

OPERATOR SERVICES

★

★

★

(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 4.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 185B Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in the Pa. P.U.C.-No. 185B Tariff.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75(I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station †	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-to-Person	4.50

NOTE:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rates

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m..

The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$.028 per message

b. Metro Call Bands 2-4 Rates

Metro Call Band	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02

NOTE:

- # Includes Special Billing Number, operator dialed and completed calls and all Time and Charge request calls (except Hotel/Motel Guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

<u>DAY RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.
<u>EVENING RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m.* to 10:00 p.m.*.
<u>NIGHT AND WEEKEND RATE</u> -	applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m.* to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the "next" period.

OPERATOR SERVICES

★

★

★

(C)

A. GENERAL

The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in Metro Call Bands 1 through 5.

B. REGULATIONS

1. The following rate schedules apply to calls placed through a Business Dial Tone Line and Pay Telephone Line.
2. All other applicable rates, charges and regulations can be found in other Tariffs of the Telephone Company.
3. The local calling areas of each Exchange Area are those which appear in the Pa. P.U.C.-No. 182 Tariff under "Exchange Areas or Zones".
4. Local Calling Areas and Exchange Area Maps are contained in Pa. P.U.C.-No. 182.

Operator Services

C. RATES

The rates for originating messages are listed below.

1. To points to which the Local General Tariffs for each Exchange Area indicate service is furnished on a Local Area Unlimited Usage Package basis, rates per message are:

Calling Card Customer Dialed, Initial 3 Minutes	\$.75	
Operator Station-to-Station†, Initial 3 Minutes	2.50	
Mechanized Station-to-Station, Initial 3 Minutes	2.50	
Mechanized Station-to-Station Corrections Collect Call, Initial 3 Minutes	1.75(I)	(C)
Operator All Types Operator Person-To-Person, Initial 3 Minutes	4.50	
All Classes of Service Overtime, Each 3 Minutes	.05	

2. To points to which the Local General Tariffs for each Exchange Area indicate that local service is offered on a measured local use basis, the following rates apply for Coin Calls in addition to the Dialed Station-to-Station Measured Local Use rates in C.4 following:

Coin Paid Customer Dialed	\$.25
Calling Card Customer Dialed	.75
Operator Station-to-Station†	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-To-Person	4.50

3. OPERATOR LOCAL CALLS - ALL SCHEDULES

Calls placed through the operator between points in the local calling area are charged the following Operator Service Charges:

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75(I)
Person-to-Person	4.50

NOTES:

- † Includes Collect, Special Billing Number, Bill To A Third Number calls and Hotel/Motel Guest originated operator completed calls. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

C. RATES (Cont'd)

3. OPERATOR LOCAL CALLS - ALL SCHEDULES (Cont'd)

For Metro Call Bands 2-5 the following rates apply in addition to the Dialed Station-to-Station rate.

Calling Card Customer Dialed	\$.75
Operator Station-to-Station #	2.50
Mechanized Station-to-Station	2.50
Mechanized Station-to-Station Corrections Collect Call	1.75 (I)
Person-to-Person	4.50

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES

a. Dial Station-To-Station Calls - Metro Call Band 1

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m. The rate is \$.07 per message.

Night and Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$.028 per message.

b. Metro Call Bands 2-5 Rates

Metro Call Band	Metro Call Bands 2-5 Rates					
	DAY		EVENING (OFF-PEAK)		NIGHT and WEEKEND	
	Initial Minute	Additional Minute	Initial Minute	Additional Minute	Initial Minute	Additional Minute
2	\$.09	\$.03	\$.05	\$.02	\$.03	\$.01
3	.12	.04	.07	.03	.04	.01
4	.15	.06	.09	.04	.05	.02
5	.18	.07	.11	.04	.05	.02

NOTES:

- # Includes special billing number, operator dialed and completed calls and all Time and Charge request calls (except hotel/motel guest originated as provided in Pa. P.U.C.-No. 1). The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).

Operator Services

(C)

C. RATES (Cont'd)

4. DIAL STATION-TO-STATION MEASURED LOCAL USE RATES (Cont'd)

Rate Application Periods

DAY RATE -

applies to directly dialed station calls placed
Monday through Friday, 8:00 a.m.* to 5:00 p.m.*.

EVENING RATE -

applies to directly dialed station-to-station
calls placed Monday through Friday, 5:00 p.m.*
to 10:00 p.m.*.

NIGHT AND WEEKEND RATE -

applies to directly dialed station-to-station
calls placed Monday through Friday, 10:00 p.m.*
to 8:00 a.m.*, and all day Saturday and Sunday.

* The time shown indicates the termination of one rate application period and the beginning of the "next". Calls connected at exactly the time shown are considered in the next period.

Attachment 7 – Section 2
Pennsylvania Department of Corrections Inmate Collect Calling Rates

The inmate collect calling rates is provided as a separate Microsoft Excel file consisting of two (2) pages attached to this page and is a quick reference guide to the current charges applied to inmate collect calls. The long distance carrier is Verizon Select Services, Inc. (VSSI).

Detailed explanations of the charges are explained in the Verizon tariffs referenced Attachment 6.

The Commonwealth is providing one (1) example of a collect call charged and the components making up the charge that the Commonwealth receives, commission on grossed billed revenues:

Verizon 500 Tariff 35B with an explanation of the \$2.00 nonrecurring charge.

From Page 9

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

8. TABLE OF RATES (Cont'd)

a. Toll Rate Schedule (Cont'd)

FOR OPERATOR-ASSISTED CALLS,
THE FOLLOWING SERVICE

CHARGES APPLY:

Rate Schedule

Charge Plus:

Mechanized Station-to-Station Corrections Collect Call... \$ 1.75(I)

From Page 11

C. OPERATOR MESSAGE TOLL SERVICE (Cont'd)

11. Public Payphone Usage Surcharge

In addition to any applicable Operator Handled Service Charge, this fee applies to all completed Local and IntraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone box. This fee does not apply to calls made to emergency numbers (911), calls to a telecommunications relay service, or local calls for which the caller has made the required coin deposit. Rates and Charges, per access line Per Call Public Payphone Usage..... \$.25.

The Commonwealth's present contract with Verizon the Commonwealth receives commissions on the "grossed billed revenue". In addition, as stated in the RFP section 5-H, Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charged to the end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue. If the Commonwealth were not paid on that piece of revenue, which we are, we would not be receiving commissions on "Gross Revenue".



PA RFP
InmateCollectRates.x

**Attachment 7
Inmate Collect Calling Rates**

		Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Property	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Albion	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Waymart	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Dallas	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Greene	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Muncy	IND	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Cambridge Springs	GTE	\$1.70	None	\$1.45	Mileage Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Somerset	GTE	\$1.70	None	\$1.45	Mileage Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Laurel Highlands	GTE	\$1.70	None	\$1.45	Mileage Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Cresson	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Houtzdale	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Graterford	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Rockview	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Pine Grove	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Mahoney	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Frackville	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Camp Hill	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71

**Attachment 7
Inmate Collect Calling Rates**

Huntingdon	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Smithfield	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Quehanna Boot Camp	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Coal Township	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Pittsburgh	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Greensburg	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Retreat	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Chester	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Fayette	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71
Forest	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.76	\$0.59	\$3.50	\$2.71

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

Closed
12/04

Attachment 8 – Section 2
Pennsylvania Department of Corrections Inmate Prepaid Calling Rates

The inmate prepaid calling rates is provided as a separate Microsoft Excel file consisting of two (2) pages attached to this page and is a quick reference guide to the current charges applied to an inmate prepaid calls. The long distance carrier is Verizon Select Services, Inc. (VSSI).

Detailed explanations of the charges are explained in the Verizon tariffs referenced Attachment 6.

The Commonwealth's present contract with Verizon the Commonwealth receives commissions on the "grossed billed revenue". In addition, as stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charged to the end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue. If the Commonwealth were not paid on that piece of revenue, which we are, we would not be receiving commissions on "Gross Revenue".



PA RFP
InmatePrepaid.xls

Attachment 8 Inmate Prepaid Calling Rates

		Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Property	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Albion	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Waymart	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Dallas	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Greene	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Muncy	IND	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Cambridge Springs	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Somerset	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Laurel Highlands	GTE	\$1.70	None	\$1.45	Mileage Based (\$.065 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Cresson	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Houtzdale	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Graterford	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Rockview	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Pine Grove	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Mahoney	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Frackville	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Camp Hill	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Huntingdon	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Smithfield	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Quehanna Boot Camp	BA	\$2.00 initial 3 minutes	\$.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30

Attachment 8 Inmate Prepaid Calling Rates

Coal Township	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Pittsburgh	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Greensburg	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Retreat	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Chester	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Fayette	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30
Forest	BA	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	\$3.50	\$2.30

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

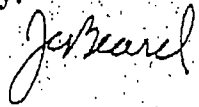
Closed 12/04

Attachment 9-A – Section 2
Department of Corrections Inmate Policy

After this current policy number DC-ADM 818 dated December 3, 2001 is other Department of Corrections Bulletin to Policy Number DC-ADM 818-1.



POLICY STATEMENT
Commonwealth of Pennsylvania • Department of Corrections

Policy Subject: Automated Inmate Telephone System		Policy Number: DC-ADM 818
Date of Issue: November 5, 2001	Authority:  Jeffrey A. Beard, Ph.D.	Effective Date: December 3, 2001

I. AUTHORITY

The Authority of the Secretary of Corrections to direct the operation of the Department of corrections is established by Sections 201, 206, 506, and 901-B of the Administrative Code of 1929, 71 P.S. §§61, 66, 186 and 310-1, Act of April 9, 1929, P.L. 177, No. 175, as amended.

II. PURPOSE

It is the purpose of this document to establish policy and procedures governing inmate telephone privileges and the electronic surveillance of inmate telephone calls.

III. APPLICABILITY

This policy applies to all State Correctional Facilities, Regional Correctional Facilities, and the Motivational Boot Camp.

IV. DEFINITIONS

A. Attorney

For the purpose of this policy, any person licensed to practice law in any state or federal court and who represents an inmate.

B. Automated Inmate Telephone System (AITS)

A computer based telephone system, which enables the Department to monitor and control the use of inmate telephones.

C. Call Block

Placing a restriction on a specific number or series of numbers which prohibits calling those numbers.

D. Calling Blocks

A calling block is a 15 minute period of time with which an inmate may make phone calls.

E. Called Number Frequency

The ability to place a limit on the number of times an individual number may be called in any given period.

F. Call Records

The data storage and retrieval of all calling information.

G. Department

The Pennsylvania Department of Corrections.

H. Electronic Surveillance

The interception, recording, monitoring, and/or divulging of inmate telephone calls.

I. Facility Authorized Telephone Call

Telephone calls placed for inmates by staff on the facility's regular telephone system.

J. Facility Manager

The Superintendent of a State Correctional Facility or State Regional Correctional Facility, Commander of a Motivational Boot Camp, Director of a Community Corrections Center or Director of the Training Academy.

K. Immediate Family Member

Immediate family members are defined as spouse (**includes common law**), children, parents, grandparents, brothers, sisters, and guardian, aunt or uncle or step relatives in the aforementioned categories with whom the inmate has made his/her home. Such relationships must be verifiable in the inmate's facility records by the counselor. This information can be obtained in the inmate's **DC-15, Classification Section**, on the Personal Data Questionnaire (PDQ).

L. Inmate Personal Identification Number (IPIN)

The unique set of six digits assigned to individual inmates, which enables them to access the AITS.

M. Inmate Telephone Authorization

A Department form **DC-8A** completed by inmates listing the name, relationship, telephone number and address of individuals with whom the inmate is requesting to maintain telephonic communications.

N. Inmate Telephone Authorization Supplement

A Department form **DC-8B** completed by inmates requesting changes to their approved telephone list **DC-8A**.

O. Investigative or Law Enforcement Officer

Any officer of the United States or of the Commonwealth of Pennsylvania or political subdivision thereof, who is empowered by law to conduct investigations of or to make arrests for offenses enumerated in the **Wiretapping and Electronic Surveillance Act, 18 Pa. C.S. §5701 et. seq.**, and any attorney authorized by law to prosecute or participate in the prosecution of such offense.

P. Minor

Any person under 18 years of age.

Q. Multiple Long Distance Carriers

Companies which offer long distance calling requiring a five digit code for access.

R. North American Calling Plan

The area includes all 50 states, Canada and parts of the Caribbean Islands composed of the following with area codes: Bahamas (242), Bermuda (441), Barbados (246), British Virgin Islands (284), Puerto Rico (787) and the U.S. Virgin Islands (340).

S. Pennsylvania Relay Service

The Pennsylvania Relay Service is a telephone service that allows persons to use TDDs to communicate with hearing and speech-impaired persons and, vice versa, through the assistance of specially trained operators.

T. Recording Media

A digital audiotape or other electronic recording medium which stores the human voice.

U. Recording/Monitoring (R/M)

The recording/monitoring of inmate telephone conversations.

V. Station-to-Station Calling

Enables the caller to speak to any answering party at the number you have asked the Operator to dial.

W. Text Telephones (TTY/TDDs)

Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

X. Three Way Calling

A telephone company service which adds a third party with a different telephone number to an existing conversation.

V. POLICY

It is the policy of the Department to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting

society from harm, including but not limited to criminal activity, harassment, threats, and intimidation using the inmate telephone system.¹

VI. PROCEDURES

The inmate telephones may only be used to place collect calls to a telephone number in the North American Calling Plan. All procedures relative to staff are contained in the confidential procedures manual for this policy.

A. Inmate Access

1. Telephone system call frequency and duration are based on the custody level for general population inmates. Custody Level 4 inmates are permitted a maximum of three 15 minute calling blocks of time per week. Custody Level 3 inmates are permitted a maximum of one 15 minute calling block every day. Custody Level 3Y, 2, and 1 inmates are authorized more frequent use of the telephone system consistent with the individual facility's custody level incentive procedures.
2. Multiple calls per time block are permitted. Facilities may limit calling frequency below the maximum if the number of inmate telephones available does not allow for sufficient calling blocks of time, and for other operational or security reasons.
3. Calling schedules will be determined by the facility.
4. Telephone privileges for inmates in Restricted Housing Units (RHU), Special Management Units (SMU), Long Term Segregation Units (LTSU), and any other specialized housing unit will be governed by Department policy **DC-ADM 801, "Inmate Discipline," DC-ADM 802, "Administrative Custody Procedures,"** and **6.5.1, "Administration of Security Level 5 Housing Units."**²
5. Inmate telephone calls are a privilege, which can be curtailed or rescinded by the Unit Manager through the informal resolution of a misconduct in accordance with Department policy **DC-ADM 801**. Inmate telephone calls may also be curtailed or rescinded for administrative or disciplinary reasons by the Hearing Examiner, Facility Manager or designee.

B. Telecommunication Devices for the Hearing Impaired

¹ 3-4439, 1-ABC-5D-11, 2-CO-5D-01

² 3-4259, 3-4260, 3-4263

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.
2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.
 - a. The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.
3. A remote printer will produce a copy of the conversation for monitoring purposes.

C. Restrictions

1. All calls on the AITS will be initially announced to the called party as originating from a correctional facility and subject to monitoring and/or recording. Announcements may be made periodically during telephone conversations.
2. Inmates are prohibited from initiating calls to the following:
 - a. inmates, former inmates, parolees, probationers, or co-defendants without the written approval of the Facility Manager;
 - b. an employee or former employee of the Department unless requested in writing by the employee/former employee and approved in writing by the Facility Manager(s);
 - c. judge, criminal justice official, prosecutor or court administrator without his/her prior written approval;
 - d. a minor unless approved in writing by a parent or legal guardian;
 - e. a victim of the crime for which the inmate is incarcerated unless requested in writing by the victim and approved by the Facility Manager;
 - f. a member of the public who requests in writing to have their telephone number call blocked;
 - g. all toll-free and emergency numbers, e.g., 800, 888, 911; with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired;
 - h. three-way calling, call forwarding, and calls through a call forwarding service using a local phone number;

- i. placing calls through multiple long-distance carriers; and
 - j. placing calls to local, county, state, or federal correctional facilities, and to Community Corrections Centers or to an inmate housed there without the prior written approval of officials at both facilities.
3. If written approval is granted for any of the calls listed above, the call shall be monitored.
 4. Use of any office telephone or other telephone not specifically designated for inmates is prohibited except as otherwise provided for under this policy.
 5. Telephone numbers that the facility has reason to believe are being used to violate Department policy or regulations will be call blocked.
 6. Use of the same telephone numbers on multiple IPIN lists at individual facilities is prohibited unless an immediate family relationship can be established. The Facility Manager/designee must approve such exceptions in writing.

D. Procedure for Obtaining Telephone Privileges

1. Inmates shall be permitted to place a call on the AITS within 72 hours of initial reception or recommitment as a parole violator. The inmate shall be required to have an IPIN to access the system. The length of the call will be automatically limited to 15 minutes. Each facility will develop procedures to ensure compliance with the time frame requirement.
2. A list of approved telephone numbers shall be established during the initial classification period and recorded on the **DC-8A, Inmate Telephone Authorization Form (Attachment A)**. A copy of all **DC-8As** shall be kept in the inmate's record. The Diagnostic and Classification Center (DCC) will develop detailed procedures to be followed.
3. Inmates must sign the **DC-8A**, verifying that they have read, or had read to them, the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
4. Individual inmate telephone lists are limited to 20 telephone numbers.
5. Attorney telephone numbers are to be listed separately on the **DC-8A**, and are not counted against the total of 20. Attorneys must be representing the inmate and such relationships must be verifiable through the inmate's counselor. Attorney telephone numbers must be verifiable and will not be subject to recording or monitoring.³

³ 3-4260, 3-4263, 1-ABC-3D-02

6. The complete names, relationships, telephone numbers, and street addresses of all persons whom the inmate wishes to call must be listed. P.O. Boxes may be considered a valid address. Incomplete forms shall be returned to the inmate without action.
7. Inmates may request to add or to delete from their approved list of telephone numbers monthly using the **DC-8B, Supplementary Authorized Inmate Telephone Numbers Form (Attachment B)**. A copy of all **DC-8Bs** shall be kept in the inmate's record. Each facility will develop local written procedures detailing implementation of this process. Inmates must sign the **DC-8B**, verifying that they have read or had read to them the provisions of this policy. Failure to sign the form will result in denial of inmate telephone privileges.
8. Inmates may place calls when they receive a computer listing of the telephone numbers which have been entered into the AITS under their IPIN.
9. The IPIN number issued to an inmate is considered confidential. The loaning, borrowing, or theft of that number is prohibited and will result with involved inmates receiving a misconduct.
10. In the event an inmate experiences difficulty in using the AITS after their phone numbers have been entered into the AITS computer, a **DC-8C, Telephone System Discrepancy Form (Attachment C)** shall be completed to resolve the problem. The form shall be forwarded to the Telephone System Administrator for resolution.
11. Inmates shall be notified in the event the system experiences any malfunctions or becomes inoperable.

E. Payment

1. All telephone calls using the AITS must be collect in accordance with **66 Pa. C.S. §2907**. The cost of the telephone call must be borne by the called party.
2. Calls placed under exceptional circumstances as stated in **Section F** of this policy must be collect or paid for by the inmate. Regular facility telephones may be used only when such calls cannot be made on the AITS. Prior to placing a non-collect call, the inmate must sign a cash slip authorizing the deduction from his/her account prior to placing the call. If the inmate is indigent, has no funds currently available and collect calls are not feasible, the cost shall be charged to the inmate's account and the debt will be satisfied as funds are deposited to the inmate's account.

F. Facility Authorized Telephone Calls

1. The Facility Manager/designee may authorize the use of the facility owned telephone system for the following reasons:

- a. serious illness, hospitalization or death of an immediate family member;
 - b. contact with an attorney regarding legal matters when the attorney won't accept collect calls;
 - c. contact with an attorney regarding legal matters which, because of an immediate deadline, cannot be handled in person or via correspondence; and/or
 - d. extraordinary or unusual circumstances.
2. The inmate placing the call must establish that an actual emergency exists. The staff member authorizing the inmate telephone call must verify the emergency exists prior to placing the call and document the call on a **DC-121 Part 3, Employee Report of Extraordinary Occurrence**, and forward the report to the Security Office, Facility Manager or designee. In addition, all facility-authorized calls are to be monitored by the staff member providing this privilege. Inmates not agreeing to have these phone calls monitored will not be granted the privilege of placing a phone call on the regular telephone system. Attorney phone calls shall not be monitored, however, staff will first verify that the call is received by the attorney.
 3. All calls placed under this section will be recorded by the counselor on the inmate's **DC-14, Cumulative Adjustment Record**.
 4. Department staff authorizing an inmate phone call to arrange for a ride upon the inmate's release or parole do not need to fill out a **DC-121 Part 3**.

G. Electronic Surveillance

Pursuant to the **Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.**, all inmate telephone calls are subject to interception, recording, monitoring, and disclosure except those placed to or from an attorney representing the inmate.

VII. SUSPENSION DURING AN EMERGENCY

In an emergency or extended disruption of normal facility operation, the Secretary, or designee may suspend any provision or section of this policy, for a specific period.

VIII. RIGHTS UNDER THIS POLICY

This policy does not create rights in any person nor should it be interpreted or applied in such a manner as to abridge the rights of any individual. This policy should be interpreted to have sufficient flexibility to be consistent with law and to permit the accomplishment of the purpose(s) of the policies of the Department of Corrections.

IX. RELEASE OF INFORMATION AND DISSEMINATION OF POLICY

A. Release of Information

1. Policy

This policy document is public information and may be released to members of the public, staff, legislative, judicial, law enforcement and correctional agencies and/or inmates upon request.

2. Procedure Manual (if applicable)

The procedure manual for this policy is not public information and shall not be released in its entirety or in part, without the prior approval of the Secretary of Corrections or designee. This manual or parts thereof, may be released to any Department of Corrections employee on an as needed basis.

B. Distribution of Policy

1. General Distribution

The Department of Corrections' policy and procedure manuals (when applicable) shall be distributed to the members of the Central Office Executive Staff, all Facility Managers, and Community Corrections Regional Directors on a routine basis. Distribution to other individuals and/or agencies is subject to the approval of the Secretary of Corrections or designee.

2. Distribution to Staff

It is the responsibility of those individuals receiving policies and procedures, as indicated in the "General Distribution" section above, to ensure that each employee expected or required to perform the necessary procedures/duties is issued a copy of the policy and procedures.

X. SUPERSEDED POLICY AND CROSS REFERENCE

A. Superseded Policy

1. Department Policy

- a. DC-ADM 818, Automated Inmate Telephone System issued July 9, 1998 by former Secretary Martin F. Horn.
- b. DC-ADM 818-1 bulletin, Automated Inmate Telephone System issued June 8, 1999 by former Secretary Martin F. Horn.

