storage of call detail records shall be in a minimum of three (3) locations to avoid any possibility of call detail records being lost. The vendor must provide the State with the specifics on these locations and the frequency the data is backed up.

EMBARQ Response: Read, agree and will comply.

Critical system data, call records and call recordings are stored on a RAID array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The RAID Array provides both reliability and redundant drives for maximum protection of the facility's data.

Primary Off-site Storage – Call records are polled via WAN connection to our ICSolutions' headquarters in San Jose, CA and stored on industrial quality RAID servers.

Secondary Off-Site Storage - For added protection the call detail records are also backed up to a RAID server in ICSolutions' 24 hour technical support center location in Mississippi.

Tertiary Off-Site Storage - The San Jose servers are backed up daily and the backup media is transferred to a secure commercial third party data storage facility.

Should a catastrophic event occur at the site, your data is safe and can be restored quickly from any one of these three locations.

- 3.6.2 The ITS shall store all call detail records, including all attempted and completed calls. This data will be stored at the vendor sites for the term of the contract plus three years after contract termination.

EMBARQ Response: Read, agree and will comply.

Critical system data, call records and call recordings are stored on a RAID array of non-volatile hard drives for the entire contract term. The RAID Array provides both reliability and redundant drives for maximum protection of the facility's data. Call records are polled via WAN



connection to San Jose, CA and stored on industrial quality RAID servers. Should a catastrophic event occur at the site, your data is safe and can be restored quickly.

- 3.6.3 The State shall have access to all call detail records from the workstation(s) or remote computers. The workstation(s) shall provide the capability to copy the Call Detail Records onto a Compact Disc (CD)/DVD.

EMBARQ Response: Read, agree and will comply.

All system functions can be performed by any approved user who presents the proper user ID and password during Administrator login; this includes access to all call detail records. Each workstation will be equipped with a CDR-W drive or DVD+R drive allowing users to copy call detail records and/or recordings and report files to CD or DVD.

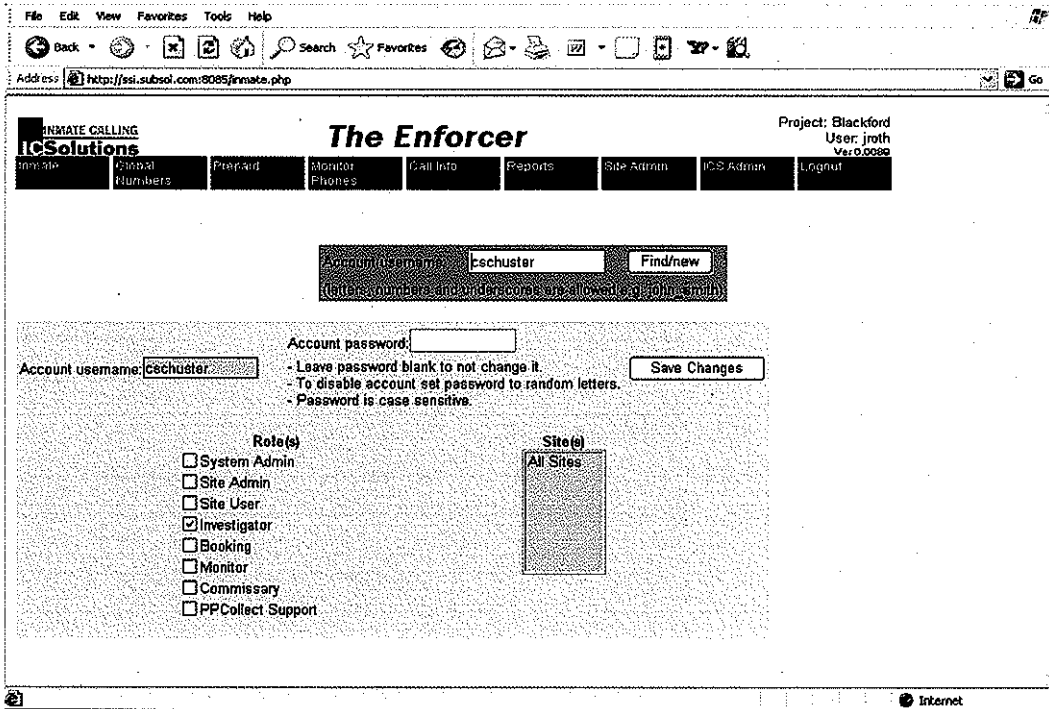
3.7 SECURITY FEATURES

- 3.7.1 The ITS shall be TCP/IP compatible and allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® uses a browser-based application, allowing simultaneous access to call records, recordings and monitoring capabilities by multiple operators at any time. In addition to the workstations to be provided as part of this contract, EMBARQ offers to provide the State with secure web-based remote access and/or LAN/WAN connectivity to existing State computers. There is no cost for this additional connectivity option.

Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords and account privileges in the ENFORCER® system. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. When the browser based GUI is launched, the user must "login" (see following example) to the system with a valid username and password.



3.7.2 The vendor shall have the capability to establish an “informant” line. Calls to the “informant” line shall be free and shall be routed via the ITS to a destination designated by the State. If so requested by the State, the destination for the “informant” line may be an automated voicemail box. This call should not be a charge to the inmate.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system will be configured to provide confidential access to a pre-existing tip line for inmate use. If no external tip line exists, we will store recorded tips within a system voice mail box for access by authorized personnel only. Calls to the tip line, like all others, may be recorded and later retrieved and played back through a system workstation or other PC.

3.7.3 The telephone network services provided by the vendor shall not be capable of being detected by the called party for calling number identification (caller ID).

EMBARQ Response: Read, agree and will comply.

Caller ID is blocked, the called party is unable to detect the number that the inmate is calling from. A pseudo number is provided for the purpose of enabling calls to called parties that have blocked unidentified callers.

3.7.4 The ITS shall prohibit direct-dialed calls of any type.

EMBARQ Response: Read, agree and will comply.



The ENFORCER® is configured to meet the requirements of each installation and will be configured to only allow outgoing, station-to-station collect, prepaid collect and debit calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods.

3.7.5 The ITS shall prohibit access to "411" information service.

EMBARQ Response: Read, agree and will comply.

Standard blocks are established for each system at the time of installation. These include 411 directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers and live operators.

3.7.6 The ITS shall prohibit access to 800 and 900 type services.

EMBARQ Response: Read, agree and will comply.

Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers and live operators.

3.7.7 The ITS shall prohibit access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.

EMBARQ Response: Read, agree and will comply.

Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers and live operators.

3.7.8 The ITS must be able to be shutdown quickly and selectively. The State must be able to shutdown the ITS by cut-off switches at several locations including, but not limited to:

- At demarcation location - total Facility telephones;
- By central control center - select telephones; and,
- By select housing units - control center.

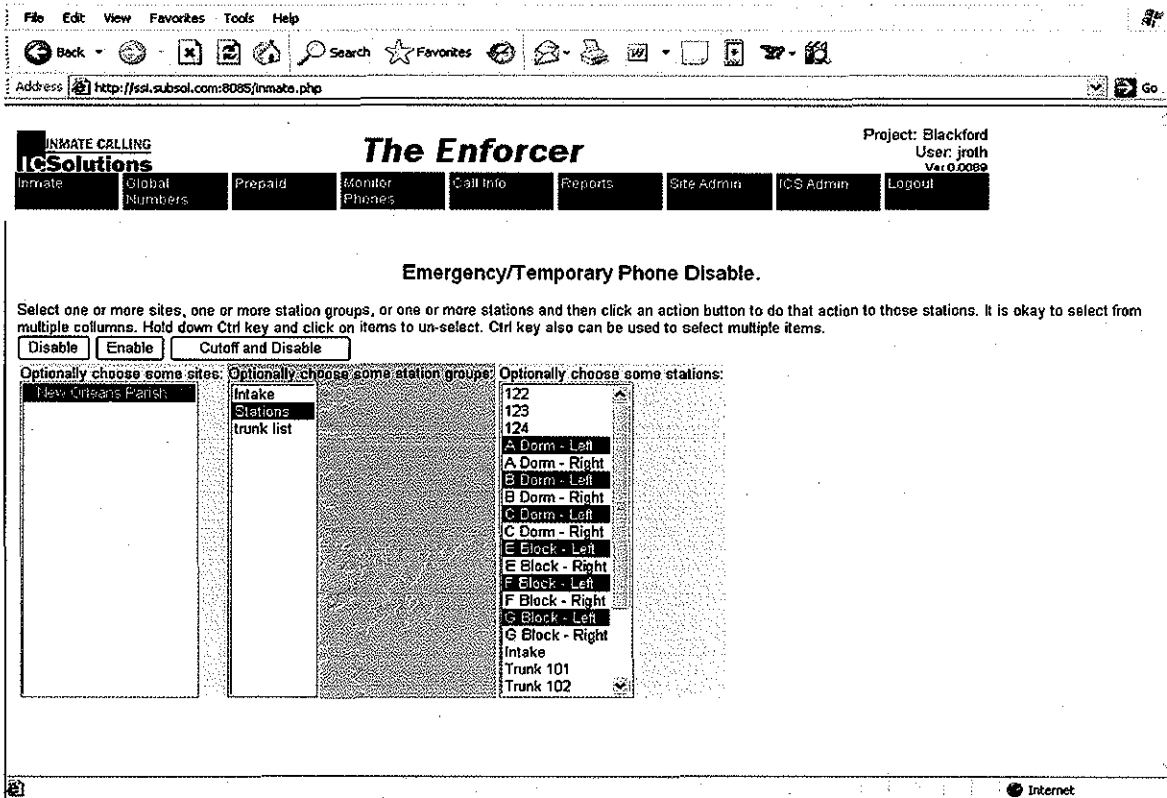
EMBARQ Response: Read, agree and will comply.

The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system.

A single station, multiple stations or individual calls may be quickly switched on/off through the workstation Call Status display. The following example illustrates the use of these features.



Once the investigator or operator has gained access to Call Status screen, the operator has the capability to "kill" any call in progress with the Terminate button. The operator can also disable any telephone station or group of stations in the system with a simple selection of the desired station port and a click of the Cutoff and Disable button.



3.7.9 The ITS shall be able to take an individual station out of service without affecting other stations or units.

EMBARQ Response: Read, agree and will comply.

A single station, multiple stations or individual calls may be quickly switched on/off through the workstation without affecting other stations or units.

3.7.10 The ITS shall prevent any inmate telephone from receiving any incoming calls. The vendor agrees that no inmate telephone shall be capable of receiving an incoming call and the vendor shall work with the local exchange carriers (LECs) to ensure such control.

EMBARQ Response: Read, agree and will comply.



The ENFORCER® can be configured to either: 1) ignore incoming ringing on its trunks, or 2) to answer the call, play a voice prompt informing the caller that no incoming calls are allowed, and then disconnect the call.

- 3.7.11 The ITS will have a fraud prevention feature. This feature will randomly interject pre-recorded announcements throughout the duration of the conversation.
What is this feature other than a recorded announcement?

EMBARQ Response: Read, agrée and will comply.

The system is configurable to play random voice overlay announcements to notify the called party of the call's origin and that the call may be recorded and monitored.

- 3.7.12 The ITS, upon detection of a three way call (call forwarding and conference calls, etc.), shall have the capability to terminate the call immediately. The ITS to plays a message to the inmate or called party prior to terminating the call.
Describe this message.

EMBARQ Response: Read, agree and will comply.

Initially, EMBARQ's Solution will provide ICSolution's current three way call detection technology. Upon release, we offer to deploy ICS' new patent-pending Called Party Voice Identification technology as a method for identifying multiple parties on a call. The following offers a description of the current technology:

Current Three-Way Call Detection

The ENFORCER® includes three-way call detection features to prohibit or flag attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have configuration parameters for changing the sensitivity to accommodate the requirements of each installation. When the system is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation. This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call. The resulting call record is then flagged with this detection and termination for future query and reporting purposes. In no case is dial tone ever provided to the inmate caller, either before or after a call.

Detection of fraudulent use can be managed through sensing of call progress, DTMF tones from either party on the call or extended silence periods during the call. The success of this DTMF or extended silence, detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up. Many correctional facilities with full-channel recording have found that a three-way Call Deterrent Policy is much more effective. The deterrent of making three-way calls is the inability for inmates to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded. The three-way Call Deterrent Policy provides for proactive measures that in time reduce three-way calling dramatically. When the inmate places a telephone call, a recording will be transmitted over the connection notifying the inmate of the three-way call deterrence policy, whereby, if a



three-way call is detected, all future calls placed by the inmate to the called party will result in blockage of the called party number and phone privileges may be suspended.

3.7.13 The ITS shall have the capability to detect and terminate Remote Call Forwarding calls. If the vendor's ITS will not detect Remote Call Forwarding, please provide the status of vendor's research and development relative to detection of Remote Call Forwarding.

Please explain your system and how it detects "false disconnects"?

EMBARQ Response: Read, agree and will comply.

At the present time, EMBARQ's Solution does not include the call forwarding detection feature. We continue to evaluate new technologies utilizing SS7 signaling for possible addition to the system. This includes a validation-type system that would confirm the ultimate destination of the call against the dialed number using capabilities of the SS7 network. Should this feature become available during the contract term, we will work with the State to negotiate the introduction of this option.

3.7.14 The ITS shall have the capability of answer detection.

Please explain your answer detection methodology.

EMBARQ Response: Read, agree and will comply.

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

3.7.15 The inmate's call shall be muted until the called party has positively accepted the call. The ITS must not allow the inmate to hear the called party prior to the actual positive acceptance of the call.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system offers several options for call delivery:

- Allow the inmate to hear call progress, but prevent the inmate from being heard by the called party until acceptance is confirmed.
- Place the inmate on hold once the called party answers, preventing the inmate from hearing the called party or being heard by the called party until acceptance is confirmed.

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the



call is accepted by the called party, the inmate hears: "Thank you for using EMBARQ. This call may be monitored or recorded. You may begin speaking now."

3.7.16 The ITS shall be capable of limiting the length of a call, providing the dial tone at certain times of the day and allowing a maximum number of minutes per inmate, per month.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® is configured with adjustable on/off times that can accommodate differences in 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, 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

3.7.17 In all circumstances, the service shall limit the inmate to a single call request. The service shall always require the inmate to disconnect and initiate another call.

EMBARQ Response: Read, agree and will comply.

The system is configured to prevent the inmate's use of the keypad upon out-pulsing of the desired telephone number. This configuration prevents any possibility of placing a second call after the initial connection.

3.7.18 The vendor shall provide information on any additional or optional features, investigative or management systems or tools provided that may be of interest to the State (i.e. word recognition/keyword search, reverse look-up, visitation phone recording, etc.) Please ensure a complete description of the features application is included. Also, detail any cost associated with the additional or optional features described.

EMBARQ Response: Read, agree and will comply.

SourceCheck™

EMBARQ proposes to provide the facility with ICSolutions SourceCheck™. This provides the facility with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the internet and is constantly updated. EMBARQ will provide the subscription for the entire contract term and any extension terms at no charge to the facility.



INMATE CALLING
IC Solutions
Call Records Manager
411 National Number Lookup

Administrator

Inmate ID: Start Date/Time: 2005-02-01

Destination ANI: End Date/Time: 2005-02-14

Call Records Table:

Call Start Time	Comp Status	Inmate ID	Duration	Call Type	Dest ANI
2005-02-01 08:28:54.0	COMPLETED	00095286	184	NANP	7154274488
2005-02-01 08:28:58.0	NO ANSWER	00010838	0	NANP	3128592541
2005-02-01 08:28:12.0	NO ANSWER	00011118	0	NANP	8087821720
2005-02-01 08:30:27.0	INCOMPLETE	00011297	0	NANP	708331809
2005-02-01 08:30:30.0	REFUSED	00011297	0	NANP	708331809
2005-02-01 08:30:35.0	INCOMPLETE	00011118	0	NANP	6087843055
2005-02-01 08:32:03.0	NO ANSWER	00011118	0	NANP	8087821720
2005-02-01 08:33:53.0	COMPLETED	00098883	800	NANP	3124550451
2005-02-01 08:35:59.0	COMPLETED	00095619	77	NANP	9203581871
2005-02-01 08:37:00.0	REFUSED	00010048	0		2828322200

Example when user clicks on called number:

Last	First	Middle	Telephone	Address	City	State	Zipcode	Analysis
JOHN	DOE		3124550451	XYZ	ANYWHERE	US	1234567	CASS Residence History Neighbors Site Search
JANE	DOE		3124550451	ABC	ANYWHERE	US	7894321	CASS Residence History Neighbors Site Search

When a user clicks on any Dest ANI, phone number called by an Inmate, they will receive Name, Phone Number and address for every resident ever owning service to that number.

As a second level of detail, the address can be searched to reveal a recent satellite photo of the location as shown below:

Keyhole 211

My Keyhole: My Photos, My Favorites, My History, My Alerts

Search:

keyhole.com

street, address or PO:

city, state, zip/postal:

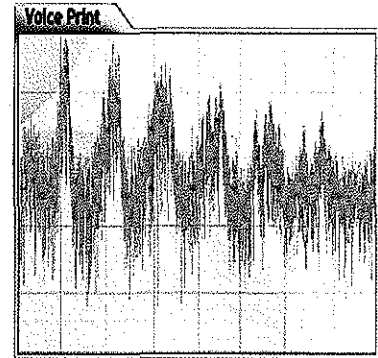
country:



Voice Verification

EMBARQ offers ICSolutions' combination of Voice Print Technology and Continuous Voice Identification for use in confirming inmate identification when the call is initiated and identifying participation by other parties during the course of the call.

The first time an inmate places a call, the inmate is prompted to record his/her name. The name recording is then stored by the system and used for all future calls placed using the associated PIN/ID. The name recording may be reset at any time by authorized facility personnel via the workstation software.



The proposed ENFORCER® includes the option to verify inmate identification with biometric technology known as voice verification or voice printing. Use of voice verification technology requires that each inmate individually enroll their voice through a voice printing process. Once complete, the inmate PIN is associated with the voice print. All future calls are then verified against the print to ensure that the proper owner of the PIN is placing the phone call. To begin, the ENFORCER® server determines when an inmate is using the telephone system for the first time. As an inmate takes a station off-hook and enters his/her inmate PIN, the ENFORCER® server queries its internal files to determine if this user is making a first-time access of the inmate ID-account. Finding that the ID-account has not been used, The ENFORCER® software requests that the inmate record their full name. This name recording is stored by the system for future use in branding calls to the destination parties. As a first time user, the inmate is then requested by the ENFORCER® software to provide two or more additional short phrases. These recordings are also forwarded to the voice print application for voiceprint conversion and updating of the master inmate voiceprint. The call attempt is then processed in its normal fashion.

Facilities may choose the passive mode when they find that background noise levels, for example, are too high to make the accuracy of voiceprint matches less than the desired level of reliability. Even in passive mode, however, the voice verification process is a useful tool. Investigators, for example, can run reports to show those ID-accounts that are completing calls at a targeted accuracy rate below acceptable limits. This type of reporting will help to point out ID-accounts that have been compromised and require investigative attention.

The voice verification system is a very useful tool to ensure secure use of the inmate telephone system. Accuracy can exceed 99.9% in adequate environmental conditions. In less than ideal environments, The ENFORCER® integration can still provide very high levels of security in high noise environments after a short period of fine-tuning for the specific installation conditions. Even in very poor conditions, The ENFORCER® voice print solution is designed to maintain calling levels, avoid excessive complaints from the inmate population, and still identify violations of secure access to the inmate phone system.



Unique Feature: In addition to verifying the inmate who initiates the call, The ENFORCER® analyzes the call content and provides imposter identification. If one inmate initiates a call (perhaps under duress) and is then forced to hand over the phone to another inmate, the system will detect the "imposter", identify the imposing inmate and provide this information for facility personnel to take appropriate corrective action. This added capability provides a unique method of targeting PIN theft that others don't offer.

If this feature is of interest to the State, EMBARQ will implement it in exchange for a modest, non-commissionable end user fee or an adjustment to the existing commission offer to the State. EMBARQ will be glad to work with NDOC to work out the financial arrangement to provide this valuable investigative tool.

Officer Check-In

ICStrackingSM offers the ability to capture and record corrections officers' location via inmate telephone and voice print verification. Each officer will use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. As an added security feature, the system verifies the officer's voice against the voice print stored within the system associated with the Officer's ID number. This ensures that another officer or inmate is not attempting to check in on his/her behalf.

Visitation Phone Recording

The ENFORCER® system offers the ability to provide recording and monitoring for the facility's visitation booths. Visitation booths will be assigned a station ID to allow access to the conversations and recordings using the same search tools used for locating inmate phone conversations for review. All listening and recording playback is performed using the same workstation used for other administrative and investigative.

Alert Feature

The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:

- Email Alerts – The ENFORCER® can send email to an administrative terminal or any public email address when an alert is triggered.
- Paging Alerts - The ENFORCER® can issue numeric messages to paging services to alert an investigator.
- Monitoring Alerts - The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into the ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

ICSletters Email Service Option

Correctional institutions spend countless hours processing letters addressed to inmates. This process may include x-raying of contents, testing of the paper, preparation of mail rejection paperwork and review of contents for prohibited messages. ICSletters offers an alternative which allows family members to communicate via a secure email process customized for correctional facility use.



Benefits: Saves Time & Generates Revenue

1. Email messages are sent via ICSolutions ICS/letters web site
2. Affordable message fee of \$0.35 per page
3. Many payment options including: Debit Card, Credit Card, e-check, PayPal®, Western Union® or MoneyGram®
4. Emails are then forwarded to the facility with information necessary for delivery
5. No risk of contraband or dangerous content
6. Saves time in processing mail
7. Word search enabled for faster review by facility personnel
8. Revenue Source – The State may add an additional charge for every message received which will be passed through as a commission

3.8 Personal Identification Number (PIN) Application

- 3.8.1 Facility and central office administrators should have authority to modify or review any privileges or restrictions pertaining to an inmate. Level of authority would be password/user account based.

EMBARQ Response: Read, agree and will comply.

PIN-based restrictions are also available, including calling hours, call duration and which phones each inmate is allowed to access. Facility and central office administrators with the proper security clearance to gain access to call record data, call recordings, call monitoring and reporting are managed through a series of usernames, passwords and account privileges in the ENFORCER® system.

- 3.8.2 The PIN application shall work with the ITS using all the features and functionalities described herein. No calls shall be made without a PIN.

EMBARQ Response: Read, agree and will comply.

When Inmate PIN feature is used, a PIN will be required and included in each call record.

- 3.8.3 The ITS shall have the capability to provide collect, debit and pre-paid station-to-station calling utilizing a PIN.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system accommodates the use of inmate identification numbers or PINs for call tracking. The system will provide collect, debit and pre-paid station-to-station calling utilizing a PIN.

- 3.8.4 The ITS shall provide Allow Lists (PANs) associated with each PIN. These PANs shall store a set quantity of allowed telephone numbers for each inmate. The vendor shall indicate whether the proposed ITS documents updates or keeps a history of PAN entries. (ex: time/date stamp, etc.).



EMBARQ Response: Read, agree and will comply.

The proposed ENFORCER® system may be configured to require a list of Personal Allowed Numbers (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Adding or deleting telephone numbers on an inmate account's allowed number list is essentially like editing any other data on an inmate account. The inmate account must be displayed on the PIN Editor screen and then the desired operation can be performed.

INMATE CALLING
ICSolutions

The Enforcer

Site One

Inmate
Global Numbers
Prepaid
Monitor Phones
Call Info
Reports
Site Admin
ICS Admin
Logout

Inmate ID:

Last Name:

Only search active inmates
 Only search site:

Site: Inmate ID:
 Passcode:
 PIN:

 Status:

Last Name	First Name	Middle Name
Jones	Michael	

Email Alert to Address:
 Page Alert to Number:
 Monitor Alert to Number:
 Alert: tag in call records)
 Max Allowed PANs: if blank, defaults to: 19

PANs

Inmate Notes

To add a telephone number to the allowed number list of an inmate record, Click on the Add Number button. The PAN Entry screen is displayed.

PANs (Personal Allowed Numbers)

Inmate ID: 00001558 MATTHEW OWEN KELLER

Phone Number	Date Updated	Updated By	Spec'd	Name	Relationship	Description	Block	Use	Delete
<input type="text"/> <input type="button" value="Look It Up"/>							<input checked="" type="checkbox"/>		<input type="button" value="Delete"/>
<input type="text"/> <input type="button" value="Look It Up"/>							<input checked="" type="checkbox"/>		<input type="button" value="Delete"/>
<input type="text"/> <input type="button" value="Look It Up"/>							<input checked="" type="checkbox"/>		<input type="button" value="Delete"/>
<input type="text"/> <input type="button" value="Look It Up"/>							<input checked="" type="checkbox"/>		<input type="button" value="Delete"/>



In addition, The ENFORCER® system offers several tools to search and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records
- Display all PAN records having administration blocks
- Display all PAN records having telephone company blocks
- Print reports for the above queries

3.8.5 The ITS should be able to identify if a PAN number appears on other inmates PAN lists. The vendor shall indicate whether the proposed ITS documents updates or keeps a history of PAN entries.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system offers several tools to search and report PAN information. This includes displaying all Inmate ID's having access to a specific PAN.

3.8.6 The ITS must allow each PIN to have a "class of service" assigned. For example, each PIN shall have a list of allowable telephone numbers, the maximum duration of each call, etc. The proposed system must provide call restrictions by PIN that provide the following restrictions at a minimum:

- Placing of calls: Inmates can be either approved or not approved to make phone calls by PIN.
- Use of Specific Telephones: Inmates, via the PIN, can be restricted to a specific telephone or group of telephones, at the States option;
- Duration of Call: Limit the duration of the call by facility by individual, by type of call, (local, Interlata, etc.)
- Time of Day Calling
- Telephone Numbers that PIN Can Call: PAN
- Combination of the Above:

EMBARQ Response: Read, agree and will comply.

PIN-based restrictions are also available, including calling hours, call duration and which phones each inmate is allowed to access.

3.8.7 Inmate PIN numbers are generated by the correctional management system. The ITS shall be capable of storing and using Inmate ID numbers generated by the State. Currently State ID numbers are 7 digits plus a 2 digit password

EMBARQ Response: Read, agree and will comply.



The ENFORCER® system accommodates the use of inmate identification numbers or PINs for call tracking. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility today. The ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits.

- 3.8.8 The ITS shall have the capability to interface with the State correctional management system so that the inmate PIN will be automatically transferred to the ITS. If the State elects the interface option, the Facility shall not be responsible for entering PIN numbers into the ITS when new inmates are added.

EMBARQ Response: Read, agree and will comply.

Inmate accounts can be established automatically through a direct interface with the facility's jail management or booking system or through manual entry.

If the interface option is preferred, the information entered during the booking process is shared with the phone system automatically and no additional entry is required.

In the event that the facility wishes to avoid the administration of inmate ID/PINs, the system can be automatically loaded with ID/PIN data in advance of the inmate's booking. The intake department is provided with a list of new and available ID/PIN numbers to be used upon booking of a new inmate. The ID/PIN is assigned to the new inmate and is immediately active for use. Under this scenario, the responsibility of updating the system during booking is eliminated. The ID/PIN functionality is provided at no additional cost to the facility and therefore will have no impact on commissions.

- 3.8.9 The PIN numbers shall be stored in a database that is accessible to designated users, depending upon the user's password level.

EMBARQ Response: Read, agree and will comply.

The system is automatically loaded with ID/PIN numbers that are stored in a database that is accessible to designated administrative uses with the proper security level password.

- 3.8.10 The ITS shall include, at a minimum, an alert system that will detect and prohibit an attempted call made to a restricted number, an attempted call using a restricted PIN, or an attempted call made from a restricted telephone.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® provides an alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation.

- 3.8.11 Once an inmate's account has been activated in the ITS, the inmate shall be allowed to place calls from any of the State's Facilities. (If the inmate is moved,



we would want to cut the inmate off from using the PIN at the old facility and activate this at the new facility).

EMBARQ Response: Read, agree and will comply.

If an inmate is moved to a new facility, the system allows the PIN to move with the inmate, and will be active in the facility where the inmate is currently housed .

- 3.8.12 The ITS shall be capable of transferring inmate information (ex: PINs, PANs, etc.) from one Facility to another Facility without requiring manual re-entry of the inmate information. An inmate's PIN cannot be activated in more than one facility at a time.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system is capable of transferring inmate information for one Facility to another without requiring manual re-entry of the information. An inmate can only be active in one facility at a time.