- c. 6.3.27, Automated Inmate Telephone System Procedures Manual issued July 9, 1997 by former Secretary Martin F. Horn.
- d. 6.3.27-1 bulletin, Automated Inmate Telephone System Procedures Manual issued October 30, 1997 by former Secretary Martin F. Horn.

2. Facility Policy and Procedures

This document supersedes all facility policy and procedures on this subject.

B. Cross Reference(s)

1. Administrative Manuals

- a. DC-ADM 801, Inmate Discipline
- b. DC-ADM 802, Administrative Custody Procedures
- c. 6.5.1, Administration of the Restricted Housing Unit
- d. 6.3.1, Facility Security

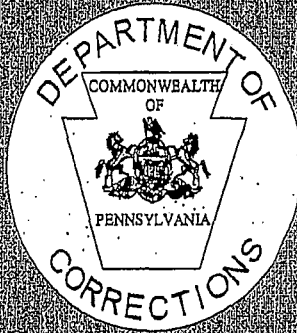
2. ACA Standards

- a. Administration of Correctional Agencies: 2-CO-5D-01
- b. Adult Correctional Institutions: 3-4137, 3-4259, 3-4260, 3-4263, 3-4437, 3-4439
- c. Adult Community Residential Services: None
- d. Adult Correctional Boot Camp Programs: 1-ABC-3D-02, 1-ABC-5D-11
- e. Correctional Training Academies: None

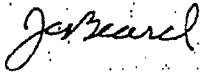
3. Other

- a. Wiretapping and Electronic Surveillance Act, 18 Pa.C.S. §5701, et seq.
- b. Public Utility Code, 66 Pa. C.S. §2907

Attachment 9-A – Section 2
Department of Corrections Policy Number DC-ADM 818-1, Automated Inmate Telephone
System Dated of Issue August 19, 2004



BULLETIN
Commonwealth of Pennsylvania • Department of Corrections

TO: Executive Staff Superintendents Boot Camp Commander Regional Directors	Policy Subject: Automated Inmate Telephone System	
	Policy Number: DC-ADM 818-1	
	Policy Issue Date: November 5, 2001	
Date of Issue: August 19, 2004	Authority:  Jeffery A. Beard, Ph.D.	Effective Date: September 19, 2004

The purpose of this bulletin is to amend **Section VI.B., Telecommunications Devices for the Hearing Impaired**. The following shall be added:

4. An inmate using the TTY/TTD shall be permitted 30 minute calling blocks of time.

In addition, **Section VI.E., Payment** is being revised to read:

1. Telephone calls using the AITS must either be collect in accordance with 66 Pa. C.S. §2907, where the cost of the telephone call must be borne by the called party, or through pre-paid calls purchased by the inmate.
 - a. Pre-paid calls may be purchased in the commissary in \$15, \$25, or \$50 amounts, not to exceed a \$100 limit per week.
 - b. At the time of release, any balance in excess of \$1.00 will be refunded by the telephone system vendor in the form of a pre-paid telephone card. Any balance of less than \$1.00 will be placed in the Inmate General Welfare Fund.

- c. There will be no refund for pre-paid accounts unless the inmate is released.
- d. If the inmate is deceased, a refund will be sent to his/her next-of-kin, consistent with **Section VI. 1. E. b.** of this policy.

Attachment 9-B – Section 2
Department of Corrections Policy Number Re-issue DC-ADM 818, “Automated Inmate Telephone System” Policy, Dated March 10, 2005



COMMONWEALTH OF PENNSYLVANIA
Department of Corrections
Secretary's Office
(717) 975-4860

March 10, 2005

SUBJECT: Re-issue DC-ADM 818, “Automated Inmate Telephone System” policy

TO: All Inmates

A handwritten signature in cursive script, appearing to read "Jeffrey A. Beard".

FROM: Jeffrey A. Beard, Ph.D.
Secretary

This notice is to inform you that the Department has re-issued the **DC-ADM 818, “Automated Inmate Telephone System”** policy. Changes are listed below.

IV. DEFINITIONS

G. Compact Disk (CD) this definition has been added and shall read:

A device used to digitally record a telephone conversation from the hard drive of the AITS.

VI. PROCEDURES

The lead-in paragraph shall now read:

The inmate telephones may only be used to place collect calls to a telephone number in the North American calling Plan, **or through pre-paid calls purchased by the inmate.** All procedures relative to staff are contained in the confidential procedures manual for this policy.

Section A. Inmate Access, Sub-Section 1. shall now read:

1. Telephone system call frequency and duration are based on the custody level for a general population inmate. A custody level 4 inmate is permitted a maximum of three 15 minute calling blocks of time per week. A custody level 3 inmate is permitted a maximum of one 15 minute calling block every day. A custody level 3Y, 2, and 1 inmate is authorized ***two 15 minute calling blocks of telephone time every day.***

Section D. Procedure for Obtaining Telephone Privileges, Sub-Section 4. shall now read:

4. An individual inmate telephone list is limited to 20 **active** telephone numbers. This revised policy will go into effect on April 11, 2005 and is available on your housing unit and in the library for you to review. You may also "check-out" a copy of the policy from the library as you would a library book. If you want a personal copy, you may purchase one using the copying procedures at the facility. The cost of the copy will be \$.10 per page.

Any questions you may have about this policy should be directed to your Unit Manager or Officer-in-Charge of your housing unit.

cc: file

Attachment 10 - Section 2
Department of Corrections Policy Number DC-ADM 818-1
(Part 6 Prepaid Phone Card Refunds included only)

6. Pre-Paid Phone Card Refunds

a. Cards are issued to the Department from the phone card vendor. Cards are issued to facilities from the Bureau of Administration, Support Services Section. Support Services is responsible for keeping an inventory and distributing cards to facilities.

b. A log shall be kept showing all cards received to include batch numbers, name of inmate the card was issued to, and the date of issue. The log shall be submitted weekly by the Support Services Section to the phone card vendor with all activity from previous weeks recorded.

c. Facilities can request additional cards by e-mail or memo.

d. To deactivate pre-paid accounts and issue cards to inmates, facilities shall follow the procedures listed below:

- (1) The Records Office will inform the Business Office, Inmate Accounts, that an inmate is being released.
- (2) The Business Office, Inmate Accounts, shall receive the release list the day before the inmate is to be released. Inmate Accounts shall contact the Site Administrator to determine if the inmate has a pre-paid account and obtain the inmate's PIN number. Once it is determined that the inmate has a pre-paid account, Inmate Accounts shall contact the vendor to obtain the account balance and terminate the pre-paid account.
- (3) After obtaining the account balance and terminating the account, complete Section I of the **DC-159A, Receipt of Pre-Paid Calling Account (Attachment B)**. The inmate will still be able to make collect calls. If the inmate cannot make collect calls, he/she may use a facility phone to arrange for transportation upon release.
- (4) Inmate Accounts shall determine how many pre-paid phone cards will be issued to the inmate. If the account balance is less than \$1.00, no refund shall be issued. If balance is \$1.00 or more, cards will be issued in increments of \$5.00.

Balance of: 0.00 - .99 - no refund issued
 1.00 - 5.00 - 1 pre-paid card issued
 5.01 - 10.00 - 2 pre-paid cards issued
 10.01 - 15.00 - 3 pre-paid cards issued

15.01 - 20.00 - 4 pre-paid cards issued
20.01 - 25.00 - 5 pre-paid cards issued

- (5) After determining how many pre-paid cards will be issued, Inmate Accounts shall complete Section II of the **DC-159A** to include the following:

- (a) number of cards assigned;
- (b) batch number of all cards assigned; and
- (c) inmate signature is required when picking up cards.

The completed **DC-159A** are to be faxed to the Support Services Section at the end of each day.

- (6) In the event of an inmate's death, pre-paid cards issued for the balance shall be forwarded to the next of kin. A **DC-159A** shall be completed and forwarded to Support Services for this action. If the inmate has no next of kin, the pre-paid balance shall be deposited in the Inmate General Welfare Fund (IGWF).

Attachment 11 - Section 2
Installed Equipment Form *

(1) A minimum list of five customers located in the United States with a system having all of the operational characteristics as the system being proposed in response to this RFP. Names, addresses, points of contact and telephone numbers are required.

System B Inmate Telephone Service and System C Monitoring and Recording Equipment/system

<u>Date Installed</u>	<u>Customer</u>	<u>Name, Address & Telephone #</u>	<u>Number Inmate Stations</u>
-----------------------	-----------------	--	-------------------------------

* This form may be reproduced in a many copies as necessary to present the requested information.

Attachment 12 - Section 2
Environmental Requirements

1. Control system type and model: _____
2. Size: H_____ W_____ L_____
3. Weight: _____
4. Power Requirements: _____ Volts _____ %
 ____ Amps %
 ____ Hz %
5. Power Consumption: _____ Watts
6. Operating Environment: _____ C to _____ C
 _____ to _____ % Rel.Hum.
7. Specify UPS dimensions:
8. Specify long term and short term source voltage regulation limits:
9. Specify emergency power provisions:
10. Special considerations: (i.e. HAVAC Requirements:
11. Specify space required for storage of spare parts: _____ cu.ft.
12. Maximum cable distance allowable between system controller and most distant inmate station: _____ ft.
13. Are isolation transformers required?
14. Are constant voltage supplies recommended? If so, please describe:
15. Is gas tub protection recommended?
16. What is the recommended size for the room, which will house the equipment?

Attachment 13- Section 2
Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling
for Reviewing New Technologies

Commonwealth expenses incurred are in the below three (3) areas: (1) lodging, (2) subsistence and (3) transportation. Under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 amended November 1, 2000 Travel and Subsistence Allowances:

1. Lodging.

b. General.

(1). Normally, expenses for lodging will not be allowed at the place of an employee's official headquarters or residence nor at sites located within 50 miles of the employee's official headquarters or residence. Agencies are authorized, when provided with adequate written justification, to approval exceptions when employees required lodging with 50 miles of their official headquarters or residence. Written justification must include details concerning itinerary, weather, time constraints, or other valid reasons to support the using agency's decision. To ensure timely reimbursement of submitted Travel Expense Vouchers (TEV), a copy of the written justification signed by a using agency head or designed deputy MUST be attached to the employee's TEV.

Note: Approval authority may not be delegated below the deputy level. In this instance, no other publication is applicable.

- (2) Government rates must be requested by all travelers and confirmed at the time reservations are made and at time of check-in.
- (7) Hotel charges will not be reimbursed if the employee is negligent in canceling reservations in accordance with the hotel's policy.
- (8) Claims for lodging that include meals will be allowed when contracted for at the minimum rate, and when incurred by employees residing at a host establishment while attending a conference or convention on official business. Hotel orders or credit cards may be used to obtain accommodations under the hotel meal plan; however, the meals provided cannot be claimed for subsistence.
- (9) With Bureau of Commonwealth Payroll Operations (BCPO) concurrence, hotel orders may be issued to persons who are not Commonwealth employees, who render a service to the Commonwealth. This doesn't include persons who are being reimbursed for their services under contract with the Commonwealth.

- (10) The Commonwealth's authorized travel agent will arrange reservations at the government rate or special conference rate, whichever is lower. Employees will be responsible for providing the corporate card or hotel order to the hotel at the time of check-in.

Note: Management Directive 230.13, Commonwealth Corporate Card Program, Revision No. 1, contains a copy of the Pennsylvania Exemption Certificate to be used with the corporate card to exempt employees traveling on official business from local occupancy taxes.

b. Lodging Rate Allowances.

- (1) The per night lodging rate allowances listed below are to be used by employees authorized to incur overnight lodging expenses:

City Location	County	Allowance
Allentown	Lehigh	\$75 plus tax
Beaver Falls	Beaver	\$75 plus tax
Chester/Radnor	Delaware	\$100 plus tax
Gettysburg	Adams	\$75 plus tax
Harrisburg	Dauphin	\$65 plus tax
King of Prussia/Fort Washington	Montgomery	\$100 plus tax
Lancaster	Lancaster	\$75 plus tax
Mechanicsburg	Cumberland	\$75 plus tax
Mercer	Mercer	\$75 plus tax
Philadelphia	Philadelphia	\$100 plus tax
Pittsburgh	Allegheny	\$100 plus tax
Reading	Berks	\$75 plus tax
Scranton	Lackawanna	\$75 plus tax
Warminster	Bucks	\$75 plus tax
Valley Forge/Malvern	Chester	\$100 plus tax
All Other Locations	PA/U.S.	\$50 plus tax

Note: The above lodging rate allowances are not flat allowances. Employees will only be reimbursed for actual expenses incurred. Copies of the employee's hotel receipt, hotel order, charge card receipt, etc., are to be attached to the STD-191 form when requesting reimbursement. Employees obtaining lodging within the above allowances will not be required to provide written justification on their STD-191 form for the selection of the lodging facility.

- (2) In those instances when lodging cannot be secured within the established lodging rate allowance, employees may exceed the allowance if written justification is provided on the STD-191 form. Employees are required to provide, on the STD-191 form, the reason for selecting the lodging facility (e.g., closest lodging facility to worksite – next hotel 25 miles away; no rooms available at hotel with lowest rate;

lodging facility booked by Commonwealth Travel Center; inclement weather; lateness of the hour; etc.). Although employees are not required to list lodging establishments contacted, they are, however, still expected to secure lodging at the available facility offering the best lodging rate within the immediate area of the travel assignment.

(3) Lodging rate allowances may be exceeded when an employee must stay at a specific lodging facility where rooms within the allowance are not available and where the employee's presence is required by the nature of the official business (e.g., location of conference, training course, convention). A written explanation must be provided on the STD-191 form.

(4) Lodging accommodations obtained by Commonwealth employees traveling on official business can be subject to several different taxes. The most frequently encountered taxes are listed below with guidelines for travelers regarding the Commonwealth's obligation to pay:

(a) The Commonwealth is subject to the following tax which must be paid and will be reimbursed: *Hotel Occupancy Tax (72 P. S. § 7209 et seq.) A six percent room rental excise tax applicable to every room occupancy.

(b) The Commonwealth is not subject to the following taxes and employees should make every effort to have them eliminated. However, if the tax must be paid, the Commonwealth will reimburse the employee for actual expenses incurred. Comptrollers should delete these taxes from the hotel/motel invoice when a Hotel Order is used.

*Hotel Room Rental Tax (53 P. S. § 16223) *Pennsylvania Convention Center Authority Act*. A local hotel room rental tax imposed by first class cities or first class counties to fund construction of convention centers (Allegheny, Bucks, Delaware, Montgomery, and Philadelphia). The amount of the tax can range from one to six percent.

*Local Sales, Use, and Hotel Occupancy Tax authorized by the *Pennsylvania Intergovernmental Cooperation Authority Act* for Cities of the First Class (53 P. S. § 12720.501 et seq.) and the *Second Class County Code* (16 P. S. § 6152-B). The one percent tax is imposed in a taxable county on the occupancy of hotel/motel rooms (Philadelphia, Allegheny).

Note: *Management Directive 230.13, Commonwealth Corporate Card Program, Revision No. 1*, contains a copy of the Pennsylvania Exemption Certificate to be used with the Corporate Card to exempt employees traveling on official business from local occupancy taxes.

2. SUBSISTENCE.

a. General.

(1) The allowances for subsistence do not require receipts unless specifically stated. However, they are not flat allowances and only amounts actually expended may be claimed.

(2) Employees who reside at a place other than official headquarters will not be eligible for reimbursement of subsistence expenses while at a residence or headquarters, unless specifically provided for in this directive.

(3) Reimbursement for the cost of noonday meals is not permissible for employees not engaged in overnight travel except as specifically provided for in this directive, in collective bargaining agreements or memoranda of understanding.

(4) Nonpaid members of boards, commissions, and councils in nonovernight travel status will be eligible for reimbursement of the actual cost of meals up to the following maximums: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

(5) Increased subsistence allowances are available in out-of-state locations designated as high cost areas by the Bureau of Financial Management, Office of the Budget.

(6) No subsistence will be allowed for employees who have been granted short-term lodging agreements.

b. Overtime.

An employee who works more than two hours past his scheduled quitting time while at headquarters will be reimbursed for the cost of a meal up to a maximum of \$8.00 only if the employee has not been given notice of the overtime requirement at least two hours before commencement of the regular shift. An employee must state their normal work hours on the STD-191 and certify that the required notice had not been given.

c. Nonovernight Travel Status.

(1) An employee in a nonovernight travel assignment that takes the employee 50 miles or more from both residence and headquarters who works more than two hours past scheduled quitting time with or without prior notice will be reimbursed for the cost of a meal up to a maximum of \$8.00. The employee must state his normal work hours on the STD-191.

(2) An employee in a nonovernight travel assignment that is less than 50 miles from residence and headquarters who works more than two hours past scheduled quitting

time and was not given notice at least two hours prior to the commencement of the regular shift will be reimbursed for a meal up to a maximum of \$8.00. An employee must state his normal work hours on the STD-191 and certify that the required notice had not been given.

(3) An allowance of \$7.00 is granted for half or more of each six-hour period spent in a required nonovernight travel assignment on a day not part of an employee's regular work schedule, that is, a holiday or scheduled day off. The six-hour period need not have been immediately preceded by and in connection with a 24-hour travel period. Such allowances cannot exceed the full-day rate of \$28.00. Reimbursement is calculated as follows:

- 0 to less than 3 hours – \$0.00
- 3 to less than 9 hours – \$7.00
- 9 to less than 15 hours – \$14.00
- 15 to less than 21 hours – \$21.00
- 21 to 24 hours – \$28.00

d. Overnight Travel Status.

(1) While in overnight travel status, reimbursement for meals and other subsistence expenses is allowed to a maximum of \$28.00, which includes tips and sales tax, for each 24-hour period spent in a continuous overnight travel status. The 24-hour period begins at any time of day or night that the employee leaves headquarters or residence to embark upon overnight travel on official business. This allowance covers all meals and subsistence expenses not specifically provided for elsewhere.

(2) Overnight travel not part of a full 24-hour period will be divided into six-hour periods. The six-hour periods need not have been immediately preceded by and in connection with a 24-hour travel period. An employee on overnight travel status under these conditions shall be eligible for an allowance of \$7.00 for half or more of each six-hour period. Reimbursement is calculated as follows:

- 0 to less than 3 hours – \$ 0.00
- 3 to less than 9 hours – \$ 7.00
- 9 to less than 15 hours – \$14.00
- 15 to less than 21 hours – \$21.00
- 21 to 24 hours – \$28.00

(a) Example 1. An employee leaves headquarters on Monday at 8:00 a.m. and returns on Tuesday at 2:00 p.m. The employee is entitled to a \$28.00 subsistence allowance for the 24-hour period from 8:00 a.m. Monday until 8:00 a.m. Tuesday. The employee is also entitled to an additional \$7.00 allowance for a six-hour time period from 8:00 a.m. Tuesday to 2:00 p.m. Tuesday. The total subsistence for the entire period will then be \$35.00.

(b) Example 2. An employee leaves headquarters at 8:00 a.m. on Monday and returns at 5:00 p.m. on Tuesday. The employee is entitled to a \$28.00 subsistence allowance for the time period from 8:00 a.m. Monday to 8:00 a.m. Tuesday. The employee is entitled to an additional \$14.00 for the nine-hour time period between 8:00 a.m. Tuesday and 5:00 p.m. Tuesday. The total allowance for the entire time period would then be \$42.00.

(c) Example 3. An employee leaves headquarters at 10:00 p.m. Monday and returns at 11:00 a.m. Tuesday. The employee is entitled to \$14.00 for the 13-hour time period.

(3) The subsistence allowance of employees in overnight travel status attending luncheon meetings, dinner meetings, seminars, or conventions at which meals are provided shall have their total subsistence allowance reduced by the following amounts for meals provided at such meetings: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

(4) Subsistence will not be reimbursed if the employee is registered in a hotel which provides all meals which are included in lodging costs.

e. Luncheon or Dinner Meetings.

(1) Luncheon or dinner meetings sponsored by the Commonwealth will be paid under contract; therefore, no claims for such expenses may be presented on Travel Expense Vouchers.

(2) Employees on official business attending luncheon or dinner meetings not sponsored by the Commonwealth are entitled to receive reimbursement for actual costs incurred. This applies whether the engagement is held at residence or official headquarters. Luncheon or dinner meetings must meet the following criteria:

(a) The luncheon or dinner meeting must be planned in advance, must include persons who are not employed by the Commonwealth, and must be approved by a using agency head or designated deputy using agency head.

(b) The meal must be an integral part of the meeting.

(c) The meal must be served at the same establishment that hosts the meeting.

(d) The purpose of the meeting must be to discuss business and the nature of the business must be stated on the STD-191.

(3) Employees in overnight travel status while attending a luncheon or dinner meeting, seminar, or convention, at which meals are provided, shall have their total

subsistence claims reduced by the following amounts for meals provided at such meetings: breakfast, \$6.00; lunch, \$6.00; dinner, \$16.00.

Example: An employee leaves headquarters on Monday at 7:00 p.m. to attend a meeting on Tuesday at which lunch is provided. The employee returns home Tuesday at 10:00 p.m. and is entitled to a \$28.00 subsistence allowance for the 24-hour period from 7:00 p.m. Monday until 7:00 p.m. Tuesday, and \$7.00 for the three hours from 7:00 p.m. to 10:00 p.m., for a total of \$35.00. The \$35.00 must be reduced by \$6.00 for the lunch that was provided. The total subsistence allowed, therefore, is \$29.00.

(4) Employees and members of boards, commissions, and councils who are required to attend a non-Commonwealth sponsored luncheon or dinner meeting will have actual costs reimbursed. A receipt is required.

f. Reimbursement of Expenses Incurred on Behalf of Others.

(1) Using agency heads are authorized to incur reasonable expenses on behalf of others who are not Commonwealth employees in the course of their official duties. Using agency heads are further authorized to approve reasonable expenses incurred by their deputies on behalf of others in the course of their official duties.

(2) Using agency heads are authorized to incur reasonable subsistence expenses, and to approve reasonable expenses incurred by their deputies, on behalf of other Commonwealth employees when the expenses are incurred as part of a business meeting under the following circumstances:

(a) The purpose of the meeting is to discuss official business.

(b) The meeting includes either persons who are not employed by the Commonwealth or employees of other Commonwealth agencies whose attendance is relative to the official business being conducted.

(c) The meal is an integral part of the meeting.

(3) Other classes of employees covered by this section, such as employees required to transfer patients or prisoners, are at times required to spend money in the course of their official duties to satisfy expenses incurred on behalf of others. Using agency heads are responsible for submitting to their using agency comptroller a list of employees eligible to incur expenses on behalf of others under this section.

(4) Complete justification for incurring expenses must be included on Travel Expense Vouchers. Justification should include but not be limited to:

(a) A list of names, positions, and agencies of the individuals for whom the expenses were incurred.

(b) An explanation of the nature and circumstances requiring the incurring of expenses on behalf of others.

(c) Itemized receipts for the expenses incurred.

(5) Using agency heads may request approval for additional using agency personnel to incur expenses on behalf of others by submitting to the using agency comptroller a request containing full justification for the exception.

3. TRANSPORTATION.

Management Directive 230.10 Revision Number 4 Commonwealth of Pennsylvania Governor's Office Travel and Subsistence Allowances, dated January 17, 2002:

a. Personal Automobile. Paragraph (1), change the second sentence to read:

Effective January 2003, the mileage reimbursement allowance for personal automobiles shall be 36 cents per mile.

The Commonwealth's mileage reimbursement allowance for personal automobiles has increased to **40.5 cents per mile, effective February 4, 2005.**

SAP has been configured to reflect the increased rate. Mileage claims for travel that occurred before February 4 will be reimbursed at 37.5 cents per mile. Mileage claims for travel that occurred February 4 or later will be reimbursed at 40.5 cents per mile.

MANAGEMENT DIRECTIVE COMMONWEALTH OF PENNSYLVANIA GOVERNOR'S OFFICE

Distribution:

Subject:

By Direction Of: Date:

Robert A. Bittenbender, Secretary of the Budget

Martin F. Horn, Secretary of Administration

Travel and Subsistence Allowances

230.10

Revision No. 3

Number

(Financial Management, OB, 717/783-3073 or 783-7886) Page 1 of 1

The following pen and ink changes

should be annotated to *Management*

Directive 230.10, dated November 1, 2000.

These changes become effective the date of this revision.

B

06 CASH ADVANCEMENTS. Page 4, paragraph

b, 5th line, change \$500.00 to \$1,000.

The amount is increased from \$500.00 to \$1,000 for those instances which require the approval of the agency head or designee and the agency comptroller.

07 RECEIPTS. Page 4, paragraph a.(1), change \$15.00 to \$35.00.

Increases the dollar amount from \$15.00 to \$35.00 for those instances where a receipt is required.

09 TRANSPORTATION.

h. Local Transportation. (Page 10), Paragraph (2), second line, change \$15.00 to \$35.00.

Increases the dollar amount from \$15.00 to \$35.00 for those instances where a receipt is required.

November 27, 2001

MANAGEMENT

DIRECTIVE

COMMONWEALTH OF PENNSYLVANIA

GOVERNOR'S OFFICE

Subject:

By Direction Of: Date:

Distribution: B

Travel and Subsistence Allowances

230.10

Revision No. 6

Number

Effective January 1, 2004, the mileage reimbursement allowance for personal automobiles increased to 37.5 cents per mile.

Revision No. 5 dated February 18, 2003, is rescinded.

Michael J. Masch, Secretary of the Budget

Robert S. Barnett, Secretary of Administration

Please make the following pen and ink change

to page 6 of subject directive dated November 1, 2000, to reflect the new personal automobile reimbursement allowance which became effective January 1, 2004.

09 TRANSPORTATION.

c. Personal Automobile. Paragraph (1), fourth line, change the second sentence to read:

... Effective January 1, 2004, the mileage reimbursement allowance for personal automobiles shall be 37.5 cents per mile. ...

January 27, 2004

Attachment 14 – Section 2

Act 181 of 2002

Official Advance Copy

SESSION OF 2002

No. 2002-181

Act 2002-181

1437

AN ACT

HB 2424

Amending the act of July 6, 1995 (P.L.255, No.34), entitled "An act providing for dual party relay services and for telecommunication device distribution," further defining "persons with a disability" or "people with disabilities."

The General Assembly of the Commonwealth of Pennsylvania hereby enacts as follows:

Section 1. The definition of "persons with a disability" or "people with disabilities" in section 2 of the act of July 6, 1995 (P.L.255, No.34), known as the Dual Party Relay Service and Telecommunication Device Distribution Program Act, is amended to read:

Section 2. Definitions.

The following words and phrases when used in this act shall have the meanings given to them in this section unless the context clearly indicates otherwise:

"Persons with a disability" or "people with disabilities." A person certified [**as being deaf, deaf-blind, hard-of-hearing, having a hearing** - I~ or **speech impaired**] by a licensed physician, audiologist, speech pathologist or a qualified State using agency[.]:

(1) *As being deaf, deaf-blind, hard of hearing, having a hearing loss or being speech impaired.*

(2) *As having a disability and who requires technology to independently access telecommunications services.*

Section 2. This act shall take effect in 60 days.

APPROVED-The 9th day of December, A.D. 2002.

MARK S. SCHWEIKER

Attachment 15 – Section 2
Inmate Population 2003

<u>Institution</u>	<u>Population</u>
Albion	2306
Cambridge Springs	877
Camp Hill	3279
Chester	1153
Coal Township	1924
Cresson	1328
Dallas	2101
Fayette	411
Frackville	1080
Graterford	3238
Greene	1868
Greensburg	925
Houtzdale	2362
Huntingdon	2092
Laurel Highlands	878
Mahanoy	2314
Mercer	1064
Muncy	877
Pine Grove	619
Pittsburgh	1133
Quehanna	298
Retreat	887
Rockview	2025
Smithfield	1219
Somerset	2298
Waymart	1366
Total	39,922

Attachment 16 -- Section 2
Inmate Admissions -- 2003

<u>Institution</u>	<u>Population</u>
Albion	819
Cambridge Springs	428
Camp Hill	2795
Chester	212
Coal Township	606
Cresson	405
Dallas	535
Fayette	149
Frackville	264
Graterford	1353
Greene	375
Greensburg	348
Houtzdale	772
Huntingdon	478
Laurel Highlands	281
Mahanoy	703
Mercer	270
Muncy	538
Pine Grove	241
Pittsburgh	350
Quehanna	287
Retreat	321
Rockview	542
Smithfield	409
Somerset	818
Waymart	262
Total	14,561

Attachment 17 – Section 2
Inmate Releases – 2003

<u>Institution</u>	<u>Population</u>
Albion	895
Cambridge Springs	468
Camp Hill	671
Chester	217
Coal Township	555
Cresson	440
Dallas	585
Fayette	21
Frackville	263
Graterford	1245
Greene	401
Greensburg	344
Houtzdale	704
Huntingdon	452
Laurel Highlands	324
Mahanoy	820
Mercer	400
Muncy	386
Pine Grove	180
Pittsburgh	497
Quehanna	486
Retreat	266
Rockview	589
Smithfield	343
Somerset	790
Waymart	303
Total	12,646

Attachment 18 – Section 2
Inmate Transfers – 2003

<u>Institution</u>	<u>Population</u>
Albion	580
Cambridge Springs	117
Camp Hill	9815
Chester	599
Coal Township	357
Cresson	706
Dallas	383
Fayette	7
Frackville	325
Graterford	8134
Greene	497
Greensburg	311
Houtzdale	926
Huntingdon	728
Laurel Highlands	204
Mahanoy	436
Mercer	258
Muncy	1072
Pine Grove	160
Pittsburgh	3558
Quehanna	112
Retreat	247
Rockview	375
Smithfield	515
Somerset	624
Waymart	456
Total	31,502

Attachment 19 – Section 2
Inmate Population Projections 2004 – 2010

<u>Year</u>	<u>Population Projection</u>
2004	41,636
2005	41,769
2006	41,990
2007	42,200
2008	42,530
2009	42,906
2010	43,352

Attachment 20 – Section 2
Maintenance Center Information *
(System B- System C)

- H. Maintenance office location: _____

Telephone Number: _____
- I. Hours of Operation: _____
- J. Person in Charge: _____
- K. Number of Maintenance Personnel at this location: _____
Number trained on maintenance of inmate stations: _____
Number trained on inmate telephone control system: _____
Number trained on monitoring and recoding equipment: _____
- L. Number of inmate stations maintained from this locations: _____
Number of inmate telephone control systems maintained: _____
Number of monitoring and recording systems maintained from this location:

- M. Distance from maintenance center to the locations where System B, or System C is to be maintained: _____ miles
- N. Employee's titles and experience: (list all personnel by system who shall service the proposed systems:

* This form may be reproduced in as many copies as necessary to present the requested information.

Attachment 21 – Section2
Office of Administration Office for Information Technology Information Technology
Bulletin (ITB)

I-series ITBs: Security, Privacy, & Business Continuity Planning

I.1.6. Minimum Contractor/Vendor Background Checks Policy

Information Technology Bulletin

Commonwealth of Pennsylvania

Governor's Office of Administration/Office for Information Technology

Issued by: Charles F. Gerhards, Deputy Secretary for Information Technology

Date Issued: November 25, 2002

Date Revised: December 27, 2002

Abstract

The purpose of this policy is to establish requirements and provide a procedure for all agencies under the Governor's jurisdiction to require, as a condition for award of a contract or order, that IT (Information Technology) Contractors and other certain Contractors/vendors agree to conduct criminal record checks for all employees who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities through onsite, or remote computer access. Currently, a background check is conducted for all Commonwealth employees. However, background checks are not conducted for Contractor employees working on Commonwealth IT projects, facilities, systems, or operations. This policy is necessary for the protection, security and privacy of Commonwealth employees, customers, and Commonwealth information systems.

Policy

This Information Technology Bulletin (ITB) establishes enterprise-wide policy for minimum Contractor/vendor background checks that applies to all Commonwealth Departments, Boards and Commissions under the Governor's jurisdiction.

This policy will apply to all IT systems and services contracts, including purchase orders and/or FLs issued from the OA IT ITQ services contract and any other contract delegated to OA or another agency by DGS. The level of investigation may vary depending on the sensitivity of the area in which the Contractor's employees will work (e.g., more detailed background checks may be required for a Contractor involved with Homeland Security). This policy establishes that agencies must require, as a condition of award of a contract or purchase order, that Contractors/vendors who will perform IT work as a part of the contract/purchase order must agree to conduct pre-employment background checks on any personnel who will perform services on site at Commonwealth facilities, or who will have access to Commonwealth facilities through onsite, or remote computer access.

Criminal records are to be checked for the previous five (5) years. The agency shall require the Contractor to conduct criminal record checks annually for any employee assigned to do work for the Commonwealth.

When a Contractor/vendor discovers that a Contractor or subcontractor employee has a criminal background that includes a felony or misdemeanor involving terrorist behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access. At the request of the Contractor, the Commonwealth agency may, in its sole discretion, determine whether the employee may have access, or continue to have access to Commonwealth facilities/resources/systems.

Note: Obtaining a DGS-issued photo ID card will ensure that background checks are obtained annually by the Contractor, since a criminal background check is required to obtain the photo ID card. There will be an expiration date on the ID card of one (1) year from the issuance date. In addition, the ID card will expire at the end of a project or upon removal of an employee, even if a year has not passed.

Background

Contractors must agree to the contract provision as a condition for award of a contract or purchase order. Contractors must comply with this procedure before they permit access to the site by their employees or their subcontractors' employees. Agencies must receive written confirmation from the Contractor that all requirements have been met before allowing the Contractor access to the site. This policy applies to, but is not limited to, services provided for the following types of projects:

4. IT Initiatives involving the development of programs and systems
5. Application hosting
6. IT infrastructure work

Criminal background checks are to be conducted by the Pennsylvania State Police via the Request For Criminal Record Check form and procedure. Information provided by the prospective Contractor employee will be screened against state, and local systems containing information on criminal arrests, convictions, warrants, and incarcerations. The database search will include the PA Commonwealth Law Enforcement Assistance Network (CLEAN).

Contractors will be responsible for the payment of all fees associated with background checks for their employees and/or subcontractors.

The above procedure must be included in any procurement instrument, including Request For Proposal (RFP), Invitation For Bid (IFB), Invitation To Qualify (ITQ), Request for Quote (RFQ), Sole Source Contracts, Renewals, Amendments, and agency Statements of Work, etc. The following language must be included in RFPs, IFBs, ITQs, RFQs, Sole Source Contracts, Renewals, Amendments and agency Statements Work for IT services to be performed on site at Commonwealth facilities or through onsite, or remote computer access:

"The Contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commonwealth IT facilities, either through on-site access or through remote access. Background checks are to be

conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access and on an annual basis thereafter.

Before the Commonwealth will permit access to the Contractor, the Contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a Contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the Contractor shall not assign that employee to any Commonwealth facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the agency consents to the access, in writing, prior to the access. The agency may withhold its consent in its complete discretion. Failure of the Contractor to comply with the terms of this paragraph may result in default of the Contractor under its contract."

Agencies may exceed this policy at their discretion, and may enter into an amendment solely for the purpose of implementing this policy.

Should an agency desire to obtain a waiver for this ITB, they must submit a written request to CTC Director for approval. In the request, please state the reasons for making the request.

Questions

Questions regarding this policy should be directed to Steven T. Fink, Commonwealth Technology Center, OA/OIT, at 717-705-9041, or sfink@state.pa.us.

Referenced Documents

- **Request For Criminal Record Check** (Pennsylvania State Police website)

Attachment 22 – Section 2
Revenue Commissions Prepaid 2004 Summary Report, Site codes for Prepaid and
Financial Monthly Report on Inmate Prepaid December, 2004 Section 2

DOC-SCIs Prepaid Monthly Report December, 4 2004:



PA DOC Results
12-04.xls

Attachment 23

Inmate Monthly Usages and Commissions Collect Report for March 2004 (26 DOC-SCIs plus two (2) SCI Green Accounts, which SCI Green account 116003315 was transferred back to SCI Green main account #116003384) (one month example)



March116003382.xls



March116003380.xls



March116003377.xls



March116003376.xls



March116003375.xls



March116003226.xls



March116003160.xls



March116002998.xls



March116002986.xls



March116002900.xls



March116002897.xls



March116002896.xls



March116002895.xls



March116002894.xls



March116002893.xls



March116002892.xls



March116003444.xls



March116003439.xls



March116003385.xls



March1160033437.xls



March116003384.xls



March116003381.xls



March116003379.xls



March116003378.xls

s



March116003374.xls



March116003315.xls

Attachment 24-A – Section 2
Collect Messages and Minutes Billed Summary 2001
Monthly Statistic Messages and Minutes

<u>Department of Corrections (DOC)</u>				
	<u>Messages</u>		<u>Minutes</u>	
	<u>Local/Intra</u>	<u>Interlata</u>	<u>Local/Intra</u>	<u>Interlata</u>
January	51,280	20,928	516,404	36,300
February	43,201	141,896	430,437	1,352,185
March	39,063	144,220	387,107	1,310,756
April	52,942	161,809	515,108	1,552,237
May	38,205	143,662	366,089	1,417,735
June	57,714	111,594	562,274	984,023
July	42,442	162,850	408,498	1,609,674
August	32,572	124,629	322,355	1,205,171
September	69,892	334,507	691,181	1,982,409
October	45,756	378,254	469,379	2,204,393
November	33,077	405,050	346,855	2,690,924
December	62,031	337,355	620,018	1,908,740
TOTAL	568,175	2,466,754	5,635,705	18,254,547

Attachment 24-B – Section 2
Collect Messages and Minutes Billed Summary 2002
Monthly Statistic Messages and Minutes

Month	<u>Department of Corrections (DOC)</u>			
	<u>Messages</u>		<u>Minutes</u>	
	Local/Intra	Interlata	Local/Intra	Interlata
January	86,707	348,968	912,846	2,085,563
February	79,373	403,892	830,768	2,885,923
March	46,099	449,914	480,443	3,136,503
April	75,588	320,392	799,707	1,463,709
May	99,112	436,338	1,062,046	2,732,043
June	74,612	526,376	786,125	3,971,878
July	74,006	432,679	768,689	2,647,005
August	71,229	409,931	750,882	2,637,541
September	82,304	397,860	866,884	2,619,261
October	75,800	425,145	808,656	2,691,882
November	64,091	384,970	681,512	2,516,929
December	77,628	480,566	831,433	2,871,197
TOTAL	906,549	5,017,031	9,579,991	32,259,434

Attachment 24-C -- Section 2
Messages and Minutes Billed Summary 2003
Monthly Statistic Messages and Minutes

COMMONWEALTH OF PENNSYLVANIA - MONTHLY STATISTIC MESSAGE AND MINUTES-2003					
DOC ONLY 2003 - COLLECT SECTION 2					
MONTH	MESSAGES		MINUTES		
	LOCAL/INTRA	INTERLATA	LOCAL/INTRA	INTERLATA	
JANUARY	88506	161278	933953	1745688	
FEBRUARY	82974	167871	927687	1809260	
MARCH	75355	150387	846561	1655583	
APRIL	103000	189161	1142118	2073080	
MAY	95858	184203	1039879	2020967	
JUNE	94355	189050	1034492	2052370	
JULY	102205	173315	1108709	1874200	
AUGUST	77890	170677	834663	1838414	
SEPTEMBER	70569	142627	767958	1544178	
OCTOBER	75160	197000	828893	2142099	
NOVEMBER	70490	213467	787269	2332410	
DECEMBER	76790	178155	846028	1955086	
12 Month Total	1013152	2117191	11098210	23043335	

MONTH	PREPAID CALLS DOC ONLY 2003 SECTION 2			PREPAID CALLS DOC ONLY		
	MESSAGES		INTERNATIONAL	MINUTES		INTERNATIONAL
	LOCAL/INTRA	INTERLATA		LOCAL/INTRA	INTERLATA	
JANUARY	13869	32505	0	151413	323099	0
FEBRUARY	22307	46930	0	257939	479641	0
MARCH	19063	43483	56	233689	451747	305
APRIL	20756	52035	82	251740	542080	766
MAY	19025	50118	246	234052	524384	2558

JUNE	18640	50438	294		226836	525007	2975
JULY	17475	47187	319		212094	488124	3282
AUGUST	12815	44044	278		141635	455173	2929
SEPTEMBER	14153	52674	66		155586	547437	673
OCTOBER	26258	86670	194		296392	914306	1954
NOVEMBER	27771	87508	249		313049	924094	2371
DECEMBER	29448	85711	205		329268	911258	2008
12 Month							
Total	241580	679303	1989		2803693	7086350	19821

(The below spreadsheet has the same information as listed above)



COMM_OF_PA_200
3 mins-messSectl...

Attachment 24-D - Section 2
Messages and Minutes Billed Summary 2004
Monthly Statistic Messages and Minutes

COMMONWEALTH OF PENNSYLVANIA - MONTHLY STATISTIC MESSAGE AND MINUTES 2004 SECTION 2

MONTH	DOC ONLY 2004 - COLLECT SECTION 2		DOC ONLY	
	MESSAGES		MINUTES	
	LOCAL/INTRA	INTERLATA	LOCAL/INTRA	INTERLATA
JANUARY	53431	135554	590539	1536493
FEBRUARY	55224	142846	617103	1606585
MARCH	56798	104292	612932	1178058
APRIL	56032	126298	600019	1434648
MAY	55824	112014	593602	1264881
JUNE	52060	102008	553709	1136667
JULY	55569	106426	595341	1194486
AUGUST	48469	97967	518112	1104233
SEPTEMBER	47057	93564	505038	1053197
OCTOBER	58211	102835	630073	1165546
NOVEMBER	51814	98597	561580	1129672
DECEMBER	51548	87178	560898	1000315
12 Month Total	642037	1309579	6338946	14804781

MONTH	PREPAID CALLS DOC ONLY 2004			PREPAID CALLS DOC ONLY		
	MESSAGES			MINUTES		
	LOCAL/INTRA	INTERLATA	INTERNATIONAL	LOCAL/INTRA	INTERLATA	INTERNATIONAL
JANUARY	15257	47061	345	172496	497495	3269
FEBRUARY	14805	47821	298	169960	508726	2992
MARCH	17337	48594	229	195705	517623	2253
APRIL	22666	56520	228	252066	604231	2271

MAY	19721	53697	258		215973	571366	2537
JUNE	18026	52392	271		195037	550525	2852
JULY	16807	48138	259		182952	510219	2579
AUGUST	18104	50571	352		196777	537425	3552
SEPTMEBER	17106	48731	238		187927	516458	2484
OCTOBER	15485	46388	172		169828	496085	1797
NOVEMBER	16811	48972	236		186661	531368	2279
DECEMBER	15667	44569	235		175029	484362	2340
12 Month Total	207792	593454	3121		2300411	6325883	31205

(The below spreadsheet has the same information as listed above)



DOC
mins-mess Section :

Attachment 25-A – Section 2

Commission Data *

5-A. 2. p. (1) (a) Option 1

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below. A Decentralized staff of system administrators servicing each SCI, the Quehanna Boot Camp, and the terminals at the DOC Headquarters Security Office and Office of Professional Responsibility Offices.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only:

<u>System B</u>	<u>Column 1:</u>	<u>Column 2:</u>
<u>Collect Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,131,012.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Collect InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$7,961,566.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Prepaid Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$597,999.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Prepaid InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,932,927.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____

Signature: _____

Title: _____

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Attachment 25-A – Section 2

Commission Data *

5-A. 2. p. (1) (a) Option 1

The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth **on Attachment 25-A.**

Each Contractor shall explain in detail, **on Attachment 25-A**, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.

Attachment 25-B – Section 2
Commission Data *
5-A. 2. p. (1) (b) Option 2

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below. A central processor in coordination with location processors or system control devices at all SCIs, the Quehanna Boot Camp, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, and Office of Professional Responsibility.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only.

<u>System B</u>	<u>Column 1:</u>	<u>Column 2:</u>
<u>Collect Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,131,012.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Collect InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$7,961,566.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Prepaid Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$597,999.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____
<u>Prepaid InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,932,927.00</u>	\$ _____
Commission Percentage:		_____ %
Annual Dollar Commission:		\$ _____

Signature: _____

Title: _____

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Attachment 25-B – Section 2
Commission Data *
5-A. 2. p. (1) (b) Option 2

The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth **on Attachment 25-B.**

Each Contractor shall explain in detail, **on Attachment 25-B**, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.

Attachment 25-C - Section 2

Cost Data *

5-D. 1. a., b. & c.

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth as specified below. Telephone rates will not be increased for the life of the contract. In addition, yearly negotiations will take place with the awarded Contractor in reviewing all pricing.

Attachment 25-D Inmate Collect Calling Rates

Contractor guaranteed rates for inmate collect calling rates by completing its collect calling rates on the attached blank Attachment 25-D.



Inmate Telephone
Services Sect...

Attachment 25-E Inmate Prepaid Calling Rates

Contractor guaranteed rates for inmate prepaid calling rates by completing its prepaid calling rates on the attached blank Attachment 25-E.



Inmate Telephone
Services RFP ...

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Attachment 26-D
Contractor Inmate Collect Calling Rates

		Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Property	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer											
Albion											
Waymart											
Dallas											
Greene											
Muncy											
Cambridge Springs											
Somerset											
Laurel Highlands											
Cresson											
Houtzdale											
Graterford											
Rockview											
Pine Grove											
Mahoney											
Frackville											
Camp Hill											
Huntingdon											
Smithfield											
Quehanna Boot Camp											
Coal Township											
Pittsburgh											
Greensburg											
Retreat											
Chester											
Fayette											
Forest											

Attachment 26-D
Contractor Inmate Collect Calling Rates

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to the ender user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

Contractor will complete this attachment and submit it with its commission data submission.