- 3.8.13 The vendor shall indicate whether the proposed ITS is capable of documenting the date/time when an individual PIN entry was added to or modified in the ITS.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system records the date/time and person making the change of any modification to an individual PIN in the system.

3.9 MONITORING AND RECORDING REQUIREMENTS

- 3.9.1 The ITS shall allow the State's staff at the Central Office in Carson City, NV to remotely monitor live conversations and to access call recordings for all of the State's Facilities.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system is configured to be accessible remotely over LAN, WAN, VPN, or dial-up to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, VPN, or dial-up connection to the system.

ICSolutions has had success in providing the FBI remote access from their computers in Milwaukee to the Dodge County, WI facility. The FBI has the ability to conduct investigations through the use of reports, monitoring live calls or listening to recordings as if they were working from the administrative workstations on site. This is accomplished via the Internet, accessing the public IP address through secure ports on a firewall.



Each user has privileges based on their secure logon. User level access is based on the user's need to block and unblock numbers, assign PIN numbers, post debit accounts, run reports, monitor live calls, and listen to archived calls that are stored on site for the life of the contract.

One of the key features the investigators like is the ability to receive alerts. If an agent wants to be notified when a call is made to a number, they are able to receive alerts via a cell phone, pager or e-mail, and monitor the call live regardless of their location, as long as they have Internet access.

- 3.9.2 The ITS shall be capable of permitting full monitoring and recording of all calls from any telephone within the Facility unless there are restrictions that prohibit the recording and monitoring of certain calls such as attorney-client restrictions. The ITS shall have the capability to exclude those calls.
Describe the methodology used for monitoring and restricting calls.

EMBARQ Response: Read, agree and will comply.

All inmate telephone stations will be connected to the ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored on a RAID array of secure hard drives and will be available to the facility for immediate access throughout the contract duration.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. In addition, no individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process. 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 search criteria:

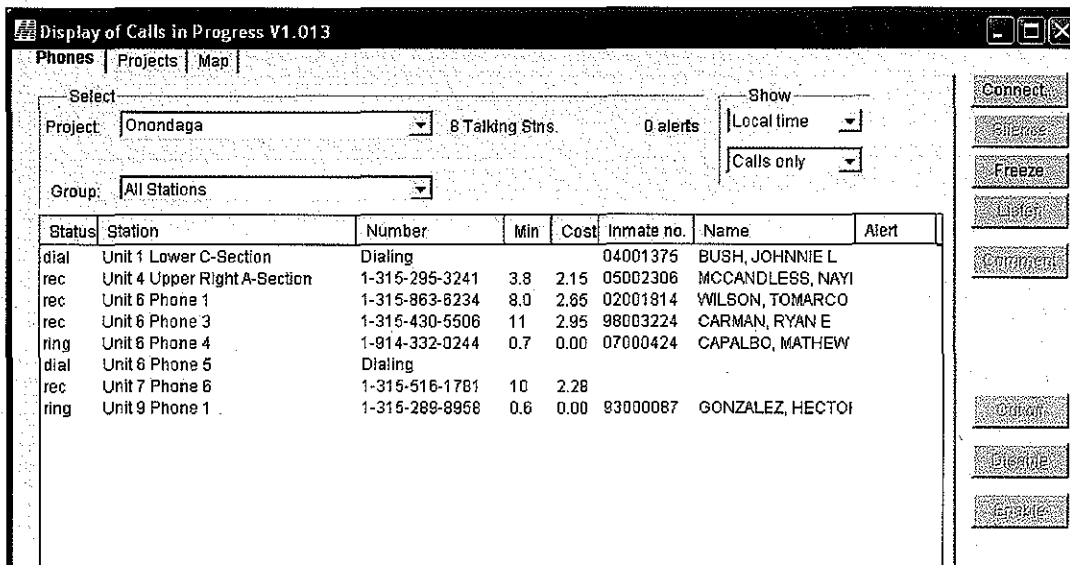
- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type



Authorized personnel can easily access live call monitoring on any System workstation at any time. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording. Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or internet
- Protection of privileged calls from monitoring
- Ability to disconnect call in progress while monitoring
- Ability to "bargue in" to calls in progress and speak to both parties
- Ability to scan active calls (monitor each for a defined time period.)

Call monitoring is accessed through the Call Status display menu on the workstation. The administrator or investigator selects the station or trunk to monitor with a click of the mouse, and then clicks on the Connect button to begin the process.



Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
dial	Unit 1 Lower C-Section	Dialing			04001375	BUSH, JOHNNIE L	
rec	Unit 4 Upper Right A-Section	1-315-295-3241	3.8	2.15	05002306	MCCANDLESS, NAYI	
rec	Unit 6 Phone 1	1-315-863-8234	8.0	2.85	02001814	WILSON, TOMARCO	
rec	Unit 6 Phone 3	1-315-430-5506	11	2.95	98003224	CARMAN, RYAN E	
ring	Unit 6 Phone 4	1-814-332-0244	0.7	0.00	07000424	CAPALBO, MATHEW	
dial	Unit 6 Phone 5	Dialing					
rec	Unit 7 Phone 6	1-315-516-1781	10	2.28			
ring	Unit 9 Phone 1	1-315-289-8958	0.6	0.00	93000087	GONZALEZ, HECTOI	

This function is silent and undetectable by either the inmate or called party. During the monitoring process, the investigator may terminate the call with a single click of the mouse on the "Cut-Off" button.

The system will be preloaded with a file of attorney numbers that have been pre-configured for "non-record" status. Calls made to these numbers, will not be recorded. Should a call be made to an attorney with a new or unknown number, the system will notify the parties that the call is being recorded or monitored. This feature will enable attorneys to be sure to notify the facility of their new number.



3.9.3 The ITS shall comprehensively record all calls. At a minimum, the Facility shall have the capability of playing back a recorded call. The vendor shall be responsible for supplying all CDs/media for the storage of call recordings at no cost to the State throughout the life of the Agreement and any renewal terms.

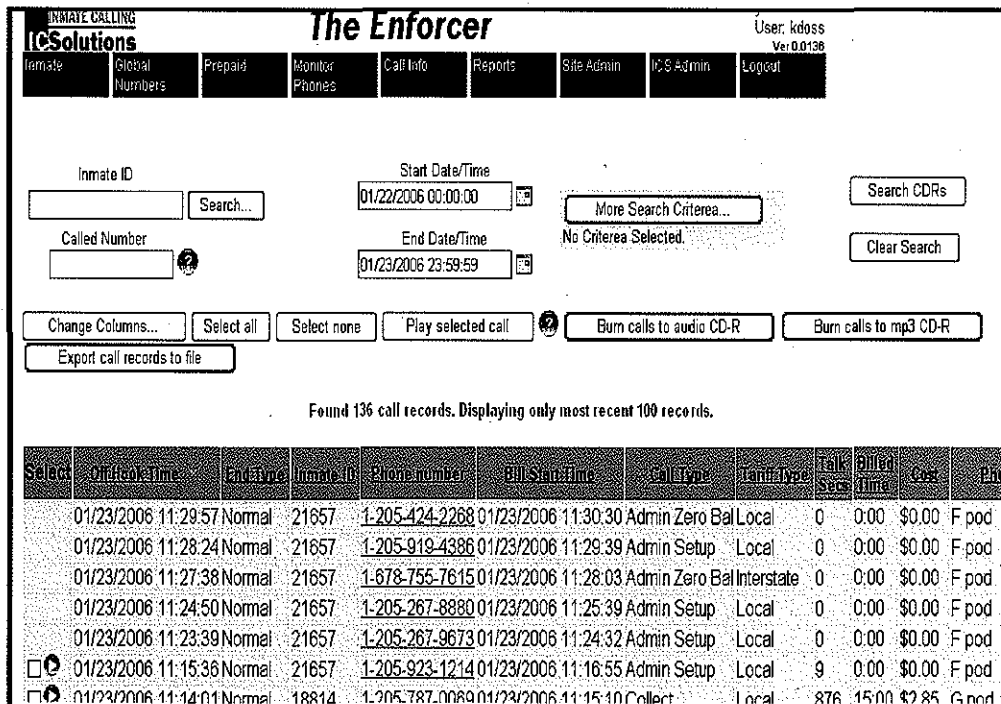
EMBARQ Response: Read, agree and will comply.

The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored on a RAID array of secure hard drives and will be available to the facility for immediate access throughout the contract duration.

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

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

Selected calls may be quickly and easily exported to CD/DVD media in either MP3 or audio format.



The Enforcer User: kdoss Ver: 0.0138

Navigation: Inmate, Global Numbers, Prepaid, Monitor Phones, Call Info, Reports, Site Admin, ICS Admin, Logout

Search Filters:

- Inmate ID: Search...
- Start Date/Time: 01/22/2006 00:00:00
- End Date/Time: 01/23/2006 23:59:59
- Called Number:
- More Search Criteria... (No Criteria Selected)
- Search CDRs
- Clear Search

Actions: Change Columns..., Select all, Select none, Play selected call, Burn calls to audio CD-R, Burn calls to mp3 CD-R, Export call records to file

Found 136 call records. Displaying only most recent 100 records.

Select	Outback Time	End Time	Inmate ID	Phone Number	Bill Start Time	Call Type	Transfer Type	Talk Sec	Billed Time	Cost	Prior
<input type="checkbox"/>	01/23/2006 11:29:57	Normal	21657	1-205-424-2268	01/23/2006 11:30:30	Admin Zero Bal	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:28:24	Normal	21657	1-205-919-4386	01/23/2006 11:29:39	Admin Setup	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:27:38	Normal	21657	1-678-755-7615	01/23/2006 11:28:03	Admin Zero Bal	Interstate	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:24:50	Normal	21657	1-205-267-8880	01/23/2006 11:25:39	Admin Setup	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:23:39	Normal	21657	1-205-267-9673	01/23/2006 11:24:32	Admin Setup	Local	0	0:00	\$0.00	F pod
<input checked="" type="checkbox"/>	01/23/2006 11:15:36	Normal	21657	1-205-923-1214	01/23/2006 11:16:55	Admin Setup	Local	9	0:00	\$0.00	F pod
<input checked="" type="checkbox"/>	01/23/2006 11:14:01	Normal	18814	1-205-787-0089	01/23/2006 11:15:10	Collect	Local	876	15:00	\$2.85	G pod



- 3.9.4 All call recordings shall be stored on-line for a minimum period of one hundred eighty (180) days and shall be stored off-line indefinitely. Please explain your storage methodology as it relates to monitored calls, clearly defining on-line versus off-line storage.

EMBARQ Response: Read, agree and will comply.

The proposed ENFORCER® system configuration for the facility will include a RAID (Redundant Array Independent Disks) 5 server solution for long-term recording storage. This solution avoids the hassles of loading and unloading tapes or optical disks, as all recordings are stored online for the life of the contract. The proposed RAID-5 server for long-term (up to five years) recording storage will be configured to contain all recordings for immediate, on-line retrieval with no change of storage media. In the event that either call processor loses its link to the RAID-5 server, each call processor will independently store and “queue” recordings until the connection to the RAID-5 server has been restored. Retrieval of recordings, regardless of age, will utilize the same, simplified graphical user interface (GUI) operation provided by The ENFORCER® system.

- 3.9.5 The monitoring and recording of calls shall be selectively programmable by one or all of the following:

- Housing Unit
- Start and Stop Time and Date of Call;
- Called Number; and
- PIN.

EMBARQ Response: Read, agree and will comply.

Authorized personnel can easily access live call monitoring on any System workstation at any time. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording. Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or internet
- Protection of privileged calls from monitoring
- Ability to disconnect call in progress while monitoring
- Ability to “barge in” to calls in progress and speak to both parties
- Ability to scan active calls (monitor each for a defined time period.)

Call monitoring is accessed through the Call Status display menu on the workstation. The administrator or investigator selects the station or trunk to monitor with a click of the mouse, and then clicks the Connect button to begin the process.



Display of Calls in Progress V1.013

Phones | Projects | Map

Select

Project: Onondaga 8 Talking Strs. 0 alerts

Group: All Stations

Show: Local time Calls only

Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
dial	Unit 1 Lower C-Section	Dialing			04001375	BUSH, JOHNNIE L	
rec	Unit 4 Upper Right A-Section	1-315-295-3241	3.8	2.15	05002306	MCCANDLESS, NAYI	
rec	Unit 6 Phone 1	1-315-863-6234	8.0	2.65	02001814	WILSON, TOMARCO	
rec	Unit 6 Phone 3	1-315-430-5506	11	2.95	98003224	CARMAN, RYAN E	
ring	Unit 6 Phone 4	1-914-332-0244	0.7	0.00	07000424	CAPALBO, MATHEW	
dial	Unit 6 Phone 5	Dialing					
rec	Unit 7 Phone 6	1-315-516-1781	10	2.28			
ring	Unit 9 Phone 1	1-315-289-8958	0.6	0.00	93000087	GONZALEZ, HECTOR	

Buttons: Connect, Silence, Freeze, Listen, Comments, Cut-Off, Disable, Enable

This function is silent and undetectable by either the inmate or called party. During the monitoring process, the investigator may terminate the call with a single click of the mouse on the "Cut-Off" button.

3.9.6 The ITS shall be capable of showing real time call activity on a workstation. This activity shall be detailed by date of call, start time of call, stop time of call, originating telephone station number and called number.

EMBARQ Response: Read, agree and will comply.

All inmate telephone stations will be connected to The ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.



INMATE CALLING User: kdoss
Ver:0.0136

IC Solutions **The Enforcer**

Inmate ID:
 Start Date/Time:

Called Number:
 End Date/Time:

Found 136 call records. Displaying only most recent 100 records.

Select	Off Hook Time	End Type	Inmate ID	Phone number	Bill Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	Phon
	01/23/2006 11:29:57	Normal	21657	1-205-424-2268	01/23/2006 11:30:30	Admin Zero Bal	Local	0	0:00	\$0.00	F pod
	01/23/2006 11:28:24	Normal	21657	1-205-919-4386	01/23/2006 11:29:39	Admin Setup	Local	0	0:00	\$0.00	F pod
	01/23/2006 11:27:38	Normal	21657	1-678-755-7615	01/23/2006 11:28:03	Admin Zero Bal	Interstate	0	0:00	\$0.00	F pod
	01/23/2006 11:24:50	Normal	21657	1-205-267-8880	01/23/2006 11:25:39	Admin Setup	Local	0	0:00	\$0.00	F pod
	01/23/2006 11:23:39	Normal	21657	1-205-267-9673	01/23/2006 11:24:32	Admin Setup	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:15:36	Normal	21657	1-205-923-1214	01/23/2006 11:16:55	Admin Setup	Local	9	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:14:01	Normal	18814	1-205-787-0069	01/23/2006 11:15:10	Collect	Local	876	15:00	\$2.85	G nod

3.9.7 The ITS shall allow the manual set up of the monitoring and recording connection on an as needed basis on the personal computer provided by the vendor and located at the Facility. The ITS shall have the ability to select a particular telephone number for recording or monitoring while a call is in progress. Describe your methodology.

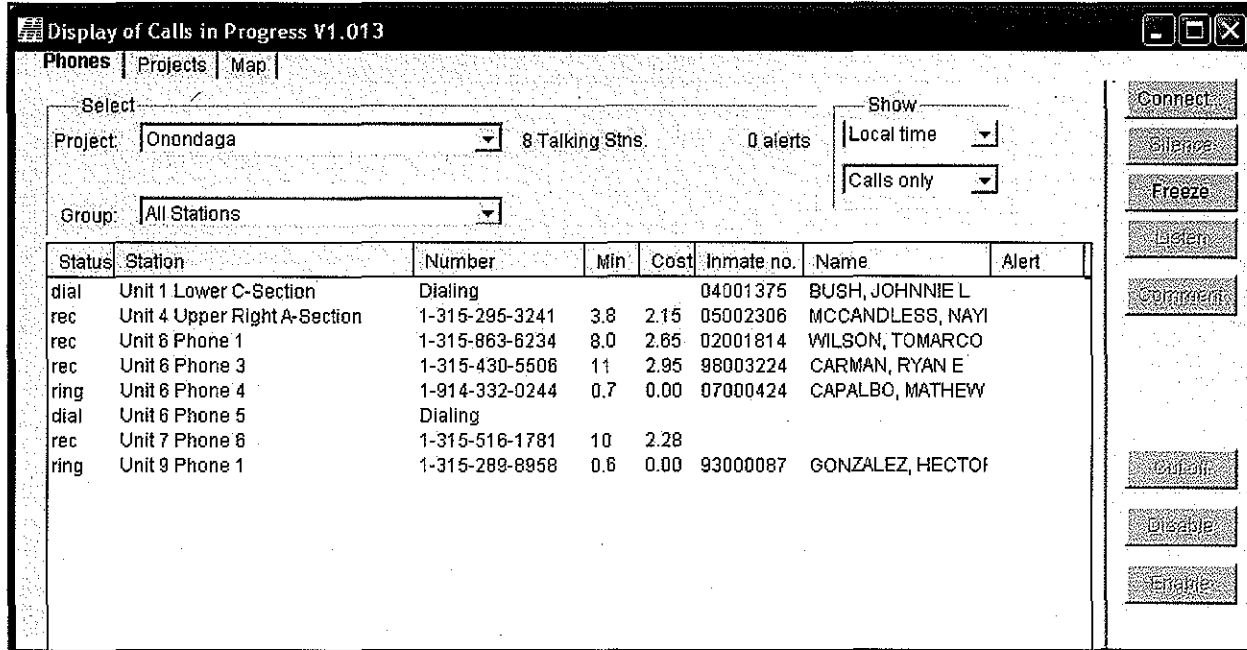
EMBARQ Response: Read, agree and will comply.

Authorized personnel can easily access live call monitoring on any System workstation at any time. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording. Critical Call Monitoring Functions include:

- Silent, undetectable monitoring
- Allows multiple simultaneous monitoring sessions
- Search function to isolate calls of interest
- Monitoring has no impact to recording function
- Ability to monitor from a remote workstation or PC via LAN, WAN or internet
- Protection of privileged calls from monitoring
- Ability to disconnect call in progress while monitoring
- Ability to "barge in" to calls in progress and speak to both parties
- Ability to scan active calls (monitor each for a defined time period.)



Call monitoring is accessed through the Call Status display menu on the workstation. The administrator or investigator selects the station or trunk to monitor with a click of the mouse, and then clicks the Connect button to begin the process.



Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
dial	Unit 1 Lower C-Section	Dialing			04001375	BUSH, JOHNNIE L	
rec	Unit 4 Upper Right A-Section	1-315-295-3241	3.8	2.15	05002306	MCCANDLESS, NAYI	
rec	Unit 6 Phone 1	1-315-863-8234	8.0	2.65	02001814	WILSON, TOMARCO	
rec	Unit 6 Phone 3	1-315-430-5506	11	2.95	98003224	CARMAN, RYAN E	
ring	Unit 6 Phone 4	1-914-332-0244	0.7	0.00	07000424	CAPALBO, MATHEW	
dial	Unit 6 Phone 5	Dialing					
rec	Unit 7 Phone 6	1-315-516-1781	10	2.28			
ring	Unit 9 Phone 1	1-315-289-8958	0.6	0.00	93000087	GONZALEZ, HECTOR	

This function is silent and undetectable by either the inmate or called party. During the monitoring process, the investigator may terminate the call with a single click of the mouse on the "Cut-Off" button.

3.9.8 The ITS shall provide for simultaneous playback of recorded calls and continuous recording of live conversations. It is mandatory that the playback of any selected channel must be accomplished while continuing to record all input channels.

EMBARQ Response: Read, agree and will comply.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

3.9.9 The ITS shall have the capability of automatically calling and alerting investigators and offering live monitoring of calls. Vendor shall include detailed information on its alert application: at a minimum, the types of alerts available (cell phone, pages, email, etc.), required security PIN for accessing the real-time call, etc.

EMBARQ Response: Read, agree and will comply.



The ENFORCER[®] provides an alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER[®] alerts can be placed on specific inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:

- Email Alerts – The ENFORCER[®] can send email to an administrative terminal or any public email address when an alert is triggered.
- Paging Alerts - The ENFORCER[®] can issue numeric messages to paging services to alert an investigator.
- Monitoring Alerts - The ENFORCER[®] can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER[®] monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

3.9.10 The ITS shall provide the capability to copy the conversations onto a compact disc (CD) or other storage device in audio or MP3/data format. The storage device shall be provided by the vendor and located with the recording equipment in the area designated by the State. The storage device shall produce transfer recordings with virtually no loss in quality and shall be capable of placing an audio time and date stamp within the recording. The storage device shall have a monitor amplifier and speaker so that the investigator may confirm accurate transfers of the recorded information.

EMBARQ Response: Read, agree and will comply.

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

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

Selected calls may be quickly and easily exported to CDR mediate in either MP3 or audio format.



INMATE CALLING User: kdoss
Ver 0.0136

IC Solutions The Enforcer

Inmate	Global Numbers	Prepaid	Monitor Phones	Call Info	Reports	Site Admin	ICS Admin	Logout
--------	----------------	---------	----------------	-----------	---------	------------	-----------	--------

Inmate ID

Start Date/Time

Called Number

End Date/Time

Search CDRs

More Search Criteria... No Criteria Selected.

Clear Search

Change Columns...

Select all

Select none

Play selected call

Burn calls to audio CD-R

Burn calls to mp3 CD-R

Export call records to file

Found 136 call records. Displaying only most recent 100 records.

Select	Off Hook Time	End Type	Inmate ID	Phone Number	Bill Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	Prior
<input type="checkbox"/>	01/23/2006 11:29:57	Normal	21657	1-205-424-2268	01/23/2006 11:30:30	Admin Zero Bal	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:28:24	Normal	21657	1-205-919-4386	01/23/2006 11:29:39	Admin Setup	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:27:38	Normal	21657	1-878-755-7615	01/23/2006 11:28:03	Admin Zero Bal	Interstate	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:24:50	Normal	21657	1-205-267-8880	01/23/2006 11:25:39	Admin Setup	Local	0	0:00	\$0.00	F pod
<input type="checkbox"/>	01/23/2006 11:23:39	Normal	21657	1-205-267-9673	01/23/2006 11:24:32	Admin Setup	Local	0	0:00	\$0.00	F pod
<input checked="" type="checkbox"/>	01/23/2006 11:15:36	Normal	21657	1-205-923-1214	01/23/2006 11:16:55	Admin Setup	Local	9	0:00	\$0.00	F pod
<input checked="" type="checkbox"/>	01/23/2006 11:14:01	Normal	18814	1-205-787-0069	01/23/2006 11:15:10	Collect	Local	876	15:00	\$2.85	G pod

3.9.11 Time and date entries for each recorded conversation shall be displayed on a per channel basis. The ITS shall display all conversations in chronological order to facilitate research and playback.

EMBARQ Response: Read, agree and will comply.

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

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



- 3.9.12 At the request of the State, vendor shall provide remote access to the State to the ITS at no cost to the State. The provision of remote access shall allow the State the same features and functionalities, permitted by the user's level of access, available on the workstations supplied by vendor.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system is configured to be accessible remotely over LAN, WAN, VPN, or dial-up to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, VPN, or dial-up connection to the system.

EMBARQ's platform provider ICSolutions has had success in providing the FBI remote access from their computers in Milwaukee to the Dodge County, WI facility. The FBI has the ability to conduct investigations through the use of reports, monitoring live calls or listening to recordings as if they were working from the administrative workstations on site.

This is accomplished by the FBI having internet access and accessing our public IP address through secure ports through a firewall on their network. Then they gain access to the ITS platform at Dodge County through our high speed network and secured ports through the ICSolutions firewall at the facility. This give each user full control based on their secure log on access. We also provide user level access based on the users need to block, unblock numbers, assign PIN numbers, post debit accounts, run reports, monitor live calls, and listen to archived calls that are stored on site for the life of the contract.

One of the key features the investigators like is the ability to remotely alert to cell phones, emails, and pagers. When ever the FBI agent is working a case and wants to be alerted when a call is made to a number, he/she is able to receive alerts via their cell phone and monitor the call live from where ever they are regardless of their location.

- 3.9.13 Vendor must describe how alarms/alerts and printed information will be provided.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® provides an alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:

- Email Alerts – The ENFORCER® can send email to an administrative terminal or any public email address when an alert is triggered.
- Paging Alerts – The ENFORCER® can issue numeric messages to paging services to alert an investigator.
- Monitoring Alerts – The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous



access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

3.9.14 The vendor shall provide an uninterrupted power supply source to ensure there is no loss of recordings or real time call data in the event of a power failure.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® is delivered with a 2.2KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to one hour in the absence of commercial power.

We also deploy line protection to further shield the system, phones and lines from lightning and power surges.

3.10 DEBIT OR INMATE BASED PRE-PAID APPLICATION

3.10.1 The State 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:

EMBARQ Response: Read, agree and will comply.

3.10.1.1 The debit/inmate based pre-paid application shall work with the ITS provided.

EMBARQ Response: Read, agree and will comply.

Debit is a fully integrated debit platform that allows inmates to place calls utilizing the funds established and maintained in their individual PIN-based accounts. If desired, we will make arrangements to interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

3.10.2 The debit application shall interface with the current Commissary System for ease of transfer of money from the commissary account to the Inmate ITS account. The Commissary is managed by the State. In April of 2008, 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.

EMBARQ Response: Read, agree and will comply.

The ENFORCER® system has the capability of providing a "near" real-time interface with the inmate commissary system. The ENFORCER® system supports a published XML interface that is simple and straightforward in its application. This XML interface requires that each time an inmate purchases debit calling time from the commissary, the commissary system will output an XML file that is transferred to The ENFORCER® system. The system then reads



this file and updates its database and inmate debit accounts. The delay between calling time purchase, and calling account update, can be as minimal as one minute, or can be delayed and completed in batch mode using a periodic method, i.e., every hour, several hours, or daily.

3.10.3 The vendor shall provide information on how the ITS handles debit balances if an inmate is transferred from one State facility to another.

EMBARQ Response: Read, agree and will comply.

Remaining balances can be quickly and easily transferred to a new card by the inmate using an automated process. This eliminates the risk of "orphaned" balances and reduces inmate complaints.

3.10.4 The pre-paid application shall allow for prepayment to a specific inmate's account or a member of inmate's PAN and shall be specific to an inmate's PAN.

EMBARQ Response: Read, agree and will comply.

Debit is a fully integrated debit platform that allows inmates to place calls utilizing the funds established and maintained in their individual PIN-based accounts. If desired, we will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

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

EMBARQ Response: Read, agree and will comply.

Card balances are automatically announced to the inmate upon call placement, allowing the user to easily keep track of the remaining funds available for calling.

3.10.6 The debit/inmate based pre-paid application shall allow international calls. The vendor shall propose international calling rates in Attachment J.

EMBARQ Response: Read, agree and will comply.

Debit is a fully integrated debit platform that allows inmates to place calls to all international locations.

3.11 TRAINING

3.11.1 The Vendor shall provide training to the State's staff at the locations where the equipment is installed. Additional training shall be provided to new staff assigned during the Agreement period at no cost to the State, at specific facilities in the north and south. Video conferencing is acceptable.



EMBARQ Response: Read, agree and will comply.

We will provide a customized training curriculum for each facility we serve. Classes will be scheduled to fit the facility's preferences and the schedules of the personnel involved in the training.

Our goal is to familiarize State personnel with daily system functions, blocks, reports, and investigative tools as well as emergency system shut down. We understand that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants. The user-friendly nature of The ENFORCER[®] system makes it easy to understand and minimizes staff training time.

- The training sessions will be conducted at a centralized location or at each site, as required by the facility.
- Training materials will consist of classroom presentations with question and answer sessions, including demonstrations of the commonly used features of The ENFORCER[®] system. Hands-on learning will be available on a one-on-one basis, as allowed by the facility.
- Each participant will leave the training session with a Quick Reference Guide for future reference.
- Initial and continuous training will be conducted upon request. All training is provided at no cost to the facility.