Attachment 25-E
Contractor Inmate Prepaid Calling Rates

		Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Property	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute	Surcharge	Per Minute
Mercer											
Albion											
Waymart											
Dallas											
Greene											
Muncy											
Cambridge Springs											
Somerset											
Laurel Highlands											
Cresson											
Houtzdale											
Graterford											
Rockview											
Pine Grove											
Mahoney											
Frackville											
Camp Hill											
Huntingdon											
Smithfield											
Quehanna Boot Camp											
Coal Township											
Pittsburgh											
Greensburg											
Retreat											
Chester											
Fayette											
Forest											

(1) calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

Attachment 25-E

Contractor Inmate Prepaid Calling Rates

As stated in the RFP 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to the end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

Contractor will complete this attachment and submit it with its commission data submission.

Baer, Georgia

From: Menke, Teresa
Sent: Wednesday, July 20, 2005 8:48 AM
To: 'philip.jones@mci.com'
Cc: Baer, Georgia
Subject: RFP 2005-081-011 Coin/Card Public Payphone Services and Inmate Telephone Services

B
addm.
1-4

addendum #1

To Whom It May Concern:

The Commonwealth has issued a flyer and posted under Request for Proposal (RFP) 2005-081-011 Coin/Card Public Payphone Services and Inmate Telephone Services. The document previously posted on June 30, 2005 was blocking access to the attachments. The RFP and the attachments listed as a flyer are at the below websites. Because of the delay in posting the attachments additional time was given to submit questions. Please submit questions in writing to the Office of Administration by close of business 5:00 pm Wednesday, July 27, 2005.

The Department of General Services website with the RFP, Flyer number 1 (addendum) and the location where future addendum(s) will be posted:

<http://www.dgsweb.state.pa.us/comod/bids/2005081011.pdf>

The Office of Administration website with the Attachments:

<http://www.keycomm.state.pa.us/keycomm/cwp/view.asp?a=3&q=201855>

There are no changes to the material other than arranging access to the attachments. Please contact Teresa Menke at 717-705-4355 should you have technical difficulty with obtaining the document. All other questions must follow the instructions as provided below.

Thank you for your interest and support.

You are invited to submit a proposal to the Commonwealth of Pennsylvania, Office of Budget and Administration, Bureau of Infrastructure and Operations, for furnishing, installing, and maintaining related telecommunications systems that will provide payphone service for the Commonwealth of Pennsylvania, control inmate calling with monitoring and recording from the state correctional institutions. This invitation letter and the request for proposal (RFP) are posted to the Department of General Services website.

Former RFP number 2003-081-011 was issued and not awarded and is now being re-issued. The Commonwealth is using the same RFP number 2005-081-011, with an updated year, changes made in specifications, and dividing the RFP into two (2) sections: Section 1 Coin/card Public Payphones and Section 2 Inmate Telephone System. Contractors may bid on either Section 1 or Section 2 or both Sections. Sections 1 and 2 may be evaluated and awarded separately or evaluated and awarded together depending on what is determined to be in the best interest of the Commonwealth.

A pre-proposal conference will be conducted on Tuesday, August 2, 2005 @ 9:00 am. The location is Commonwealth Technology Center, Harrisburg State Hospital Grounds, 1 Technology Park, Conference Rooms 1 and 2, Harrisburg, Pennsylvania 17110-2913. Following the pre-proposal conference will be a site visit to view the present inmate control system (section 2 of the RFP) that will be held at the Department of Corrections Central Office Building, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598.

It is also important that each Contractor who expects to respond prepare questions after reading and analyzing the RFP. Please submit questions in writing to the Office of Administration identified below by close of business 5:00 pm Wednesday, July 27, 2005. An Addendum containing the official responses to the questions addressed at the pre-proposal conference will be posted to the Department of General Services (DGS) website <http://www.dgsweb.state.pa.us/comod/bids/2005081011.pdf> not later than five (5) working days after the pre-proposal conference. If additional addendums are issued they also will be posted to the DGS website.

Proposals must be received at the Department of Corrections Central Office Building, Support Services Section, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598 on or before 1:00PM, Wednesday, September 28, 2005.

Georgia Baer
OIT/Bureau of Infrastructure and Operations
Governor's Office of the Budget & Administration
Commonwealth of Pennsylvania
1 Technology Park
Harrisburg, PA 17110-2913
Telephone number: (717) 772-8124
Fax number: (717) 772-8018
Email address: gbaer@state.pa.us

Teresa L. Menke
Governor's Office of Administration
Infrastructure & Operations
Network Administration
1 Technology Park
Harrisburg, Pa 17110-2913
Phone: 717-705-4355
tmenke@state.pa.us



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

August 9, 2005

The following is addendum number 2 to the Request For Proposal (RFP), document number 2005-081-011, for Payphone and Inmate Telephone Services. The addendum becomes part of the original RFP.

The contents of this addendum resulted from changes made by the Issuing Office, and questions raised in writing prior to and at the pre-proposal conference on Tuesday, August 2, 2005, in conference room at 1 Technical Park, Harrisburg, Pennsylvania.

Section 1: Coin/Card Public Payphone Services of RFP 2005-081-011:

1. RFP Change: Throughout the RFP 2005-081-011 Sections 1 and 2: Change "Office of Budget and Administration" to "Office of Administration".

2. Question: Part 1 General Information For The Contractors 1.1-1 Purpose Section 1 on page 11: The RFP allows vendors to respond to either the public, inmate or both sections. In the event a vendor responds to both, does the Commonwealth reserve the right to separate the proposal and award on one section?

Answer: Part 1 General Information For The Contractors 1.1-1 Purpose Section 1 on page 11: "The Commonwealth is seeking payphone and inmate phone services. This RFP is structured in such a way to allow a proposer to propose on both systems or on either. The preference is to award one contract to a single proposer, but the Commonwealth reserves the right to award separate contracts for the services, if it determines that it is in its best interest to do so. Section 1 relates to payphones. Section 2 relates to inmates phones. The Commonwealth is seeking an innovative solution for the provision of these services. The RFP sets out the minimum requirements related to both systems.

3. Question: Part 1 General Information For The Contractors, 1.1-4b. Summary of Scope of Work on page 12: Mean that the Commonwealth desires to retain ownership of the payphone equipment not just enclosures? Does the DOC currently own the booths and enclosures referred to in Attachment 1 and Attachment 2?

Answer: No, the Commonwealth does not want to retain ownership of the payphone equipment. The Commonwealth only owns a few enclosures that are listed on "Attachment 1 Payphone and Enclosure Inventory", which include 44 shelves and 12 booths.

4. Question: Part 1 General Information For The Contractors 1.1-11 on page 14: By Must the MBE/WBE be certified by the BMWBO before submission or prior to award of the contract?

Answer: Yes, the vendor must already have MBE and/or WBE certification through the Bureau of Minority & Women Business Opportunities (BMWBO) when the proposal is submitted. A minority or women-owned company who has a project or RFP pending, and who submits a certification application to BMWBO, may include a cover letter requesting an expedited review. The letter must state that the company has a project or RFP pending, and it must include the project or RFP number and due date. Further, BMWBO must receive the application at least three weeks before the due date (RFP submittal date).

BMWBO cannot guarantee that the company will have certification by the due date. If the company does not have its certification, and it does not qualify as a Disadvantaged Business in any other way, it will receive no Disadvantaged Business points.

5. Question: Part 1 General Information For The Contractors 1.1-33 Definitions on page 21: Section 1.1-33 defines gross revenue, but does not provide an exemption for taxes, will the Commonwealth allow an exemption for taxes collected on these calls?

Answer: Reference Part 5 System 1.5-E. Financial, 3. Revenue Generation on page 66. "The Commonwealth requires the Contractor to provide commission payments based upon a percentage of the gross billed revenue, **less applicable state or federal taxes**, generated at each public coin/card station. Gross revenue is defined as revenue for all billed calls without exception."

6. Question: Part 2 Information Required From Contractors 1.2-1. Format for Required Information 3. Commission Section on page 25: There are several references in the RFP to this being a "No Cost" arrangement for the public phones. However, this requirement does not appear in the Mandatory Requirements. Will a submission with cost be automatically rejected?

Answer: Refer to Part 2 Information Required From Contractors 1.2-1. Format for Required Information 3. Commission Section on page 25, Commission Section. "**Commission data must not be included in the Technical/Administrative Section. It must be in a separate, sealed envelope and so identified as commission cost data Attachment 13 A-C. If commission data is included with the technical submission, the proposal will be rejected.**" No a submission with cost will not be rejected as long there are no cost/percent/commission information listed in the Technical/Administrative Section, and the cost data Attachment 13 A-C is in a separately sealed envelope and identified as commission cost data.

7. Question: Part 2 Information Required From Contractors, 1.2-4. Disadvantaged Business Information, c. on page 26: What does the Commonwealth require as proof of US citizenship?

Answer: Proof of U.S. citizenship includes a certificate of U.S. citizenship, certificate of naturalization, birth certificate, passport, or tribal card.

8. Question: Part 2 Information Required From Contractors Tab 4. Corporate Background and Experience c. Financial Information on page 33: The DOC requests financial information. For privately held companies will the Commonwealth accept financial data as a separate nondisclosure document?

Answer: Section 106(b)(1) of the Commonwealth Procurement Code provides that financial information of a bidder/offor which was requested in the IFB/RFP to demonstrate the bidder's/offor's economic capability to fully perform the contract requirements and which is contained in a bid/proposal is confidential. If the bidder/offor separates this financial information from the remainder of its technical proposal, the bidder/offor is merely assisting the purchasing agency in identifying those portion of the proposal/bid that the bidder/offor feels is

financial information that is confidential." To keep the financial information confidential Contractors will put the information under an Attachment 14 for the Commonwealth to detach it from the proposal and not include it with the contract file.

9. Change RFP: Part 2 Information Required Tab 6. Technical Requirements on page 34.
Change the first paragraph Part 1.5-A through 1.5-E to Part 1.5-A through 12.5.B.

10. Question: Part 3 Mandatory Requirements, 1.3-1, number 10 on page 39:

Change: delete "that it will be immediately disqualified?" Replace with "if not it will be immediately disqualified?"

11 Question: Is the state willing to reduce the amount of payphones to increase revenue on the existing phones, if so how many?

Answer: Yes, with the contractor's assistance the Commonwealth will reduce the amount of public payphones, but the contractor must work with the agencies to develop a strategy that would be submitted to the Office of Administration for approval. The amount of public payphones to be reduced cannot be determined at this time without the plan.

12. Question: Will there be an extension for the due date for the RFP?

Answer: No extension will be given when the contractor's proposals are due.

13. Question: Is Verizon willing to sell their enclosures and equipment in-place, if so what is the cost?

Answer: Yes, Verizon is willing to sell public phones enclosures and associated equipment. Questions as to Verizon selling existing equipment should be addressed to Verizon. Such a transaction would not be within the scope of this RFP. Verizon may be contacted at: Doug Mutton (717) 832-2194, douglas.g.mutton@verizon.com

14. Question: Part 5 System 1.5-A. System A: coin/Card Public Telephone Service on page 47: In the event that additional TTYs are required during the new contract term, who will pay for those TTYs?

Answer: Refer to RFP Part 5 System 1.5-A. System A: coin/Card Public Telephone Service on page 47. "Refer to Attachment 7 for the TTYs that the Department of Transportation (DOT) owns. Two (2) TTYs are owned by Verizon and would be replaced by DOT with a new Contractor, but the Contractor would install them for the DOT at no charge. When the installed DOT TTYs need to be replaced or they are required new facilities, the Contractor will recommend what type of TTY that DOT should purchase and the Contractor will install them at no charge."

15. Question: Part 5 System 1.5-A. System A: coin/Card Public Telephone Service on page 47: In the event that a TTY that is owned by the Commonwealth or participating agency requires repair, who will be responsible for the cost of those repairs?

Answer: Since the agency owns some of the TTYs they are responsible for the charges unless the vendor would include them in its cost as indicated in its proposal. If the contractor does include the repair cost it should be included in the associated charge under Attachment 13-A Section 1 Cost Data – 5-E Financial Contractor's Coin/Card Public Telephone Charges.

16. Question: Part 5 Systems 1.5-A System A: coin/Card Public Telephone 3. Operational Standards q on page 49: This request that contractors provide both white and yellow pages for each coin station will result in significant cost. Will the Commonwealth accept alternative methods for providing directory information services?

Answer: The intent of the Commonwealth is to provide the public with directory services for local calls. The Commonwealth will accept alternative methods for providing directory information services.

17. Question: Part 5 Systems 1.5-A System A: coin/Card Public Telephone, 5 Unprofitable Coin/Card Telephones, fourth paragraph on page 50: Can the Commonwealth of PA provide Attachment 13-A as stated on Page 50, last paragraph?

Answer: Reference Attachment 13-A is stated on page 105.

18. Question: Does this rfp hold contractors to current public pay phone rates or may bidders submit a different rate structure?

Answer: Contractors may submit a different rates but follow the structure as provided in 1.5-E Financial, 3. Revenue Generation, b. on page 67, "The Contractor shall submit the charges that the public will be charged when using the coin/card payphones under contract to the Commonwealth for each service on Attachment 13-A only."

Section 2: Inmate Telephone Services of RFP 2005-081-0111

19. Question: Who currently provided Jail Management Services for the Commonwealth?

Answer: DSI software is only used to transmit prepaid cost information including all other DOC commissary transactions at close out time, which sends the transactions to DOC Bureau of Management Information Services (MIS) in Camp Hill. DOC-MIS extracts the prepaid transactions and electronically sends them to Securus who updates all inmates' prepaid accounts.

20 Question: Part 1 General Information For The Contractors 2.1-1 Purpose Section 1 on page 116: The RFP allows vendors to respond to either the public, inmate or both sections. In the event a vendor responds to both, does the Commonwealth reserve the right to separate the proposal and award on one section?

Answer: Part 1 General Information For The Contractors 2.1-1 Purpose Section 1 on page 116: "The Commonwealth is seeking payphone and inmate phone services. This RFP is structured in such a way to allow a proposer to propose on both systems or on either. The preference is to award one contract to a single proposer, but the Commonwealth reserves the right to award separate contracts for the services, if it determines that it is in its best interest to do so. Section 1 relates to payphones. Section 2 relates to inmates phones. The Commonwealth is seeking an innovative solution for the provision of these services. The RFP sets out the minimum requirements related to both systems.

21. Question: Part 1 General Information For the Contractors Item 1 System B: Paragraph 1 of this section states that Vendor will be responsible for conduit. Please clarify if the Commonwealth will provide conduit for any New Construction facilities that may be added during the contract term.

Answer: Part 5 Systems 1.5-A System B: Inmate Telephone Service 1. General conditions – Inmate Telephone Service a. No Charge to the Commonwealth, on page 157: Yes, the Commonwealth will provide conduit for any new construction facilities that may be added during the contract term.

22. Question: Part 1 General Information For The Contractors 2.1-12 Disadvantage Business Information on 122): Does the current Inmate Service Provider utilize any Disadvantaged Businesses?

Answer: Yes.

23. Change: Section 2 Part 2 Information Required From Contractors Tab 6. Technical Requirements on page 144. Change in the first paragraph Part 2.5-A through 2.5-F to Part 2.5-A through 2.5.D.

24. Question: Part 2 – Information Required from Contractors, TAB 4 Item 2 on page 142: This item requires that Vendors provide signed copies of subcontractor agreements for each of the proposed subcontractors. Generally, these agreements are not finalized (signed) until an award of the RFP is made. Given that the Commonwealth will receive significant information regarding the subcontractors used by any vendor via compliance with Item b. of this same section, would the Commonwealth considering waiving the requirement to provide actual subcontract agreements. This information could be made available to the Commonwealth following contract award/signature.

Answer: Change to: The selected contractor will provide a copy of a subcontract agreement with each subcontractor at the request of the Commonwealth following the execution of the contract.

25. Question: Part 2 Information Required From Contractors Tab 4. Corporate Background and Experience c. Financial Information on page 143: The DOC requests financial information. For privately held companies will the Commonwealth accept financial data as a separate nondisclosure document?

Answer: :Section 106(b)(1) of the Commonwealth Procurement Code provides that financial information of a bidder/offeror which was requested in the IFB/RFP to demonstrate the bidder's/offeror's economic capability to fully perform the contract requirements and which is contained in a bid/proposal is confidential. If the bidder/offeror separates this financial information from the remainder of its technical proposal, the bidder/offeror is merely assisting the purchasing agency in identifying those portion of the proposal/bid that the bidder/offeror feels is financial information that is confidential." To keep the financial information confidential Contractors will put the information under Attachment 26 for the Commonwealth to detach it from the proposal and not include it with the contract file.

26. Question: Part 3 Mandatory Requirements, 1.3-1, number 10 on page 150.

Change: delete "that it will be immediately disqualified?" Replace with: "if not it will be immediately disqualified?"

27. Question: Part 4 Criteria For Selection 2.4-2 Alternate Proposals on page 153: Will a vendor be permitted to submit a proposal as a prime contractor and also be allowed as a subcontractor on another vendor's Prime proposal?

Answer: A contractor may not be a prime and a subcontractor unless contractor is a Disadvantage Business.

28. Question: Part 4 – Criteria for Selection, 2.4-3 Criteria on page 153: Can the Commonwealth provide the amount of points or percentages that will be assigned to each category? Would the Commonwealth be willing to share the specific weighting of each of the criteria listed in Section 2.4 – 3? Though you have placed these criteria in order of relative importance, vendors would more effectively address the Commonwealth's needs if they had the specific weighting of each criterion.

Answer: No, the Commonwealth cannot provide the amount of points or percentages that are assigned to each category.

29. Question: Part 5 – Systems, Section 2.2-A 1, Item I on page 161: Will the current equipment provider be required to replace all existing call processing equipment, telephone instruments, PC workstations, UPS Systems and any other equipment necessary for the provision of the system?

Answer: Refer to page 116, "All Control and Recording Systems and all associated components will be new." See question number 31 regarding the purchase of inmate phones. In addition, as stated on page 116 inmate phones may be new or refurbished.

30. Question: Part 5 Systems 2.5-A System B: Inmate Telephone Service 1 General Conditions – Inmate Telephone Service 1.d Equipment may be same as Installed or Equal on page 158: Is Verizon willing to sell their inmate telephones, if so what is the cost?

Answer: Yes, Verizon is willing to sell inmate telephones. Questions as to Verizon selling existing equipment should be addressed to Verizon. Such a transaction would not be within the scope of this RFP. Verizon may be contacted at: Doug Mutton (717) 832-2194, douglas.g.mutton@verizon.com

31. Question: Part 5 Systems, 2.5-A, 1. General conditions – Inmate Telephone Service, f. Text Telephones on pages 158-161: Does the current inmate telephone system allow inmate collect calling thru the relay service? If yes, does the Commonwealth receive commission on that calling today? On page 159 number 2, references the TTY printer, may the Contractors use the paper tape that comes with a TTY?

Answer: Yes, the current inmate telephone system allows inmate collect calling through the relay services. Yes, the Commonwealth receives commission on TTY calls made by the inmate through the relay service. No, Contractors may not use the paper tape that comes with a TTY. On page 159 number 2, reference "2. The Contractor shall consistent with Automated Inmate Telephone System Delegations DC-ADM 818 process the TTY/TDD's calls through the Contractors provided printer(s). The Contractor shall provide at no cost to the Commonwealth all printers, parts, paper, ink and servicing for the printers. Contractors will explain their repair plan when TTY/TDD, printers and other solutions are not working." In addition, the Contractor's provided printer(s) will be remotely placed for access by each DOC-SCI Security Officers that will restrict an inmate from removing the printed messages.

32. Question: Part 5 Systems 2.5-A System B: Inmate Telephone Service 1. General Conditions – Inmate Telephone Service I on page 162: Would the Commonwealth please clarify what this testing is and how it would be accomplished?

Answer: At this time the Commonwealth doesn't know what security testing would be required or how it would be accomplished at this time with the Law Enforcement and Corrections Technology Center Northeast (LECTC-NE).

33. Question: Who currently provides Commissary services at each facility?

Answer: Refer to Part 5 System 2.5-A, 2 Operational Standards, o. Prepaid Service (5), on page 165. All Department of Corrections State Correctional Institution (DOC-SCI) commissary systems are under the DOC personnel using DSI's interface. With the exception of SCI Pine Grove which is currently contracted with Keefe Communications Networks. Also, see question number 20.

34. Question: Part 5 Systems, 2.5-A, System B: Inmate Telephone Service, 2. Operational Standards Section (6) & (7) on page 166: Please consider reducing this requirement to 1 hour of back-up. Could you explain the need for a 4 hour backup? Also all backup power supplies use a battery system. Could you explain the system you had in mind? Do you want to provide for a system shut down or operation for 4 hours?

Answer: No change will be issued reducing the 4 hour system operational back-up to 1 hour. All current DOC-SCIs have 4 hour Universal Power Supply (UPS) power back-up to the Inmate Telephone Systems. The UPS powers the system so inmate data is not lost. Remove sentence in RFP (6) and (7) Battery back-up is not an acceptable solution.

35. Question: Part 5 Systems, 2.5-A, System B: Inmate Telephone Service, 2. Operational Standards, Item t on page 170: Are the required "Data Retrieval Stations" listed PC Work Stations? Additionally, are these units to be used by DOC personnel only?

Answer: Yes, the data retrieval stations are PC Work Stations used by DOC-SCI Security Officers. Refer also to question number 42.

36. Question: Part 5 Systems, 2.5-A, System B: Inmate Telephone Service, Pg 177 par ss: Will the Commonwealth consider removing this requirement? If the location processor fails there would be no way for calls to be validated or recorded. This would be considered a major outage and responded to accordingly.

Answer: Remove this requirement.

37. Question: Part 5 Systems, 2. Operational Standards par 2.a. (5) on page 185: Must call records be deleted after 12 months? Or can they be maintained for up to 7 years?

Answer: "each SCI shall only need to set the initial parameters of the number of months to archive (up to 12)". Yes, the contractor may maintain for up to 7 years.

38. Question: Part 5 Systems, 2.5-B System C.: Monitoring and Recording Equipment/system on page 184: 8 During term of contract are there any current plans for the construction of new facilities, institutions being mothballed or for expansion of existing facilities?

Answer: There are no immediate plans for a new facility or for the closing or mothballing of more facilities. The DOC does have plans on adding some new housing units to existing institutions. This may result in the need for additional phones.

39. Question: Part 5 Systems, 2. Operational Standards par 2.a2 on page 185: Must call records be stored on site or is a remote central database that is accessible by the DOC personnel permitted?

Answer: As stated, "all call records shall be stored on site and available to the SCI on demand." The Commonwealth doesn't desire a remote central database.

40. Question: Part 5 Systems, 2. Operational Standards par 22 on page 189: Are you asking for 2 laptop computers in addition to the work stations or can these playback units be the workstations themselves?

Answer: No, one (2) additional laptop computers are not required. The requirement is at each SCI to have a device that will duplicate recorded inmate conversations for the purpose of court appearances, etc.

41. Question: Part 5 Systems how many work stations at each facility are required and how many at the DOC Headquarters?

Answer:

Part 5 Systems, 2. Operation Standards p. System Administration on page 166 under Option 1: decentralized one (1) PC Work Station is required for System Administrators at each SCI.

Part 5 Systems, 2. Operational Standards t. on page 170: Change up to three (3) data retrieval stations (PC Work Stations) to one (1) PC Work Station at each SCI for DOC Security Officers.

Part 5 System, 2.5-B. System C: Monitoring and Recording Equipment/System, 2.5-C. Investigation Staff Operations, 2. Information By Location (3) Terminals and Equipment on page 191: Change up to 3 terminals to 1 PC Work Station for the Security Office location at 2520 Lisburn Road, Camp Hill, PA 17011.

Part 5 Systems, 2.5-B. System C: Monitoring and Recording Equipment/System, 2.5-b. Office of Professional Responsibility (page 191): Requires one (1) PC Work Station.

42. Question: Part 5 Systems 2.5-D Common Requirements: Systems B & C, 3. Conversion of Inmate Call Records on page 194: Does the Commonwealth's current contract require the current provider to provide this data over to the winning bidder in a usable format at no cost in a timely manner?

Answer: Verizon will work with the new vendor to provide CDRs, delivered in an industry standard usable format, at no charge.

43. Question: Part 5 Systems 2.5-G. Financial: 4. Service Revenues and Commissions on page 208: Could State provide 2004 collect call and minute data to include breakdown by local, IntraLATA, InterLATA, Interstate and International?

Answer: Due to Verizon system changes in 2003, Verizon could not recapture actual figures after the system change out. Please disregard 2003 figures as many were estimates and not actual. Verizon is working to establish 2003 records. Since the 2003 records are not correct Contractors are to use 2004 and 2005 (1/04 – 7/05) data with the revised Attachment 24-D – 2 Messages and Minutes Billed Summary 2004 0 2005 Monthly Statistic Messages and Minutes and including Prepaid. The data was added to the following Office of Administration website where all attached were located.

<http://www.keycomm.state.pa.us/keycomm/cwp/view.asp?a=3&q=201855>

44. Question: Is the DOC currently blocking CLEC calls: If yes, has that blocking been reflected in the call data provided to bidders. If no, how and when will that data be given to bidders?

Answer: Yes, the CLEC calls are being blocked today. Yes, the CLEC blocking is reflected in the data, with the exception of local and IntraLata calls at the following twenty (20) SCIs where CLEC blocking began July 11, 2005. Verizon has projected that it affects only 6 % of the local calls. Blocking was affected at the following DOC-SCIs July 11, 2005: SCI Cambridge Springs, SCI Camp Hill, SCI Chester, SCI Coal, SCI Cresson, SCI Forest, SCI Fayette, SCI Frackville, SCI Graterford, SCI Greensburg, SCI Houtzdale, SCI Huntingdon, SCI Laurel Highlands, SCI Mahanoy, SCI Pine Grove, SCI Retreat, SCI Rockville, SCI Quehanna B.C., SCI Smithfield, and SCI Somerset.

45. Question: Contract – Part 6 Standard Contract Terms and conditions for Services on page 216: Will the Commonwealth consider the following change to page 216 paragraph 12?

Paragraph 12. OWNERSHIP RIGHTS

The Commonwealth shall have (during the term of this Agreement and any applicable renewal terms), unrestricted authority to reproduce, distribute, and use any(non-proprietary) submitted report, data, or material, and any software or modifications and any associated documentation that is designed or developed and delivered to the Commonwealth as part of the performance of the Contract.

Answer: The Commonwealth will not make any changes to Part 6 prior to the submission of proposals. As set out in, Part II, Tab 10, the vendor must submit its proposal on the basis of the terms and conditions set out in Part 6. It may list in Tab 10, the terms and conditions set out in Part 6 that it would like to negotiate. It should, however, pay close attention to the language of Tab 10 in submitting its proposal.

46. Question: Contract – Part 6 Standard Contract Terms and conditions for Services on page 216

Paragraph 13 since the Commonwealth will not bear the costs of any aspect of the inmate telephone system. Will the Commonwealth consider deleting this paragraph?

Answer: The Commonwealth will not make any changes to Part 6 prior to the submission of proposals. As set out in, Part II, Tab 10, the vendor must submit its proposal on the basis of the terms and conditions set out in Part 6. It may list in Tab 10, the terms and conditions set out in Part 6 that it would like to negotiate. It should, however, pay close attention to the language of Tab 10 in submitting its proposal.

47. Question: Contract – Part 6 Standard Contract Terms and conditions for Services on page 218 par 16c: Since all vendors are providing all equipment and services at no cost to the Commonwealth, would the Commonwealth consider removing this paragraph?

Answer: The Commonwealth will not make any changes to Part 6 prior to the submission of proposals. As set out in, Part II, Tab 10, the vendor must submit its proposal on the basis of the terms and conditions set out in Part 6. It may list in Tab 10, the terms and conditions set out in Part 6 that it would like to negotiate. It should, however, pay close attention to the language of Tab 10 in submitting its proposal.

Georgia A. Baer
Governor's Office of Administration
Bureau of Infrastructure & Operations



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

September 9, 2005

The following is addendum number 3 to the Request For Proposal (RFP), document number 2005-081-011, for Payphone and Inmate Telephone Services. The addendum becomes part of the original RFP.

The contents of this addendum resulted from changes made by the Issuing Office.

Section 1: Coin/Card Public Payphone Services and Section 2: Inmate Telephone Services of RFP 2005-081-011

1. **RFP Change: RFP Cover Letter:** Make a date change in the Cover Letter of RFP 2005-081-011. Change: "Proposal must be received at the Department of Corrections Central Office Building, Support Service Section, 2520 Lisburn Road, Camp Hill, Pennsylvania 17001-0598 on or before 1:00 PM, Wednesday, September 28, 2005", change RFP to "proposals are due on or before 1:00 PM, Thursday, October 13, 2005."

Section 2: Inmate Telephone Services of RFP 2005-081-011

2. **RFP Change: Part 5 Systems, 2.5-G. Financial, 1. Best Offer Commission Percentages a. and 3. Revenue Generation on page 206:**
 - Change under 1. Best Offer Commission Percentages, paragraph a., second sentence: For inmate collect and prepaid telephone service, all accepted calls would be considered "billable, therefore, "billed" and commissionable," which includes all surcharges, remove "and taxes. "
 - Change under 3. Revenue Generation second sentence: The Commonwealth requires the Contractor to provide commission payment based upon a percentage of the gross billed revenue, which includes all surcharges on non-coin inmate station, remove "and taxes" on non-coin inmate station.

Georgia A. Baer
Governor's Office of Administration
Bureau of Infrastructure & Operations



COMMONWEALTH OF PENNSYLVANIA
Governor's Office of Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Dear Contractor:

October 5, 2005

The following is addendum number 4 to the Request For Proposal (RFP), document number 2005-081-011, for Payphone and Inmate Telephone Services. The addendum becomes part of the original RFP.

The contents of this addendum resulted from changes made by the Issuing Office.

~~Section 1 Coin/Card Public Payphone Services and Section 2 Inmate Telephone Services
of RFP 2005-081-011~~

The Office of Administration website has two (2) updated attachments:
<http://www.keycomm.state.pa.us/keycomm/cwp/view.asp?a=3&q=201855>

Updated coin telephone inventory from 902 to 917 coin telephones. January, 2005 – August 2005 local and long distance coin revenues without dial around.

Georgia A. Baer
Governor's Office of Administration
Bureau of Infrastructure & Operations

COMMONWEALTH OF PA									
PUBLIC TELEPHONE INVENTORY									
					Line Count as of 9/23/05	TTY'S			
1	Pa Turnpike				77				
2	Shippensburg Univ				18				
3	Community Correction Centers (CCC)				43				
4	Game Commission				2				
5	Department of Labor & Industry (L&I)				11				
6	Fish Commission				3				
7	Dept. of Corrections - Lobby				57				
8	Pa State Police (PSP)				7				
9	Dept of Military & Vet Affairs				60				
10	PA Higher Education Assistance Agency (PHEAA)				3				
11	Court				0				
12	Dept of Transportation				195	2 vz & 40 Penndot			
13	Dept. of conservation & Natural Resources(DCNR)				224				
14	Department General Services (DGS)				48				
15	Department of Agriculture				44				
16	Department of Liquor Board (LCB)				4				
17	Department of Insurance				1				
18	Department of Public Welfare (DPW)				120				
	GRAND TOTAL				917	42			

Long Distance Revenues:
(local & long distance, no dial-around)

PA Payphone Revenue

Department	Account #	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	TOTAL
Pa Turnpike	116007475	\$1,809.27	\$294.69	\$206.45	\$2,045.67	\$607.50	\$689.16	\$1,957.62	\$810.26	\$8,420.62
Shippensburg Univ	116007476	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Community Corr Center	116007477	\$17,905.46	\$10,909.51	\$11,830.28	\$18,268.96	\$12,725.27	\$11,839.14	\$16,409.30	\$12,176.80	\$112,064.72
Game Commission	116007479	\$7.44	\$0.00	\$0.00	\$0.98	\$0.00	\$7.53	\$5.41	\$0.98	\$22.34
Labor & Industry	116007481	\$1,939.62	\$379.58	\$662.75	\$2,432.72	\$473.44	\$288.59	\$2,059.59	\$262.12	\$8,498.41
Fish Commission	116007482	\$44.74		\$0.00	\$71.58	\$44.58	\$4.25	\$34.38	\$104.00	\$303.53
DOC - Lobby	116007483	\$1,174.79	\$507.89	\$437.63	\$1,691.40	\$1,029.61	\$1,132.82	\$2,084.70	\$916.11	\$8,974.95
Pa State Police	116007484	\$145.93	\$73.46	\$130.00	\$582.72	\$104.08	\$34.11	\$891.29	\$8.39	\$1,969.98
Dept of Military & Vet Affairs	116007487	\$1,145.58	\$757.69	\$1,243.27	\$1,759.42	\$505.25	\$260.82	\$1,666.21	\$349.71	\$7,687.95
PHEAA	116007488	\$197.88	\$139.90	\$45.48	\$297.61	\$299.21	\$101.35	\$280.70	\$16.52	\$1,378.65
Dept of Transportation	116007489	\$21,171.63	\$2,893.20	\$3,255.32	\$28,740.71	\$5,262.33	\$4,025.66	\$25,056.48	\$5,184.00	\$95,589.33
DCNR	116007490	\$4,206.53	\$499.24	\$110.58	\$2,339.18	\$2,098.87	\$3,249.50	\$4,615.07	\$4,936.78	\$22,055.75
General Services	116007492	\$1,137.13	\$1,341.81	\$700.50	\$1,983.98	\$733.95	\$806.68	\$2,190.31	\$978.65	\$9,873.01
Agriculture	116007493	\$506.77	\$430.87	\$1,668.34	\$905.56	\$254.63	\$30.49	\$1,436.35	\$171.24	\$5,404.25
Liquor Board	116007495	\$98.53	\$160.90	\$9.89	\$148.04	\$87.41	\$0.00	\$166.36	\$22.33	\$693.46
Insurance	116007496	\$8.25	\$0.00	\$0.00	\$2.96	\$0.00	\$0.00	\$4.92	\$0.49	\$16.62
Welfare	116007497	\$6,077.48	\$3,647.36	\$2,019.61	\$8,805.40	\$2,176.49	\$2,808.80	\$7,243.52	\$2,524.22	\$35,302.88
		\$57,577.03	\$22,036.10	\$22,320.10	\$70,076.89	\$26,402.62	\$25,278.90	\$66,102.21	\$28,462.60	\$318,256.45



Pennsylvania Department of Corrections

**Commission Cost Data 13 A-C
RFP # 2005-081-011**

13 October 2005

Submitted By:

MCI Telecommunications Corp.
Government Markets Division
1945 Old Gallows Road
Vienna, Virginia 22182

Submitted To:

Commonwealth of Pennsylvania
Governor's Office of Budget and Administration
Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

Attachment 13-A – Section 1**Cost Data * - 5-E Financial****Contractor's Coin/Card Public Telephone Charges****Type: Independent Local and Intralata Toll Calling – Public Telephones Rates submitted:**

MCI Response: The following rates are the standard Local/IntraLATA rates that Network PTS, MCI's Subcontractor providing the requested Coin/Card Public Telephone service, charges in Pennsylvania for 0+/0-/00- calls. Network PTS can charge up to these rates and is willing to match LEC tariffed rates or anything in-between. The Commonwealth may choose the rates that Network PTS will charge in the Independent LEC areas. These rates are not connected in any way to the Discounted Operator Services that the Contractor is offering (see section 1.5-A.2. Other Features).

Rate Per Minute	\$0.45	
Collect – Automated	\$3.45	
Billed to Third Party – Automated	\$N/A	
Calling Card Automated	\$1.75	
Credit Card Automated	\$1.75	
Collect Operator Assist	\$3.45	
Billed to Third-Party – Operator Assist	\$5.50	
Person-to-Person Operator Assist	\$9.95	
Calling Card – Operator Assist	\$3.45	
Credit Card – Operator Assist	\$3.45	
Operator Dialed	\$ _____	This is the same as Operator Assisted
		Operator Assisted Collect \$3.45
		Operator Assisted Calling Card \$3.45
		Operator Assisted Bank Card \$3.45
		Operator Assisted Third Party \$5.50
Directory Assistance	\$0.45	
Per Call Compensation	\$0.60	<u>for the Pay Station Service Charge</u>

Type: Interstate Calling – Public Telephones

MCI Response: Listed below are the proposed Network PTS Interstate Calling – Public Telephone Rates. With regard to the requested Percent Value of the gross value of a call, MCI submits that the Per Call Compensation is a fixed \$.60 per cal..

Rate Per Minute	\$1.15	
Collect – Automated	\$5.99	
Billed to Third Party – Automated	\$N/A	
Calling Card Automated	\$4.99	
Credit Card Automated	\$4.99	
Collect Operator Assist	\$7.50	
Billed to Third-Party – Operator Assist	\$12.50	
Person-to-Person Operator Assist	\$12.50	
Calling Card – Operator Assist	\$7.50	
Credit Card – Operator Assist	\$7.50	
Operator Dialed	\$ _____	This is the same as Operator Assisted
		Operator Assisted Collect \$7.50
		Operator Assisted Calling Card \$7.50
		Operator Assisted Bank Card \$7.50
		Operator Assisted Third Party \$12.50
Directory Assistance	\$7.50	
Per Call Compensation	\$0.60	<u>for the Pay Station Service Charge</u>

% of gross value of call (for example: \$ _____ call would be and additional \$ _____ charge) (pass through to the federal government – no commission paid on USF fee)

Type: Interlata Calling - Public Telephones

Rate Per Minute	\$0.45	
Collect - Automated	\$3.45	
Billed to Third Party - Automated	\$N/A	
Calling Card Automated	\$1.75	
Credit Card Automated	\$1.75	
Collect Operator Assist	\$3.45	
Billed to Third-Party - Operator Assist	\$5.50	
Person-to-Person Operator Assist	\$9.95	
Calling Card - Operator Assist	\$3.45	
Credit Card - Operator Assist	\$3.45	
Operator Dialed	\$	This is the same as Operator Assisted
		Operator Assisted Collect \$3.45
		Operator Assisted Calling Card \$3.45
		Operator Assisted Bank Card \$3.45
		Operator Assisted Third Party \$5.50
Directory Assistance	\$0.45	
Per Call Compensation	\$0.60	for the Pay Station Service Charge
The local coin rate to make a call	\$0.50	unlimited time

Contactor will complete above charges proposed and add other charges below only if other charges apply. If additional costs apply over the two (2) blanks supplied please list them.

_____ \$ _____
_____ \$ _____

Attachment 13-A - Section 1
Cost Data * - 5-E Financial
Contractor's Coin/Card Public Telephone Charges

Charges for coin/card public payphone if Contractor will not install a commission based coin/card payphone because either, the existing or potential low revenues. If an agency still requires coin/card public payphone services the Contractor would charge the agency for providing the services as indicated below:

MCI Response: MCI has proposed the following one-time installation and monthly recurring charges.

The following listed installation charges will apply to all new payphone installations and will be billed directly to each applicable using Agency. Installation charges by payphone type and enclosure have been provided below with description of each. These charges will apply to any and all MCI installed payphones, including any existing Agency payphones as listed in the RFP as amended, that will be required to be installed by MCI to allow MCI to continue to provide payphone services to the existing using Agencies. The only payphones that will be exempt from the below listed installation charges will be the existing 289 PTS installed payphones, provided by PTS under its subcontract agreement with Verizon under the existing Commonwealth payphone contract today, that may remain installed following contract award.

The monthly recurring per payphone charges listed below will apply to ALL payphones inclusive of any and all existing Agency installed payphones and new payphone installations. MCI will bill each using Agency directly on a monthly basis for the applicable monthly recurring per payphone charges.

Installation cost to install a coin/card public payphone
 (If no change put \$0.00)

\$ See chart below

<i>Item</i>	<i>Indoor</i>	<i>Outdoor</i>
Phone instrument installation		
Protel 310	\$650.00	\$750.00
Protel 7000	\$695.00	\$795.00
Phone pedestal installation		
Floor-mount pedestal	\$120.00	\$120.00
Wall-mount pedestal	\$100.00	\$100.00
Floor-to-wall-mount pedestal	\$120.00	\$120.00
Drive-up pedestal	\$120.00	\$120.00
Back-to-back pedestal	\$235.00	\$235.00
Phone enclosure installation		
L31A enclosure	\$120.00	\$120.00
Fortec 2000 enclosure	\$280.00	\$280.00
PC-1 enclosure	\$215.00	\$215.00
Sierra 9000 enclosure	\$165.00	\$165.00
MC-101 enclosure	\$300.00	\$300.00
90L enclosure	\$475.00	\$475.00
Other models may be available		

Monthly recurring cost for a coin/card public payphone
 Including dial tone and maintenance

\$116.00 per phone per month

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3.

Attachment 13-B – Section 1Commission Data *5-E Financial

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide public coin/card telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only.

MCI Response: MCI has read, understands and will provide the public coin/card telephone service to the Commonwealth in accordance with its response to RFP requirements and per payphone one-time installation charges and monthly recurring charges as listed in Attachment 13-A of this Cost Section.

With regard to MCI's calculation of commissions paid to the Commonwealth on collected Public Coin/Card revenue, MCI submits that the direct cost to provide the requested Public Coin/Card Telephone Service outweighs the Agency paid per phone charge and end user revenue that will be collected by MCI. As a result, no commissions have been offered for payment by MCI to the Commonwealth or any using Agency.

Finally, with regard to the requested MCI provided calculated revenue to be provided in Column 2 below, MCI utilized the Commonwealth provided revenues and as such has restated these revenues.

<u>System A</u>	<u>Column 1:</u>	<u>Column 2:</u>
Local and IntraLata calls from coin/card telephones:		
2004 Annual Local Gross Billed Revenue	<u>\$127,188.62</u>	<u>\$127,188.62</u>
2004 Annual IntraLata Gross Billed Revenue	<u>\$72,584.14</u>	<u>\$ 72,584.14</u>
Commission Percentage:		<u>0%</u>
Annual Dollar Commission:		<u>\$0.00</u>
<u>InterLata calls from coin/card telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$232,563.92</u>	<u>\$232,563.92</u>
Commission Percentage:		<u>0%</u>
Annual Dollar Commission:		<u>\$0.00</u>

Signature: _____

Title: _____

Jerry A. Eugene, Senior V.P.

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3.

Attachment 13-C Section 1

Cost Data *

5-E Financial

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide public coin/card telephone service to the Commonwealth as specified below. Guaranteed rates with submission of Contractor's proposal for public coin/card telephone rates. In addition, yearly negotiations will take place with the awarded Contractor reviewing market pricing. If any rate change is granted the Contractor is required to supply written notice 30 day prior notification.

Guaranteed rates that Contractor submitted in Attachment 13-A.

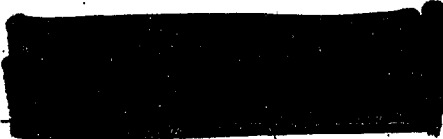
Each Contractor shall explain in detail, on Attachment 13-C only, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the cost data response to the RFP.

* To be submitted in a separately sealed envelope. Refer to paragraph 2-1, F.3 Commission Section.

MCI Response: MCI has read, understands and agrees to provide public coin/card telephone service as specified in the Commonwealth's RFP #2005-081-011 and at the one-time installation and monthly recurring charges as provided by MCI on Attachment 13-A of this Cost Proposal.

MCI will guarantee the per minute rates and per call charges as provided by MCI in response to this Cost section. MCI understands and accepts that yearly negotiations will take place to review market pricing and that any resulting per minute or per call rate change granted to MCI will require a 30 day written notice.

With regard to MCI's calculation of commissions paid to the Commonwealth on collected Public Coin/Card revenue, MCI submits that the direct cost to provide the requested Public Coin/Card Telephone Service outweighs the Agency paid per phone charge and end user revenue that will be collected by MCI. As a result, no commissions have been offered for payment by MCI to the Commonwealth or any using Agency.

Signature: 

Title: Jerry A. Edgerton, Senior V.P.

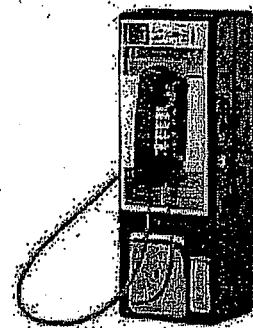
Attachment 13A -- Exhibit 1
Payphone Hardware Descriptions

This section describes various payphone equipment that MCI may utilize to meet the RFP requirements. Additional options may be available.

Payphone Instruments

Protel 310

- Pre-Programmed for Your Area and to Your Request
- Line-Powered; No Electricity Required
- Voice and Printed Instructions for All Calls
- Takes Quarters, Dimes, and Nickels
- Works with Credit and Calling Cards
- Quality Handset with Reinforced Armored Cord
- High Security, Vandal-Proof Locks
- Anti-Jam Coin Acceptor / Validator
- Coin Box Holds Approx. \$175.00
- FCC Registered
- UL Listed
- VOIP Compatible (Different systems may produce different results. Please inquire about your specific system.)