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

- A. Day-to-Day System Administration
 - 1. Logging In
 - 2. User Access Control Settings
 - 3. Call Process Flow
 - 4. Call Record Search
 - 5. Blocked Number Administration
 - 6. Inmate Editor Function
 - (a) Create a new account
 - (b) ANI Advanced Privileges and Controls
 - (c) Entering PANs
 - (d) Alerts on Inmate Accounts
 - (e) Disable Account
 - (f) Search for Inmate Account
 - b. Print Account Information
 - 7. Debit Account Administration
 - 8. Interface functionality (if applicable)



- B. Investigative Functions
 - 1. Monitoring
 - 2. Call Disrupt Function
 - 3. Recording
 - 4. Recording Exempt Numbers
 - 5. Setting Alerts (email, pager and phone)
 - 6. Recording Search, Retrieval & Reporting
 - 7. Recording Export to CD
 - 8. Report Generation

- C. Automated Calling Process
 - 1. Initiating a Call
 - 2. Collect Call Process
 - 3. Debit Call Process
 - 4. PrePaid Collect

- D. Service & Maintenance
 - 1. Receiving Trouble Reports
 - 2. Information Gathering & Preliminary Trouble-shooting
 - 3. Trouble Reporting Instructions
 - 4. Email updates on trouble tickets

- E. Reference Tools
 - 1. Quick Reference Guide
 - 2. User Guide
 - 3. Report Synopsis
 - 4. Inmate Information Pamphlet in English & Spanish
 - 5. Support Center

- F. Contact Information

3.11.2 Training manuals shall be provided to the State's staff at all training meetings at no cost to the State. All manuals will become the property of the State.

EMBARQ Response: Read, agree and will comply.

Training manuals will be provided to the staff at the training meetings and will become the property of the State.

3.11.3 Informational pamphlets shall be available for inmates relative to the applicable features and functionalities of the ITS, when requested by the State and at no cost to the State.

EMBARQ Response: Read, agree and will comply.

Inmate information pamphlets will be available for inmates in both English and Spanish.



3.12 GENERAL MAINTENANCE

- 3.12.1 The vendor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Agreement. No charge shall be made to the State for maintenance of the ITS.

EMBARQ Response: Read, agree and will comply.

EMBARQ will provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the manufacturer's specifications throughout the life of the agreement at no charge to the State. It should be noted that every NDOC site will be visited at least once/month by a field technician to ensure all of the equipment associated with the ITS is in proper working order, even if no troubles have been reported or detected at the site.

- 3.12.2 The vendor shall have the ability to perform remote diagnostics to the ITS to determine if a problem is with the telephone unit or with the telephone line.

EMBARQ Response: Read, agree and will comply.

Due to the sophisticated nature of The ENFORCER®, personnel are able to carry out an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and thereby expedite resolution.

Once deployed in the field, The ENFORCER® is designed to constantly and automatically monitor its trunk and station connections and to reallocate resources to avoid "dead" stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation thereby providing insight into defective components (hardware, software, or station phones) at a particular facility. Technical support personnel are equipped with the ProActiveNet network monitoring application.

- 3.12.3 The ITS shall provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline system control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control shall be accessible via modem by service center personnel and shall provide failure reports, service history and other diagnostics.

EMBARQ Response: Read, agree and will comply.

All equipment proposed is shipped from the manufacturing facility following a rigorous testing procedure and approval by Quality Assurance personnel. Following deployment, EMBARQ will create a preventative maintenance schedule to ensure that we meet our goal of



continuous, reliable service. In addition, we take a number of pro-active steps to manage system performance.

We use the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.

In addition, diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the Technical Support Team for further investigation and resolution. Lastly, daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

3.12.4 The vendor shall maintain all cable related to the ITS, whether reused or newly installed.

EMBARQ Response: Read, agree and will comply.

EMBARQ will maintain all cable related to the ITS, whether reused or newly installed. As shown in the table below, whether existing cable can be used, or new cable is required, EMBARQ will be completely responsible for its purchase, installation and maintenance throughout the life of the contract at no cost to NDOC.



From	To	Vendor Who Will Perform Cabling	Type of Cable	Amount Required	Notes
ITS	MDF	ICS	25 pair 24 gauge	1 pair/phone	Terminates on ITS with Amphenol Plug
MDF	IDF	Paragon	50 pair underground burial cable, 24 gauge	1 pair/phone	Terminates on the MDF & IDF with standard 66 blocks
IDF	Phones	Paragon	4 pair 24 gauge	1 pair/phone	Terminates on the phone with RJ-11 jacks
ITS	ICS Workstations	ICS	CAT5	2 pair/workstation	Terminates on the Workstation with Ethernet cable connector
ITS	Existing DOC Workstations	ICS	CAT5	2 pair/workstation	Terminates on the Workstation with Ethernet cable connector
ITS	CSU/DSU	ICS	Ethernet Cable	1/T-1	Terminates on ITS and the CSU/DSU with an RJ-48C connector
ITS	Router	ICS	Ethernet Cable	1 per ENFORCER [®] Chassis	Terminates on ITS and the router with an RJ-48C connector
ITS	LEC Demarcation	ICS	4 pair 24 gauge	1 pair/B1	Terminates on LEC Demarcation with RJ-11

3.12.5 The vendor shall provide their on-site repair time, method and proposed level of services for the facilities. Vendors shall detail their ability to handle emergencies. Please provide an escalation plan.

EMBARQ Response: Read, agree and will comply.

EMBARQ will provide an on-site response time to all NDOC sites of no more than four hours. Repairs or replacement should be completed within 24 hours (for normal maintenance) and



within 12 hours for emergency outages. This will be achieved by using a combination of EMBARQ personnel and two ShawnTech technicians dedicated to the service of the NDOC account. This approach is detailed in the table below:

DOC Facility Code	# of Inmate Phones	Employer of Primary Technician Responsible For Site *	Employer/Name of Overall Lead Technician and Trouble Ticket Coordinator	Employer/Name of Program Manager Dedicated to NDOC Account
ESP	37	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
HDSP	145	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
LCC	97	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
NSP	60	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
NNCC	50	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
SDCC	60	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
SNCC	26	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
FMWCC	57	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
WCC	19	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
CCC	6	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
ECC	5	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
HCC	4	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
ISCC	6	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
JCC	24	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty
PCC	8	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
SSCC	7	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
SCC	10	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
TCC	6	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
WCC	6	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
NNRC	7	ShawnTech	ShawnTech/TBD	EMBARQ/Shelia Rafferty
CGTC	24	EMBARQ	ShawnTech/TBD	EMBARQ/Shelia Rafferty

EMBARQ will provide a level of service that ensures the satisfaction of the four customer groups associated with an inmate telephone system:

1. The inmates who place the calls
2. The inmates' friends and family who receive them
3. The corrections officers who must be able to monitor, record, generate reports, and perform investigations concerning all non-privileged phone conversations
4. The state government personnel responsible for the inmate telephone system contract.



This level of service will be achieved through three separate programs:

1. The monthly preventative maintenance inspections to be conducted at every site.
2. The trouble ticket procedure 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 local DOC personnel.
3. Periodic service reviews (typically conducted at customer's location quarterly) 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.

Technician Service Plan Overview

EMBARQ will be using ShawnTech as a subcontractor to provide two (2) vendor certified technicians to support fourteen (14) Nevada Inmate Telephone Service facilities. Embarq will also provide its own field technicians in the Las Vegas Area to serve the remaining eight DOC sites. The equipment and platform certified technician is equipped with a laptop, cell phone and pager to promptly respond to trouble ticket calls. The technicians will be strategically placed to provide maximum service coverage.

Maintenance Zones - Average Drive Time

Sites	Zones	Office Base	Avg. Drive Time (Mins)	Avg. Mileage
3	Maintenance Zone 1	Las Vegas (Embarq)	38	35.0
9	Maintenance Zone 2	Carson City (ShawnTech)	47	49.3
2	Maintenance Zone 3	Ely	130	104.5
14		Averages	33	62.9

EMBARQ will be able to have a technician on site within a three hour time frame. The overall statewide average drive time is about 33 minutes to a site. EMBARQ will be positioned to meet and exceed the contract requirements.



Maintenance Zone 1			
Office Base:	Las Vegas		
Site	Phones	Travel Miles	Drive Time (min)
High Desert State Prison - HDSP	145	49.8	55
Southern Desert CC - SDCC	60	49.6	54
Indian Springs Conservation Camp - ISCC	6	48.5	53
Indian Springs Boot Camp	3	48.5	53
Florence McClure Women's Corr - FMWCC	57	9.1	12
Casa Grande Transitional Center - CGTC	24	8.4	9
Jean Conservation Camp - JCC	24	33	32
Southern Nevada CC - SNCC	26	33	32
Phones/Avg Mileage/Avg Drive Time	345	34.9875	38

Maintenance Zone 2			
Office Base:	Carson City		
Site	Phones	Travel Miles	Drive Time (min)
Northern Nevada CC - NNCC	50	3.9	6
Stewart Conservation Camp - SCC	10	4.7	8
Nevada State Prison - NSP	60	2.1	4
Warm Springs CC - WSCC	19	2.1	4
Northern Nevada Restitution Center - NNRC	7	29.8	31
Silver Springs CC - SSCC	7	33.6	40
Lovelock CC - LCC	97	128.3	116
Humboldt CC - HCC	4	189.9	168
Phones/Avg Mileage/Avg Drive Time	254	49.30	47

Maintenance Zone 3			
Office Base:	Ely		
Site	Phones	Travel Miles	Drive Time (min)
Carlin CC - CCC	6	173.3	216
Wells CC - WCC	6	147	178
Ely CC - ECC	5	18.1	23
Ely State Prison - ESP	37	12.4	26
Pioche CC - PCC	8	106.2	129
Tonopah CC - TCC	6	170	208
Phones/Avg Mileage/Avg Drive Time	68	104.50	130



In addition, the lead technician will serve as a triage center for trouble tickets and dispatch. For minor repairs at sites where an existing (non DOC-assigned) EMBARQ field technician is more proximate, or for a major problem requiring multiple technicians, the lead technician will contact EMBARQ's District Field Manager, who will serve as a single point of contact for dispatch of EMBARQ "backup" technicians.

Dispatch Center

EMBARQ will use the ShawnTech Dispatch Center, which is available twenty-four hours a day, seven days a week. Calls are received reporting troubles affecting the inmate telephone system from designated Department of Corrections' facility personnel or EMBARQ's Dispatch Group. Dispatch operators follow-up on ticket status daily.

Service Management Call Center System Application

ShawnTech takes a "One Call" approach to Field Service Management. Their live answer center is staffed 24/7, and their Dispatch Center provides field service management from the initial response to the trouble call to final closure. Trouble tickets are assigned a unique number under which all repair information is logged. This detailed information is then broken down by trouble codes for clear and concise accessibility of project information through customized reports.

ShawnTech's "**TeleDocs**" reports reflect project information in a multitude of formats. Reports contain detailed repair narratives, trouble codes, or end result time reports, enabling the customer to track work progress.

Daily electronic updates and weekly reports are generated as part of regular processes. Customers have the ability to view their account tickets and customized reports 24/7, in real time by accessing the **TeleDocs** Web Portal. The web application provides customers with:

- Online ticket processing
- The real time "Dispatch Board" status
- Ticket information
- Facility ticket history
- RMA tracking
- Parts usage
- Customized reports



The **TeleDocs** Portal offers two distinct advantages to our customers:

1. **eService** – customers can open tickets via the web site. A ticket number is generated and the Dispatch Center is notified. The ticket is then processed and dispatched.
2. **eReports** - offers the ShawnTech customer unlimited customized reports with in-house ad-hoc capabilities. Some example common report types are:
 - System Preventative Maintenance
 - Inventory Usage
 - Closed Ticket Reports
 - Open Ticket Status Reports
 - Equipment Logs
 - Facility General Information

ShawnTech is dedicated to providing legendary service to the NDOC project partners and customers by ensuring quick repair responses and dedication to customer service. Examples of some of the detailed coding and information sorting for field service tickets are on the following pages. ShawnTech continually works to improve and customize processes to suit the needs of their customers.

When a problem is reported to the Dispatch Center, Dispatch collects the facts surrounding the report and then opens a trouble ticket.

- Depending on the type of trouble, the Dispatcher will contact the Call Control Vendor or the Technical Manager to determine if dispatch is needed.



If dispatch is required, the Dispatcher will notify the appropriate field repair technician for an ETA to the site. Ticket updates and information are logged daily throughout this process recording all steps completed for trouble resolution. Customers are notified of progress as information is received.

Trouble Codes

Typical Ticket Format

103 Opening Trouble Codes

Tickets are categorized to reflect the type of trouble call received. Upon closing a ticket a second code is added to reflect the type of repair that was completed.

Shawntech codes can be customized to meet customer specifications.

97 Closure Trouble Codes

Resolution codes were created to correctly reflect the type of repair(s) that were completed to correct or restore service to the facility inmate phone or call control system. The opening and closing codes are used in creating reports that can analyze or evaluate project information.



Resolution Codes & Closure Note Field

Service Call

Customer: Service Software
 Location: Ticket Form at

Problem Type: Vendor
 Division: Name

Call Type: SYS SYSTEM PROBLE
 Priority: 2 ENTER #1,2,3,4 OR 5

Technician ID: DDLAN
 Date: 1/21/2005

Starting Time: 12:00:00 AM

Call Status: CLOSED
 Completion Date: 1/21/2005

Resolution: EVR EVERCOM RESOLVED

CAUSE OF OUTAGE: Other
 DELAY FACTOR: DTHR
 LATEST UPDATE/Repair: System is working fine
 Vendor ID & Ticket #: EVR #297674

Resolution Codes:

- BT DELIVERABLE ABUSE
- B1 LINE RUN/EXTENDED
- CAC CALL AUDIT COMPLETED
- CM CALL
- CMW UPDATE
- CMR
- CON CARD REPLACED
- CON CONTROLLED REPAIR OR REPLACE
- CSU CSU REPLACED
- CSW
- CUT OFF SWITCH REPAIR
- DEL DIAL BACKUP VERIFIED
- DEL DIAL/PROG/ISSUE SWITCH REPLACED
- DD DOCUMENTATION COMPLETED
- DDI DUPLICATE TICKET
- DDO CUSTOMER TRIPUP
- DDP
- DDR TAC No Answer Escalated
- DDT
- DDU
- DDV
- DDW
- DDX
- DDY
- DDZ
- DDAA
- DDAB
- DDAC
- DDAD
- DDAE
- DDAF
- DDAG
- DDAH
- DDAI
- DDAJ
- DDAK
- DDAL
- DDAM
- DDAN
- DDAO
- DDAP
- DDAQ
- DDAR
- DDAS
- DDAT
- DDAU
- DDAV
- DDAW
- DDAX
- DDAY
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Resolution Codes Legend:

- 0: 0
- 1: 1

Closure Note Field:

Reference ID: 1050120-0014
 Subject: P-1
 Author: Janet Conley

Reminder? Reminder Date: Printable?

B48-POC cannot open window for CAM pre-pay editor; or invest. report. Evacom made adjustments.

Shawntech captures the trouble repair information in a Description narrative on each trouble ticket. Additional closure comments are also entered in the Resolution narrative window. This window also provides the ability to insert customer specific codes.

Time Stamps

Define Time Stamp

Service Call ID:
 Date Opened: User ID:
 Time Opened: Service Call Date:

	Stamped Time/Date	Guaranteed Time/Date
RECEIVED-TECH CALL	<input type="text"/>	<input type="text"/>
CONTACT-GATEPASS	<input type="text"/>	<input type="text"/>
ON SITE-UPDATED	<input type="text"/>	<input type="text"/>
REPAIR DELAY TIME	<input type="text"/>	<input type="text"/>
FINAL CLOSURE	<input type="text"/>	<input type="text"/>

Sample Screen of Time Log Window used by Shawntech Dispatch. Nine individual times are captured for all trouble/service tickets.

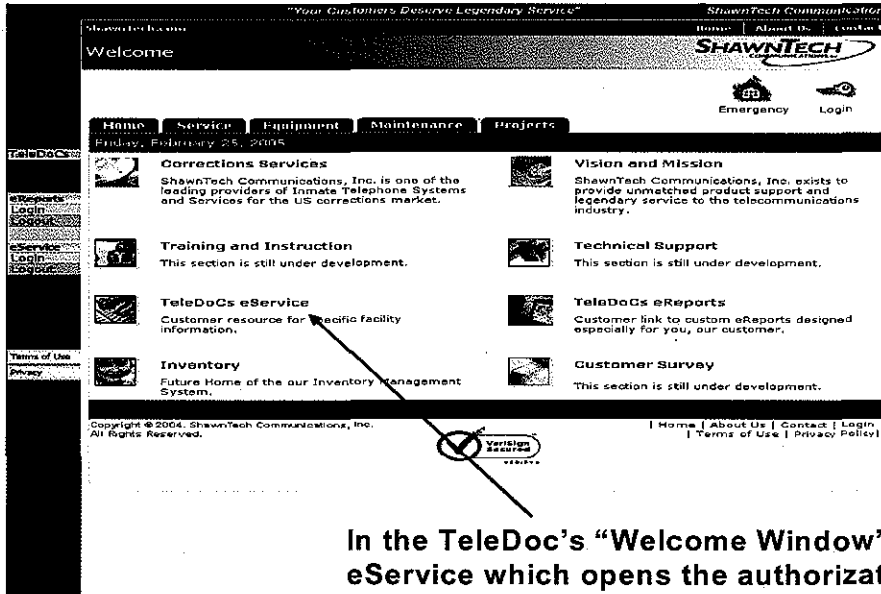
Service Call ID:
 Date and Time Opened:
 User ID:
Received –Tech Called
Contact- Gate Pass:
On Site - Update:
 Repair – Delay Time:
Final Closure:

System Generated Ticket Number
 Time Ticket is entered into the System
 Dispatch code assigned internally
Actual Reported Time - Assignment to Technician
Facility Called- On Site Time Granted
Tech's arrival to site- Repair made facility functional
 Used to identify problem situations; i.e. Tech could not gain access; Parts shipment needed
Trouble repair is complete and closed



The nine time stamps above are captured for each trouble report. This breakdown gives a clear view of the time required for each level of resolution surrounding a trouble report from the initial call to the final resolution.

TeleDoCs eService



- Open a Service Ticket**
- View Current Individual Tickets**
- See Facility Ticket History**
- Access Facility Equipment Inventory Lists**

In the TeleDoc's "Welcome Window" you will select TeleDoc's eService which opens the authorization window.

In addition to the Dispatch Center 24/7 live response, the customer has the ability to generate a ticket via the web. Once a customer has requested security clearance and is provided a User ID and Password, customers can log into the TeleDocs web portal and generate their own trouble ticket. This ticket will appear on the Dispatch Center Active Dispatch Board alerting the dispatcher of a new trouble ticket. The Dispatcher will then process the ticket and complete the dispatch. TeleDocs also offers reports.

Preventive Maintenance Plan

An aggressive preventive maintenance plan will ensure the inmate telephone system and supporting equipment are kept in good working condition. Our position is to minimize the percent of downtime with proper preventive maintenance. At a minimum, a technician will visit each site once a month.



Dispatch Operations

1. Receive calls from designated NDOC facility personnel or EMBARQ's Dispatch Group reporting telephone or system trouble affecting the inmate call control system.
 - Caller provides detailed information of the type of trouble and the general location of the trouble.
 - Type of equipment problem or location of phone not working
 - Time frame in which the trouble occurred
 - Point of Contact for additional information and call back number
 - Availability of on-site access if necessary to complete reported repair
 - Caller will receive a trouble ticket number at the time of reporting.
Exceptions to this procedure will apply to troubles reported after 5:00 p.m. and before 8:00 a.m. Monday through Friday (EST) or weekends and holidays. Repairs will proceed as normal however trouble ticket numbers will be generated on the following business day and provided to the caller.
2. Trouble Ticket will be issued and the system will automatically date the trouble ticket. The ticket will record the following information:
 - Facility name and phone number
 - Person reporting the trouble
 - POC call back number
 - Trouble information
 - Time of dispatch to Field Technician
 - Status updates daily and ETA until trouble is closed
 - Name of any technicians sent on site for physical repairs to the system or inmate telephones
3. Lead technician will evaluate ticket (nature of trouble, severity, and location). Lead technician will either self-dispatch or call appropriate primary/backup NDOC technician(s).
4. Daily follow-up status will be entered on all calls that remain open into the next day or over 24 hours. Updates will be recorded and forwarded to the Customer on a daily basis via email.
5. If the ticket is referred to the hardware vendor for repair, the contact name and ETA of the technician will be recorded on the ticket.
6. Daily ticket updates will be sent to the customer via email.
7. Weekly and monthly reports will be provided to the customer on ticket closures and pending issues. Ticket closure reports will be customized for the customer within the systems parameters to provide the customer with effective and efficient information.
8. When repairs are completed and reported to the SHAWNTECH Dispatch Center the repair will be verified by the SHAWNTECH Dispatch Team with the ticket POC or designated facility inspector before the ticket will be officially closed. Upon verification from the facility that the trouble has been resolved, the ticket will be closed and the customer notified of the resolution.

**Dispatching Trouble Tickets**

1. The SHAWNTECH Dispatcher will contact Field Technician after receiving and recording all necessary information from the reporting facility personnel regarding a trouble issue.
2. Field Technician will respond to the POC for the facility within the time constraints of the contract either remotely or on site.
3. If a hardware repair is required, EMBARQ will indicate their course of action to resolve the trouble issue involving their remote intervention to correct software issues, which SHAWNTECH will record as a "Status" on the trouble ticket. If EMBARQ needs to dispatches a technician to the facility for a physical repair to the recording equipment, the name of the technician will be reported to SHAWNTECH and recorded at that time on the open trouble ticket.
4. SHAWNTECH will check daily with the hardware vendor to facilitate speedy repairs to open trouble tickets needing a software resolution. When the repair is made, the ticket closure will be entered into the system. At that time the SHAWNTECH dispatcher will contact the facility to verify that the trouble has been repaired and there are no additional unresolved issues. Upon verification from the facility inspector or point of contact that the repair was complete, SHAWNTECH will close the ticket and notify the customer of the closure by email.

Escalation Procedures

- Appropriate escalation procedures will be developed for use in the event that trouble tickets are not closed in the established time frame when issues have been referred to the call control vendor or local LEC for repair.
- Escalation list will include time parameters, contact person, phone number, alternate phone number (cell phone or pager) and email address.
- Escalation procedures for Field Technical Engineers (lead technicians) are as follows:
 - Lead Technician
 - DOC Administrative Manager
 - Project Manager
 - General Manager



Preventive Maintenance Checklist

I: Inmate Phones

Tests and Checks Performed	Frequency (W,M,Q,Y)	Vendor
1. Check - Dial pads. (Listen for tones on all keys).	Monthly	EMBARQ / ShawnTech
2. Check - Handset cords	Monthly	EMBARQ / ShawnTech
3. Check - Hook switch.	Monthly	EMBARQ / ShawnTech
4. Check - Handset for clarity.	Monthly	EMBARQ / ShawnTech
5. Check - Missing or loose screws on phones and enclosures.	Monthly	EMBARQ / ShawnTech
6. Check - Manual cut off switches.	Monthly	EMBARQ / ShawnTech
7. Check - TDD device – Make a test call.	Monthly	EMBARQ / ShawnTech
8. Check - Lighting protection, if applicable.	Monthly	EMBARQ / ShawnTech
9. Check - The signage on each phone and replace if needed.	Monthly	EMBARQ / ShawnTech
10. Verify - Station ID list that is on the Call Control platform.	Monthly	EMBARQ / ShawnTech
11. Check with the site point of contact to insure all issues are documented.	Monthly	EMBARQ / ShawnTech

II: Call Control Equipment

Tests and Checks Performed	Frequency (W,M,Q,Y)	Vendor
1. Check – Inmate Phone System - Check for trunk errors.	Monthly	EMBARQ / ShawnTech
2. Check - System resource levels.	Monthly	EMBARQ / ShawnTech
3. Check - Hard drive usage.	Monthly	EMBARQ / ShawnTech
4. Check - UPS is fully charged and operational.	Yearly	EMBARQ / ShawnTech
5. Check – Analog (B1) lines connected to Inmate Phone System. Perform dial-up test.	Monthly	EMBARQ / ShawnTech
6. Check - Backup files. Insure that system is backing up files properly.	Monthly	EMBARQ / ShawnTech
7. Check - All system clocks are updated properly.	Quarterly	EMBARQ / ShawnTech
8. Vacuum dust filters in the Inmate Phone System.	Monthly	EMBARQ / ShawnTech
9. Rinse dust filters in the Inmate Phone System.	Quarterly	EMBARQ / ShawnTech
10. Vacuum cooling fans on all systems, if applicable.	Monthly	EMBARQ / ShawnTech
11. Generate a monthly trunk usage report.	Monthly	Hardware Vendor



III. Workstations

Tests and Checks Performed	Frequency (W,M,Q,Y)	Vendor
1. Test - Audio tape deck, if applicable.	Monthly	ShawnTech
2. Check - Backup tape and printer ink supplies.	Monthly	ShawnTech
3. Check - Tape Archive Function. Listen to calls from the archive tape unit.	Quarterly	ShawnTech
4. Check - CD Burner - Pull calls from the CD Burner. If applicable.	Monthly	ShawnTech
5. Test - Call Search	Monthly	ShawnTech
6. Test - The ability to turn the phones On and off from the platform.	Monthly	ShawnTech
7. Test - Perform live monitoring.	Monthly	ShawnTech
8. Test - Printing reports to printer	Monthly	ShawnTech

IV. Network Components

Tests and Checks Performed	Frequency (W,M,Q,Y)	Vendor
1. Check - CSU/DSU Unit for errors. Log errors in service report and clear memory buffer.	Monthly	ShawnTech

V: Software Checks & Tests

Tests and Checks Performed	Frequency (W,M,Q,Y)	Vendor
1. Check - Replication.	Monthly	ShawnTech
2. Check - Inmate Phone System - Check/Verify system settings are correct and modules are operational.	Quarterly	ShawnTech
3. Check - Facility branding	Quarterly	ShawnTech
4. Check - Calls for proper start/stop, origination, destination, PIN numbers	Quarterly	ShawnTech
5. Check - Verify each type of call (Local, Intra-lata, Inter-Lata, Inter State)	Quarterly	ShawnTech



Disaster Recovery

A service provider's ability to quickly recover from an emergency or major disaster is a function of the level of preparations made before the disaster occurs, the resources the service provider is capable of marshalling, and the provider's experience with such challenges.

In case of a disaster occurring at a NDOC site or sites that disrupts inmate telephone service, the emergency numbers will be the same as those used in a standard trouble ticket scenario. In this manner, MDOC personnel will not have to maintain a separate phone list to be used only in emergencies. In the event of a service outage of such magnitude that it qualifies as a disaster the NDOC will receive a call back within 30 minutes of their initial call being placed to the trouble desk, and will be provided updates of the situation every 15 minutes until all service is restored.

Disaster Recovery Task/Role		
Level	EMBARQ Position	Task/Role
1	Program Manager (Shelia Rafferty)	<ul style="list-style-type: none"> • Researches history of problem and identifies personnel involved with the problem resolution. • Determines current status of the problem and time parameter for resolution from the perspective of the NDOC and those involved. • Notifies personnel and supervisors of strategy for problem resolution. • Keeps NDOC and management involved in progress of problem resolution. Escalates as necessary. Responsible for seeing problem through to resolution.
2	Manager – Inmate Operations (Keith Shiflett)	<ul style="list-style-type: none"> • Resolves trouble/issue or escalates further if necessary. • Applies additional resources (EMBARQ, ICS, ShawnTech, LECs, IXCs, etc.) as necessary. • Keeps NDOC informed of ongoing activities involving problem resolution.
3	Director – EMBARQ Public Access (Paul Cooper)	<ul style="list-style-type: none"> • Escalates further if necessary.
4	President – Wholesale Markets (Bill Cheek)	<ul style="list-style-type: none"> • Ensures resolution.



The dispatch procedures used will be the same as those used in a standard trouble ticket. Emergency dispatch will be on a 24-hour per day, 365 days per year basis.

Upon receipt of a trouble call from the State by EMBARQ's Customer Service Center, which offers a toll-free, 24 x 7, 365 days per year access, the highly trained and qualified customer service center representative will determine whether the problem lies within the call control system, the network, or the inmate phone set(s). EMBARQ, ICS, and ShawnTech employees will all be made available to promptly implement disaster recovery.

EMBARQ will keep the designated NDOC contact(s) informed and provide updates concerning the cause of the service outage, what measures are being taken to fix the outage, and the estimated time for service recovery. These updates will be provided via both e-mail and phone call, at the frequency desired by the customer (once/day, twice/day, hourly, etc.).