Protel 7000

- Voice Prompts can be set in English or Spanish
- Most programming changes can be done through the keypad
- Programming and software updates are fully downloadable
- Crisp, clean voice prompts
- Protective Circuit Board Cover surrounds electronic circuitry to protect against mishandling
- Large, easily accessible program button
- Xmit level toggle switch
- UL-recognized on-board self resettable surge protector
- Built-in electronic ringer
- Supports the following optional equipment: ECSII Electronic Coin Scanner, 52" Handset, Volume Control button
- Pre-Programmed for Your Area and to Your Request
- Line-Powered, No Electricity Required
- Voice and Printed Instructions for All Calls
- Takes Quarters, Dimes, and Nickels
- Works with Credit and Calling Cards
- High-Quality Handset with Reinforced 32" Armored Cord
- High Security, Vandal-Proof Locks
- Anti-Jam Coin Acceptor / Validator
- Coin Box Holds Approx. \$175.00
- FCC Registered
- UL Listed



Attachment 13A -- Exhibit 1 (continued)
Payphone Hardware Descriptions

Pedestals

Floor-mount Pedestal

The Floor Mount Pedestal is the regular, standard mounting pedestal that works with all Bell Style Payphones. It will also work in conjunction with most enclosures. Weight = 75.00 lbs



The Drive-Up Pedestal is ideal if the payphone is intended to be used from an automobile or wheelchair. It will work in conjunction with most enclosures. Weight = 79.00 lbs

Wall-mount Pedestal

The Wall Mount Pedestal is used for mounting an enclosure to a wall rather than the traditional method of mounting to the floor. It works with most payphones and with most enclosures. Weight = 25.00 lbs



Back-to-back Pedestal

The back to back pedestal is basically a regular floor mount pedestal with a wall mount pedestal welded to the back. This pedestal provides the ability to mount two payphones, back to back, on one pedestal. Will work in conjunction with any of our enclosures. Weight = 100.00 lbs



Floor-to-wall-mount Pedestal

The Flush-to-Wall Floor Mount Pedestal is just like the regular, standard mounting pedestal, except that it offers the additional ability to also be secured to the wall. It works with most payphones and works in conjunction with most enclosures. Weight = 75.00 lbs



Drive-up Pedestal

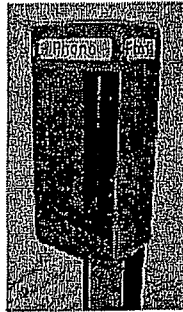


Attachment 13A -- Exhibit 1 (continued)
Payphone Hardware Descriptions

Enclosures

L31A Enclosure

- The L31 is a versatile, cost-effective outdoor enclosure
- Works with all Bell Style Payphones
- Necessary for Outdoor Installations
- Protects Payphone Against Weather
- Familiar Appearance Attracts Customers
- Weight = 30 lbs



Sierra 9000 Enclosure

- The Sierra 9000 is a plastic and steel universal enclosure
- Graffiti resistant
- Distinctive in appearance
- Very large unit relative to the price
- Weight = 70 lbs



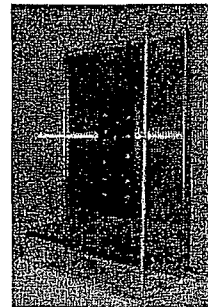
Fortec 2000 Enclosure

- Has large handsets as the side panels, offering a highly visible option for any location
- Works with all Payphones
- Protects Payphone Against Weather Elements
- Familiar Appearance Attracts Customers
- Weight = 32 lbs



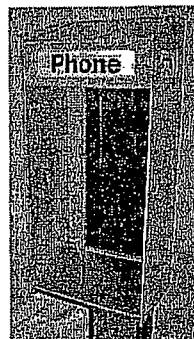
MC-101 Enclosure

- Acrylic sides, stainless back, and a stainless shelf
- Simple, modern-looking enclosure comes in 19" and 24"
- Available with bronze or clear acrylic sides
- Shelves are designed to accept a directory
- Can also be made with a single side for 2-station or 3-station mounting
- Works with all Bell Style Payphones
- For Indoor Installations Only
- Weight = 65 lbs



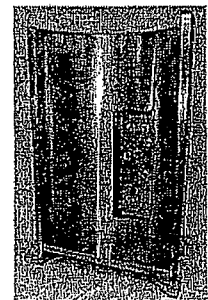
PC-1 Enclosure

- Shell is made of aluminum and steel
- Shelf made of stainless and aluminum
- The top and shelf are sloped to prevent the accumulation of garbage
- The unit can be powder-coated to the color of your preference
- Lighted on three sides for added visibility
- The unit is universal, ensuring compatibility with most pedestals
- Weight = 44 lbs



90L Enclosure

- ADCO 90L features the most acoustical qualities of any wall or pedestal mounted enclosure
- Unique shape
- Perforated stainless interior
- Large size for greatly reduced background noise
- Options include wall mounting, single pedestal, back-to-back pedestal, side-by-side pedestal, 4-way pedestal, and 6-way pedestal
- Weight = 138 lbs





**Pennsylvania Department of Corrections
Commission Cost Data
Attachment 25
RFP # 2005-081-001**

Submitted By:

MCI Telecommunications Corp.

46-10915- Attachment C2- Cost Data

Attachment 25-A – Section 2

Commission Data *

5-A. 2. p. (1) (a) Option 1

The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth on Attachment 25-A.

MCI Response: MCI has provided within the attached 25A Commission Data form, MCI's projected annual gross billed revenue, proposed commission percentage and projected annual dollar commission payment. No minimum annual dollar guarantee has been offered.

Each Contractor shall explain in detail, on Attachment 25-A, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.

MCI Response: MCI agrees that, as stated by the Commonwealth in 2.5-G 1a, that accepted calls would be considered billable and therefore Billed and Commissionable.

MCI further offers that "Commissionable Revenue" is the revenue derived from the "billed and commissionable" calls, as defined by the Commonwealth, billed at the rates and per call surcharges as proposed by MCI and listed within attachments 25D and 25E of this Commission Data section.

MCI defines "Commissionable Revenue," as the gross billed revenue (with no deduction for fraudulent, uncollectible or unbillable calls) from DOC collect calls generated by the telephones covered under any Contract resulting from this RFP response, handled by MCI Operator Services and carried on the MCI network, but excluding: (i) Taxes (as defined in the Guide) and agreed to by the Commonwealth; (ii) credits issued to DOC called parties and (iii) Governmental Charges (as defined in the Guide), including but not limited to Federal Universal Service charges and Carrier Access charges.

With regard to MCI's proposed Commission Offer, MCI submits that should the Commonwealth choose to award MCI the Public Payphone portion of this RFP, MCI will deduct that charges to the Commonwealth, as listed by MCI in the Section 1 Cost Proposal, for the provision of the Public Payphone Service.

Attachment 25A- Section 2
Commission Data *
5-A. 2. p. (1) (a) Option 1

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below. A Decentralized staff of system administrators servicing each SCI, the Quehanna Boot Camp, and the terminals at the DOC Headquarters Security Office and Office of Professional Responsibility Offices.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only.

<u>System B</u>	<u>Column 1:</u>	<u>Column 2:</u>
<u>Collect Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,131,012.00</u>	<u>\$1,966,029.30</u>
Commission Percentage:		<u>48 %</u>
Annual Dollar Commission:		<u>\$943,694.06</u>
<u>Collect InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$7,961,566.00</u>	<u>\$8,403,442.76</u>
Commission Percentage:		<u>48 %</u>
Annual Dollar Commission:		<u>\$4,033,652.53</u>
<u>Prepaid Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$ 597,999.00</u>	<u>\$615,001.20</u>
Commission Percentage:		<u>48 %</u>
Annual Dollar Commission:		<u>\$295,200.58</u>
<u>Prepaid InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,932,927.00</u>	<u>\$2,928,914.86</u>
Commission Percentage:		<u>48 %</u>
Annual Dollar Commission:		<u>\$1,405,879.13</u>

Signature

Title:

Jerry A. Edgerton, Senior V.P.

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Attachment 25-B – Section 2

Commission Data *

5-A. 2. p. (1) (b) Option 2

The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth on Attachment 25-B.

MCI Response: MCI has provided within the attached 25A Commission Data form, MCI's projected annual gross billed revenue, proposed commission percentage and projected annual dollar commission payment. No minimum annual dollar guarantee has been offered.

Each Contractor shall explain in detail, on Attachment 25-B, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.

MCI Response: MCI agrees that, as stated by the Commonwealth in 2.5-G 1a, that accepted calls would be considered billable and therefore Billed and Commissionable.

MCI further offers that "Commissionable Revenue" is the revenue derived from the "billed and commissionable" calls, as defined by the Commonwealth, billed at the rates and per call surcharges as proposed by MCI and listed within attachments 25D and 25E of this Commission Data section.

MCI defines "Commissionable Revenue," as the gross billed revenue (with no deduction for fraudulent, uncollectible or unbillable calls) from DOC collect calls generated by the telephones covered under any Contract resulting from this RFP response, handled by MCI Operator Services and carried on the MCI network, but excluding: (i) Taxes (as defined in the Guide) and agreed to by the Commonwealth; (ii) credits issued to DOC called parties and (iii) Governmental Charges (as defined in the Guide), including but not limited to Federal Universal Service charges and Carrier Access charges.

With regard to MCI's proposed Commission Offer, MCI submits that should the Commonwealth choose to award MCI the Public Payphone portion of this RFP, MCI will deduct that charges to the Commonwealth, as listed by MCI in the Section 1 Cost Proposal, for the provision of the Public Payphone Service.


Attachment 25-B- Section 2

Commission Data *

5-A. 2. p. (1) (b) Option 2

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth in accordance with its response and to pay commissions to the Commonwealth as specified below. A central processor in coordination with location processors or system control devices at all SCIs, the Quehanna Boot Camp, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, and Office of Professional Responsibility.

Contractor's should complete the following form by inserting a commission percentage and calculating the annual dollar commission in column one (1) and in column two (2) Contractor's estimated of gross revenue for comparison purposes only.

<u>System B</u>	<u>Column 1:</u>	<u>Column 2:</u>
<u>Collect Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,131,012.00</u>	<u>\$1,966,029.30</u>
Commission Percentage:		<u>51%</u>
Annual Dollar Commission:		<u>\$1,002,674.94</u>
 <u>Collect InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$7,961,566.00</u>	<u>\$8,403,442.76</u>
Commission Percentage:		<u>51 %</u>
Annual Dollar Commission:		<u>\$4,285,755.81</u>
 <u>Prepaid Local and IntraLata calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$ 597,999.00</u>	<u>\$615,001.20</u>
Commission Percentage:		<u>51 %</u>
Annual Dollar Commission:		<u>\$313,650.61</u>
 <u>Prepaid InterLata & International calls from inmate telephones:</u>		
2004 Annual Gross Billed Revenue	<u>\$2,932,927.00</u>	<u>\$2,928,914.86</u>
Commission Percentage:		<u>51%</u>
Annual Dollar Commission:		<u>\$1,493,746.58</u>
Signature: 		
Title: <u>Jerry A. Edgerton, Senior V.P.</u>		

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Attachment 25-C - Section 2

Cost Data *

5-D. 1. a., b. & c.

Having carefully read this Request for Proposal and associated instructions and addend, the undersigning representing the Contractor, hereby agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth as specified below. Telephone rates will not be increased for the life of the contract. In addition, yearly negotiations will take place with the awarded Contractor in reviewing all pricing.

MCI Response: MCI has read understands and agrees to provide non-coin/collect and prepaid inmate telephone service to the Commonwealth as specified in the Commonwealth's RFP #2005-081-011. MCI will guarantee the rates as provided by MCI in response to this Cost section. MCI understands and accepts that yearly negotiations will take place to review all pricing.

Signature:

Title:


Jerry A. Edgerton, Senior V.P.

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

Note: signature block added by MCI



Steve Viefhaus
Sr. Director, Verizon Business
Government Markets
500 Technology Drive
Weldon Spring, MO 63602

August 1, 2006

Georgia A. Baer
Commonwealth of Pennsylvania
Governor's Office of Budget and Administration
Bureau of Infrastructure and Operations - Network Administration
1 Technology Park
Harrisburg, PA 17110-2913

RE: Updated Pricing for Payphone and Inmate Telephone Services (RFP # 2005-081-001)

Ms. Baer,

The following rate and commission offers are available to the Commonwealth.

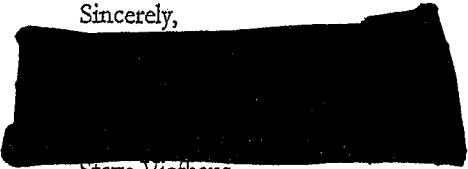
Revision 3 Option 1: The proposed rates mirror the existing rates as found in the original RFP with the exception of Interstate and International Collect. For these two call types, the rates have been reduced to a \$3.50 surcharge and \$0.55 per minute. Commissions will be paid at a rate of 48%.

Revision 3 Option 2A: Lower rates with commissions to be paid at a rate of 44.4%.

Revision 3 Option 3A: Even lower rates with commissions to be paid at a rate of 40%.

Please call with any questions.

Sincerely,



Steve Viefhaus
Sr. Director, Verizon Business
Government Markets

Enclosures: Revised Attachment 25-D Inmate Calling Rates (Revision 3 Option 1)
Revised Attachment 25-E Inmate Prepaid Calling Rates (Revision 3 Option 1)
Revised Attachment 25-D Inmate Calling Rates (Revision 3 Option 2A)
Revised Attachment 25-E Inmate Prepaid Calling Rates (Revision 3 Option 2A)
Revised Attachment 25-D Inmate Calling Rates (Revision 3 Option 3A)
Revised Attachment 25-E Inmate Prepaid Calling Rates (Revision 3 Option 3A)

Attachment 25-D Inmate Collect Calling Rates
(Revision 3 Option 1 – Dated 8-1-06)

Contractor guaranteed rates for inmate collect calling rates by completing its collect calling rates on the attached blank Attachment 25-D.

MCI Response: MCI has provided on the attached page a listing of its proposed Collect Calling Rates. The proposed rates for Intrastate collect calling (Local, Intralata Toll and InterLata Long Distance) are equal to the current rates as listed within the original RFP. MCI's proposed rates for Interstate and International collect calling are at rate schedules lower than what was listed in the original RFP.

For international collect calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic, MCI has proposed rates equal to the Interstate collect calling rate structure. For security purposes, MCI recommends that all international calling be completed using Offender Prepaid Service. Offender Prepaid Service is the most secure and reliable method for international calling. International collect calls are completed with the use of live operators from foreign telephone companies and is less secure than the prepaid system which is completely automated.

PA-Inmate Collect Attachment 26-D (Revision 3 Option 1)

	Local		IntraLata Toll		LD - Intrastate		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Albion	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Waymart	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Dallas	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Greene	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Muncy	\$1.75	None	\$1.75	\$0.15	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Cambridge Springs	\$1.70	None	\$1.45	Mile Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Somerset	\$1.70	None	\$1.45	Mile Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Laurel Highlands	\$1.70	None	\$1.45	Mile Based (\$0.065 - \$.16)	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Cresson	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Houtzdale	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Graterford	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Rockview	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Pine Grove	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Mahoney	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Frackville	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Camp Hill	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Huntingdon	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Smithfield	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Quehanna Boot Camp	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Coal Township	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Pittsburgh	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Greensburg	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Retreat	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Chester	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Fayette	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55
Forest	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.50	\$0.27	\$3.50	\$0.55	\$3.50	\$0.55

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: MCI will allow International Collect Calling to only the Countries listed above (Bahamas, Barbados, Bermuda, Canada, Dominican Republic) at the commissionable rates listed above. All other International calling will be completed via Offender Prepaid Service.

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

Attachment 25-E Inmate Prepaid Calling Rates
(Revision 3 Option 1 – Dated 8-1-06)

Contractor guaranteed rates for inmate prepaid calling rates by completing its prepaid calling rates on the attached blank Attachment 25-E.

* To be submitted in a separately sealed envelope. Refer to Part 2, paragraph 2-2.

MCI Response: MCI has provided on the attached pages a listing of its proposed Prepaid Calling Rates. The proposed rates for Intrastate prepaid calling (Local, Intralata Toll and InterLata Long Distance) are equal to the current rates as listed within the original RFP. MCI's proposed rates for Interstate and International prepaid calling are at rate schedules lower than what was listed in the original RFP

PA-Inmate PrePaid Attachment 26-E (Revision 3 Option 1)										
	Local		IntraLata Toll		LD - Intrastate		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per MIN	Surcharge	Per MIN	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Albion	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Waymart	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Dallas	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Greene	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Muncy	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Cambridge Springs	\$1.75	None	\$1.75	\$0.15	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Somerset	\$1.70	None	\$1.45	Mileage Based (\$0.65 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Laurel Highlands	\$1.70	None	\$1.45	Mileage Based (\$0.65 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Cresson	\$1.70	None	\$1.45	Mileage Based (\$0.65 - \$.16)	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Houtzdale	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Graterford	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Rockview	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Pine Grove	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Mahoney	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Frackville	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Camp Hill	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Huntingdon	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Smithfield	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Quehanna Boot Camp	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Coal Township	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Pittsburgh	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Greensburg	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Retreat	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Chester	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Fayette	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	
Forest	\$2.00 initial 3 minutes	\$0.05 addtn'l 3 minutes	\$2.00	\$0.20	\$2.25	\$0.22	\$3.00	\$0.45	See MCI Response Below	

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: MCI will allow International Prepaid calling to Countries listed below. Prepaid rates are shown next to each Country.

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

International Inmate PrePaid Rates (Revision 3 Option 1)	
Terminating Country	Per-Minute Rate
Afghanistan	\$6.76
Albania	\$2.72
Algeria	\$2.08
American Samoa	\$1.56
Andorra	\$0.96
Angola	\$3.24
Anguilla	\$1.80
Antarctica (Casey, Davis, Mawson and Macquarie Island)	\$7.12
Antarctica (Scott Base)	\$1.48
Antigua (Barbuda)	\$1.48
Argentina	\$1.28
Armenia	\$2.64
Aruba	\$1.40
Ascension Island	\$4.60
Australia (including Tasmania)	\$0.51
Austria	\$0.60
Azerbaijan	\$3.32
Bahamas	\$0.96
Bahrain	\$2.24
Bangladesh	\$3.56
Barbados	\$1.68
Belarus	\$1.92
Belgium	\$0.51
Belize	\$2.16
Benin	\$2.04
Bermuda	\$0.96
Bhutan	\$4.92
Bolivia	\$1.88
Bosnia-Herzegovina	\$2.24
Botswana	\$1.88
Brazil	\$1.12
British Virgin Islands	\$1.40
Brunei	\$2.60
Bulgaria	\$1.48
Burkina Faso	\$2.68
Burundi	\$5.68
Cambodia	\$5.52
Cameroon	\$2.76
Canada	\$0.32
Cape Verde Islands	\$2.48
Cayman Islands	\$1.24
Central African Republic	\$4.52
Chad	\$7.40
Chile	\$0.99
China	\$1.44
Christmas Island	\$0.51
Cocos Island	\$0.51
Colombia	\$1.31

International Inmate PrePaid Rates (Revision 3 Option 1)	
Terminating Country	Per-Minute Rate
Comoros	\$5.16
Congo	\$2.72
Cook Islands	\$4.96
Costa Rica	\$1.44
Croatia	\$1.68
Cuba	\$7.44
Cyprus	\$1.80
Czech Republic	\$1.76
Denmark	\$0.48
Diego Garcia	\$13.16
Djibouti	\$2.92
Dominica	\$1.88
Dominican Republic	\$0.90
East Timor	\$29.44
Easter Island	\$1.24
Ecuador	\$1.50
Egypt	\$2.48
El Salvador	\$1.72
Equatorial Guinea	\$6.16
Eritrea	\$3.80
Estonia	\$2.12
Ethiopia	\$3.68
Faeroe Islands	\$1.44
Falkland Islands	\$3.64
Fiji Islands	\$2.92
Finland	\$0.48
France	\$0.48
French Antilles (including Martinique, St. Barthelemy and St. Martin)	\$1.52
French Guiana	\$2.04
French Polynesia	\$3.96
Gabon	\$2.48
Gambia	\$2.04
Georgia	\$2.96
Germany	\$0.45
Ghana	\$1.96
Gibraltar	\$2.36
Greece	\$0.84
Greenland	\$4.73
Grenada (including Carriacou)	\$1.96
Guadeloupe	\$1.60
Guantanamo Bay	\$7.44
Guatemala	\$1.31
Guinea	\$2.52
Guinea Bissau	\$10.63
Guyana	\$3.12
Haiti	\$2.40
Honduras	\$2.00
Hong Kong	\$0.64

International Inmate PrePaid Rates (Revision 3 Option 1)	
Terminating Country	Per-Minute Rate
Hungary	\$1.36
Iceland	\$1.56
India	\$1.86
Indonesia	\$1.72
Iran	\$3.32
Iraq	\$4.24
Ireland	\$0.48
Israel	\$0.80
Italy	\$0.48
Ivory Coast	\$3.48
Jamaica	\$1.76
Japan	\$0.51
Jordan	\$2.80
Kazakhstan	\$1.28
Kenya	\$2.44
Kiribati	\$3.68
Korea, Democratic People's Republic of	\$7.72
Korea, Republic of	\$0.67
Kuwait	\$2.88
Kyrgyzstan	\$3.40
Laos	\$5.72
Latvia	\$2.12
Lebanon	\$2.64
Lesotho	\$2.56
Liberia	\$1.92
Libya	\$2.92
Liechtenstein	\$0.76
Lithuania	\$2.76
Luxembourg	\$0.64
Macao	\$2.36
Macedonia	\$1.80
Madagascar	\$7.76
Malawi	\$2.04
Malaysia	\$1.36
Maldives	\$3.88
Mali	\$3.24
Malta	\$2.20
Marshall Islands	\$2.28
Mauritania	\$3.04
Mauritius	\$3.56
Mayotte Island	\$5.16
Mexico Rate Steps 1 - 3	\$0.61
Mexico Rate Steps 4 - 6	\$0.70
Micronesia	\$2.36
Moldova	\$3.08
Monaco	\$0.64
Mongolia	\$5.08
Montserrat	\$2.00
Morocco	\$2.44

International Inmate PrePaid Rates (Revision 3 Option 1)	
Terminating Country	Per-Minute Rate
Nauru	\$11.60
Nepal	\$3.12
Netherlands	\$0.48
Netherlands Antilles	\$1.40
Nevis	\$1.52
New Caledonia	\$3.36
New Zealand	\$1.48
Nicaragua	\$1.72
Niger	\$2.84
Nigeria	\$2.64
Niue Island	\$15.90
Norfolk Island	\$7.12
Norway	\$0.48
Oman	\$2.84
Pakistan	\$3.08
Palau	\$6.80
Palestine	\$1.00
Panama	\$1.38
Papua New Guinea	\$4.98
Paraguay	\$1.88
Peru	\$1.50
Philippines	\$1.09
Poland	\$1.28
Portugal (Including Azores and Madeira Islands)	\$0.64
Qatar	\$2.88
Reunion Island	\$3.08
Romania	\$1.96
Russia	\$1.28
Rwanda	\$3.56
San Marino	\$1.08
Sao Tome	\$9.04
Saudi Arabia	\$3.08
Senegal	\$3.68
Seychelles	\$4.20
Sierra Leone	\$2.84
Singapore	\$0.83
Slovakia	\$1.76
Slovenia	\$1.76
Solomon Islands	\$7.82
Somalia	\$5.28
South Africa	\$1.22
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.48
Sri Lanka	\$2.96
St. Helena	\$6.88
St. Kitts	\$1.52
St. Lucia	\$1.56
St. Pierre/Miquelon	\$1.44
St. Vincent/Grenadines	\$1.76
Sudan	\$3.80

International Inmate PrePaid Rates (Revision 3 Option 1)	
Terminating Country	Per-Minute Rate
Suriname	\$3.64
Swaziland	\$2.32
Sweden	\$0.48
Switzerland	\$0.48
Syria	\$3.08
Taiwan	\$0.80
Tajikistan	\$1.44
Tanzania	\$2.44
Thailand	\$1.48
Togo	\$3.04
Tonga Islands	\$3.08
Trinidad/Tobago	\$1.57
Tunisia	\$1.80
Turkey	\$1.60
Turkmenistan	\$3.28
Turks and Caicos Islands	\$1.64
Tuvalu	\$5.48
Uganda	\$2.32
Ukraine	\$1.92
United Arab Emirates	\$1.92
United Kingdom	\$0.22
Uruguay	\$1.88
Uzbekistan	\$1.68
Vanuatu	\$9.00
Vatican City	\$0.48
Venezuela	\$1.12
Vietnam	\$3.36
Wallis and Futuna	\$11.04
Western Samoa	\$2.72
Yemen, Republic of	\$2.80
Yugoslavia	\$2.20
Zaire	\$2.28
Zambia	\$2.44
Zimbabwe	\$2.04

Optional Offer For Inmate Collect and Prepaid Calling
(Revision 3 Option 2A – Dated 8-1-06)

MCI has provided on the attached pages below a listing of an optional collect and prepaid calling rate structure and commission offer. The rates are postalized for all calling types, do NOT vary by originating facility and include any applicable payphone surcharges.

MCI's proposed rate structure will allow for a much easier to understand rate structure than what exists today in the Commonwealth

With regard to International Calling, MCI proposes that all International calls be placed using the Offender Prepaid Service at the rates also provided within this section.

This optional pricing (Revision 3 – Option 2A) can be implemented with a commission rate of forty-four and four-tenths (44.4%) percent.

PA-Inmate Collect Calling (Revision 3 Option 2A)										
	Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Albion	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Waymart	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Dallas	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Greene	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Muncy	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Cambridge Springs	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Somerset	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Laurel Highlands	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Cresson	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Houtzdale	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Graterford	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Rockview	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Pine Grove	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Mahoney	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Frackville	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Camp Hill	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Huntingdon	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Smithfield	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Quehanna Boot Camp	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Coal Township	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Pittsburgh	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Greensburg	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Retreat	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Chester	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Fayette	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A
Forest	\$1.65	\$0.00	\$1.45	\$0.15	\$2.35	\$0.26	\$3.50	\$0.50	N/A	N/A

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: Calls to Bahamas, Barbados, Bermuda, Canada, Dominican Republic and all other International calling will be completed via Offender Prepaid Service only. Commissionable rates for International destinations are listed below on PA-Inmate Prepaid Attachments.

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

PA-Inmate PrePaid Calling (Revision 3 Option 2A)										
	Local		IntraLata Toll		LD - IntraState		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per MIN	Surcharge	Per MIN	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Albion	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Waymart	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Dallas	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Greene	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Muncy	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Cambridge Springs	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Somerset	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Laurel Highlands	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Cresson	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Houtzdale	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Graterford	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Rockview	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Pine Grove	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Mahoney	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Frackville	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Camp Hill	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Huntingdon	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Smithfield	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Quehanna Boot Camp	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Coal Township	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Pittsburgh	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Greensburg	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Retreat	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Chester	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Fayette	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	
Forest	\$1.60	\$0.00	\$1.25	\$0.14	\$2.15	\$0.20	\$2.45	\$0.45	See MCI Response Below	

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: MCI will allow International Prepaid calling to Countries listed below. Prepaid rates are shown next to each Country

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

International Inmate PrePaid Rates (Revision 3 Option 2A)	
Terminating Country	Per-Minute Rate
Afghanistan	\$6.76
Albania	\$2.72
Algeria	\$2.08
American Samoa	\$1.56
Andorra	\$0.96
Angola	\$3.24
Anguilla	\$1.80
Antarctica (Casey, Davis, Mawson and Macquarie Island)	\$7.12
Antarctica (Scott Base)	\$1.48
Antigua (Barbuda)	\$1.48
Argentina	\$1.28
Armenia	\$2.64
Aruba	\$1.40
Ascension Island	\$4.60
Australia (including Tasmania)	\$0.51
Austria	\$0.60
Azerbaijan	\$3.32
Bahamas	\$0.96
Bahrain	\$2.24
Bangladesh	\$3.56
Barbados	\$1.68
Belarus	\$1.92
Belgium	\$0.51
Belize	\$2.16
Benin	\$2.04
Bermuda	\$0.96
Bhutan	\$4.92
Bolivia	\$1.88
Bosnia-Herzegovina	\$2.24
Botswana	\$1.88
Brazil	\$1.12
British Virgin Islands	\$1.40
Brunei	\$2.60
Bulgaria	\$1.48
Burkina Faso	\$2.68
Burundi	\$5.68
Cambodia	\$5.52
Cameroon	\$2.76
Canada	\$0.32
Cape Verde Islands	\$2.48
Cayman Islands	\$1.24
Central African Republic	\$4.52
Chad	\$7.40
Chile	\$0.99
China	\$1.44
Christmas Island	\$0.51
Cocos Island	\$0.51
Colombia	\$1.31

International Inmate PrePaid Rates (Revision 3 Option 2A)	
Terminating Country	Per-Minute Rate
Comoros	\$5.16
Congo	\$2.72
Cook Islands	\$4.96
Costa Rica	\$1.44
Croatia	\$1.68
Cuba	\$7.44
Cyprus	\$1.80
Czech Republic	\$1.76
Denmark	\$0.48
Diego Garcia	\$13.16
Djibouti	\$2.92
Dominica	\$1.88
Dominican Republic	\$0.90
East Timor	\$29.44
Easter Island	\$1.24
Ecuador	\$1.50
Egypt	\$2.48
El Salvador	\$1.72
Equatorial Guinea	\$6.16
Eritrea	\$3.80
Estonia	\$2.12
Ethiopia	\$3.68
Faeroe Islands	\$1.44
Falkland Islands	\$3.64
Fiji Islands	\$2.92
Finland	\$0.48
France	\$0.48
French Antilles (including Martinique, St. Barthelemy and St. Martin)	\$1.52
French Guiana	\$2.04
French Polynesia	\$3.96
Gabon	\$2.48
Gambia	\$2.04
Georgia	\$2.96
Germany	\$0.45
Ghana	\$1.96
Gibraltar	\$2.36
Greece	\$0.84
Greenland	\$4.73
Grenada (including Carriacou)	\$1.96
Guadeloupe	\$1.60
Guantanamo Bay	\$7.44
Guatemala	\$1.31
Guinea	\$2.52
Guinea Bissau	\$10.63
Guyana	\$3.12
Haiti	\$2.40
Honduras	\$2.00
Hong Kong	\$0.64

International Inmate PrePaid Rates (Revision 3 Option 2A)	
Terminating Country	Per-Minute Rate
Hungary	\$1.36
Iceland	\$1.56
India	\$1.86
Indonesia	\$1.72
Iran	\$3.32
Iraq	\$4.24
Ireland	\$0.48
Israel	\$0.80
Italy	\$0.48
Ivory Coast	\$3.48
Jamaica	\$1.76
Japan	\$0.51
Jordan	\$2.80
Kazakhstan	\$1.28
Kenya	\$2.44
Kiribati	\$3.68
Korea, Democratic People's Republic of	\$7.72
Korea, Republic of	\$0.67
Kuwait	\$2.88
Kyrgyzstan	\$3.40
Laos	\$5.72
Latvia	\$2.12
Lebanon	\$2.64
Lesotho	\$2.56
Liberia	\$1.92
Libya	\$2.92
Liechtenstein	\$0.76
Lithuania	\$2.76
Luxembourg	\$0.64
Macao	\$2.36
Macedonia	\$1.80
Madagascar	\$7.76
Malawi	\$2.04
Malaysia	\$1.36
Maldives	\$3.88
Mali	\$3.24
Malta	\$2.20
Marshall Islands	\$2.28
Mauritania	\$3.04
Mauritius	\$3.56
Mayotte Island	\$5.16
Mexico Rate Steps 1 - 3	\$0.61
Mexico Rate Steps 4 - 6	\$0.70
Micronesia	\$2.36
Moldova	\$3.08
Monaco	\$0.64
Mongolia	\$5.08
Montserrat	\$2.00
Morocco	\$2.44

International Inmate PrePaid Rates (Revision 3 Option 2A)	
Terminating Country	Per-Minute Rate
Nauru	\$11.60
Nepal	\$3.12
Netherlands	\$0.48
Netherlands Antilles	\$1.40
Nevis	\$1.52
New Caledonia	\$3.36
New Zealand	\$1.48
Nicaragua	\$1.72
Niger	\$2.84
Nigeria	\$2.64
Niue Island	\$15.90
Norfolk Island	\$7.12
Norway	\$0.48
Oman	\$2.84
Pakistan	\$3.08
Palau	\$6.80
Palestine	\$1.00
Panama	\$1.38
Papua New Guinea	\$4.98
Paraguay	\$1.88
Peru	\$1.50
Philippines	\$1.09
Poland	\$1.28
Portugal (including Azores and Madeira Islands)	\$0.64
Qatar	\$2.88
Reunion Island	\$3.08
Romania	\$1.96
Russia	\$1.28
Rwanda	\$3.56
San Marino	\$1.08
Sao Tome	\$9.04
Saudi Arabia	\$3.08
Senegal	\$3.68
Seychelles	\$4.20
Sierra Leone	\$2.84
Singapore	\$0.83
Slovakia	\$1.76
Slovenia	\$1.76
Solomon Islands	\$7.82
Somalia	\$5.28
South Africa	\$1.22
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.48
Sri Lanka	\$2.96
St. Helena	\$6.88
St. Kitts	\$1.52
St. Lucia	\$1.56
St. Pierre/Miquelon	\$1.44
St. Vincent/Grenadines	\$1.76
Sudan	\$3.80

International Inmate PrePaid Rates (Revision 3 Option 2A)	
Terminating Country	Per-Minute Rate
Suriname	\$3.64
Swaziland	\$2.32
Sweden	\$0.48
Switzerland	\$0.48
Syria	\$3.08
Taiwan	\$0.80
Tajikistan	\$1.44
Tanzania	\$2.44
Thailand	\$1.48
Togo	\$3.04
Tonga Islands	\$3.08
Trinidad/Tobago	\$1.57
Tunisia	\$1.80
Turkey	\$1.60
Turkmenistan	\$3.28
Turks and Caicos Islands	\$1.64
Tuvalu	\$5.48
Uganda	\$2.32
Ukraine	\$1.92
United Arab Emirates	\$1.92
United Kingdom	\$0.22
Uruguay	\$1.88
Uzbekistan	\$1.68
Vanuatu	\$9.00
Vatican City	\$0.48
Venezuela	\$1.12
Vietnam	\$3.36
Wallis and Futuna	\$11.04
Western Samoa	\$2.72
Yemen, Republic of	\$2.80
Yugoslavia	\$2.20
Zaire	\$2.28
Zambia	\$2.44
Zimbabwe	\$2.04

Additional Optional Offer For Inmate Collect and Prepaid Calling
(Revision 3 Option 3A – Dated 8-1-06)

MCI has provided on the attached pages below a listing of an additional optional collect and prepaid calling rate structure and commission offer. The rates are postalized for all calling types, do NOT vary by originating facility and include any applicable payphone surcharges.

MCI's proposed rate structure will allow for a much easier to understand rate structure than what exists today in the Commonwealth

With regard to International Calling, MCI proposes that all International calls be placed using the Offender PrePaid Service at the rates also provided within this section.

This additional optional pricing (Revision 3 – Option 3A) can be implemented with a commission rate of forty (40.0%) percent.

PA-Inmate Collect Calling (Revision 3 Option 3A)										
	Local		IntraLata Toll		LD - Intrastate		LD - InterState (including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Albion	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Waymart	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Dallas	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Greene	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Muncy	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Cambridge Springs	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Somerset	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Laurel Highlands	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Cresson	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Houtzdale	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Graterford	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Rockview	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Pine Grove	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Mahoney	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Frackville	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Camp Hill	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Huntingdon	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Smithfield	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Quehanna Boot Camp	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Coal Township	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Pittsburgh	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Greensburg	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Retreat	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Chester	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Fayette	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A
Forest	\$1.50	\$0.00	\$1.25	\$0.12	\$2.15	\$0.25	\$3.00	\$0.50	N/A	N/A

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: Calls to Bahamas, Barbados, Bermuda, Canada, Dominican Republic and all other International calling will be completed via Offender Prepaid Service only. Commissionable rates for International destinations are listed below on PA-Inmate Prepaid Attachments

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

PA-Inmate PrePaid Calling (Revision 3 Option 3A)										
	Local		IntraLata Toll		LD - IntraState		LD - InterState (Including Puerto Rico & Virgin Islands)		International (1)	
Facility	Surcharge	Per MIN	Surcharge	Per MIN	Surcharge	Per Min	Surcharge	Per Min	Surcharge	Per Min
Mercer	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Albion	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Waymart	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Dallas	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Greene	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Muncy	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Cambridge Springs	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Somerset	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Laurel Highlands	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Cresson	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Houtzdale	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Graterford	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Rockview	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Pine Grove	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Mahoney	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Frackville	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Camp Hill	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Huntingdon	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Smithfield	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Quehanna Boot Camp	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Coal Township	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Pittsburgh	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Greensburg	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Retreat	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Chester	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Fayette	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	
Forest	\$1.45	\$0.00	\$1.10	\$0.11	\$2.05	\$0.18	\$2.45	\$0.40	See MCI Response Below	

(1) Calls to Bahamas, Barbados, Bermuda, Canada and Dominican Republic

MCI Response: MCI will allow International Prepaid calling to Countries listed below. Prepaid rates are shown next to each Country

As stated in the RFP section 5-H Financial the Commonwealth would receive commissions on the "grossed billed revenue". Therefore, an example if the \$0.25 or Public Payphone Surcharge is included in rate quotes (which it should be) and charges to end user, the customer, in this case the Commonwealth, should be paid commissions on that revenue.

MCI Response: MCI has read, understands and agrees. Public Payphone Surcharges have been included in the above rates and the Commonwealth will be paid on that revenue.

International Inmate PrePaid Rates (Revision 3 Option 3A)	
Terminating Country	Per-Minute Rate
Afghanistan	\$6.76
Albania	\$2.72
Algeria	\$2.08
American Samoa	\$1.56
Andorra	\$0.96
Angola	\$3.24
Anguilla	\$1.80
Antarctica (Casey, Davis, Mawson and Macquarie Island)	\$7.12
Antarctica (Scott Base)	\$1.48
Antigua (Barbuda)	\$1.48
Argentina	\$1.28
Armenia	\$2.64
Aruba	\$1.40
Ascension Island	\$4.60
Australia (including Tasmania)	\$0.51
Austria	\$0.60
Azerbaijan	\$3.32
Bahamas	\$0.96
Bahrain	\$2.24
Bangladesh	\$3.56
Barbados	\$1.68
Belarus	\$1.92
Belgium	\$0.51
Belize	\$2.16
Benin	\$2.04
Bermuda	\$0.96
Bhutan	\$4.92
Bolivia	\$1.88
Bosnia-Herzegovina	\$2.24
Botswana	\$1.88
Brazil	\$1.12
British Virgin Islands	\$1.40
Brunei	\$2.60
Bulgaria	\$1.48
Burkina Faso	\$2.68
Burundi	\$5.68
Cambodia	\$5.52
Cameroon	\$2.76
Canada	\$0.32
Cape Verde Islands	\$2.48
Cayman Islands	\$1.24
Central African Republic	\$4.52
Chad	\$7.40
Chile	\$0.99
China	\$1.44
Christmas Island	\$0.51
Cocos Island	\$0.51
Colombia	\$1.31

International Inmate PrePaid Rates (Revision 3 Option 3A)	
Terminating Country	Per-Minute Rate
Comorros	\$5.16
Congo	\$2.72
Cook Islands	\$4.96
Costa Rica	\$1.44
Croatia	\$1.68
Cuba	\$7.44
Cyprus	\$1.80
Czech Republic	\$1.76
Denmark	\$0.48
Diego Garcia	\$13.16
Djibouti	\$2.92
Dominica	\$1.88
Dominican Republic	\$0.90
East Timor	\$29.44
Easter Island	\$1.24
Ecuador	\$1.50
Egypt	\$2.48
El Salvador	\$1.72
Equatorial Guinea	\$6.16
Eritrea	\$3.80
Estonia	\$2.12
Ethiopia	\$3.68
Faeroe Islands	\$1.44
Falkland Islands	\$3.64
Fiji Islands	\$2.92
Finland	\$0.48
France	\$0.48
French Antilles (including Martinique, St. Barthelemy and St. Martin)	\$1.52
French Guiana	\$2.04
French Polynesia	\$3.96
Gabon	\$2.48
Gambia	\$2.04
Georgia	\$2.96
Germany	\$0.45
Ghana	\$1.96
Gibraltar	\$2.36
Greece	\$0.84
Greenland	\$4.73
Grenada (including Carriacou)	\$1.96
Guadeloupe	\$1.60
Guantanamo Bay	\$7.44
Guatemala	\$1.31
Guinea	\$2.52
Guinea Bissau	\$10.63
Guyana	\$3.12
Haiti	\$2.40
Honduras	\$2.00
Hong Kong	\$0.64

International Inmate PrePaid Rates (Revision 3 Option 3A)	
Terminating Country	Per-Minute Rate
Hungary	\$1.36
Iceland	\$1.56
India	\$1.86
Indonesia	\$1.72
Iran	\$3.32
Iraq	\$4.24
Ireland	\$0.48
Israel	\$0.80
Italy	\$0.48
Ivory Coast	\$3.48
Jamaica	\$1.76
Japan	\$0.51
Jordan	\$2.80
Kazakhstan	\$1.28
Kenya	\$2.44
Kiribati	\$3.68
Korea, Democratic People's Republic of	\$7.72
Korea, Republic of	\$0.67
Kuwait	\$2.88
Kyrgyzstan	\$3.40
Laos	\$5.72
Latvia	\$2.12
Lebanon	\$2.64
Lesotho	\$2.56
Liberia	\$1.92
Libya	\$2.92
Liechtenstein	\$0.76
Lithuania	\$2.76
Luxembourg	\$0.64
Macao	\$2.36
Macedonia	\$1.80
Madagascar	\$7.76
Malawi	\$2.04
Malaysia	\$1.36
Maldives	\$3.88
Mali	\$3.24
Malta	\$2.20
Marshall Islands	\$2.28
Mauritania	\$3.04
Mauritius	\$3.56
Mayotte Island	\$5.16
Mexico Rate Steps 1 - 3	\$0.61
Mexico Rate Steps 4 - 6	\$0.70
Micronesia	\$2.36
Moldova	\$3.08
Monaco	\$0.64
Mongolia	\$5.08
Montserrat	\$2.00
Morocco	\$2.44

International Inmate PrePaid Rates (Revision 3 Option 3A)	
Terminating Country	Per-Minute Rate
Nauru	\$11.60
Nepal	\$3.12
Netherlands	\$0.48
Netherlands Antilles	\$1.40
Nevis	\$1.52
New Caledonia	\$3.36
New Zealand	\$1.48
Nicaragua	\$1.72
Niger	\$2.84
Nigeria	\$2.64
Niue Island	\$15.90
Norfolk Island	\$7.12
Norway	\$0.48
Oman	\$2.84
Pakistan	\$3.08
Palau	\$6.80
Palestine	\$1.00
Panama	\$1.38
Papua New Guinea	\$4.98
Paraguay	\$1.88
Peru	\$1.50
Philippines	\$1.09
Poland	\$1.28
Portugal (including Azores and Madeira Islands)	\$0.64
Qatar	\$2.88
Reunion Island	\$3.08
Romania	\$1.96
Russia	\$1.28
Rwanda	\$3.56
San Marino	\$1.08
Sao Tome	\$9.04
Saudi Arabia	\$3.08
Senegal	\$3.68
Seychelles	\$4.20
Sierra Leone	\$2.84
Singapore	\$0.83
Slovakia	\$1.76
Slovenia	\$1.76
Solomon Islands	\$7.82
Somalia	\$5.28
South Africa	\$1.22
Spain (including Balearic Islands, Canary Islands, Ceuta and Melilla)	\$0.48
Sri Lanka	\$2.96
St. Helena	\$6.88
St. Kitts	\$1.52
St. Lucia	\$1.56
St. Pierre/Miquelon	\$1.44
St. Vincent/Grenadines	\$1.76
Sudan	\$3.80

International Inmate PrePaid Rates (Revision 3 Option 3A)	
Terminating Country	Per-Minute Rate
Suriname	\$3.64
Swaziland	\$2.32
Sweden	\$0.48
Switzerland	\$0.48
Syria	\$3.08
Taiwan	\$0.80
Tajikistan	\$1.44
Tanzania	\$2.44
Thailand	\$1.48
Togo	\$3.04
Tonga Islands	\$3.08
Trinidad/Tobago	\$1.57
Tunisia	\$1.80
Turkey	\$1.60
Turkmenistan	\$3.28
Turks and Caicos Islands	\$1.64
Tuvalu	\$5.48
Uganda	\$2.32
Ukraine	\$1.92
United Arab Emirates	\$1.92
United Kingdom	\$0.22
Uruguay	\$1.88
Uzbekistan	\$1.68
Vanuatu	\$9.00
Vatican City	\$0.48
Venezuela	\$1.12
Vietnam	\$3.36
Wallis and Futuna	\$11.04
Western Samoa	\$2.72
Yemen, Republic of	\$2.80
Yugoslavia	\$2.20
Zaire	\$2.28
Zambia	\$2.44
Zimbabwe	\$2.04



Commonwealth of Pennsylvania

Office of Administration and Department of Corrections

Section 1 – Coin/Card Public Payphone Services

RFP No. 2005-081-011

13 October 2005, 1:00 p.m. ET

Technical Proposal

Submitted to:

Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913
Attn: Georgia A. Baer, Contract Administrator

Submitted by:

MCI Government Markets
1945 Old Gallows Rd.
Vienna, VA 22182



Table of Contents

Tab 1 – Letter of Transmittal	2
Tab 2 – Mandatory Requirements	4
Tab 3 – Management Summary	8
Tab 4 – Corporate Background and Experience.....	16
Tab 5 – Project Staffing and Key Personnel	39
Tab 6 – Technical Requirements.....	42
Attachment 3 – Section 1 Coin/Card Public Telephone Installation and Cutover Schedule	66
Attachment 5 – Section 1 Installed Equipment Form	68
Tab 7 – Training Requirements	69
Tab 8 – Maintenance Requirements.....	72
Attachment 11 – Section 1 Maintenance Center Information – System A...	86
Tab 9 – Financial Requirements.....	91
Tab 10 – Objections and Additions to Standard Terms and Conditions for Services.....	108



Tab 1 – Letter of Transmittal

The Letter of Transmittal must state that the proposal will remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor will become a contractual obligation if a contract is executed. An official authorized to bind the Contractor to its provisions must sign proposals.