It should be again noted that EMBARQ has 513 network and service technicians in the State of Nevada with extensive installation and repair experience with telecommunications infrastructure. In the case of an emergency outage or a disaster (i.e., multiple sites being disrupted because of extreme weather conditions), these technicians will be dispatched for quick restoration of both the inmate telephone systems and the network supporting them. While we do not anticipate factory-certifying these technicians, they average over 20 years of field technical experience and are fully expert in phone systems. Based on our experience with the ICS platform, we believe this plan will provide more than adequate coverage for both ongoing maintenance and emergency situations. If, however, it becomes evident that additional coverage is needed, EMBARQ will commit to factory certifying additional designated technicians for NDOC.

Restoration Plans by ITS Component

Inmate Telephone System Component	Vendor	Primary Back Up	Contingency Back Up
Inmate Phones and Cabling	Wintel	Each of the three field technicians (two ShawnTech employees, one EMBARQ employee) will carry spare parts for inmate phones (handsets, keypads, inside wire, etc.) to support preventative maintenance, repair, and disaster recovery.	If a disaster has resulted in a large quantity of phones being rendered inoperable simultaneously, EMBARQ has multiple storage sites with inmate phone hardware supplies, both in and out of the Nevada area, and existing relationships with multiple phone hardware vendors



ICS Enforcer Platforms	ICS	<p>Each of the three field technicians (two ShawnTech employees, one EMBARQ employee) will carry crash kits for the Enforcer platform to support preventative maintenance, repair, and disaster recovery. Each crash kit will contain:</p> <ul style="list-style-type: none"> - One 24 Port Station Card - One 24 Port Analog Trunk Card - Three PKIA Battery Cards - Three Hot Swappable Fans. 	<p>If a disaster has resulted in a large quantity of Enforcer components being rendered inoperable simultaneously, ICS can overnight ship significant quantities of components as necessary.</p>
ICS Enforcer Platforms	ICS	<p>A fully equipped ICS Enforcer platform will be centrally located in Nevada at a storage site providing field technicians with 24/7 access. If an Enforcer platform malfunctions or is damaged to a point where the crash kits cannot restore it to service, the "hot standby" will be transported to the NDOC facility to restore service as quickly as possible.</p>	<p>If a disaster has resulted in a large quantity of Enforcer platforms being rendered inoperable simultaneously, ICS can overnight ship significant quantities of Enforcer platforms as necessary.</p>
ICS Enforcer Workstations	ICS	<p>Each of the three field technicians (two ShawnTech employees, one EMBARQ employee) will carry one spare ICS workstation available to support preventative maintenance, repair, and disaster recovery. This quantity will be increased if experience indicates a greater need than forecast.</p>	<p>If a disaster has resulted in a large quantity of workstations being rendered inoperable simultaneously, ICS can overnight ship significant quantities of workstations as necessary.</p>
Network	IXCs and multiple LECs	<p>A storage cache will be operational in each Enforcer platform to ensure that if the validation circuit is lost, or the validation server is unavailable, collect calls will still be connected based upon the outcome of the most recent LIDB dip. Also, if a T-1 fails for an extended period of time, traffic can be relocated to the analog B1s at each site to maintain phone service.</p>	<p>If a particular NDOC site has been isolated by a localized failure of the network, EMBARQ will apply all of its resources and expertise to restoring the connection as soon as possible, given the magnitude of the disaster. It should be noted that EMBARQ is a telecommunications company, and it has formal agreements and/or well established relationships with virtually every IXC and LEC in the state. Escalation all the way to the President of EMBARQ – Wholesale Markets will occur if it is necessary to speed restoration of service.</p>



Emergency Repair Times

Type of Repair	Time of Day Trouble Reported	Notification Time (This is the maximum amount of time that passes between the customer calling the trouble desk, or the trouble desk becoming aware of the problem, and the trouble desk contacting the Program Manager and informing him of the trouble)	Dispatch Time (This is the maximum amount of time that passes between the customer calling the trouble desk, or the trouble desk becoming aware of the problem, and a technician arriving on site to address the problem, if an on-site tech is necessary)	Cure Time (This is the maximum amount of time that passes between the customer calling the trouble desk, or the trouble desk becoming aware of the problem, and service being restored, under normal circumstances)
Emergency Outages	Business Hours	15 Minutes	4 Hours	12 Hours
	Non-Business Hours	15 Minutes	4 Hours	12 Hours

3.12.6 Vendors shall provide all priority 1, 2, 3 and 4 tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor shall be liable for lost commissions during times that phones were in need of repair and not properly operating. The lost commission will be calculated by multiplying the average number of calls for each call type x (times) the then prevailing calling rates x (times) the commission rate. The specific commission shall be calculated by the State and the State will advise the vendor of all commissions due. The vendor shall pay the calculated lost commission with the next commission payment due the State. Vendor will be allotted time between the notification and the next commission payment to validate the lost commission.

EMBARQ Response: Read, agree and will comply.

EMBARQ has read, understands and agrees that it will provide all priority 1, 2, 3, and 4 tickets as they are opened, updated, and closed by the field technicians, providing detail to show the problem and final resolution of said problem. EMBARQ understands and agrees the lost commission will be calculated by multiplying the average number of calls for each call type x (times) the then prevailing calling rates x (times) the commission rate. EMBARQ understands and agrees the specific commission shall be calculated by NDOC and NDOC will advise the vendor of all commissions due. EMBARQ understands it shall pay the calculated lost commission with the next commission payment due the State.



The following table provides EMBARQ's standard trouble ticket severity levels for inmate telephone services.

EMBARQ Severity Levels	
Severity Level	Definition
Severity 1 = Major Failure	Any event that causes 25 to 100 percent of the inmate phones at any one site to be unable to process calls or the complete loss of any single facility service or application that is mandatory (e.g., recording).
Severity 2 = Standard Failure	Any event that causes 0 to 25 percent of the inmate phones at any one site to be unable to process calls. Service affecting with a significant impact on the site's ability to conduct "normal" business.
Severity 3 = Minor Failure	Localized failures at a site (e.g., local exchanges and area code update issues or PIN administrative issues) that have a limited impact on ability to conduct normal phone calling (small number of PINs, PANs, NPA-NXXs, etc.)
Severity 4 = Administrative / Product Upgrades	Includes items that are on a "software fix" list or that are related to administrative issues that are informational or non-service affecting conditions. Tickets opened for requested upgrades, tickets opened to track preventative maintenance, tickets opened to provide ad hoc reports or information only.



3.12.7 The vendor must provide the State with a complete list of business, cellular and beeper numbers for its contractors/subcontractors, managers, administrators, technicians etc; the vendor's management home and emergency telephone numbers must also be furnished.

EMBARQ Response: Read, agree and will comply.

We have assembled an outstanding project team for the implementation and management of the NDOC ITS. A summary table with contact information is provided below and individual resumes for key project personnel are provided in Section 4.1.14. EMBARQ will provide a more an updated and more detailed list with management and other key personnel home and emergency telephone numbers during implementation.

Project Team Chart

Name	Position	Location and Contact number	Primary Responsibility	Experience
Victoria Johnson	Sr. Account Executive	Tallahassee, FL Office: (850) 893-1821 Wireless: (850) 212-8880 Home: (850) 906-9136 Toll Free: (888) 375-7318	<u>Primary DOC contact.</u> Provides overall account management, ensuring understanding and accommodation of Department's needs.	30 years telecommunications experience with EMBARQ/Sprint; 12 years focused on the corrections and detention industry
Kristin McMillan	Vice President & General Manager, EMBARQ Nevada	Las Vegas, NV Office: (702) 244-7300 Wireless: (702) 406-2470	<u>Local NDOC Point of Contact.</u> Leads public and external affairs organization for Nevada operations.	20+ years experience in regulatory and legal matters



Bill Cheek	President, EMBARQ Payphone Services and Wholesale Markets	Overland Park, KS Office: (913) 534-5699 Wireless: (913) 269-6721	Ensure proper visibility and company-level support for NDOC contract.	30+ years in telecommunications and recognized industry expert in regulatory and inter- carrier matters; 11 years heading EMBARQ's inmate business
Paul Cooper	Director & General Manager, EMBARQ Payphone Services	Overland Park, KS Office: (913) 534-5351 Wireless: (816) 914-5034	Lead for day to day EPSI operations; ensuring proper resource allocation and contract performance. Primary escalation point for all contractual and service issues	8 years in telecommunications; 5 years in network sales and technical support
Keith Shiflett	Manager, Sales and Service	Altamonte Springs, FL Office: (407) 830-3740 Wireless: (407) 221-7455	Ensure compliance with all contractual requirements; establish and monitor service levels with field and technical support personnel	24 years in telecommunications; 7 years in inmate sales and service
Tammie Saucedo	Program Manager	Las Vegas, NV Office: (702) 244-8384 Wireless: (702) 203-5802	Ensure accurate usage, revenue, and commission reporting, perform audits	27 years in telecommunications; 11 years in payphone and inmate reporting, billing and collections



Larry Haataja	Manager, Product Development	Overland Park, KS Office: (913) 534-7130 Wireless: (816) 309-6170	Responsible for product development, network and system design, technical analysis, and engineering support	25 years of diversified experience in telecommunications commercial and government accounts, 10 years in ITS network and system design.
Mike Haynes	Manager, Sales Technology	Overland Park, KS Office: (913) 534-2540 Wireless: (913) 534-2540	Responsible for overseeing a team for reporting and commissions systems, reporting, and tracking.	23 years in various information systems and technology roles, experienced with leading teams to implement complex database systems.
Shelia Rafferty	Program Manager	Overland Park, KS Office: (913) 534-7346 Wireless: (913) 221-6278	Establish and manage implementation plan. Ongoing responsibility to ensure technical performance meets established criteria.	32 years in telecommunications; 21 years in payphone and corrections. Personally managed installations at 60 major correctional facilities.
Marshall Holoher (ICSolutions)	Installation manager	San Jose, CA Office: (800) 661-3845 Wireless: (408) 398-9989	Oversee production and installation of all equipment at Department facilities	30 years experience in computer operations, voice and data networking, and project management
Mike Kennedy (ICSolutions)	Operations and Technical Support Manager	Pearl, MS Office: (866) 228-4031 Wireless: (251) 533-0046	Oversees calling platform technical support team	19 years experience in voice and data networking and public communications, including customer support, project management



Tom Hearn (ICSolutions)	Training Coordinator	San Jose, CA Office: (800) 661-3845 Wireless: (251) 654-7746	Coordinates and executes on-site training for Department personnel	20 years in public communications, including engineering and product management
Tillman Mosley (ShawnTech)	Helpdesk Program Manager	Vandalia, OH Office: (937) 898-4900 ext. 113 Wireless: (937) 307-4971	Oversees helpdesk and ongoing on-site maintenance by field technicians	20+ years in project management; 9 years supporting ShawnTech's inmate telephone contracts

3.12.8 The vendor must provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

EMBARQ Response: Read, agree and will comply.

EMBARQ will provide a 24 X 7 ticket desk that allows around-the-clock reporting of troubles and dispatch. All calls for service will be answered by a live human being (not voice mail). All field technicians, whether EMBARQ or ShawnTech employees, will be available for dispatch 24/7/365.

Repair or replacement will be started by a qualified technician within four hours following notification of a service request or ITS failure. EMBARQ will exhibit a best effort approach to completion of the repairs or replacement during the first 24 hours following notification of a problem. It should be noted that each field technician will be equipped with spare inmate phone parts and ENFORCER® crash kits to ensure that repairs can be completed in a timely manner. Also, a hot standby ENFORCER will be centrally located in Nevada to ensure that, if service cannot be restored through card replacement, a new platform can be brought in and cutover in a timely fashion.

Once a trouble condition is called into our Dispatch Center, the dispatcher will immediately contact the on-call technician, who in turn, will evaluate the trouble condition, and either contact the ITS platform vendor (ICS) to troubleshoot and correct the issue remotely, if possible, or make arrangements for dispatch to the facility. Throughout this trouble-shooting process, frequent communication will take place with the customer contact up to the point where the trouble is resolved. Specifically, the Dispatch Center will notify the designated contact at NDOC (usually a representative located at the facility experiencing the service problem) that a technician is being dispatched; the name of the technician, and his/her estimated time of arrival. It should also be noted that no trouble ticket will be closed by the Dispatch Center until the cure has been verified by a representative of the NDOC.



EMBARQ will provide a level of service that ensures the satisfaction of the four customer groups associated with an inmate telephone system:

1. The inmates who place the calls.
2. The inmates' friends and family who receive them.
3. The corrections officers who must be able to monitor, record, generate reports, and perform investigations concerning all non-privileged phone conversation.
4. The state government personnel responsible for the inmate telephone system contract.

This level of service will be achieved through three separate programs:

1. The monthly preventative maintenance inspections to be conducted at every site.
2. The trouble ticket procedure 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 local NDOC personnel.
3. Periodic service reviews (typically conducted at customer's location quarterly) 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.

Dispatch Center

EMBARQ will use the ShawnTech Dispatch Center, which is available twenty-four hours a day, seven days a week. Calls are received reporting troubles affecting the inmate telephone system from designated Department of Corrections' facility personnel or EMBARQ's Dispatch Group. Dispatch operators follow-up on ticket status daily.

Service Management Call Center System Application

ShawnTech takes a "One Call" approach to Field Service Management. Their live answer center is staffed 24/7, and their Dispatch Center provides field service management from the initial response to the trouble call to final closure. Trouble tickets are assigned a unique number under which all repair information is logged. This detailed information is then broken down by trouble codes for clear and concise accessibility of project information through customized reports.

ShawnTech's "**TeleDocs**" reports reflect project information in a multitude of formats. Reports contain detailed repair narratives, trouble codes, or end result time reports, enabling the customer to track work progress.

Daily electronic updates and weekly reports generated as part of regular process. Customers have the ability to view their account tickets and customized reports 24/7, in real time by accessing the **TeleDocs** Web Portal. The web application provides customers with:

- Online ticket processing



- The real time "Dispatch Board" status
- Ticket information
- Facility ticket history
- RMA tracking
- Parts usage
- Customized reports

The **TeleDocs** Portal offers two distinct advantages to our customers:

1. **eService** – customers can open tickets via the web site. A ticket number is generated and the Dispatch Center is notified. The ticket is then processed and dispatched.
2. **eReports** - offers the ShawnTech customer unlimited customized reports with in-house ad-hoc capabilities. Some example common report types are:
 - System Preventative Maintenance
 - Inventory Usage
 - Closed Ticket Reports
 - Open Ticket Status Reports
 - Equipment Logs
 - Facility General Information

ShawnTech is dedicated to providing legendary service to the DOC project partners and customers by ensuring quick repair responses and dedication to customer service. Examples of some of the detailed coding and information sorting for field service tickets are on the following pages. ShawnTech continually works to improve and customize processes to suit the needs of our customers.

When a problem is reported to the Dispatch Center, Dispatch collects the facts surrounding the report and then opens a trouble ticket.

- Depending on the type of trouble, the Dispatcher will contact the Call Control Vendor or the Technical Manager to determine if dispatch is needed.



If dispatch is required, the Dispatcher will notify the appropriate field repair technician for an ETA to the site. Ticket updates and information are logged daily throughout this process recording all steps completed for trouble resolution. Customers are notified of progress as information is received.

Trouble Codes

Service Software
Typical Ticket Format

ENTER #1, 2, 3, 4 OR 5

ENTER #1, 2, 3, 4 OR 5

Dolan, Timothy

2/22/2005

12:00:00 AM

OPEN

Awaiting Calls Drive

EVR #300725

SHAWNTech COMMUNICATIONS, INC.

103 Opening Trouble Codes

Tickets are categorized to reflect the type of trouble call received. Upon closing a ticket a second code is added to reflect the type of repair that was completed.

Tasks

Appointments

Time Stamp

Invoice

Purchase Order

Shawntech codes can be customized to meet customer specifications.

97 Closure Trouble Codes

Resolution codes were created to correctly reflect the type of repair(s) that were completed to correct or restore service to the facility inmate phone or call control system. The opening and closing codes are used in creating reports that can analyze or evaluate project information.



Resolution Codes & Closure Note Field

The screenshot shows a 'Service Call' window with the following details:

- Customer:** Service Software
- Location:** Ticket Format
- Priority:** 2
- Call Status:** CLOSED
- Resolution:** EVR (EVR - SYSTEM WORKING FINE)
- CAUSE OF OUTAGE:** Other
- DELAY FACTOR:** OTHR
- LATEST UPDATE/Repair:** System is working fine
- Vendor ID & Ticket #:** EVR #297674

A dropdown menu for Resolution Codes is open, showing various codes such as 'EVR', 'EVR - SYSTEM WORKING FINE', 'EVR - SYSTEM WORKING FINE', etc. An arrow points from the 'EVR' code in the dropdown to the 'Resolution' field in the main form.

On the right side of the interface, there is a 'Legacy Service Provider' logo for SHAWNTech COMMUNICATIONS. Below it, a 'Reference ID' field contains '059120-0014'. A 'Subject' field contains 'P-1' and an 'Author' field contains 'Janet Conley'. There is also a 'Reminder?' checkbox and a 'Printable?' checkbox.

Shawntech captures the trouble repair information in a Description narrative on each trouble ticket. Additional closure comments are also entered in the Resolution narrative window. This window also provides the ability to insert customer specific codes.

Time Stamps

The 'Define Time Stamp' window contains the following information:

- Service Call ID:** [Blank]
- Date Opened:** [Blank]
- User ID:** [Blank]
- Time Opened:** [Blank]
- Service Call Date:** [Blank]

	Stamped Time/Date	Guaranteed Time/Date
RECEIVED-TECH CALL		
CONTACT-GATEPASS		
ON SITE- UPDATED		
REPAIR DELAY TIME		
FINAL CLOSURE		

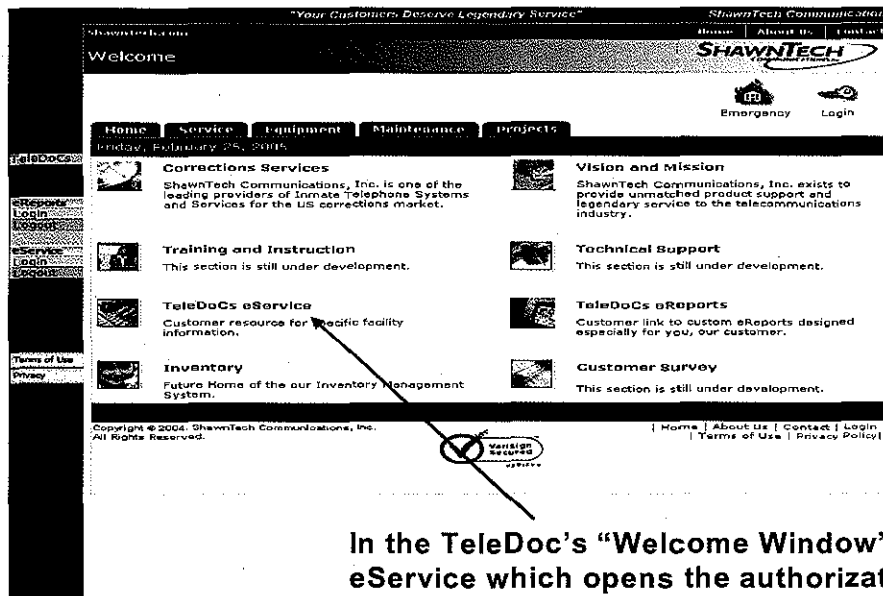
Sample Screen of Time Log Window used by Shawntech Dispatch. Nine individual times are captured for all trouble/service tickets.

- | | |
|------------------------------|---|
| Service Call ID: | System Generated Ticket Number |
| Date and Time Opened: | Time Ticket is entered into the System |
| User ID: | Dispatch code assigned internally |
| Received –Tech Called | Actual Reported Time - Assignment to Technician |
| Contact- Gate Pass: | Facility Called- On Site Time Granted |
| On Site - Update: | Tech's arrival to site- Repair made facility functional |
| Repair – Delay Time: | Used to identify problem situations; i.e. Tech could not gain access; Parts shipment needed |
| Final Closure: | Trouble repair is complete and closed |



The nine time stamps above are captured for each trouble report. This breakdown gives a clear view of the time required for each level of resolution surrounding a trouble report from the initial call to the final resolution.

TeleDoCs eService



Open a Service Ticket
View Current Individual Tickets
See Facility Ticket History
Access Facility Equipment Inventory Lists

In the TeleDoc's "Welcome Window" you will select TeleDoc's eService which opens the authorization window.

In addition to the Dispatch Center 24/7 live response, the customer has the ability to generate a ticket via the web. Once a customer has requested security clearance and is provided a User ID and Password, customers can log into the TeleDocs web portal and generate their own trouble ticket. This ticket will appear on the Dispatch Center Active Dispatch Board alerting the dispatcher of a new trouble ticket.

The Dispatcher will then process the ticket and complete the dispatch. TeleDocs also offers reports.

Preventive Maintenance Plan

An aggressive preventive maintenance plan will ensure the inmate telephone system and supporting equipment are kept in good working condition. Our position is to minimize the percent of downtime with proper preventive maintenance. At a minimum, a technician will visit each site once a month.



Dispatch Operations

1. Receive calls from designated NDOC facility personnel or EMBARQ's Dispatch Group reporting telephone or system trouble affecting the inmate call control system.
 - Caller provides detailed information of the type of trouble and the general location of the trouble.
 - Type of equipment problem or location of phone not working
 - Time frame in which the trouble occurred
 - Point of Contact for additional information and call back number
 - Availability of on-site access if necessary to complete reported repair
 - Caller will receive a trouble ticket number at the time of reporting.

Exceptions to this procedure will apply to troubles reported after 5:00 p.m. and before 8:00 a.m. Monday through Friday (EST) or weekends and holidays. Repairs will proceed as normal however trouble ticket numbers will be generated on the following business day and provided to the caller.

2. Trouble Ticket will be issued and the system will automatically date the trouble ticket. The ticket will record the following information:
 - Facility name and phone number
 - Person reporting the trouble
 - POC call back number
 - Trouble information
 - Time of dispatch to Field Technician
 - Status updates daily and ETA until trouble is closed
 - Name of any technicians sent on site for physical repairs to the system or inmate telephones
3. Lead technician will evaluate ticket (nature of trouble, severity, and location). Lead technician will either self-dispatch or call appropriate primary/backup NDOC technician(s).
4. Daily follow-up status will be entered on all calls that remain open into the next day or over 24 hours. Updates will be recorded and forwarded to the Customer on a daily basis via email.
5. If the ticket is referred to the hardware vendor for repair, the contact name and ETA of the technician will be recorded on the ticket.
6. Daily ticket updates will be sent to the customer via email.
7. Weekly and monthly reports will be provided to the customer on ticket closures and pending issues. Ticket closure reports will be customized for the customer within the systems parameters to provide the customer with effective and efficient information.



8. When repairs are completed and reported to the SHAWNTECH Dispatch Center the repair will be verified by the ShawnTech Dispatch Team with the ticket POC or designated facility inspector before the ticket will be officially closed. Upon verification from the facility that the trouble has been resolved, the ticket will be closed and the customer notified of the resolution.

Dispatching Trouble Tickets

1. The ShawnTech Dispatcher will contact Field Technician after receiving and recording all necessary information from the reporting facility personnel regarding a trouble issue.
2. Field Technician will respond to the POC for the facility within the time constraints of the contract either remotely or on site.
3. If a hardware repair is required, EMBARQ will indicate their course of action to resolve the trouble issue involving their remote intervention to correct software issues, which ShawnTech will record as a "Status" on the trouble ticket. If EMBARQ needs to dispatches a technician to the facility for a physical repair to the recording equipment, the name of the technician will be reported to ShawnTech and recorded at that time on the open trouble ticket.
4. ShawnTech will check daily with the hardware vendor to facilitate speedy repairs to open trouble tickets needing a software resolution. When the repair is made, the ticket closure will be entered into the system. At that time the ShawnTech dispatcher will contact the facility to verify that the trouble has been repaired and there are no additional unresolved issues. Upon verification from the facility inspector or point of contact that the repair was complete, ShawnTech will close the ticket and notify the customer of the closure by email.

Escalation Procedures

- Appropriate escalation procedures will be developed for use in the event that trouble tickets are not closed in the established time frame when issues have been referred to the call control vendor or local LEC for repair.
- Escalation list will include time parameters, contact person, phone number, alternate phone number (cell phone or pager) and email address.
- Escalation procedures for Field Technical Engineers (lead technicians) are as follows:
 - Lead Technician
 - NDOC Administrative Manager
 - Project Manager
 - General Manager

3.12.9 Either party shall report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

EMBARQ Response: Read, agree and will comply.



3.12.10 All issues surrounding the ITS service shall be reported by the vendor to the State

EMBARQ Response: Read, agree and will comply.

3.13 TRANSITION PLAN

3.13.1 The vendor shall work with the State and the incumbent vendor to ensure an orderly transition of services and responsibilities under the Agreement and to ensure the continuity of the services required by the State.

EMBARQ Response: Read, agree and will comply.

EMBARQ will work with NDOC and the incumbent vendor to ensure an orderly transition of services and responsibilities, and continuity of services.

An EMBARQ Project Manager will be on site for each platform cutover to ensure an orderly transition with a minimum of system downtime. They will be supported by an off site project coordinator who will ensure cooperation and timely assistance from all vendors and subcontractors. After cutover, the Project Manager will ensure the new system has been verified as operating within specifications and to the satisfaction of the local NDOC representative. Any outstanding issues involving the ITS platform, network services, or maintenance and support will be escalated to the necessary level at EMBARQ to ensure prompt resolution. Finally, ShawnTech personnel will be included in all implementation efforts to ensure a seamless transition from installation to ongoing maintenance.

3.13.2 The vendor must propose a transition plan that minimizes lost revenue to the State for a smooth "cutover" to the new system.

EMBARQ Response: Read, agree and will comply.

An ICSolutions ENFORCER® System will be installed in the telephone room at each State site by ICSolutions personnel under the supervision of an EMBARQ representative.

1. Once the cutover date and time has been confirmed with the on site NDOC personnel, EMBARQ will begin to cut the station lines from the old ITS and install them on the new.
2. EMBARQ will begin by disconnecting incoming station lines between the Main Distribution Frame (MDF) and the existing platform 24 lines (one block) at a time.
3. After the first block has been cut each pair will then be punched down on the block connecting the MDF to the new ITS.
4. If the cable between the MDF and the existing ITS is too short to be connected to the new ITS, a new cable will be installed to connect the MDF to the new ITS platform.
5. This process will continue until all lines are transferred over to the new system.
6. The phones will only be interrupted 24 at a time and it should not take more than 15 minutes per block of 24 to transfer service.



7. EMBARQ personnel will work with the site to schedule the transfer of the phone lines during a period that inmates do not have access or have limited access to the phones (Example: lunch or dinner times, or after phone access has been halted for the day).

Once the new ITS has been cutover and thoroughly tested, the existing ITS will be removed and located as directed by the owner of the existing ITS.

- 3.13.3 The vendor must state how the current system (s) database information including inmate profiles and call records will be retained during conversion to the new system.

EMBARQ Response: Read, agree and will comply.

Embarq and ICSolutions will work with the outgoing vendor to obtain system data files including inmate id information, allowed numbers, blocked number tables, etc. As each site is enabled, the data will be transferred to the new system to ensure complete functionality from the moment the new system is activated.

It should be noted that, once the Program Manager has ordered the equipment, one of his/her primary functions will be to determine the source (location, hardware, and software) and format of each of the following databases, and to identify the optimum time to make the transition:

- PINs
- PANs
- Globally Allowed Numbers
- Globally Denied Numbers
- Local Calling Areas
- System Prompts
- System On/Off Times
- Remote Alert Numbers
- Trunking Selection and Priorities.
- Validation Cache Time Frame

These transitions will be fully tested out before cutover of the new platform, ensuring minimum downtime.

- 3.13.4 Within 15 days after contract approval by the Nevada Board of Examiners, the successful vendor must provide a detailed Transition Plan with fixed deadlines provided to DOC Administration in Carson City. The installation and transition to the new system must be completed within 120 days.

EMBARQ Response: Read, agree and will comply.

1. EMBARQ will provide a detailed Transition Plan with fixed deadlines within 15 days after contract approval by the Nevada Board of Examiners, and that the installation and transition to the new system must be completed within 120 days. Per the enclosed



Gantt Chart Implementation Plan located under attachment STATE DOCUMENT NO. 10: GANTT CHART IMPLEMENTATION PLAN, based upon a contract award date of 2/11/08 (as stated in Amendment No. 01 to Request for Proposal No. 1628, dated October 5th, 2007, Answer to Question # 76), the installation and cutover will be completed on 6/5/08, 115 days after contract award.

- 3.13.5 Upon expiration, termination, or cancellation of the Agreement, the vendor shall cooperate in an orderly transfer of responsibility and/or the continuity of the services required under the terms of the Agreement to an organization designated by the State. The vendor shall provide and/or perform any or all of the responsibilities outlined in 3.13.6 through 3.13.13 below.

EMBARQ Response: Read, agree and will comply.

- 3.13.6 The vendor acknowledges that the call records, call recordings, documentation, reports, data, etc., contained in the ITS are the property of the State.

EMBARQ Response: Read, agree and will comply.

- 3.13.7 All ITS inside wiring shall become the property of the State at the conclusion of the contract.

EMBARQ Response: Read, agree and will comply.

- 3.13.8 The vendor agrees to remove its equipment at the conclusion of the contract in a manner that will allow the reuse of that wire distribution.

EMBARQ Response: Read, agree and will comply.

- 3.13.9 The vendor agrees that the workstations shall become the property of the State at the expiration, cancellation, or termination of this contract so that the State will have access to all the call records, documentation, reports, data, etc. that are contained in the inmate telephone system.

EMBARQ Response: Read, agree and will comply.

- 3.13.10 All call detail records, call recordings, documentation, reports, data, etc. shall be provided to the State by the vendor within 90 days of request or termination of the contract. The data will be in a workable, software-compatible format at no cost to the State.

EMBARQ Response: Read, agree and will comply.

- 3.13.11 The vendor shall discontinue providing service or accepting new assignments under the terms of the contract, on a date specified by the State. The vendor agrees to continue providing all of the services in accordance with the terms and



conditions, requirements and specifications of the contract for a period not to exceed ninety (90) calendar days after the expiration, termination or cancellation date.

EMBARQ Response: Read, agree and will comply.

3.13.12 Commissions will be due and payable by the vendor to the State at the compensation rate provided in the contract until collect, debit and/or pre-paid calls are no longer handled by the vendor. (Not to exceed ninety (90) days.)

EMBARQ Response: Read, agree and will comply.

3.13.13 As facilities complete the "system functionality testing", the vendor and State shall mutually agree upon the billing start date. This start date may vary from facility to facility depending on the completion of the "system functionality testing".

EMBARQ Response: Read, agree and will comply.

Embarq and ICSolutions will work with the outgoing vendor to obtain system data files including inmate id information, allowed numbers, blocked number tables, etc. As each site is enabled, the data will be transferred to the new system to ensure complete functionality from the moment the new system is activated.

3.14 BILLING

3.14.1 Please provide a description of vendor's billing and collection process based on the following criteria:

EMBARQ Response: Read, agree and will comply.

- How are calls billed and who is the billing company?

Those customers who are serviced by phone companies that will allow us to place collect call charges on their bill will be billed through their phone service provider. Other customers will need to setup prepaid accounts through our platform provider, ICSolutions.

- Explain the billing process for collecting, rating, sorting, distributing and billing of calls.

The calls are rated at the time they are made. Calls made to prepaid customers are immediately attached to their account after call completion, and the customer account balances are updated. For those customers who are LEC billed (billed through their phone service provider), the pre-rated call detail records are sent to our billing agent who distributes them to the various LECs for billing. As a part of standard operating procedure, we will confirm that the number of outcleared records reconcile to the number of records stored in the



ENFORCER® database. The billing agent will collect the payments from the LECs and forward those funds to EMBARQ.

- What types of payment options are available to the called party?

The called party may make payments over the telephone via credit card, debit card, or e-check. They may wire in payments via MoneyGram® or Western Union®. They may mail in payments via credit card, debit card, money order or cashiers check. Lastly, they may make payments via the Internet using a credit or debit card.

- What threshold will be imposed upon the called party on a daily, weekly and/or monthly basis?

For LEC billed customers, a \$200.00 per month limit is imposed. Once that amount is exceeded in any 30 day period, the line is blocked until we obtain verification of payment for all billed and unbilled inmate calls from the customer's LEC. Upon verification, the line is cleared within 24 hours or less. For prepaid accounts, the line is blocked if the account runs out of money. It is cleared after the customer makes a payment to bring their balance above a specified minimum starting balance. If the normal cost of a 15 minute inmate call is less than \$5.00, the minimum starting balance will be \$25.00. If the cost of a 15 minute call is \$5.00 or more, the minimum starting balance will be \$50.00.

- Describe the process for customer service inquiries and hours of availability.

The customer should call the ICS call center at 888-506-8407 which is open 24/7. If the caller is LEC billed, the call will be transferred to EMBARQ's Inmate Call Center at 1-888-664-7839 which is open Monday through Friday, 7AM to 6PM Central time.

- Describe the time when the billing for an inmate call begins (when the inmate dials the telephone number, when the inmate telephone system dials the desired number, when the called party answers, when the called party accepts the call, etc).

Billing starts when the called party presses the keys required to accept the call.

- What additional fees, if any, are charged on the end user's telephone bill (ex: billing fee, etc.)?

Payments made on-line are processed at no charge. Payments made via telephone are made free of charge if the payment is greater than fifty dollars. Payments made on the phone for less than fifty dollars will be charged a reasonable processing fee.

- 3.14.2 Please specify vendor's process for unblocking a phone number which was originally restricted for non-payment, to include the timeframe for removing the restriction once the payment posts.



EMBARQ Response: Read, agree and will comply.

We offer a real-time payment alternative for called parties that would ordinarily be blocked as a result of credit issues or lack of billing arrangements with the called party's local phone provider. The called party is instantly connected with a knowledgeable billing representative who will explain the Point of Sale Prepaid Collect (PSPC™) solution, establish a prepaid account and offer a variety of payment options, including credit card, e-Check, Western Union® or money order. Credit Card and e-Check payments can be processed and inmate calling to that number restored in as little as 15 minutes.



4. COMPANY BACKGROUND AND REFERENCES

4.1 PRIMARY VENDOR INFORMATION

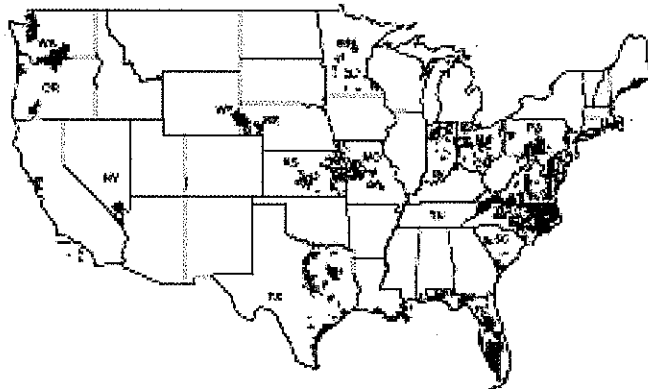
Vendors must provide a company profile. Information provided shall include:

EMBARQ Response: Read, agree and will comply.

Embarq Corp. is a holding company with its business operations principally conducted through its subsidiaries. We provide, both directly and through wholesale and sales agency relationships, a suite of communications services, consisting of local and long distance voice and data services, high-speed Internet access, wireless and satellite video services to consumer and business customers in our local service territories in 18 states. Through our Telecommunications segment, we offer regulated local communications services as an incumbent local exchange carrier, or ILEC, to roughly 5% of U.S. households, with approximately 6.9 million access lines as of December 31, 2006. We also provide access to our local network and other wholesale communications services for other carriers, communications equipment for business markets and other communications-related services. Through our Logistics segment, we provide wholesale product distribution, logistics and configuration services.

We have a significant presence in Florida, North Carolina, Nevada and Ohio (these four states represent nearly two-thirds of all of our access lines). The remaining states (in order of number of access lines) are Virginia, Pennsylvania, Texas, Indiana, Missouri, Tennessee, New Jersey, Minnesota, Kansas, South Carolina, Washington, Oregon, Nebraska and Wyoming. We are the "carrier of last resort" and receive funding under universal service programs in certain of our local service territories.

The following map shows the location of our local exchange service territories:



Although Embarq Corp. is a new corporate entity, the company began in 1899 as the Brown Telephone Company in Abilene, Kansas. Now headquartered in Overland Park, Kansas,



Embarq Corp. is a \$6.5 billion company with over 19,000 employees nationwide. In the State of Nevada, Embarq Corp. has approximately 1,195 employees, over 400,000 business and residential account relationships and close to 700,000 access lines. These close ties to Nevada provide two very important benefits to NDOC.

First, it provides NDOC with unmatched in-state financial and personnel resources. Embarq Corp. provides Nevada-based leadership, dedicated Nevada legal and regulatory staff, and over 500 business and residential technicians to serve NDOC's needs. Second and more important, it provides NDOC with accountability that extends far beyond the inmate telephone system. As a publicly-traded corporation with approximately 53,000 account relationships within the State, we recognize and accept the substantially greater level of public scrutiny under which we operate. Simply put, our interests are closely aligned with NDOC's

4.1.1 Company ownership (sole proprietor, partnership, etc).

4.1.1.1 Incorporated companies must identify the state in which the company is incorporated and the date of incorporation. **Please be advised**, pursuant to NRS §80.010, incorporated companies must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS §80.015.

EMBARQ Response: Read, agree and will comply.

EMBARQ Payphone Services, Inc. (EPSI) d/b/a "EMBARQ" is a wholly owned subsidiary of Embarq Corp. EPSI is a corporation organized under the laws of the State of Florida, filed on March 21, 1994. The corporation document number is P94000021661. EPSI has been registered with the State of Nevada, Secretary of State's Office as a foreign corporation since October 3, 1997 and is in good standing. A copy of EPSI's State of Nevada Certificate of Existence with Status in Good Standing (Certificate Number: C20070919-0193) is enclosed under attachment STATE DOCUMENT NO. 6: STATE CERTIFICATION DOCUMENTS.

Embarq Corp. is a holding company with its business operations principally conducted through its subsidiaries. Embarq Corp. was incorporated in 2005 under the laws of Delaware. In December 2004, Sprint Nextel announced its intention to spin-off its local communications business and product distribution operations from its other businesses in a tax-free transaction. The spin-off was completed through a pro rata distribution to Sprint Nextel shareholders consisting of one share of our common stock for every 20 shares of Sprint Nextel voting and non-voting shares owned by Sprint Nextel's shareholders as of the close of business on May 8, 2006, the record date for the distribution.

4.1.1.2 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the Department of Taxation, in accordance with NRS §360.780.

EMBARQ Response: Read, agree and will comply. EMBARQ is currently licensed by the Department of Taxation, in accordance with NRS §360.780.



- 4.1.2 Disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending which involves the vendor or in which the vendor has been judged guilty or liable with the State of Nevada.

EMBARQ Response: Read, agree and will comply. EMBARQ does not have any prior or ongoing contract failures or contract breaches. EMBARQ has not been judged guilty or liable with the State of Nevada for any civil or criminal litigation. Our current pending litigation is as follows:

1. Michael Ray v. Evercom and Sprint Payphone Services, Inc., et al. (US Dist. Ct. SC Case No. 4:05-2904-RBH-TER). Plaintiff alleges that a prison payphone system mandates collect calls from inmates at excessive rates, and supports a "kickback" scheme from the defendants to the state. Plaintiff alleges state and federal antitrust violations, unfair and unconscionable trade practices and various other state law causes of action. EMBARQ believes the claims are spurious, and a defense motion to dismiss is pending. The trial court has already denied plaintiff's request to represent a class of "similarly situated" inmates, which ruling the plaintiff has appealed to the Fourth Circuit.
2. Raymond Walen v. Sprint, et al. (US Dist. Ct. E.D. MI Case No. 5:06-cv-14201). Plaintiff alleges that the prison payphone system was improperly used to record calls between plaintiff and his legal counsel when those calls should have been private. Plaintiff alleges that this constituted a civil rights violation under section 1983. Plaintiff has not named a proper defendant and has not perfected service. A motion to dismiss is pending.

- 4.1.3 Vendor shall disclose a list of all agreements lost, not renewed or prematurely cancelled in the last four years. Vendor shall include the reason for the non-renewal or cancellation.

EMBARQ Response: Read, agreed and will comply. EMBARQ has not had any agreements prematurely lost or cancelled in the last four years. A list of agreements that were not renewed and the reasons are listed below:

1. Jefferson County, FL (2003): EMBARQ chose not to renew the contract due to customer requirements that made the account economically unattractive. The account was taken over by another provider at that time.
2. Bradford County, FL (2003): EMBARQ chose not to renew the contract due to customer requirements that made the account economically unattractive. The account was taken over by another provider at that time.
3. Collier County, FL (2004): In a competitive bid at the conclusion of our contract term, the County chose another provider who proposed voice recognition technology (which was not available on EMBARQ's platform at that time) and a more attractive financial offer



4. Lake County, FL (2006): In a competitive bid at the conclusion of our contract term, the County chose another provider with a more attractive financial offer.
5. Brevard County, FL (2006): a competitive bid at the conclusion of our contract term, the County chose another provider with a more attractive financial offer.
6. Hardee County, FL (2005): EMBARQ chose not to renew the contract due to customer requirements that made the account economically unattractive. The account was taken over by another provider at that time.
7. Jackson County, MO (2006): EMBARQ chose not to rebid the account at the end of the contract term due to customer requirements that made the account economically unattractive.
8. Integrity (Private) (2005): EMBARQ chose not to rebid the account at the end of the contract term due to customer requirements that made the account economically unattractive.

4.1.4 Vendor shall provide a list of every entity in the last 3 years that has notified the vendor in writing that there were additional commissions owed for any reason. Please provide names and addresses of the entities and the dates their issues were resolved.

EMBARQ Response: Read, agree and will comply.

EMBARQ has reviewed our records and determined that we have not been notified of any additional commissions owed in the last three years.

4.1.5 Location(s) of the company offices and location of the office that will provide the services described in this RFP.

EMBARQ Response: Read, agree and will comply.

EMBARQ and Embarq Corp. have multiple company offices throughout its 18 state local exchange company operating territory. EMBARQ's headquarters are located in Overland Park, Kansas. Bill Cheek, President of EMBARQ Payphone Services, Inc. and EMBARQ Wholesale Markets, and most of his corporate staff are located at 9300 Metcalf Ave, Overland Park, KS 66212. Embarq Corp.'s headquarters are located at 5454 W 110th St, Overland Park, KS 66211.

EMBARQ's local company office that will provide services described in the RFP is located at 330 S Valley View Blvd, Las Vegas, NV 89107. In addition to our local Las Vegas management and technical support staff, we plan to provide a dedicated, factory-trained and certified technician in Carson City to provide onsite maintenance and repair services for the ITS equipment (work stations, telephones, cabling, etc.) for NDOC Facilities in northern Nevada. The Carson City technician will be provided through our subcontractor relationship



with ShawnTech Communications. The exact address for the Carson City technician is yet to be determined. Onsite maintenance and repair services for the ITS equipment located at NDOC Facilities in southern Nevada will be provided by EMBARQ employed technicians (which will also be factory trained and certified) from our Las Vegas office.

- 4.1.6 Is your firm a resident of Nevada or a resident of another state? If so, please list the state of residence. Does your resident state apply a preference, which is not afforded to bidders or vendors who are residents in the state of Nevada? This information may be utilized in determining whether an inverse preference applies pursuant to NRS §333.336.

EMBARQ Response: Read, agree and will comply.

EMBARQ Payphone Services, Inc. (EPSI) d/b/a "EMBARQ" is incorporated in Florida, which does not provide a preference in favor of resident bidders unless the lowest bidder is the resident of a different state that provides its residents with a bidding preference. In such cases, Florida may provide a preference to resident bidders which is equal to the preference provided by the state where the lowest bidder is a resident. The applicable statute in Florida is 287.084(1). Embarq Corp. was incorporated in 2005 under the laws of Delaware.

- 4.1.7 Number of employees both locally and nationally.

EMBARQ Response: Read, agree and will comply.

EMBARQ Payphone Services, Inc. (EPSI) has 135 employees solely responsible for sales, service, and systems support for our inmate and public payphone accounts. Six of these 135 are in the Las Vegas area.

Our parent company, Embarq Corp., provides all remaining corporate support functions to EPSI including legal and regulatory, human resources, finance, etc., in addition to backup technician support in Southern Nevada. Embarq Corp. has over 19,000 employees nationally and 1,195 employees in Southern Nevada.

- 4.1.8 Location(s) from which employees will be assigned.

EMBARQ Response: Read, agree and will comply.

Employees will be assigned from a handful of locations throughout the country.

Vicki Johnson, Sr. Account Executive and NDOC's primary point of contact, is located in Tallahassee, FL.

Kristin McMillan, VP & General Manager EMBARQ Nevada, will be NDOC's local point of contact. Kristin is located in Las Vegas along with Tammie Saucedo, our revenue accounting and audit expert and three dedicated payphone technicians. Further, we have access to over 500 technicians from Embarq Corp.'s traditional business/residential telecom business in



Southern Nevada on a backup basis. Our main Las Vegas office is located at 330 S Valley View Blvd, Las Vegas, NV 89107.

Two additional NDOC-dedicated technicians to provide onsite maintenance and repair services for the ITS equipment (work stations, telephones, cabling, etc.) will be provided through our subcontractor, ShawnTech Communications, and will be located in Carson City and Ely. The exact addresses of these technicians are yet to be determined.

Most of the remaining EMBARQ key personnel, including senior executive leadership, will be located in our Kansas City-area office at 9300 Metcalf Ave, Overland Park, KS 66212. ICSolutions' technical staff is located in San Jose, CA. Please see our response to 4.1.14 below for additional details.

4.1.9 Name, address, email address, fax number and toll free telephone number of the vendor's single point of contact for a contract resulting from this RFP.

EMBARQ Response: Read, agree and will comply.

Victoria L Johnson, Senior Account Executive
1871 Newman Lane
Tallahassee, FL 32312
Victoria.L.Johnson@Embarq.com
Office Number: (850) 893-1821
Toll Free Number: 888-375-7318
Wireless Number: 850-893-1821
Fax Number: 850-893-2531

4.1.10 Company background/history and why vendor is qualified to provide the services described in this RFP.

EMBARQ Response: Read, agree and will comply.

HISTORY OF INNOVATION

EMBARQ has a rich history of providing inmate telephone communications to federal, state and local governments. **As a primary contractor since our entry into the inmate communications market in 1991**, EMBARQ has demonstrated its innovative, customer-centric approach to a number of major DOCs.

EMBARQ (then Sprint's Government Systems Division (GSD)) introduced their PrisonFON product in 1991 to offer collect calling for Federal inmates. This product was custom designed in response to requests from the Federal Bureau of Prisons (FBOP). PrisonFON was a forerunner of the modern ITS systems and helped lay the groundwork for the feature rich, highly secure systems we have today.



PrisonFON was based on a secure automated operator system (AOS) that was developed and managed by EMBARQ and provided Federal inmates collect-only calls to the North American dialing area and Mexico. It was also the industry's first effort to prevent interaction with a live operator when an inmate is dialing a number. This system also addressed the continuing fraud problem inherent in the traditional public payphone-based solution in use at the time. The use of PrisonFON freed administrators and security personnel from being required to place calls for inmates or allow them to use administrative lines for calls.

This history of innovation continued throughout the 1990s. As an example, in 1994 the Sprint GSD group implemented its first centralized inmate calling solution using Sprint points of presence in the facilities' operating areas. The solution was built upon on the basic PrisonFON systems developed for the FBOP. An even more robust distributed solution was developed and installed in 1997.

Even more important than technological firsts, our top priority is to work with customers to achieve their business goals with minimal operational disruption. The case studies below illustrate this commitment.



South Carolina DOC

Installed in 1999, the South Carolina system has 34 locations and 1,446 phones serving approximately 25,000 inmates. The system was implemented in 80 days and 2 weeks ahead of schedule. Timely implementation was critical for South Carolina given the then-impending Y2K conversion.

The system was the first to utilize a full frame relay WAN connecting all 24 major sites and the SCDOC Headquarters in Columbia with our off-site technical support center. This configuration allowed inmates to move to another facility without being re-entered and call data/recordings could be accessed from any facility within the system. It also provided the State with near real-time remote monitoring and recording for the first time.

Michigan DOC

With 55 facilities, 2,345 phones, and over 50,000 inmates, the Michigan system features a WAN similar to the one installed in South Carolina. The system was the State's first total turnkey solution for inmate telephone services with the EMBARQ team implementing the solution (previously serviced by four different providers) within 65 days and well ahead of schedule.



Further, EMBARQ recently implemented a state-wide debit calling program that allows inmates to pay for their own calls. The program has increased total calling volume by 24% and was achieved without the need for the State to upgrade systems or augment staff.

Wisconsin DOC

With 31 facilities, 850 phones, and approximately 15,000 inmates, the Wisconsin system was implemented in 114 days. The conversion also included the transfer of designated "attorney only" to "all call" telephones. The previous provider had mistakenly recorded attorney calls resulting in an adverse court proceeding; "attorney only" phones were their only viable solution. The EMBARQ account team led a cooperative effort to convert these units to "all call" phones, greatly improving operational flexibility for DOC staff.

Further, EMBARQ reduced call rates by 40% at the time of transition. But through aggressive implementation of a collect-to-prepaid conversion program, usage increased such that the DOC's commissions were reduced by only 18%.

IMPLEMENTATION EXCELLENCE

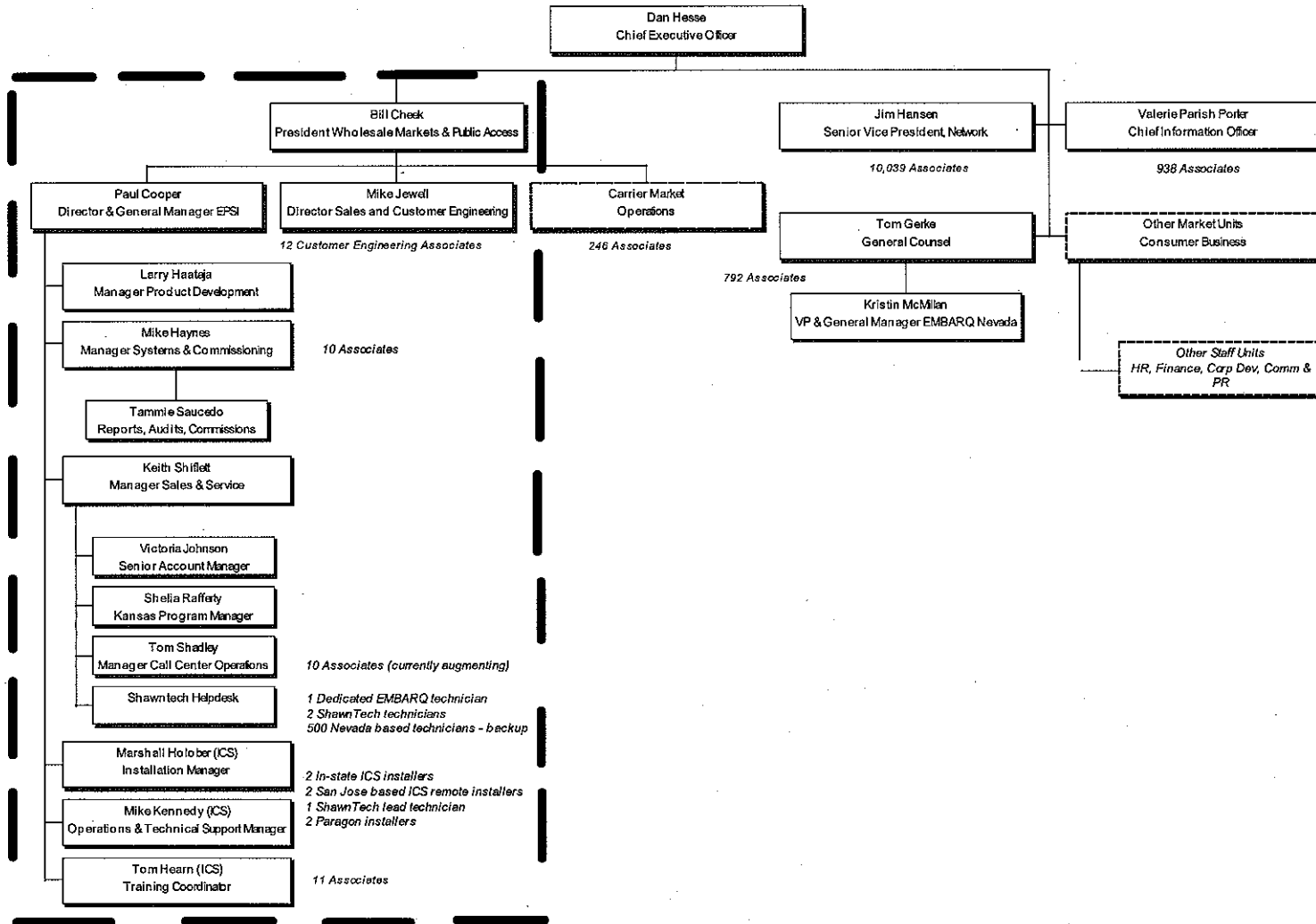
These implementations demonstrate EMBARQ's capabilities to manage the transition of complex inmate systems. In each case, we worked closely with our customers to install new call processing equipment, train DOC personnel, and transition friends and family accounts in a way most transparent to the end-user.

A large part of our success was due to our extensive pre-bid site surveys designed to understand current configurations, usage, and the condition of existing wiring and equipment. We feel strongly that this type of evaluation strengthens our ability to deliver the quality, trouble free service we have delivered to numerous facilities across the country. EMBARQ has completed site visits on all facilities within the NDOC system and we are confident our proposal meets the technical specifications specified in this RFP.

Further, dedicated and experienced resources will professionally manage system cutover. We will work closely with NDOC ensure that all deadlines are properly understood and met.

PROJECT AND PROGRAM MANAGEMENT TEAM ORGANIZATION CHART

We have assembled an outstanding Project and Program Management Team for the implementation and management of the NDOC ITS. A high-level organization chart is provided on the next page. A summary chart of key staff and resumes are provided as requested under Section 4.1.12.





4.1.11 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

EMBARQ Response: Read, agree and will comply.

EMBARQ has been providing the services described in the RFP for 16 years. EMBARQ (then Sprint) introduced their PrisonFON product in 1991 to offer collect calling for Federal inmates. This product was custom designed in response to requests from the Federal Bureau of Prisons (FBOP). PrisonFON was a forerunner of the modern ITS systems and helped lay the groundwork for the feature rich, highly secure systems we have today.

4.1.12 Has the vendor ever been engaged under contract by any State of Nevada agency?
 Yes No If "Yes," specify when, for what duties, and for which agency.

EMBARQ Response: Read, agree and will comply.

EPSI has never been engaged under contract by any State of Nevada agency. Another subsidiary of Embarq Corp., Central Telephone Company – Nevada Division d/b/a Embarq Communications, Inc., has an active contract (contract # 01-04) with the State of Nevada for its local services in Las Vegas. This service includes: centrex and other voice services (voice mail, b1s, etc.), IP, Ethernet, Frame Relay, PRI and BRI, Point to Point T1s and dark fiber. These services are provided for DoIT and most other Nevada state agencies with operations in Las Vegas.

4.1.13 Is the vendor or any of the vendor's employees employed by the State of Nevada, any of its political subdivisions or by any other government?
 Yes No If "Yes," is that employee planning to render services while on annual leave, compensatory time, sick leave, or on his own time?

EMBARQ Response: Read, agree and will comply.

The answer is no. EMBARQ does not have any employees that are employed by the state of Nevada, any of its political subdivisions or by any other government entity.

4.1.14 Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

EMBARQ Response: Read, agree and will comply.

KEY STAFF RESPONSIBLE FOR CONTRACT PERFORMANCE

We have assembled an outstanding project and program management team for the implementation and management of the NDOC ITS. A summary table with contact information is provided below and individual resumes for key project personnel responsible for contract performance follows.



Name	Position	Location and Contact number	Primary Responsibility	Experience
Victoria Johnson	Sr. Account Executive	Tallahassee, FL Office: (850) 893-1821 Wireless: (850) 212-8880 Home: (850) 906-9136 Toll Free: (888) 375-7318	Primary DOC Contact. Provides overall account management, ensuring understanding and accommodation of Department's needs.	30 years telecommunications experience; 12 years focused on the corrections and detention industry
Kristin McMillan	State Executive, Nevada	Las Vegas, NV Office: (702) 244-7300 Wireless: (702) 406-2470	Local NDOC Point of Contact. Leads public and external affairs organization for Nevada operations.	20+ years experience in regulatory and legal matters
Bill Cheek	President, EMBARQ Payphone Services and Wholesale Markets	Overland Park, KS Office: (913) 534-5699 Wireless: (913) 269-6721	Ensure proper visibility and company-level support for NDOC contract.	30+ years in telecommunications and recognized industry expert in regulatory and inter-carrier matters; 11 years heading EMBARQ's inmate business
Paul Cooper	Director & General Manager, EMBARQ Payphone Services	Overland Park, KS Office: (913) 534-5351 Wireless: (816) 914-5034	Lead for day to day EPSI operations; ensuring proper resource allocation and contract performance. Primary escalation point for all contractual and service issues	8 years in telecommunications; 5 years in network sales and technical support



Keith Shiflett	Manager, Sales and Service	Altamonte Springs, FL Office: (407) 830-3740 Wireless: (407) 221-7455	Ensure compliance with all contractual requirements; establish and monitor service levels with field and technical support personnel	24 years in telecommunications; 7 years in inmate sales and service
Tammie Saucedo	Program Manager	Las Vegas, NV Office: (702) 244-8384 Wireless: (702) 203-5802	Ensure accurate usage, revenue, and commission reporting, perform audits	27 years in telecommunications; 11 years in payphone and inmate reporting, billing and collections
Larry Haataja	Manager, Product Development	Overland Park, KS Office: (913) 534-7130 Wireless: (816) 309-6170	Responsible for product development, network and system design, technical analysis, and engineering support	25 years of diversified experience in telecommunications commercial and government accounts, 10 years in ITS network and system design.
Mike Haynes	Manager, Sales Technology	Overland Park, KS Office: (913) 534-2540 Wireless: (913) 534-2540	Responsible for overseeing a team for reporting and commissions systems, reporting, and tracking.	23 years in various information systems and technology roles, experienced with leading teams to implement complex database systems.
Shelia Rafferty	Program Manager	Overland Park, KS Office: (913) 534-7346 Wireless: (913) 221-6278	Establish and manage implementation plan. Ongoing responsibility to ensure technical performance meets established criteria.	32 years in telecommunications; 21 years in payphone and corrections. Personally managed installations at 60 major correctional facilities.



Marshall Hoiber (ICSolutions)	Installation manager	San Jose, CA Office: (800) 661-3845	Oversee production and installation of all equipment at Department facilities	30 years experience in computer operations, voice and data networking, and project management
Mike Kennedy (ICSolutions)	Operations and Technical Support Manager	Pearl, MS Office: (866) 228-4031	Oversees calling platform technical support team	19 years experience in voice and data networking and public communications, including customer support, project management
Tom Hearn (ICSolutions)	Training Coordinator	San Jose, CA Office: (800) 661-3845	Coordinates and executes on-site training for Department personnel	20 years in public communications, including engineering and product management
Tillman Mosley (ShawnTech)	Helpdesk Program Manager	Vandalia, OH Office: (937) 898-4900 ext. 113 Wireless: 937-307-4971	Oversees helpdesk and ongoing on-site maintenance by field technicians	20+ years in project management; 9 years supporting ShawnTech's inmate telephone contracts



Victoria L. Johnson, Senior Account Executive, EMBARQ Payphone Services

Summary of Qualifications A well-organized, technically astute leader with a documented record of outstanding customer account management, sale and marketing achievements. Strong team leader with exceptional organizational skills. Thirty years of experience in the telecommunications industry with excellent oral and written communication skills.

Account Responsibilities As Senior Account Executive, Victoria Johnson is responsible for managing the entire account. She will be the direct point of contact for all aspects of the contract for NDOC, including but not limited to: account management, contract negotiation, installation and implementation, ongoing service, commissions and reporting, as well as quarterly customer meetings.

Work Experience (1979 - Present) EMBARQ CORP. / SPRINT CORP. / UNITED TELECOMMUNICATIONS, INC.

Senior Account Executive (2006 - Present)

A corrections industry specialist responsible for prospecting and establishing business partnerships in order to integrated inmate telephone service for state, county and private corporation accounts. Consulted with communication, security and administration staff to identify communications specifications and conferred with EMBARQ's networking and vendor design engineers to develop secure call control solutions.

(1992 - 2006) SPRINT CORPORATION

Senior Account Executive (1992 - 2006)

Responsible for a newly created vertical market position selling inmate telephone services to state and county prison and detention systems. Solely responsible for program managing EMBARQ's largest revenue inmate telephone service accounts to ensure profitability through cost reductions and revenue enhancements.

(1977 - 1992) United Telecommunications, Inc.

Senior Account Manager (1992 - 1992)

Developed and implemented strategic marketing plans targeting reselling long distance service to Independent PayPhone Management Company's. Provided coordination and leadership for the account team in regard to the implementation and maintenance of contract awards to improve efficiency, effectiveness and profitability.

Public Telephone Consultant (1986 - 1992)

Responsible for securing existing and new customer accounts by obtaining commissioned contracts. Successful through research of market trends, products and services as well as the implementation of new revenue-producing opportunities within the context of assuring the attainment of company financial and sales objectives relating to public coin and inmate telephone service. Created new and updated existing products, practices and procedures related to operator billing services.

Marketing Coordinator (1984 - 1986)

Provided in-depth analysis and evaluation of large PBX and Key System customer's needs in all aspects of voice, data and equipment communications requirements. Coordinated, issued and tracked order activity relative to customer specifications. Developed and maintained high level of customer satisfaction through responsive and quality performance for all service units by closely coordinating activities to meet customer's service needs.

Customer Account Representative (1977 - 1984)

Executed customer service requests for residential and business customers requiring new or changes in existing service as well as answering billing inquiries.

Education Tallahassee Community College, Associate of Arts Degree with Honors

Edison Community College, Associate in Science Degree, Business Administration & Mgmt



Kristin McMillan – Sate Executive, EMBARQ – Nevada

Summary of Qualifications

External affairs executive with in-depth experience in regulatory, legal and governmental matters.

Work Experience

(March 2006 – Present) EMBARQ (PRIOR TO MAY 2006, SPRINT CORP.)

State Executive, Nevada Operations

Directs the efforts of governmental, legislative and external relations, public affairs and community involvement for Nevada operations.

(June 2005 – March 2006) GREENBERG TRAURIG, LLP

Co-Managing Shareholder

Co-Managing Shareholder of Las Vegas office of major law firm with multiple offices nationally and abroad. Law practice focused on the representation of a wide range of clients in regulated industries, including telecommunications companies, energy companies, water utilities, transportation providers, railroads, developers and local government franchisees.

(June 1995 – June 2005) HALE LANE LAW FIRM

President and Managing Shareholder

President and Managing Shareholder of statewide Nevada law firm consisting of nearly 50 attorneys. Law practice focused on the representation of a wide range of clients in regulated industries, including telecommunications companies, energy companies, water utilities, transportation providers, railroads, developers and local government franchisees.

(August 1986 – June 1995) LIONEL SAWYER & COLLINS

Shareholder

Law practice focused on the representation of a wide range of clients in regulated industries, including telecommunications companies, energy companies, water utilities, transportation providers, developers and local government franchisees.

Community Involvement and Business Recognitions

United Way of Southern Nevada, Board Member and Campaign Cabinet
Las Vegas Chamber of Commerce, Member of the Board of Trustees and Executive Committee, Past Chair Leadership Las Vegas, Prospectors Council
Foundation for Independent Tomorrow, Board Member
Desert Research Institute, Board Member
Nevada Development Authority, Board Member

Education

University of Santa Clara, M.B.A. and J.D.
University of Minnesota, B.S. with Distinction



WILLIAM E. CHEEK – PRESIDENT, EMBARQ WHOLESALE MARKETS

Summary of Qualifications Seasoned Corporate Executive with depth of experience in sales and service, network, regulatory, personnel management, and industry relations.

Work Experience (April 05- Present) **EMBARQ Corporation**

President Wholesale Markets (2005)
Responsible for product, marketing, sales, service and operations for the portfolio of wholesale products offered to inter-exchange carriers, competitive local exchange carriers, wireless providers, pay telephone providers and local exchange carriers. Responsible for the sales, service and operations of the EMBARQ pay telephone division.
Total of direct and indirect reports: 525

(1996-2005) **Sprint United Management Company**

AVP Strategic Sales and Account Management (2004)
Responsible for \$1.8B Wholesale Sales & Account Management for SBS Wholesale Accounts residing primarily in LTD territories. In addition, responsible for delivering favorable dispute resolution efforts with connecting companies associated with PIU, reciprocal compensation, CNAM and B&C contracts.
Total of direct and indirect reports: 300

President Wholesale Markets (2002)
Total responsibility for P&L for LTD Wholesale Markets approximately \$1.7B. Directs the Sales, Marketing, Product Development and Account Management activities related to CLECs, Wireless, IXCs, ILECs, and Pay Telephone accounts. Responsible for leading revenue assurance activities associated with PIU, reciprocal compensation, "One Sprint" customer settlements and miscellaneous billing factors.
Total of direct and indirect reports: 320

VP Sales & Account Management (1998)
Responsible for sales and account management of wholesale products and services to IXCs, CLECs, ISPs, and Wireless customers. Directs negotiation of approximately 700 various interconnection and resale agreements consistent with implementation of Telecom Act.
Total of direct and indirect reports: 255

AVP Market Management – LTD (1996)
Responsible for design and implementation of wholesale products and services for the CLEC and Wireless markets consistent with the Telecom Act of 1996. This included development of costing necessary to develop resale discounts and unbundled element tariffs.
Total of direct and indirect reports: 16

Education Hendrix College 1977, BA in Economics



Paul Cooper – Director and General Manager, EMBARQ Payphone Services

Summary of Qualifications

Seasoned general manager with depth of experience in sales and service, network design, and program management. Personally led dozens of large-scale customer network installations. Veteran of EMBARQ/Sprint able to marshal company resources as a strong customer advocate.

Work Experience

(May 2006 – Present)

EMBARQ CORP.

Director & General Manager, EMBARQ Public Access (2006-07)

Leading 140-member team responsible for product, marketing, sales, service and operations for the portfolio of public access telecommunications products offered to inmate and public payphone facilities.

Sr. Director, Launch Management Office (2006)

Headed 100-member project team responsible for Embarq's operational separation from Sprint Nextel and subsequent market launch. Chief advisor to CEO and COO on planning gaps and project status.

(1999 – 2006)

SPRINT CORP.

Sr. Director, Consumer Product Management (2005)

Led 30-member team with gross margin and product lifecycle accountability for core voice portfolio. Responsible for operational-izing redesign of Sprint local residential bundle offering including back office systems development and call center training.

Executive Assistant to the President and COO – Local Division (2004-05)

Ensured coordination of business unit initiatives and advised/briefed President on major projects. Maintained primary responsibility for financial and strategic communications to board of directors and investors.

Sr. Manager, Business Sales (2002-04)

Pre-sales technical and pricing lead for major Midwest region accounts. Also responsible for managing transfer of long distance sales responsibility from the Long Distance to the Local Division within its franchise territory.

Group Manager, Transport Network Design (2001-02)

Led 10-member team responsible for core domestic and international network architecture. Designed and oversaw installation of 20+ special-case customer arrangements, including 100-site optical network installation at major U.S. bank.

Portfolio Manager, Web Hosting (2000-01)

Built finance team responsible for Sprint's entry into the web hosting business. Responsibilities included special customer pricing, fiscal control processes for data center build out and application product line development, and M&A valuation and due diligence.

Team Lead, Affiliate Sales (1999)

Program managed 10-site optical network installation at Sprintspectrum. Single point of contact for installation and service issues.

(1995 – 1998)

FEDERAL RESERVE BANK OF KANSAS CITY

Associate Economist, Macroeconomic and Monetary Policy

Analyzed U.S. and international monetary conditions and presented recommendations to System officials. Conducted special topic research published in the Bank's Review and professional journals.

Education

University of Chicago, M.B.A. in Marketing and Finance

University of Rochester, MA./A.B.D. in Economics

Bates College, B.A. in Political Science and Economics



Keith Shiflett – Manager, Inmate Operations and Sales, EMBARQ Payphone Services

Summary of Qualifications

Strong technical and managerial skills developed through various positions in the telecommunications industry. Years of experience in engineering, network planning, business planning, operations, and sales management. Responsible for management of the entire account life cycle (marketing and sales, proposal development, implementation, and ongoing operations). Certified Project Management Professional (PMP) by Project Management Institute.

Work Experience

(February 2000 – Present) EMBARQ CORP.

Manager of Inmate Operations and Sales, EMBARQ Public Access

Supervised employees and contractors providing customer support for inmate telephone services to various state and county correction/detention facilities. Managed the implementation project of providing inmate telephone service to the Wisconsin Department of Corrections (31 sites in 114 days) on schedule and on budget. Managed the implementation project of providing inmate telephone service to the Michigan Department of Corrections (55 sites and 2,306 phones in 129 days) on schedule and on budget. Performed regulatory/contractual analysis of called party rates for 12 county jails throughout Florida. Developed and implemented standardized inmate rates in Florida. Responsible for monthly review of financial performance of all EMBARQ inmate accounts.

(1983 – 2000)

Sprint Corp.

Senior Architectural Planner, Network Planning

(1997 – 2000)

Managed the development of a new process for the budgeting, forecasting, studying, and reservation of floor space in central offices to optimize space utilization and achieve compliance with recent FCC regulations. Performed cash flow analysis of projected Asynchronous Transfer Mode (ATM) Switch deployments based upon revenue and expense forecasts from Marketing Department and capital requirements from Engineering Department. Determined budget, floor space, and headcount requirements and developed transmission facility diagrams for projected offering of Asymmetrical Digital Subscriber Line (ADSL) service.

Manager, Business Planning

(1995-1997)

Performed economic analysis for Fiddler's Creek Project, a new development in the Naples Southeast wire center in which the builder wished to partner with SSO. Analysis required modeling approximately 100 different scenarios using different service offerings, service penetration rates, head end costs, developer commission rates, and costs of money. Performed statistical analysis of 124 wire center income statements to determine causes of variations in net income margins. Performed quantitative analysis for Offensive/Defensive Strategic Positioning Task Force by determining profit potential rankings of all wire centers using access line, revenue, demographic, and margin data.

Project Manager – Technology Planning

(1993 – 1995)

Performed quantitative analysis as member of the Interoffice Facilities Core Team (IOFCT) to examine replacing interoffice facilities with SONET rings. Determined benefit of each proposed ring by analyzing minutes of usage, IXC DS-3 leases, access lines and special service circuits served, and history of cable cuts in each area. Performed economic comparison of Pair Gain Technologies High Bit-Rate Digital Subscriber Line device (HDSL) with T-Carrier systems.

Education

Virginia Tech, B.S. in Electrical Engineering
Georgia Tech, M.S. in Electrical Engineering
Rollins College, MBA (Concentration in Finance)



Tammie Saucedo – Product/Project Manager II, EMBARQ Corporation

Summary of Qualifications

Experience includes over 27 years in telecommunications. Qualifications include experience in processing and analyzing usage and commissions from four different inmate systems. Extensive work experience in reporting and commissioning for a total of 119 state prison facilities for 3 state department of corrections as well as 29 county facilities.

Work Experience

(1980 – Present) EMBARQ CORP. / SPRINT CORP. / CENTEL CORP.

Project Manager, EMBARQ/Sprint Public Access (2004-07)

Responsible for analyzing and auditing inmate call detail records, processing inmate facility commissions, maximizing revenue and increasing commissions by reducing bad debt and implementing debit calling where applicable. Developed and implemented commissioning of prisons system (COPS) to ensure accuracy of monthly commission reporting. Provide primary customer contact and business office support. Acting payphone liaison for all regulatory requirements or filings.

Business Product Analyst, Sprint Public Access (1999-04)

Responsible for analyzing profitability of various products trialed or implemented by EMBARQ/Sprint Payphone Services. Responsible for large strategic payphone customer commissions. Developed framework for automating processes and writing process documentation.

National Collection/Reconciliation Manager, Sprint (1997-99)

Responsible for maintaining the audit integrity of payphone coin collected. Developed framework for an audit and counting systems which incorporated the handheld scanners used by field technicians and Brinks Counting Centers across the United States.

Inside Sales Assistant, Sprint Public Access (1996-97)

Responsible for service order entry, equipment ordering, updating switch information, researching tariff issues, trouble shooting with field technicians, implementing process improvements, managing special projects, providing host administration for Millennium payphones, and writing process documentation.

Clerk, CENTEL Corporation (1980-96)

Provided office support in several departments: Inventory Control, Residential and Business Office, and Customer Service Teller. Duties included maintaining accurate inventory of tools and equipment, customer relations for disconnects and processing customer payments.

Training

Extensive internal company training courses in IT, Management, Customer Service, and Communications.



Larry Haataja - Engineer/Product Manager, EMBARQ Corporation

Summary of Qualifications

Over twenty-five years of diversified telecommunications experience in commercial and government markets. Qualifications include extensive experience in data network design, voice network design, access planning, access operations, technical instruction, and technical support. Instrumental in developing engineering designs for large prison call control systems, international data and voice networks, and video systems. Experience includes personnel management, technical publications, and call center management.

Work Experience

Network Sales Engineer (2004-Present) EMBARQ Corporation

Network Engineer supporting Carrier Markets Sales Group. Responsibilities include design of customer SONET networks, pre-sales design and pricing of customer access requests, and post-sales implementation of large scale SONET access circuits. Proven ability to coordinate multiple projects and interact with LECs and AAVs.

Principal Design Engineer (2000-2004) Sprint Corporation

Design Engineer for SPSI (Sprint Payphone Services), Corrections Division. Responsibilities included network and system design for complex correctional telephone systems, technical responses for corrections RFPs, and overall engineering support for SPSI.

Principal Design Engineer (1996-2000) Sprint Corporation

Design Engineer responding to RFPs for the state, local and federal government division of Sprint Government Systems Division. Designed complex voice and data networks for correctional institutions, state governments, and federal agencies. Proven excellence in written communications and oral presentations.

Professor of Telecommunications (1995-1996) DeVry Institute

Professor teaching undergraduate students in all areas of telecommunications technology and applicable skills for today's telecommunications industry. Subjects taught include telephony, transmission technology, data communications, networking and industry mathematics.

Education and Certifications

M.S., Telecommunications
University of Denver, Denver, CO

B.S., Telecom Management
Colorado Christian University, Lakewood, CO

Hold Top-Secret Government Clearance



Mike Haynes – Manager, Sales Technology, EMBARQ Payphone Services

Summary of Qualifications Seasoned general manager with depth of experience in sales and service, network design, and program management. Personally led dozens of large-scale customer network installations. Veteran of EMBARQ/Sprint able to marshal company resources as a strong customer advocate.

Work Experience (1997 – Present) **Sprint Corp./EMBARQ CORP.** (1997-07)
Manager, Sales Technology, EMBARQ Public Access

Manager of technical staff responsible for all aspects of inmate and public access (payphone) commissioning and data requirements. Led several automation projects to enhance efficiency and accuracy, including coin auditing process, field technician dispatch and trouble reporting, and commissioning systems for inmate, payphone and hotel product offerings.

Led interdisciplinary team to develop a National Database, which centralized and standardized legacy data from six autonomous regions, resulting in increased data integrity and a single repository for information on 30,000+ payphones.

Led team that developed an automated dispatch system that transmits repair data to remote field personnel via laptops, eliminating daily faxing of data, and enabling real-time dispatching. Further enhancement changed method of delivery to wireless and handheld computers, allowing continuous updates, eliminating the need to connect to a wired network, boot the laptop, and communicate with the host.

(1984-1997) **Sprint Corp.** (1989-1997)
Project Manager, Information Technology

Converted eight companies from obsolete toll processing to an enhanced standardized system, resulting in increased accuracy in toll billing, improved audit trails, decreased computer usage time, and easier program maintenance.

Directed the toll processing portion trade of telephone properties in Iowa and Kansas, involving 200,000 customers.

Selected to represent the four regional data centers on task force to evaluate the application and operational aspects of toll processing. Direct result was reduction of CPU time in major processes by up to 70%.

Senior Programmer, Information Technology (1984-1997)

Primary team troubleshooter interfacing with the corporate user community and Data Systems Development for problem resolution. Developed and implemented sound corrective measures.

Developed new file retention specifications which resulted in the return of several thousand tapes to production, substantially reduced yearly tape mounts, and saved over \$35,000 in user costs.

Analyzed the effect of block size on tape and disk performance and implemented more efficient storage utilization which also decreased CPU run time, one procedure reduced usage from 32 to 26 tapes.

Education **University of Nebraska, BA in History and Education**



Shelia Rafferty – Project Manager II, EMBARQ Corporation

Summary of Qualifications

Over 32 years of telecommunications experience. Qualifications include experienced and trained on four (4) different Inmate Monitoring and Recording Systems - VAC, Evercom, T-Netix and ICSolutions. Project Implementation Manager on 55 Correctional Installations. On-site Administrator for Inmate Facility for 1 ½ years. Completed 109 State and County site surveys. Extensive work experience in network services provisioning and billing.

Work Experience

(1975 – Present)

EMBARQ CORP. / SPRINT CORP

Project Manager, EMBARQ/Sprint Public Access (2001-07)

Leading 140-member team responsible for product, marketing, sales, service and operations for the portfolio of public access telecommunications products offered to inmate and public payphone facilities.

Product Analyst, Sprint Public Access (1999-01)

Responsible for analyzing Inmate Call Detail Reports, processing inmate commissions, maximizing revenue and increasing commissions by reducing bad debt, monthly commission reporting, process development, consolidation of LEC inmate billing and providing primary customer contact.

Business Service Representative, Sprint LTD (1989-99)

Responsible for service order entry, equipment ordering, updating switch information, researching tariff issues, trouble shooting with field technicians, implementing process improvements, managing special projects, providing host administration for Protel and Wesroc, and writing training manuals .

Education

George Washington University, Masters Project Management Certification

Training

37 internal company courses in Management, Computer Program Applications, Correctional Industry Inmate Telephone Systems, Customer Service and Communications



TILLMAN MOSLEY – SENIOR PROJECT MANAGER, SHAWNTECH COMMUNICATIONS

Summary of Qualifications

Senior Project Installation Manager for Shawntech Communication Inc. (SCI). For the DOCS contract Mr. Mosley is responsible for managing the installation process (inmate phones, call control systems, inside cable plant, and network cabling) for the inmate telephone contract. Over twenty (20) years of project management experience, nine (9) of which have been supporting ShawnTech's inmate telephone maintenance contracts. Most recently Mr. Mosley coordinated the installations of Missouri, Kentucky and Pennsylvania DOC projects.

Work Experience

State of Michigan, Inmate Telephone Services (2001)

Responsible for managing the complete installation process (inmate phones, call control systems, inside cable plant, CAT 5 cabling and networks) for the inmate telephone contract. Mr. Mosley has provided account support to the state of Michigan since 2001.

Provides the state of Michigan with installation and maintenance services for the inmate telephone contract, including but not limited to system installation, system and inmate phone maintenance and support. ShawnTech provides this support for over 55 state institutions and over 2,365 inmate phones.

Commonwealth of Virginia, Inmate Telephone Services (1999)

Responsible for managing the complete installation process (inmate phones, call control systems, inside cable plant, CAT 5 cabling and networks) for the inmate telephone contract. Mr. Mosley has provided account support to the Commonwealth of Virginia since 1999.

State of Wisconsin, Inmate Telephone Services (1995)

Responsible for managing the complete installation process (inmate phones, call control systems, inside cable plant, CAT 5 cabling and networks) for the inmate telephone contract. Mr. Mosley has provided account support to the state of Wisconsin since 1995.

Provides the state of Wisconsin with installation and maintenance services for the inmate telephone contract, including but not limited to system installation, system and inmate phone maintenance and support. ShawnTech provides this support for over 24 state institutions and over 1500 inmate phones.

Education and Training

Central State University, B.S. Marketing and Information Systems

Global Tel , GTL Technical Platform Training

Evercom, CAM Technical Platform Training

Value Added Communications VAC Technical Platform Training



Marshall Holober

Installation Manager, Inmate Calling Solutions, LLC

SUMMARY

Marshall acts as the central installation manager for all ENFORCER® projects, including coordination of site teams, and remote installation support. He brings over 30 years of extensive experience in Computer Operations, IBM Mainframe networking, Email administration, as well as managed teams of Tech Support.

PROFESSIONAL EXPERIENCE

Installation Manager, Inmate Calling Solutions, LLC San Jose, CA 2006 - Present

Technical Support Manager, Inmate Calling Solutions, LLC, San Jose, CA 2003 - 2006
Responsible for providing all remote technical support to the facility which will include both remedial software fixes and updates.

TSA Screener - Covenant Aviation Security, San Francisco Airport, CA 2002 - 2003

- Assistant to the Supervisor for screening of airport passengers and lane control
- Excellent skills in customer support to ease the concerns of passengers
- Proficient in security measures including:
 - X-ray equipment
 - Walk-through metal detectors
 - Hand-wanding and screening of passengers

Data Center Supervisor/Unix Admin - Qwest Cyber Solutions, San Jose, CA 2000 - 2001

- Legato &x backup for UNIX/NT/2000
- Administrate Solaris 5.6 - 8 on Enterprise-level systems
- Administrate HP-UX 10.x on HP 9000 Enterprise-level systems
- HP XP-256 Network Storage SAN support for UNIX and NT systems
- Helpdesk support using CLARIFY
- In-house trainer
- Disaster Recovery design/implementation/testing/verifying
- Point of contact for closing facility and moving 113 servers

Senior Network Analyst/Unix Admin - United Defense/FMC, San Jose, CA 1985 - 2000

- Senior Network Analyst - designing/installing/training/supporting for entire campus
- Supervisor for the Technical Support Team - 10 members
- Administrate 40+ servers and 200 workstations with Solaris 5.x - 8
- cc:Mail Administrator for 2.000/point of contact for over-seas email support
- Helpdesk support using REMEDY
- In-house trainer

EDUCATION

1995 - University of Phoenix

1999 - University of California Santa Cruz Extension - UNIX Administration

ACHIEVEMENTS

Zeneger Miller - "Front Line Leadership" team building instructor



Michael Kennedy
Regional Account Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions, LLC, San Jose, CA 2006-Present
Leads a team of 10 support technicians based at ICSolutions' Pearl, Mississippi Technical Support Center.

Regional Account Manager, Inmate Calling Solutions, LLC, San Jose, CA 2004 - 2006
Marketing and Sales of inmate calling technology and services to State and County government correctional facilities. Providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database systems incorporating traditional and alternative billing and payment services.

President/ Vice President Sales, Infinity Networks, Inc., Marksville, LA 1997-2003

- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from \$2 million to \$12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings \$800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link, Mobile, AL 1992-1997

- Introduced new billing product for operator service companies generating sales of \$2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from \$8 million to \$32 million.

Account Manager, National Data Corporation, Atlanta, GA 1989-1992

- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems, Atlanta, GA 1988-1989

- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps, Washington, DC 1980-1988

- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

University of South Carolina, Columbia, SC - 3 years completed in B.A. Business Administration

INTERESTS

Technology, college athletics, furniture restoration.



4.1.15 **Financial information and documentation to be included in Part III of your response in accordance with the Submittal Instructions.**

4.1.15.1 Dun and Bradstreet number

4.1.15.2 Federal Tax Identification Number

4.1.15.3 Please provide a current annual report and/or the last four quarterly audited financial reports, along with a statement of financial condition. Please state if the Vendor has operated under a different name in the past three (3) years. Please indicate if the company is for sale or is considering an acquisition or merger in the next six (6) months.

4.1.15.4 The last two - (2) years and current year interim:

4.1.15.4.1 Profit and Loss Statement

4.1.15.4.2 Balance Statement

EMBARQ Response: Read, agree and will comply.

As directed in the Submittal Instructions, Embarq Corp. is providing financial information as separately enclosed documentation within Part III: Confidential Information.

4.2 REFERENCES

Vendors should provide a minimum of three (3) references from similar projects performed for private, state and/or large local government clients within the last three years. **Vendors are required to submit Attachment D, Reference Form to the business references they list. The business references must submit the Reference Form directly to the Purchasing Division.** It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the proposal submission deadline for inclusion in the evaluation process. Business References not received, or not complete, may adversely affect the vendor's score in the evaluation process. The Purchasing Division may contact any or all business references for validation of information submitted.

EMBARQ Response: Read, agree and will comply.

4.2.1 Client name;

Attachment D Reference Questionnaire Forms were submitted by EMBARQ clients on the following dates:

- 9/25/07 State of Michigan
- 9/27/07 Escambia County Sheriff's Office
- 10/3/07 State of Wisconsin
- 10/8/07 State of South Carolina

We received notification via e-mail from the State on October 8 2007 confirming that the above references were received.



4.2.2 Project description;

State of Michigan

Michigan chose EMBARQ to provide inmate calling systems for all 53 sites with 2,364 telephones for 50,000+ inmates. This account was won in 2001, and a two-year extension was awarded in 2006. Upon implementation, the State had, for the first time, a complete turn-key solution for inmate telephone services. In 2005, a system-wide debit calling program was implemented that has increased total revenue to the State by 15%.

Escambia County Sheriff's Office

EMBARQ was selected by Escambia to provide an inmate calling system for two County Detention facilities with 123 telephones for 1,703 inmates. A Securus Call Access Manager inmate calling system was installed for both County facilities connecting the two sites via the County LAN. In addition, remote access provided via the County LAN into the call control system for the main Sheriff's Office Investigative Unit was established.

At the end of the initial five-year agreement Escambia chose to extend the agreement for an additional five-years with EMBARQ. EMBARQ upgraded the call control system to the ICSolutions ENFORCER call control system. Both sites are connected via the county LAN. Unlimited remote access is now provided through the Internet. The debit calling option and voice biometrics applications are scheduled for complete implementation during the 4th Quarter of 2007.

State of Wisconsin

In 2000, Wisconsin chose EMBARQ to provide a WAN-based Securus CAM inmate calling system for 36 sites with 1,272 telephones and an ADP of 21,692. EMBARQ reduced the collect call rates from the predecessor by 40% while holding revenue decline to only 18%. Also, we successfully eliminated the previously required "attorney only" telephones by providing a reliable solution to the potential recording of privileged calls.

State of South Carolina

In 1999, South Carolina chose EMBARQ to provide a T-Netix (now Securus) Digital Cambridge inmate calling system for all 30 adult facilities with 1,446 telephones and an ADP of 23,700. Additionally, Public Sector call control systems for seven Department of Juvenile Justice (DJJ) facilities with an ADP of 775 were installed concurrently.

South Carolina DOC awarded a two-year agreement extension in 2005. In January 2006 EMBARQ reduced inmate calling rates an average of 41.5% and upgraded all DOC Securus and DJJ Public Sector calling systems.

In conjunction with the South Carolina DOC contract, EMBARQ provides over 330 public coin telephones at various State facilities.



4.2.3 Project dates (starting and ending);

State of Michigan

- August 15, 2001 Network installation began
- September 6, 2001 Securus CAM platform installation began
- November 14, 2001 Network installation complete
- December 4, 2001 Securus CAM platform installation complete

Escambia County Sheriff's Office

- June 17, 2002 Securus CAM System implementation began
- June 21, 2002 Securus CAM System installation complete
- March 12, 2007 ICSolutions Enforcer System implementation began
- March 15, 2007 ICSolutions Enforcer System installation & Training complete

State of Wisconsin

- February 1, 2001 system implementation began
- April 15, 2001 system implementation complete
- December 2001 converted 700 "attorney call only" phones to system phone calls

State of South Carolina

- September 1999 T-Netix DCB System implementation meetings began
- December 15, 1999 T-Netix DCB System implementation complete
- January 16, 2006 T-Netix DCB System Upgrade implementation meetings began (system upgrade schedule based on customer request)
- June 21, 2006 T-Netix DCB System Upgrade and Training complete

4.2.4 Technical environment; (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware)

State of Michigan

EMBARQ has deployed the Securus Call Access Manager call processing system hardware and software for the State. We have implemented a WAN connecting 53 locations and our in-state office. This network is host to data for 50,000+ inmates, CDR's and recordings. Each offender is allowed 20 telephone numbers on their call list. They are allowed to change their call list three times per year. EMBARQ completely manages all of this data. We process and complete more than 280,000 telephone calls per month for this account.



Escambia County Sheriff's Office

Embarq has deployed the ICSolutions ENFORCER® call processing system hardware and software at this location. This integrated solution provides the call processing, digital recording and monitoring for the entire County facilities. The system is connected to the existing County LAN via a firewall which enables all County personal computers to securely access the system for investigative and administrative functions via ICSolutions web-based software applications. The system dedicated workstation PCs in addition to the County provided networked PCs. The Escambia ENFORCER is also connected via high speed Internet access to enable remote technical support, call record retrieval and remote investigator access capability.

State of Wisconsin

EMBARQ has deployed the Securus Call Access Manager call processing system for the State, with State-wide connectivity provided via a WAN. The offender database is tracked and managed in conjunction with a partnership with the Department's IT group. Both state and federal agencies have utilized the system as a resource to aid in prosecution and crime reduction efforts, as well as assisting in improving security.

State of South Carolina

Embarq has deployed the T-Netix Digital Combridge call processing system hardware and software for the State.

4.2.5 Staff assigned to reference engagement that will be designated for work per this RFP;

EMBARQ Response: Read, agree and will comply.

EMBARQ will assign Victoria Johnson, Senior Account Executive, as the single point of contact and with responsibility for managing the entire account. She will be the direct point of contact for all aspects of the contract for the NDOC, including but not limited to account management, contract negotiation, installation and implementation, ongoing service, commissions and reporting, as well as quarterly customer meetings.

EMBARQ will assign Shelia Rafferty, Project/Program Manager, the responsibility of System Installation Manager. She will be the direct point of contact for system and network installation teams.

Victoria and Shelia are experienced professionals, each having over thirty years experience in telecommunications with EMBARQ. Victoria has worked in the corrections and detention field since 1986; Shelia has managed implementation projects for 60 major correctional facilities.

EMBARQ's Sales and Service Manager is Keith Shiflett. Keith was responsible for and actively participated in the implementation of Michigan, Wisconsin and South Carolina, and will



supervise the implementation project and ongoing program management. Victoria and Sheila both report to Keith.

Further details of the entire project team roles and responsibilities, experience and qualifications, including resumes, is located under Section 4.1.14.

4.2.6 Client project manager name, telephone number, fax number and e-mail address.

EMBARQ Response: Read, agree and will comply.

Victoria L. Johnson, Senior Account Executive
Office: (866) 375-7318
Wireless: (850) 212-8880
Fax: (850) 893-2531
VICTORIA.L.JOHNSON@EMBARQ.COM

Shelia Rafferty, Project Manager
Office: (913) 534-7346
Wireless: (913) 221-6278
Fax: (913) 534-2799
SHELIA.CATES@EMBARQ.COM

Keith Shiflett, Sales and Service Manager
Office: (407) 830-3740
Wireless: (407) 221-7455
Fax: (407) 830-3180
KEITH.SHIFLETT@EMBARQ.COM

4.3 SUBCONTRACTOR INFORMATION

EMBARQ Response: Read, agree and will comply.

4.3.1 Does this proposal include the use of subcontractors?

Yes No Unknown

If "Yes", vendor must:

EMBARQ Response: Read, agree and will comply. Yes.

4.3.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

EMBARQ Response: Read, agree and will comply.



ICSolutions will provide the ITS system as well as technical support and ongoing maintenance of the system. ICSolutions will also be responsible for implementation, training and remote diagnostics of the ITS equipment for the life of the contract.

ShawnTech Communications, Inc. (ShawnTech) will be the subcontractor for day to day onsite maintenance of telephones, workstations and wiring for the Facilities located in northern Nevada and will provide the call center for reporting troubles in the system.

4.3.1.2 Provide the same information for any proposed subcontractors as requested in the Primary Vendor Information section.

EMBARQ Response: Read, agree and will comply.

(4.1.1. Primary Vendor Question with Response from Subcontractors)

Inmate Calling Solutions, LLC d/b/a ICSolutions is a limited liability company organized under the laws of the State of California. ICSolutions has been registered with the Nevada Secretary of State as a foreign LLC since June, 2003. ICSolutions is registered with the Department of Taxation as required and is registered to transact business in Nevada as a foreign limited-liability company. A copy of the Nevada Secretary of State Certificate of Registration of Foreign Limited-Liability Company is enclosed under attachment STATE DOCUMENTS NO. 6: State Certification Documents.

ShawnTech Communications, Inc. is a corporation organized under the laws of the State of Ohio with a date of incorporation of February 7, 1996. ShawnTech is not currently registered and licensed in Nevada but has started the registration process. They will make the necessary arrangements for Nevada registration and licensing prior to contract signing.

(4.1.2 Primary Vendor Question with Response from Subcontractors)

ICSolutions has no significant prior or ongoing contract failures, contract breaches, civil or criminal litigation or investigation pending involving ICSolutions with the State of Nevada or any other customer in the State of Nevada.

ShawnTech has no significant prior or ongoing contract failures, contract breaches, civil or criminal litigation or investigation pending involving the State of Nevada or any other customer in the State of Nevada.

(4.1.3 Primary Vendor Question with Response from Subcontractors)

ICSolutions has never lost a customer or failed to renew a contract for the provision of inmate phone service since its inception.

ShawnTech has never lost a customer or failed to renew a contract for the provision of inmate phone service since its inception.



(4.1.4 Primary Vendor Question with Response from Subcontractors)

ICSolutions has never been notified in writing of any commission payment errors resulting in additional commissions owed by any customer.

ShawnTech does not have any clients with a commission payment requirement. Not applicable.

(4.1.5 Primary Vendor Question with Response from Subcontractors)

The ICSolutions corporate office is located in San Jose, CA; their 24 hour ENFORCER® technical support center is located in Pearl, Mississippi, which is near Jackson.

ShawnTech's corporate office is located in Dayton, Ohio. Corporate staff and help desk support will be provided from this office. In addition, as our subcontractor, ShawnTech will provide two technicians to provide onsite ITS maintenance and repair service for NDOC facilities located in northern Nevada. One of the technicians will be assigned to work out of Carson City, Nevada and the second will be assigned out of Ely, Nevada. (EMBARQ will use our own technicians for NDOC Facilities in southern Nevada.)

(4.1.6 Primary Vendor Question with Response from Subcontractors)

ICSolutions is a LLC based in the State of California. To the best of our knowledge, California does not utilize a preference for resident vendors.

ShawnTech is incorporated in the State of Ohio. To the best of our knowledge, Ohio does not utilize a preference for resident vendors.

(4.1.7 Primary Vendor Question with Response from Subcontractors)

ICSolutions has 55 employees nationwide. They do not have any employees in Nevada.

ShawnTech has 69 employees nationwide. They do not have any employees in Nevada, but will hire two technicians on our behalf to provide onsite maintenance and repair for NDOC's northern Nevada Facilities.

(4.1.8 Primary Vendor Question with Response from Subcontractors)

ICSolutions will not have local employees assigned. Local personnel will be provided by EMBARQ and ShawnTech. ICSolutions will provide ENFORCER® technical support from their technical support center located in Pearl, Mississippi which is near Jackson.

ShawnTech will have one technician assigned to work out of Carson City, Nevada and one technician assigned to work out of Ely, Nevada. Additionally, ShawnTech's Repair and Dispatch Help Desk is located in Dayton, Ohio.



(4.1.9 Primary Vendor Question with Response from Subcontractors)

Not applicable for ICSolutions or ShawnTech. There will be just one single point of contact provided by EMBARQ. The single point of contact is Victoria Johnson; her contact information is provided in the Primary Vendor response for Section 4.1.9 and in attachment STATE DOCUMENT NO. 1: CONTACT INFORMATION FORM.

(4.1.10)

ICSolutions Company Background/History and Qualifications

ICSolutions provides turn-key inmate phone systems and specialized technology to correctional facilities throughout the United States. ICSolutions' ENFORCER® product enables the responsible governmental agency to provide essential calling privileges to inmates while maintaining appropriate and necessary levels of security and control. ICSolutions service is unique in the application of real-time prepaid calling options which maximize call completion, revenue and concession commissions paid to the correctional facility. The unique positioning of ICSolutions provides a fresh approach to an industry that continues to seek alternatives to the current market mix.

Since its inception, ICSolutions has never lost a customer or failed to renew a contract. This record is evidence of their commitment to exceptional service. ICSolutions looks forward to supporting EMBARQ and the State of Nevada to deliver this level of quality in all aspects of performance of this contract.

ShawnTech Company Background/History and Qualifications

ShawnTech Communications, Inc. (ShawnTech) was established in 1986 to provide reliable telecommunications services to both businesses and individuals. Over the years their service offering has grown to include installation, maintenance services, project management, and turnkey projects, and partnered with one of the first companies to integrate call control and recording technologies in the telecommunications market. Today, ShawnTech services span virtually the entire spectrum of telecommunications. ShawnTech specializes in the installation, maintenance, and administration of inmate telephone systems technologies, and is presently serving the needs of correctional facilities at over 300 locations in 9 states.

ShawnTech Communications, Inc. is recognized as a "Minority Owned Business Enterprise" (MBE), and holds certifications with the Small Business Administration (8A), the Ohio State Department of Transportation and Department of Administrative Services Equal Opportunity Division, the National Minority Suppliers Development Council, and numerous other state MBE certifications.

ShawnTech's goal is to build ongoing, mutually beneficial relationships with their clients, and values the many long-term relationships developed over the years. The Operations Team works with multiple vendor technologies and continues to add to their knowledge base of today's telecommunications network hierarchy. ShawnTech carefully evaluates a customer's needs when placing Field Technicians; such matters as minimum response time for priority



trouble issues are considered in determining the best physical location. ShawnTech Field Technicians are equipped with the tools and inventory necessary to quickly respond to all trouble reports generated from their assigned facility, and have a reputation for readily responding to changing needs.

The highly trained and field-tested staff is ready to do whatever is required to complete a project on time and within budget. Experienced Project Managers with extensive industry knowledge take pride in living with the project from start to finish, and making sure it gets done right the first time – every time. Whatever roadblocks should arise, ShawnTech Communications is ready for the challenge to meet and exceed the client's requirements and continue to provide their signature legendary service.

(4.1.11)

ICSolutions has been providing inmate telephone services and technology for over five years, and has a customer base of over 400 institutions with another 6 pending installations. Many of those sites are direct ICSolutions accounts; the others are accounts served jointly with other telecommunications companies. The company's depth of experience has provided them with a complete understanding of what is required for successful implementation and contract execution for the State. The majority of ICSolutions personnel who would develop and support the project have at least 14 years experience specific to the inmate telephone industry. This collective knowledge and talent is unparalleled in the industry today.

ShawnTech has been providing maintenance, installation and project management services for over 13 years, and is currently active in the following states and counties:

Year	State/County	Sites
1994	Ohio	30
1995	Michigan (EMBARQ Account)	53
1995	Wisconsin (EMBARQ Account)	34
1996	Missouri	20
1996	New York	70
1997	Minnesota	8
1999	Virginia	68
1999	Florida County Jails (EMBARQ Accounts)	17
1999	Ashland and Douglas Counties (WI)	2
2000	Kentucky	20
2001	Florence County (WI)	1
2001	Connecticut	20
2001	Richmond County (VA)	1
2001	Oakland County (MI)	3



2001	Waukesha County Jail (WI)	1
2002	Milwaukee County (WI) (EMBARQ Account)	2
2004	Pennsylvania	65

Within the past two years ShawnTech Communications, Inc. has completed the implementation of the following states and counties: Missouri, Kentucky, Milwaukee County, WI, and Pennsylvania. These were a result of contract renewals.

Year	State/County	Sites
2006	Milwaukee County, WI	2
2006	Virginia	68
2006	Missouri	20
2006	Kentucky	20
2007	Pennsylvania	28

(4.1.12 Primary Vendor Question with Response from Subcontractors)

ICSolutions has never been engaged under contract by any State of Nevada agency.

ShawnTech has never been engaged under contract by any State of Nevada agency.

(4.1.13 Primary Vendor Question with Response from Subcontractors)

ICSolutions and its employees are not employed by the State of Nevada or any of its political subdivisions or government entities.

ShawnTech and its employees are not employed by the State of Nevada or any of its political subdivisions or government entities.

(4.1.14 Primary Vendor Question with Response from Subcontractors)

Key staff for ICSolutions and ShawnTech are included within the prime vendors Key Staff Chart and Resumes provided within the response to Section 4.1.14.

(4.1.15 Primary Vendor Question with Response from Subcontractors)

Financial information and documentation for EMBARQ, ICSolutions, and ShawnTech are enclosed separately under Part III: Confidential Information in accordance with the Submittal Instructions.



4.3.1.3 References as specified above must be provided for any proposed subcontractors.

EMBARQ Response: Read, agree and will comply.

ICSolutions

Company Name:	Brown County	Number of Facilities:	2
Contact Person:	CPT. Jack Jadin Lt. Phil Steffen	Telephone Number:	(920) 391-6806 (920) 391 6807
Address:	3030 Curry Lane	Total Number of Phones:	97
	Green Bay, WI 54311	Total Inmate Population:	650
Former Provider:	SBC/Securus	Date Service Began:	July 2004
Services Provided:	<input checked="" type="checkbox"/> Inmate Telephone System	<input checked="" type="checkbox"/> LEC Billing & Collection	
	<input checked="" type="checkbox"/> Point-of-Sale PrePaid Collect	<input checked="" type="checkbox"/> Validation Fraud Control	

Company Name:	Outagamie County Jail	Number of Facilities:	1
Contact Person:	Captain Dave Kiesner	Telephone Number:	(920) 832-5617
Address:	320 South Walnut Street	Total Number of Phones:	76
	Appleton, WI 54911	Total Inmate Population:	477
Former Provider:	GTL	Date Service Began:	July 2004
Services Provided:	<input checked="" type="checkbox"/> Inmate Telephone System	<input checked="" type="checkbox"/> LEC Billing & Collection	<input type="checkbox"/> PBX Interface
	<input checked="" type="checkbox"/> Point-of-Sale PrePaid Collect	<input checked="" type="checkbox"/> Validation Fraud Control	

Company Name:	Dane County Jail	Number of Facilities:	3
Contact Person:	Lt. Jeff Hook	Telephone Number:	(608) 284-6170



Address:	114 W. Doty St.	Total Number of Phones:	166
	Madison, WI 53703-3340	Total Inmate Population:	1024
Former Provider:	SBC/GTL	Date Service Began:	November 2004
Services Provided:	✓ Inmate Telephone System	✓ LEC Billing & Collection	
	✓ Point-of-Sale PrePaid Collect	✓ Validation Fraud Control	

Company Name:	Wyoming DOC	Number of Facilities:	4
Contact Person:	Ann O'Boyle (Praeses)	Telephone Number:	(318) 424-8125 x3175
Address:	700 West 21st Street	Total Number of Phones:	87
	Cheyenne, WY 82002	Total Inmate Population:	1493
Former Provider:	Global Tel*Link/MCI	Date Service Began:	May 2006
Services Provided:	✓ Inmate Telephone System	✓ LEC Billing & Collection	
	✓ Point-of-Sale PrePaid Collect	✓ Validation Fraud Control	

Company Name:	Osceola County Corrections Dept.	Number of Facilities:	1
Contact Person:	Joyce Peach	Telephone Number:	(407) 962-3355
Address:	402 Simpson Road	Total Number of Phones:	122
	Kissimmee, FL 34744	Total Inmate Population:	1,186
Former Provider:	GTL	Date Service Began:	July 2007
Services Provided:	✓ Inmate Telephone System	✓ LEC Billing & Collection	✓ ICSlettersSM
	✓ Point-of-Sale PrePaid Collect	✓ Validation Fraud Control	✓ ICSdepositsSM



ShawnTech

- **State of Wisconsin** – ShawnTech has provided the State of Wisconsin DOC ITS maintenance, installation and repair services from 1995 to 1998 and from 2001 to present as a subcontractor to EMBARQ. Wisconsin DOC consists of 34 facilities, 1,376 phones, 21,462 inmates and 33 workstation/monitor stations. ShawnTech responsibilities include:
 - Installation, upgrades and maintenance of call processing systems, workstations, inmate phones, enclosures, cut of switches and other associated equipment
 - Maintenance of inside cable plant
 - 24/7 trouble desk call center service for trouble ticket management
 - Call processing user training, system refresher training, system upgrade training
 - Online access to trouble ticket information reporting

- **State of Virginia** – ShawnTech has provided the Commonwealth of Virginia DOC ITS pin administration, maintenance, installation and repair services since 1999 and is currently providing this service as a subcontractor to GTL. ShawnTech is under its second maintenance contract and has installed two separate inmate telephone systems throughout the state at all contracted Virginia DOC correctional facilities. Virginia DOC consists of 62 facilities, 2,223 phones, 32,000 inmates and 120 workstation/monitor stations. Under the current contract, ShawnTech provides the following services:
 - Pin data administration for all facilities
 - Installation, upgrades and maintenance of call processing systems, workstations, inmate phones, enclosures, cut of switches and other associated equipment
 - Dedicated field support service team for system and phone repairs
 - Maintenance of inside cable plant
 - 24/7 trouble desk call center service for trouble ticket management
 - Call processing user training, system refresher training, system upgrade training
 - Online access to trouble ticket information reporting

- **State of Missouri** – ShawnTech has provided the State of Missouri DOC maintenance, installation and repair services since 1996 and is currently providing this service as a subcontractor to PCS. ShawnTech is under its third maintenance contract and has installed three separate inmate telephone systems throughout the state at all contracted DOC correctional facilities. Missouri DOC consists of 20 facilities, 1,600 phones, 30,835 inmates and 26 workstation/monitor stations. Under the current contract, ShawnTech provides the following services:
 - Pin data administration for all facilities
 - Installation, upgrades and maintenance of call processing systems, workstations, inmate phones, enclosures, cut of switches and other associated equipment
 - Dedicated field support service team for system and phone repairs
 - Maintenance of inside cable plant
 - 24/7 trouble desk call center service for trouble ticket management



- Call processing user training, system refresher training, system upgrade training
- Online access to trouble ticket information reporting
- **State of Pennsylvania** – ShawnTech has provided the Commonwealth of Pennsylvania DOC pin administration for their ITS since June 2004. The Site Administrator Team performs the following:
 - System Operation
 - Daily test to insure all phones are operational
 - Diagnostic testing to isolate out-of-service conditions; (line testing, hardware testing, software testing, test calling, physical survey of phones)
 - Trouble reporting, follow-up, resolution and closeout
 - Meet telephone needs of inmate population
 - Process updates, changes, additions to the inmates' allowed call list on a monthly basis (first five days of the month)
 - Log, track and respond to inmate discrepancy forms daily
 - Process call block/unblock requests as needed
 - Process facility-generated requests for reports, requests, inquiries
 - Address end user and inmate family questions, inquiries regarding telephone number access to inmates

4.3.1.4 The State may require that the awarded vendor provide proof of payment to any subcontractors used for this project. Proposals should include a plan by which, at the State's request, the State will be notified of such payments.

EMBARQ Response: Read, agree and will comply.

If requested by the State, EMBARQ could on a monthly basis fax a copy of the subcontractor invoice and the corresponding payment voucher receipt to provide proof of subcontractor payments.

4.3.1.5 Primary vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the using agency.

EMBARQ Response: Read, agree and will comply.

4.3.1.6 Primary vendor must notify the using agency of the intended use of any subcontractors not identified within their response and receive agency approval prior to subcontractor commencing work.

EMBARQ Response: Read, agree and will comply.



5. COST/COMMISSION (These items must be included in part II Cost/Commissions Proposal)

5.1 COST/COMMISSION PROPOSAL SUBMITTAL

5.1.1 All Cost/Commission Proposals shall be submitted to the State as a separate, sealed package and clearly marked: "Cost/Commission Proposal in Response to RFP No. 1628, please refer to the submittal Instructions for further instruction.

EMBARQ Response: Read, agree and will comply.

5.2 The vendor shall pay commissions calculated on all Gross Revenues generated by and through the inmate telephone system including collect, debit and pre-paid inmate calls placed from the inmate telephone equipment located at the facilities.

EMBARQ Response: Read, agree and will comply.

5.3 Gross Revenue includes, but is not limited to, all Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate and International revenues and any and all additional charges and fees generated by completion of all collect, debit and pre-paid calls from vendor's inmate telephones.

EMBARQ Response: Read, agree and will comply.

5.4 The vendor shall pay commission on the Gross Revenues before any deductions are made for un-billable calls, bad debt, uncollectible calls, fraudulent calls, LEC adjustments or any other vendor expenses. Calls to telephone numbers that appear on the free call list supplied by the State shall not generate revenue for the vendor and shall not be commissionable to the State. Only those numbers designated by the State on the free call list shall be marked as "Free" in the inmate telephone system. All calls marked as free and not on the list supplied by the State will be commissionable at the then prevailing calling rates.

EMBARQ Response: Read, agree and will comply.

5.5 Any additional fees to be added to the called party's bill must be approved by the State and will be considered Gross Revenue. Said additional fees should be commissioned at the proposed commission rate and shall follow the section on Commission Payment and Reporting.

EMBARQ Response: Read, agree and will comply.

5.6 Pre-paid calls include, but are not limited to, those calls completed by using a pre-paid card as well as all calls which have been pre-paid by any person or entity and by any method of payment.

EMBARQ Response: Read, agree and will comply.



- 5.7 A pre-paid call is deemed to be complete and commission due when a connection is made between the inmate and the called party, whether such connection be established by positive acceptance or by live or automated (i.e. answering machine) pick up.

EMBARQ Response: Read, agree and will comply.

- 5.8 A collect call is deemed to be complete and commission due when the called party accepts the call regardless if the vendor can bill or collect the revenue on the collect call.

EMBARQ Response: Read, agree and will comply.

- 5.9 A debit call is deemed to be complete and commission due when a connection is made between the inmate and the called party even if such connection is established by automated machine pick up.

EMBARQ Response: Read, agree and will comply.

- 5.10 Additionally, the State shall not be liable for any of vendor's costs including, but not limited to, taxes, shipping charges, network charges, insurance, interest, penalties, termination payments, attorney fees or liquidated damages.

EMBARQ Response: Read, agree and will comply.

- 5.11 The State may require a pre-payment of the monthly commission amount. Vendors may submit alternate cost/commission proposals to reflect this pre-payment requirement.

EMBARQ Response: Read, agree and will comply.

- 5.12 The vendor shall propose a commission offer utilizing the services of a Site Administrator and a commission offer without the services of a Site Administrator.

EMBARQ Response: Read, agree and will comply.

- 5.13 Rate Requirements

- 5.13.1 The Vendor shall provide rates that mirror or are lower than the dominant carrier rates.

EMBARQ Response: Read, agree and will comply.

EMBARQ has proposed multiple calling rate scenarios, including rates that are significantly below our interpretation of dominant carrier rates.



We will note, however, that research by our expert Nevada regulatory staff revealed an apparent inconsistency between their interpretation of dominant carrier rates and the NDOC calling rates on page 83, Option #1.

EMBARQ regulatory staff identifies our affiliate Central Telephone Company – Nevada division d/b/a Embarq Communications, Inc. as the dominant carrier for local and interLATA calls and AT&T as the dominant carrier for interLATA and interstate calls.

EMBARQ intraLATA rates are shown below. Please note that all of these values are less than the values provided in Option #1 on page 83 of the RFP, indicating that Option #1 requires bidders to bid intraLATA rates higher than the dominant carrier rates, in violation of Items 5.13.1.

<u>Mileage</u>	<u>Initial Minute</u>	<u>Each Additional Minute</u>
0-10	0.10	0.04
11-30	0.15	0.07
31-55	0.20	0.11
56-124	0.24	0.16
125-292	0.28	0.18
293-430	0.29	0.20
431+	0.30	0.21

AT&T interLATA rates are \$3.95 surcharge, and 89 cents/minute (initial and additional). These match the interstate rates provided in Option 1.

With this in mind EMBARQ desires to work with NDOC to identify "dominant carrier rates" based upon the NDOC's interpretation of the current regulatory environment, to develop rates that match this interpretation, and then to develop a commission structure that reflects these rates.

EMBARQ has provided a commission offer for the rates identified in Option # 1, as well as one higher and one lower set of rates (Options # 2 and 3), from which the NDOC may select the offer that best serves their needs.

5.13.2 The vendor shall provide rates that mirror or are lower than the dominant carrier rates.

EMBARQ Response: Read, agree and will comply. As stated in Amendment No. 01 to Request for Proposal No. 1628, dated October 5th, 2007, Answer to Question # 32, "This is a duplicate. Please ignore 5.13.2".

5.13.3 The vendor shall submit a request in writing to receive approval from the State for any rate increases and/or decreases for inmate telephone calls before new rates are implemented. The State will respond in writing to the vendor's request.

EMBARQ Response: Read, agree and will comply.



EMBARQ, after conferring with our regulatory staff to ensure compliance, commits to submit any desired rate changes in writing to NDOC. We note that per AB 518 that became effective on May 31, 2007, rates for inmate services no longer require regulatory approval. EMBARQ regulatory staff has met with the Nevada Commission staff to discuss this issue since the passage of the legislation, and the Commission staff agrees that the Commission can no longer require regulatory approval for inmate rates. Staff has requested that the Commission issue a blanket order that would eliminate any existing inmate tariffs on file at the PUC.

- 5.13.4 Should the vendor decrease the calling rates without the express written approval of the State, the vendor shall be responsible for paying commissions on the Gross Revenue as determined by applying the calling rates prior to the unapproved change.

EMBARQ Response: Read, agree and will comply.

- 5.13.5 Should the vendor increase the calling rates without the express written approval of the State, the vendor must issue credits to all customers that are overcharged. No commission refund shall be due from the State to the vendor for unapproved rate increases.

EMBARQ Response: Read, agree and will comply.

- 5.13.6 The vendor shall implement any rate adjustments requested by the State within five (5) days of said request, subject to regulatory approval.

EMBARQ Response: Read, agree and will comply.

Rate adjustments typically require 24 hours or less to load into the calling platform. However, it must be understood that any rate change may have a material effect upon the financial performance of this account, requiring an adjustment in the commission rate and/or Minimum Annual Guarantee (MAG) paid to NDOC. EMBARQ will work with NDOC throughout the contract to balance calling rates and commission rates in a way that meets NDOC's needs.

- 5.13.7 The vendor shall detail any and all additional charges and fees (including those which may be charged to called party's local phone bill) that will be assessed for all collect, debit and pre-paid inmate telephone calls. Additional charges and fees must be specifically designated within the vendor's rate proposal submitted on Attachment J.

EMBARQ Response: Read, agree and will comply.

It is EMBARQ's policy not to charge additional non government-mandated fees of any kind on called parties' bills, as these fees can be a significant driver of customer complaints. However, we will, and only at NDOC's request, charge a fee of \$2.50 per month per bill (not per call) to collect-called parties who choose to be billed on their local phone company's bill. This charge would help to offset the higher costs associated with LEC billing. As a result, EMBARQ would be able



to offer a higher commission rate on total gross revenue (which would include revenue generated by this fee).

5.14 Commission Payment And Reporting

5.14.1 The vendor shall provide commission payments and traffic detail reports to the State no later than the twenty-fifth (25th) day of the month following the month of traffic. The State prefers commission payments be sent via wire transfer; traffic detail reports must be sent via electronic format.

EMBARQ Response: Read, agree and will comply.

EMBARQ is able to provide payments via wire transfer and also prefers this payment method, and will work with NDOC to set up the process. EMBARQ also prefers that traffic detail reporting be sent via electronic format as requested and will meet this requirement.

5.14.2 Traffic detail reports shall include a detailed breakdown of the traffic for all collect, debit and pre-paid calls for each inmate telephone or inmate telephone station. Traffic detail shall include, at a minimum, each of the following items for each inmate telephone station broken down by collect, debit and pre-paid call types:

- Facility Name;
- Facility Identification Number;
- Facility Street Address, City, State, and Zip Code;
- Automatic Number Identifier, or inmate telephone and/or inmate telephone station port number;
- Total Gross Local Revenue and Commission per inmate telephone or inmate telephone station;
- Total Gross Intralata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station;
- Total Gross Interlata/Intrastate Revenue and Commission per inmate telephone or inmate telephone station;
- Total Gross Interlata/Interstate Revenue and Commission per inmate telephone or inmate telephone station;
- Total Gross International Revenue per inmate telephone or inmate telephone station;
- Commission Rate;
- Total Commission Amount (including, but not limited to, Local, Intralata/Intrastate, Interlata/Intrastate, and Interlata/Interstate);
- Period Dates;
- Total Minutes of use per inmate telephone or inmate telephone station for each call type;
- Total Number of Calls per inmate telephone or inmate telephone station for each call type;
- Total Debit Usage for each call type; and



- Total Pre-paid Usage for each call type. Please provide a sample of how the vendor will meet this requirement.

EMBARQ Response: Read, agree and will comply.

Sample report examples are enclosed under attachment STATE DOCUMENT NO. 9: SAMPLE COMMISSION REPORTS.

5.15 Performance and Payment

- 5.15.1 Commission discrepancies must be resolved by the vendor within thirty (30) days of receipt of notification of a discrepancy by the State or such discrepancy is subject to late charges, as described below and/or termination of the contract at the sole discretion of the State, and/or any other legal course of action the State elects to pursue.

EMBARQ Response: Read, agree and will comply.

- 5.15.2 Commission payments and/or traffic detail reports received by the State after the due date are subject to late charges. The due date for all payments and reporting is the twenty-fifth (25th) day of the month following the month of traffic. Late charges for commission payments shall be equal to five percent (5 %) per month of the commission due. Late charges for traffic detail reporting shall be a fee of \$750.00 per month for each report not received by the twenty-fifth (25th) day of the month following the traffic month.

EMBARQ Response: Read, agree and will comply.

5.16 Audit

- 5.16.1 The State will have the right from the Commencement Date of the Agreement and for a period of three (3) years after the termination date of the Agreement, upon ten (10) days written notice, to fully audit or examine any and all vendor information pertaining to the Agreement. The State will also have the right to have another independent agency of the State's exclusive choice, perform any or all audits and examinations pertaining to this Agreement.

EMBARQ Response: Read, agree and will comply.

- 5.16.2 Vendor shall maintain accurate, complete and auditable records fully reflecting the Gross Revenues from which commissions can be determined, including all call detail, EMI billing records, pre-paid card sales, and commissioning reports during the term of the Agreement and for no less than two (2) years after the term of the Agreement covered thereby in accordance with generally accepted accounting principles.



EMBARQ Response: Read, agree and will comply.

5.16.3 Failure by the vendor to comply with this full audit rights provision will be considered breach of the Agreement, and could result in termination of the Agreement at the State's sole discretion.

EMBARQ Response: Read, agree and will comply.



6. **SUBMITTAL INSTRUCTIONS**

- 6.1 In lieu of a pre-proposal conference, the Purchasing Division will accept questions and/or comments in writing, received by e-mail regarding this RFP as follows:

Questions must reference the identifying RFP number and be addressed to the State of Nevada, Purchasing Division, Attn: Gail Burchett, Purchasing Officer, e-mailed to svrpurch@purchasing.state.nv.us The deadline for submitting questions is September 21, 2007 at 5:00p.m., Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed or faxed to prospective vendors on or about October 1, 2007. Please provide company name, address, phone number, e-mail address, fax number, and contact person when submitting questions.

EMBARQ Response: Read, agree and will comply.

- 6.2 RFP Timeline

<u>TASK</u>	<u>DATE/TIME</u>
Submittal of Background Check paperwork (Attachment I)	September 4, 2007 @ 5:00 pm
(Note: Vendors that do not have approved background checks will NOT be allowed inside the Correctional Facilities.)	
Site Visit Evaluations See schedule (Attachment I)	September 6-14, 2007
Deadline for submitting questions	September 21, 2007 @ 5:00 pm
Answers to all questions submitted available on or about	October 1, 2007
References Due	October 12, 2007 @ 5:00 pm
<u>Deadline for submission and opening of proposals</u>	<u>October 15, 2007 @ 2:00 pm</u>
Evaluation period	October 15 – November 15, 2007
Selection of vendor (letter of intent) on or about	November 16, 2007

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

EMBARQ Response: Read, agree and will comply.

- 6.3 Proposal submission requirements:

- 6.3.1 Vendors shall submit their response in three (3) parts as designated below:

Part I: Technical Proposal



One (1) original marked "MASTER"
Eight (8) identical copies
One (1) identical copy on CD (Note: CD must be labeled accordingly and in a case.)

THE TECHNICAL PROPOSAL MUST INCLUDE A SEPARATE TAB/SECTION LABELED "STATE DOCUMENTS" WHICH SHALL INCLUDE:

- Page 1 of RFP
- All Amendments to the RFP
- All Attachments requiring signature
- Certificate of Insurance

Technical Proposal must not include cost or confidential information.

Technical Proposal shall be submitted to the State in a sealed package and be clearly marked:

"Technical Proposal in Response to RFP No. 1628"

EMBARQ Response: Read, agree and will comply.

Part II: Cost Proposal:

One (1) original marked "MASTER"
Eight (8) identical copies
One (1) identical copy on CD (Note: CD must be labeled accordingly and in a case.)

Cost Proposal shall be submitted to the State in a sealed package and be clearly marked:

"Cost Proposal in Response to RFP No. 1628"

EMBARQ Response: Read, agree and will comply.

Part III: Confidential Information:

One (1) original marked "MASTER"
One (1) identical copy

Confidential Information shall be submitted to the State in a sealed package and be clearly marked:

"Confidential Information in Response to RFP No. 1628"

If the separately sealed proposal, marked as required above, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and be clearly marked:

REQUEST FOR PROPOSAL NO.: 1628



PROPOSAL OPENING DATE: October 15, 2007 @ 2:00 pm
FOR: Inmate Telephone Services

EMBARQ Response: Read, agree and will comply.

- 6.3.2 **Proposal must be received at the address referenced below no later than 2:00 pm, Pacific Time, October 15, 2007.** Proposals that do not arrive by proposal opening time and date **WILL NOT BE ACCEPTED**. Vendors may submit their proposal any time prior to the above stated deadline.

EMBARQ Response: Read, agree and will comply.

- 6.3.3 **Proposal shall be submitted to:**

Attn: Gail Burchett
State of Nevada, Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

EMBARQ Response: Read, agree and will comply.

- 6.4 The State will not be held responsible for proposal envelopes mishandled as a result of the envelope not being properly prepared. Facsimile, e-mail or telephone proposals will **NOT** be considered; however, at the State's discretion, the proposal may be submitted all or in part on electronic media, as requested within the RFP document. Proposal may be modified by facsimile, e-mail or written notice provided such notice is received prior to the opening of the proposals.

EMBARQ Response: Read, agree and will comply.

- 6.5 Although it is a public opening, only the names of the vendors submitting proposals will be announced NRS §333.335(6). Technical and cost details about proposals submitted will not be disclosed. Assistance for handicapped, blind or hearing-impaired persons who wish to attend the RFP opening is available. If special arrangements are necessary, please notify the Purchasing Division designee as soon as possible and at least two days in advance of the opening.

EMBARQ Response: Read, agree and will comply.

- 6.6 If discrepancies are found between two or more copies of the proposal, the master copy will provide the basis for resolving such discrepancies. If one copy of the proposal is not clearly marked "MASTER," the State may reject the proposal. However, the State may at its sole option, select one copy to be used as the master.

EMBARQ Response: Read, agree and will comply.



- 6.7 For ease of evaluation, the proposal should be presented in a format that corresponds to and references sections outlined within this RFP and should be presented in the same order. Responses to each section and subsection should be labeled so as to indicate which item is being addressed. Exceptions to this will be considered during the evaluation process.

EMBARQ Response: Read, agree and will comply.

- 6.8 If complete responses cannot be provided without referencing confidential information, such confidential information must be provided in accordance with submittal instructions and specific references made to the tab, page, section and/or paragraph where the confidential information can be located.

EMBARQ Response: Read, agree and will comply.

- 6.9 Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.

EMBARQ Response: Read, agree and will comply.

- 6.10 Descriptions on how any and all equipment and/or services will be used to meet the requirements of this RFP shall be given, in detail, along with any additional information documents that are appropriately marked. In addition, the vendor may include any other information that is believed to be relevant but not specifically asked for in this RFP. It is expected that the vendor will detail any innovation, alternatives, suggestions or more cost effective approaches available that may assist the State.

EMBARQ Response: Read, agree and will comply.

- 6.11 The proposal must be signed by the individual(s) legally authorized to bind the vendor, see NRS §333.337.

EMBARQ Response: Read, agree and will comply.

- 6.12 For ease of responding to the RFP, vendors are encouraged, but not required, to request an electronic copy of the RFP. Electronic copies are available in the following formats: Word 2003 via e-mail, diskette, or on the State Purchasing Division's website in PDF or EXE format at <http://purchasing.state.nv.us>. When requesting an RFP via e-mail or diskette, vendors should contact the Purchasing Division for assistance. In the event vendors choose to receive the RFP on CD, the vendor will be responsible for providing a blank CD; unless vendors provide a Federal Express, Airborne Express, etc. account number and appropriate return materials, the diskette will be returned by first class U.S. mail.



EMBARQ Response: Read, agree and will comply.

- 6.13 Vendors utilizing an electronic copy of the RFP in order to prepare their proposal should place their written response in *an easily distinguishable font* immediately following the applicable question.

EMBARQ Response: Read, agree and will comply.

- 6.14 *For purposes of addressing questions concerning this RFP, the sole contact will be the Purchasing Division. Upon issuance of this RFP, other employees and representatives of the agencies identified in the RFP will not answer questions or otherwise discuss the contents of this RFP with any prospective vendors or their representatives. Failure to observe this restriction may result in disqualification of any subsequent proposal NAC §333.155(3).* This restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this procurement.

EMBARQ Response: Read, agree and will comply.

- 6.15 Vendor who believes proposal requirements or specifications are unnecessarily restrictive or limit competition may submit a request for administrative review, in writing, to the Purchasing Division. To be considered, a request for review must be received no later than the deadline for submission of questions.

EMBARQ Response: Read, agree and will comply.

The Purchasing Division shall promptly respond in writing to each written review request, and where appropriate, issue all revisions, substitutions or clarifications through a written amendment to the RFP.

EMBARQ Response: Read, agree and will comply.

Administrative review of technical or contractual requirements shall include the reason for the request, supported by factual information, and any proposed changes to the requirements.

EMBARQ Response: Read, agree and will comply.

- 6.16 If a vendor changes any material RFP language, vendor's response may be deemed non-responsive. NRS §333.311.

EMBARQ Response: Read, agree and will comply.

- 6.17 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals, which do not contain the requisite licensure, may be deemed non-responsive.



However, this does not negate any applicable Nevada Revised Statute (NRS) requirements.

EMBARQ Response: Read, agree and will comply.



7. PROPOSAL EVALUATION AND AWARD PROCESS

7.1 Proposals shall be consistently evaluated and scored in accordance with NRS §333.335(3) based upon the following criteria listed in descending order of precedence:

- Demonstrated competence;
- Experience in performance of comparable engagements;
- Conformance with the terms of this RFP;
- Expertise and availability of key personnel; and
- Reasonableness of cost/commission.

EMBARQ Response: Read, agree and will comply.

Note: Financial stability will be scored on a pass/fail basis.

EMBARQ Response: Read, agree and will comply.

Proposals shall be kept confidential until a contract is awarded.

EMBARQ Response: Read, agree and will comply.

7.2 The evaluation committee may also contact the references provided in response to the Section identified as Company Background and References; contact any vendor to clarify any response; contact any current users of a vendor's services; solicit information from any available source concerning any aspect of a proposal; and seek and review any other information deemed pertinent to the evaluation process. The evaluation committee shall not be obligated to accept the lowest priced cost/commission proposal, but shall make an award in the best interests of the State of Nevada NRS § 333.335(5).

EMBARQ Response: Read, agree and will comply.

7.3 Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. See generally, NRS §333.335.

EMBARQ Response: Read, agree and will comply.

7.4 Clarification discussions may, at the State's sole option, be conducted with vendors who submit proposals determined to be acceptable and competitive NAC §333.165. Vendors shall be accorded fair and equal treatment with respect to any opportunity for discussion and/or written revisions of proposals. Such revisions may be permitted after submissions



and prior to award for the purpose of obtaining best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by competing vendors.

EMBARQ Response: Read, agree and will comply.

- 7.5 A Notification of Intent to Award shall be issued in accordance with NAC §333.170. Any award is contingent upon the successful negotiation of final contract terms and upon approval of the Board of Examiners, when required. Negotiations shall be confidential and not subject to disclosure to competing vendors unless and until an agreement is reached. If contract negotiations cannot be concluded successfully, the State upon written notice to all vendors may negotiate a contract with the next highest scoring vendor or withdraw the RFP.

EMBARQ Response: Read, agree and will comply.

EMBARQ understands the award is contingent upon the successful negotiation of final terms and may require Board of Examiners approval. EMBARQ also understands that upon failure to successfully conclude negotiations the State may negotiate a contract with the next highest bidder.

- 7.6 Any contract resulting from this RFP shall not be effective unless and until approved by the Nevada State Board of Examiners (NRS 284.173).

EMBARQ Response: Read, agree and will comply.



8. TERMS, CONDITIONS AND EXCEPTIONS

- 8.1 Performance of vendors will be rated semi-annually following contract award and then annually for the term of the contract by the using State agency in six categories: customer service; timeliness; quality; technology; flexibility; and cost/commissions. Vendors will be notified in writing of their rating.

EMBARQ Response: Read, agree and will comply.

EMBARQ understands vendor performance will be rated in the six noted categories and will be notified in writing of the rating.

- 8.2 In accordance with Nevada Revised Statute 333.336, if a vendor submitting a proposal in response to this solicitation is a resident of another state, and with respect to contracts awarded by that state, applies to vendors who are residents of that state a preference, which is not afforded to vendors or contractors who are residents of the State of Nevada, the State of Nevada, Purchasing Division shall, insofar as is practicable, increase the out of state vendor's proposal by an amount that is substantially equivalent to the preference that the other state of which the vendor is a resident denies to vendors or contractors who are residents of the State of Nevada.

EMBARQ Response: Read, agree and will comply.

EMBARQ Payphone Services, Inc. is incorporated in Florida, which does not provide a preference in favor of resident bidders, unless the lowest bidder is the resident of a different state that provides its residents with a bidding preference. In such cases, Florida may provide a preference to resident bidders which is equal to the preference provided by the state where the lowest bidder is a resident. The applicable statute in Florida is 287.084(1).

- 8.3 The successful vendor must furnish a performance bond as described in the Independent Contract's contract (Attachment C) issued by a Surety Company authorized to do business in the State of Nevada; payable to the State within ten (10) calendar days after the award of the Contract and prior to any installation work or equipment delivery. The Bond must be made payable to the State in the amount of \$750,000.00 and will be retained during the full period of the Contract and/or renewal terms. No personal or company checks are acceptable. Contract number 1628 and dates of performance must be specified in the performance bond. In the event that the State exercises its option to extend the Contract for an additional period, the vendor shall be required to maintain the validity and enforcement of the Bond for the said period, pursuant to the contract and any subsequent amendments.

EMBARQ Response: Read, agree and will comply.

- 8.4 This procurement is being conducted in accordance with NRS chapter 333 and NAC chapter 333. Each vendor must provide a complete response for each section or numbered condition of the RFP. If a vendor is in full compliance with the section or



numbered condition, the appropriate response should state "Read, agree, and will comply." Otherwise, the vendor's response would state "Read and do not comply." Any exceptions to this RFP, where vendor's response is "Read and do not comply" must be specified in Attachment B of this RFP.

EMBARQ Response: Read, agree and will comply.

- 8.5 The State reserves the right to alter, amend, or modify any provisions of this RFP, or to withdraw this RFP, at any time prior to the award of a contract pursuant hereto, if it is in the best interest of the State to do so.

EMBARQ Response: Read, agree and will comply.

- 8.6 The State reserves the right to waive informalities and minor irregularities in proposals received.

EMBARQ Response: Read, agree and will comply.

- 8.7 The State reserves the right to reject any or all proposals received prior to contract award (NRS §333.350).

EMBARQ Response: Read, agree and will comply.

- 8.8 The State shall not be obligated to accept the best cost/commission proposal, lowest priced proposal, but will make an award in the best interests of the State of Nevada after all factors have been evaluated (NRS §333.335).

EMBARQ Response: Read, agree and will comply.

- 8.9 Any irregularities or lack of clarity in the RFP should be brought to the Purchasing Division designee's attention as soon as possible so that corrective addenda may be furnished to prospective vendors.

EMBARQ Response: Read, agree and will comply.

- 8.10 Proposals must include any and all proposed terms and conditions, including, without limitation, written warranties, maintenance/service agreements, license agreements, and lease purchase agreements. and the vendor's standard contract language. The omission of these documents renders a proposal non-responsive.

EMBARQ Response: Read, agree and will comply.

- 8.11 Alterations, modifications or variations to a proposal may not be considered unless authorized by the RFP or by addendum or amendment.

EMBARQ Response: Read, agree and will comply.



- 8.12 Proposals which appear unrealistic in the terms of technical commitments, lack of technical competence, or are indicative of failure to comprehend the complexity and risk of this contract, may be rejected.

EMBARQ Response: Read, agree and will comply.

- 8.13 Proposals from employees of the State of Nevada will be considered in as much as they do not conflict with the State Administrative Manual, NRS Chapter §281 and NRS Chapter §284.

EMBARQ Response: Read, agree and will comply.

- 8.14 Proposals may be withdrawn by written or facsimile notice received prior to the proposal opening time. Withdrawals received after the proposal opening time will not be considered except as authorized by NRS §333.350(3).

EMBARQ Response: Read, agree and will comply.

- 8.15 The cost/commission proposal and price and amount of this proposal must have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or prospective vendor. Collaboration among competing vendors about potential proposals submitted pursuant to this RFP is prohibited and may disqualify the vendor.

EMBARQ Response: Read, agree and will comply.

- 8.16 No attempt may be made at any time to induce any firm or person to refrain from submitting a proposal or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

EMBARQ Response: Read, agree and will comply.

- 8.17 Commissions offered by vendors in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded vendor agrees to provide the services as set forth in their proposal in response to this RFP.

EMBARQ Response: Read, agree and will comply.

- 8.18 The State is not liable for any costs incurred by vendors prior to entering into a formal contract. Costs of developing the proposal or any other such expenses incurred by the vendor in responding to the RFP, are entirely the responsibility of the vendor, and shall not be reimbursed in any manner by the State.

EMBARQ Response: Read, agree and will comply.

- 8.19 All proposals submitted become the property of the State, selection or rejection does not affect this right; proposals will be returned only at the State's option and at the vendor's request and expense. The master technical proposal, the master cost/commission



proposal and Confidential Information of each response shall be retained for official files. Only the master technical and master cost/commission offer will become public record after the award of a contract. The failure to separately package and clearly mark Part III – which contains Confidential Information, Trade Secrets and/or Proprietary Information, shall constitute a complete waiver of any and all claims for damages caused by release of the information by the State.

EMBARQ Response: Read, agree and will comply.

- 8.20 A proposal submitted in response to this RFP must identify any subcontractors, and outline the contractual relationship between the awarded vendor and each subcontractor. An official of each proposed subcontractor must sign, and include as part of the proposal submitted in response to this RFP, a statement to the effect that the subcontractor has read and will agree to abide by the awarded vendor's obligations.

EMBARQ Response: Read, agree and will comply.

- 8.21 The awarded vendor will be the sole point of contract responsibility. The State will look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this RFP, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.

EMBARQ Response: Read, agree and will comply.

- 8.22 The awarded vendor must maintain, for the duration of its contract, insurance coverages as set forth in the Insurance Schedule of the contract form appended to this RFP. Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages. Failure to maintain any required insurance coverage or acceptable alternative method of insurance will be deemed a breach of contract.

EMBARQ Response: Read, agree and will comply. Please reference attachment STATE DOCUMENTS NO. 5: PRIMARY AND SUBCONTRACTOR CERTIFICATE OF INSURANCE.

Notwithstanding any other requirement of this section, the State reserves the right to consider reasonable alternative methods of insuring the contract in lieu of the insurance policies required by the below-stated Insurance Schedule. It will be the awarded vendor's responsibility to recommend to the State alternative methods of insuring the contract. Any alternatives proposed by a vendor should be accompanied by a detailed explanation regarding the vendor's inability to obtain insurance coverage as described below. The State shall be the sole and final judge as to the adequacy of any substitute form of insurance coverage.

EMBARQ Response: Read, agree and will comply.

- 8.23 Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a



proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

EMBARQ Response: Read, agree and will comply.

8.24 The State will not be liable for Federal, State, or Local excise taxes NRS §372.325.

EMBARQ Response: Read, agree and will comply.

8.25 Attachment C of this RFP shall constitute an agreement to all terms and conditions specified in the RFP, including, without limitation, the Attachment C contract form and all terms and conditions therein., except such terms and conditions that the vendor expressly excludes. Any exceptions will be taken into consideration as part of the evaluation process.

EMBARQ Response: Read, agree and will comply.

8.26 The State reserves the right to negotiate final contract terms with any vendor selected NAC §333.170. The contract between the parties will consist of the RFP together with any modifications thereto, and the awarded vendor's proposal, together with any modifications and clarifications thereto that are submitted at the request of the State during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the RFP, any modifications and clarifications to the awarded vendor's proposal, and the awarded vendor's proposal. Specific exceptions to this general rule may be noted in the final executed contract.

EMBARQ Response: Read, agree and will comply.

8.27 Vendor understands and acknowledges that the representations above are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentation shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

EMBARQ Response: Read, agree and will comply.

8.28 No announcement concerning the award of a contract as a result of this RFP can be made without the prior written approval of the State.

EMBARQ Response: Read, agree and will comply.



- 8.29 The Nevada Attorney General will not render any type of legal opinion regarding this transaction.

EMBARQ Response: Read, agree and will comply.

- 8.30 Any unsuccessful vendor may file an appeal in strict compliance with NRS 333.370 and chapter 333 of the Nevada Administrative Code.

EMBARQ Response: Read, agree and will comply.

- 8.31 Local governments (as defined in NRS §332.015) are intended third party beneficiaries of any contract resulting from this RFP and any local government may join or use any contract resulting from this RFP subject to all terms and conditions thereof pursuant to NRS §332.195. The State is not liable for the obligations of any local government which joins or uses any contract resulting from this RFP.

EMBARQ Response: Read, agree and will comply.

- 8.32 Any person who requests or receives a Federal contract, grant, loan or cooperative agreement shall file with the using agency a certification that the person making the declaration has not made, and will not make, any payment prohibited by subsection (a) of 31 U.S.C. §1352.

EMBARQ Response: Read, agree and will comply.

- 8.33 In the event that the vendor shall fail to perform, keep and observe any of the terms covenants and conditions of the Contract, the State shall give the vendor written notice of such default and in the event said default is not remedied to the satisfaction and the approval of the State within thirty (30) calendar days of receipt of such notice by the vendor, the State, in its sole discretion, may terminate this Contract.

EMBARQ Response: Read, agree and will comply.



9. SUBMISSION CHECKLIST

This checklist is provided for vendor's convenience only and identifies documents that must be submitted with each package in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

EMBARQ Response: Read, agree and will comply.

Part I:	Completed
1. Required number of Technical proposals (per Submittal Instructions)	<u> X </u>
2. Required Forms to be submitted with technical proposal under section/tab labeled "<u>State Documents</u>";	<u> X </u>
a. Page 1 of the RFP completed	<u> X </u>
b. All Amendments completed and signed	<u> X </u>
c. Primary Vendor Attachments A & B signed	<u> X </u>
d. Subcontractor Attachment A & B signed (<u>if applicable</u>)	<u> X </u>
e. Primary Vendor Information provided	<u> X </u>
f. Subcontractor Information provided (<u>if applicable</u>)	<u> X </u>
g. Certificate of Insurance	<u> X </u>
h. (<u>other</u>) _____	<u> </u>
 Part II:	
1. Required number of Cost proposals (per Submittal Instructions)	<u> X </u>
2. (<u>other</u>) _____	<u> </u>
 Part III:	
1. Required number of Confidential Information (per Submittal Instructions and defined in Acronyms/Definitions)	<u> X </u>
2. Financial Information	<u> X </u>
 <u>REMINDERS:</u>	
1. Send out Reference forms for Primary Vendor (with Part A completed)	<u> X </u>
2. Send out Reference forms for Subcontractors (with Part A completed) (if applicable)	<u> X </u>