MCI Response:

MCI has read, understands and has complied on the following page with the requested Letter of Transmittal. This letter is signed by Jerry A. Edgerton Sr. Vice President of MCI's Government Division. Mr. Edgerton is an official with MCI and is authorized to bind the company.

October 13, 2005

Commonwealth of Pennsylvania
Governors Office of Budget and Administration
Bureau of Infrastructure and Operations - Network Administration
Ms. Georgia A. Baer
1 Technology Park
Harrisburg, PA 17110-2913



Jerry A. Edgerton
Senior Vice President
Government Markets

1945 Old Gallows Road
Suite 400
Vienna, VA 22182
Telephone 703 348 6900
Fax 703 348 6902
jerry.edgerton@mci.com

Ref: MCI Response to Section 1 RFP # 2005-081-011 for Coin/Card Public Payphone
Services

Dear Mrs. Baer:

MCI Communications Services, Inc. ("MCI"), on behalf of itself and its affiliates and successors, is pleased to submit the attached proposal response to the Commonwealth of Pennsylvania's Section 1 of RFP #2005-081-011 for Coin/Card Public Payphone Services.

MCI's proposal is valid until a contract has been fully executed by the Commonwealth. MCI also understands that the contents of the MCI's proposal will become a contractual obligation if a contract is executed.

We believe the character of MCI can be seen in the three fundamental attributes that account for our success: hard work, perseverance, and most of all, listening to our customers. This dedication is reflected in the company's drive to offer innovative solutions in partnership with our customers. By submitting this proposal, we declare our capability and commitment to performing the very highest quality work on the PA DOC Coin/Card Public Payphone Service.

In selecting the MCI Team, the Commonwealth of Pennsylvania will gain a proven workforce of highly qualified, MCI led professionals who understand the Commonwealth's mission and who possess demonstrated capabilities in creating and maintaining superior Public Payphone Services.

If you have any questions regarding the enclosed proposal, please feel free to contact Mr. Keith Eismann, Sr. Manager, Department of Corrections Line of Business. His contact information follows:

Phone #: (210) 484-3177
Email Address: keith.r.eismann@MCI.com
Address: MCI
20855 Stone Oak Parkway
San Antonio, TX 78258

Sincerely,


Jerry A. Edgerton
Senior Vice President, Government Markets



Tab 2 – Mandatory Requirements

To be eligible for evaluation, the mandatory requirements in Part 3 of this RFP MUST be addressed in this section by indicating ACCEPTANCE of each. NONACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories and any answers in any other section of the proposal, the answers in the mandatories section will take precedence in any contract that may be entered into as a result of this RFP.

MCI Response: MCI has read understands and has complied.

In the attached form MCI has noted its compliance with each of the mandatory requirements of the RFP.



Part 3
Mandatory Requirements

1.3-1. Mandatory Requirements:

To be eligible for evaluation, each of the following mandatory requirements **MUST** be addressed in this section by indicating **ACCEPTANCE** of each. **NONACCEPTANCE** OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandates in this section, and any answers in any other section of your proposal, the answers in this section will take precedence in any contract that may be entered into as a result of this RFP.

MCI Response:

Yes No

- | | |
|---|---|
| X | 1. The Contractor has read and understands the terms and conditions of this RFP and the proposal is made in accordance with the requirements contained herein. |
| X | 2. The Contractor understands and acknowledges that all information provided by, and representations made by, the Contractor in its proposal are material and important and will be relied upon by Office of Administration in the evaluation of the proposals and award of the contract. Any misstatement shall be treated as fraudulent concealment from Commonwealth of Pennsylvania of the true facts relating to the submission of the proposal. A misrepresentation shall be punishable under Section 4904 of Title 18 P.C.S.A. |
| X | 3. The commissions in the Commission Section of this proposal have been arrived at independently and without consultation, communication, or agreement with any other competing Contractor. |
| X | 4. The commissions in the proposal have not been disclosed to any other firm or person who is a proposer or a potential proposer and they shall not be disclosed before the proposal receipt date and time. |
| X | 5. No attempt has been made or shall be made to induce any firm or person to refrain from submitting a proposal or to submit a proposal with lower commissions, or to submit any intentionally low or noncompetitive proposal or any other form of complementary proposal. |



Yes No

- X 6. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from any firm or person to submit a complementary or other noncompetitive proposal.
- X 7. The Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been found in conflict with or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as disclosed by the Contractor in its proposal.
- X 8. The Contractor acknowledges that if it is currently under suspension or debarment, its proposal may not be considered. In addition, if the Contractor enters into any subcontracts under the contract with subcontractor who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of the contract or any extensions or renewals thereof, the Commonwealth may, in its sole discretion, require the Contractor to terminate such subcontracts.
- X 9. The Contractor agrees that no costs for preparing any contract will be charged to the Commonwealth for the response to this RFP. (Part 1.1-6)
- X 10. Do you agree that your signed proposal arrives at the Department of Correction's Central office Building, by the time, date, and at the location specified in the RFP cover letter, that it will be immediately disqualified? (Part 1.1-9)
- X 11. Do you agree that your proposal will remain valid until a contract is fully executed by the Commonwealth? (Part 1.1-10)
- X 12. Do you agree not to sell or use lists of pay telephone numbers, names, addresses, or other privileged information for any purpose, except as outlined in the RFP?
- X 13. Has the Commission Data been bound, SEALED, identified as "Commission Data" and kept separate from the Technical Portion and Disadvantaged Business Submittal Portion of your proposal? (Part 1-23)



Yes No

- X 14. Has the Disadvantaged Business Submittal data been bound, sealed, identified as "Disadvantaged Business Submittal" and kept separate from the Technical Portion and Commission Portion of your proposal?
- X 15. Do you certify that you do not owe any tax liability or other amount to the Commonwealth?
- X 16. Do you agree that you will authorize the Commonwealth to offset any state and local tax liabilities of the Contractor or of any of its subsidiaries, as well as, any other amount due to the Commonwealth from the Contractor, against any payment due to the Contractor under this or any other contract with the Commonwealth?

Tab 3 – Management Summary

The Commonwealth of Pennsylvania is seeking a Contractor to perform the tasks and services outlined in Part 5 of this RFP. Through their proposal, Contractors must demonstrate their expertise in providing these services. In this Tab, the Contractor must:

1. Provide a description of the Contractors understanding of the purpose of this RFP.

MCI Response: MCI has read, understands and complies by providing the following description of MCI's understanding of the purpose of this RFP.

MCI understands that the Commonwealth is seeking both payphone and inmate phone services, and that it is the preference of the Commonwealth to award one contract to a single proposer. Therefore, MCI's proposal includes providing all RFP required services for both the public payphone and inmate phone service.

MCI understands that the Commonwealth is seeking an innovative solution for the provision of these services and the RFP sets out the minimum requirements related to both systems. MCI's proposal includes innovative solutions in the area of both public payphones and inmate phones, including value added services that are not available from any other contractor that will provide the Commonwealth a proposal under this RFP.

MCI believes that based on its experience and the experience of its support subcontractors, its proposal to the Commonwealth for inmate telephone services either meets, exceed, or expands upon all of the Commonwealths objectives listed above

Public Payphone Services

MCI understands and provides a solution to the Commonwealth to ensure that highly-reliable, extensively available, public telephone service is provided to its citizens, taxpayers, tourists, visitors, and others who want to place a call from a Commonwealth-owned or leased property. That such public payphone services are for all coin/card telephones located on Commonwealth-owned or leased property for agencies under the Governor's jurisdiction as well as other governmental agencies not under the Governor's jurisdiction, if they so elect to use this contract.

In addition, MCI's proposal for payphone telephone services was created taking into account the Commonwealth of Pennsylvania's three (3) major public payphone service objectives:

1. To ensure the provision of high-quality service for the users of public telephone service at Commonwealth locations.



2. To maximize the economic return to the Commonwealth and its agencies from the coin/card pay telephones while recognizing the Contractor costs of providing the services.
3. To provide dependable, well-maintained public coin/card telephone service to Commonwealth clients, consumers, and general telephone users at Commonwealth locations.

MCI believes that based on its experience and the experience of its support subcontractors, its proposal to the Commonwealth for public payphone services either meets, exceed, or expands upon all of the Commonwealths objectives listed above.

2. Present a summary of its proposal that includes an overview of the approach to completing the tasks identified in Part 5.

MCI Response: MCI has read, understands and provides the following summary of its proposal.

MCI has read the RFP, understands the requirements of the Commonwealth and provides a fully compliant proposal. The following is an overview of MCI's approach to completing the tasks required by the Commonwealth for the public payphone services.

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the Commonwealth's Public Telephone Service Program. The primary MCI point of contact for all aspects of the program will be the MCI's dedicated full time Program Manager. The MCI Program Manager will provide day-to-day communications with the Commonwealth's public payphone entities. In addition, he/she will provide direction and oversight of our subcontractor and its resources in order to assure that all program requirements are met or exceeded.

MCI and PTS together will perform all aspects of installation, removal, polling, coin collection, billing, etc. PTS public payphone technicians will perform all preventative and remedial maintenance. Furthermore, the fact that MCI and PTS enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

3. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

All required staff resources for MCI and its subcontractor, PTS, to support MCI's proposal to the Commonwealth are in place today, except for MCI's public payphone Program Manager.

PTS, MCI's subcontractor providing all aspects of the public payphone service requirement for the Commonwealth, currently provides necessary payphone support services to some of the Commonwealth's phones today. Resources used by PTS in support of the Commonwealth, as well as other public payphone customers of PTS, will be used to support all of today's the Commonwealths payphones contained in the RFP as they are transitioned to MCI.

The MCI Program Manager will be dedicated to the Commonwealths and will be your single point of contact for all aspects of the public payphone services. In addition, the MCI Program Manager will provided oversight of all aspects of PTS resource performance. The MCI Program Manager will be hired upon award of the public payphone portion of this RFP and is expected to be in place within 60-120 days.

4. Explain how the project will be administered from a corporate level.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

All aspects of MCI performance relating to the Commonwealth's public payphone program will be lead by Mr. Steve Viefhaus, Department of Corrections Line of Business Director. Mr. Viefhaus has overall administration and management authority for the successful implementation and on going performance of the Commonwealths project covered by this RFP. The Department of Correction Line of Business is part of MCI's Government Markets, State and Locale Enterprise Solutions organization.

The following is a list of MCI's management-level positions providing oversight and corporate level administration of the proposed services. Each of these management-



level positions has direct responsibility for the administration of performance of the resulting contract:

Mr. Steve Viefhaus

Director

Department of Corrections Line of Business

Phone: (636) 793-3457

E-Mail: steve.veifhaus@mci.com

Mr. Viefhaus provides overall organizational strategic management and directives to meet Line of Business and company goals and objectives. For the Commonwealth contract, Mr. Viefhaus will provide executive level support, oversight and guidance of all MCI operational, account, and field services resources supporting the Commonwealth. In addition Mr. Viefhaus will be the Commonwealth's point of contact for any necessary executive level escalations. Mr. Viefhaus has been with MCI for approximately 25 years and has been supporting the MCI Department of Corrections line of business since its inception in 1989.

Mr. Keith Eismann

Sr. Manager

Department of Corrections Line of Business

Phone: (210) 484-3177

E-Mail: keith.r.eismann@mci.com

Mr. Eismann is the Senior Manager for MCI's Department of Corrections Line of Business with national responsibility for sales and contract management. Mr. Eismann will provide oversight and direction to the Commonwealth's MCI assigned Account Team to insure positive customer relations, contract compliance, and day-to-day account management. In addition, Mr. Eismann will be responsible for meeting the business requirements of the contract and interacting with Commonwealth operations staff. Mr. Eismann's experience in and knowledge of the market is highly regarded as he has supported this Line of Business for the past 11 years. His understanding of the industry and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base, including public payphones.

Mr. Patrick Pline

Sr. Operations Manager, Eastern Region

Department of Corrections Line of Business

Phone: (518) 433-4019

E-Mail: patrick.pline@mci.com

Mr. Pline is the Senior Regional Operations Manager for MCI's Department of Corrections Line of Business, responsible for the Commonwealth of Pennsylvania. For the Commonwealth Mr. Pline responsibilities will include management oversight of the

day-to-day activities of MCI's Program Manager dedicated to supporting the Commonwealth. In addition Mr. Pline is responsible for overall project and program management, and Commonwealth's contact for escalations. For over 10 years Mr. Pline has supported MCI's offender calling services programs field operations activities for Eastern US regional customers, including related public payphones.

5. Explain how the prime Contractor plans to monitor and evaluate the performance of subcontractors (if used) and Contractor personnel.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

During the implementation period of this contract, MCI will be monitoring, evaluating, and providing feedback to PTS on their performance practically daily. This feedback is part of MCI's standard implementation process and procedures.

After implementation and for the first year, MCI will meet with the Commonwealth every six months, or any other period of time deemed necessary, to obtain feedback on the performance of MCI and PTS. Each meeting with the Commonwealth will be followed by a meeting with PTS to review the Commonwealth's feedback and MCI comments and feedback to assure that PTS's performance meets or exceeds the MCI and Commonwealth contractual requirements as well as any other subcontract requirements between MCI and the applicable subcontractor.

6. Explain the prime Contractor's experience and ability to assemble the best qualified consortium of service providers/subcontractors that can provide innovative and cost effective solutions which meet or exceed the requirements of this RFP.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with PTS; over ten (12) years. PTS has been providing various aspects supporting between 2,500 and 5,000 public payphones for MCI in support of its public payphone contract with the State of California. We have established a long term relationship with PTS to assure MCI's commitment to service and customer satisfaction. MCI has brought into the MCI team the most qualified and knowledgeable contractor available to support the Commonwealth. MCI knows how to provide public telephone services to a state – we have done it for over twelve (12) years for the State of



California, as well as providing various aspects of public payphone under MCI's numerous other departments of corrections contracts. Based on MCI's experience with PTS and its team, we will not using the Commonwealth as a testing board to see if we can provide quality service to state-wide located public telephones. In short, MCI has chosen a long time team member and highly qualified subcontractor in PTS to meet the Commonwealth's requirements.

7. Explain the Contractor's ability to effectively control and manage the strategic and operational aspects of a consortium of service providers/subcontractors which will allow the prime contractor to commit to liquidate damages.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with PTS; over ten (12) years. PTS has been providing various aspects supporting between 2,500 and 5,000 public payphones for MCI in support of its public payphone contract with the State of California. We have established a long term relationship with PTS to assure MCI's commitment to service and customer satisfaction. MCI has brought into the MCI team the most qualified and knowledgeable contractor available to support the Commonwealth. MCI knows how to provide public telephone services to a state – we have done it for over twelve (12) years for the State of California, as well as providing various aspects of public payphone under MCI's numerous other departments of corrections contracts. Based on MCI's experience with PTS and its team, we will not using the Commonwealth as a testing board to see if we can provide quality service to state-wide located public telephones. In short, MCI has chosen a long time team member and highly qualified subcontractor in PTS to meet the Commonwealth's requirements.

First and foremost, MCI as the prime contractor and as part of its standard public payphone is the Commonwealth's single point of contact for any aspect of the pay telephone service solution. The Commonwealth will not be required to contact any other entity directly for any aspect of pay telephone services.

Second, MCI's dedicated full time public payphone Program Manager and MCI's Regional Operations Manager will have contact and escalation information for every level of PTS. MCI and PTS has worked successfully with each other in the past, and MCI will escalate quickly and with resolve if contractually committed to timeframes are in jeopardy of being exceeded.

Finally, MCI's and PTS's upper management provide active oversight of any potential problem that cannot be readily resolved at lower levels.



8. Explain how the prime Contractor will work as a team with their subcontractor on this contract.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with PTS; over ten (12) years. PTS has been providing various aspects supporting between 2,500 and 5,000 public payphones for MCI in support of its public payphone contract with the State of California. We have established a long term relationship with PTS to assure MCI's commitment to service and customer satisfaction. MCI has brought into the MCI team the most qualified and knowledgeable contractor available to support the Commonwealth. MCI knows how to provide public telephone services to a state – we have done it for over twelve (12) years for the State of California, as well as providing various aspects of public payphone under MCI's numerous other departments of corrections contracts. Based on MCI's experience with PTS and its team, we will not using the Commonwealth as a testing board to see if we can provide quality service to state-wide located public telephones. In short, MCI has chosen a long time team member and highly qualified subcontractor in PTS to meet the Commonwealth's requirements.

First and foremost, MCI as the prime contractor and as part of its standard public payphone is the Commonwealth's single point of contact for any aspect of the pay telephone service solution. The Commonwealth will not be required to contact any other entity directly for any aspect of pay telephone services.

Second, MCI's dedicated full time public payphone Program Manager and MCI's Regional Operations Manager will have contact and escalation information for every level of PTS. MCI and PTS has worked successfully with each other in the past, and MCI will escalate quickly and with resolve if contractually committed to timeframes are in jeopardy of being exceeded.

Finally, MCI's and PTS's upper management provide active oversight of any potential problem that cannot be readily resolved at lower levels.



9. Does the prime Contractor typically manage a consortium of contractors to compete for services pertaining to this RFP? Provide examples.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with PTS; over ten (12) years. PTS has been providing various aspects supporting between 2,500 and 5,000 public payphones for MCI in support of its public payphone contract with the State of California. We have established a long term relationship with PTS to assure MCI's commitment to service and customer satisfaction. MCI has brought into the MCI team the most qualified and knowledgeable contractor available to support the Commonwealth. MCI knows how to provide public telephone services to a state – we have done it for over twelve (12) years for the State of California, as well as providing various aspects of public payphone under MCI's numerous other departments of corrections contracts. Based on MCI's experience with PTS and its team, we will not using the Commonwealth as a testing board to see if we can provide quality service to state-wide located public telephones. In short, MCI has chosen a long time team member and highly qualified subcontractor in PTS to meet the Commonwealth's requirements.

10. Provide the name, title, telephone number, FAX number, mailing address, e-mail address, and work hours of a person who will be available to answer any questions concerning its proposal.

MCI Response: MCI has read, understands, and provides the following information in response to this requirement.

The following individual will be able to answer any questions concerning MCI's proposal to the Commonwealth of Pennsylvania:

Mr. Keith Eismann
Phone: 210-484-3177
Fax: 210-484-5208

MCI
Attn: Mr. Keith Eismann
20855 Stone Oak Parkway
San Antonio, TX 78258

Mr. Eismann is available to be contacted anytime from 8am to 6pm, Central Standard Time. Mr. Eismann is also available anytime via is cell number (210) 385-2350.

Tab 4 – Corporate Background and Experience

It is critical to the Commonwealth that the Contractor has a considerable amount of experience in providing telephone services. This TAB allows the Contractor to present the qualifications of the corporation, and its staff and those of the proposed subcontractors, (if any), relative to the services requested in this RFP. In this TAB, the Contractor must:

1. Describe the proposed Contractor structure, if any, and describe the responsibilities and role of each subcontractor.

MCI Response: MCI has read, understands and provides the following information as required by this RFP requirement.

MCI is proposing as the prime contractor for any contract resulting from this RFP, and will be the Commonwealth's single point of contact for all coin/card Public Payphone program equipment and services, and for meeting all RFP requirements. As the prime contract, MCI will be using two (1) subcontractor in a support role: Jaroth Incorporated D/B/A Pacific Telemanagement Services ("PTS"). MCI will manage all aspects of equipment and services to be provided by PTS in meeting the RFP requirements.

Jaroth Incorporated d/b/a Pacific Telemanagement Services ("PTS")

For this RFP, PTS will be subcontracted to provide turn-key Coin/Card Public PayPhone Service for all coin/card public payphones to include full time technical staff, installing, moving, removing, collecting, counting coins from and repairing the phones. The service provided will involve a number of people on a part-time basis at both PTS and PTS' subcontractors.

The following is the organizational reporting structure and subcontractor reporting relationship of MCI and PTS that will support the contract.

Sr. Executive Management	Mr. Steve Viefhaus Director	Mr. Michael Rossi Executive Director of Business Management
Sr. Sales and Contract Oversight	Mr. Keith Eismann Sr. Sales Manager	Mr. Stuart Seiler Director of Business Management
Sr. Implementation and Operational	Mr. Patrick Pline Sr. Regional Operations	Mr. Tony Zumbo General Manager



Oversight	Manager	
PA Public Payphone Operational Support	MCI Program Manager	Mr. Michael Keane Project Manager
Other	Installation Support Team	Field Support Technicians

2. For each subcontractor, the following data must be provided:

a. Contract Information:

Provide the following information for the **prime Contractor**:

Complete company name, address and telephone number.

Federal identification number.

State in which company is incorporated.

Description of company's organization, including organization charts, and indicates company offers by name, where applicable.

Principal type of business.

Total number of years in the principal business.

Number of years in the telecommunications business.

Total full time work force assigned to contract functions.

Total full time telephone system and services work force located in where you are proposing to serve.

MCI Response: MCI has read, understands and has provided in the pages to follow response to each of the items 1 through 9 listed above.

Requirement and MCI Response

1. Complete company name, address and telephone number

MCI Communication Services, Inc.
22001 Loudoun Parkway
Ashburn, VA 20147
Phone: (703) 886-5900

**2. Federal identification number.**

MCI Communications Services, Inc.'s Federal Identification Number is 47-0751768.

3. State in which company is incorporated.

MCI Communications Services, Inc. is a corporation incorporated in the State of Delaware.

4. Description of company's organization, including organization charts, and indicates company offers by name, where applicable.

MCI is a public traded company with multiple organizational layers and divisions. MCI's operations are organized into three distinct business units defined by their respective customer bases: Enterprise Markets, US Sales & Service and International & Wholesale Markets. Under US Sales & Service is the Government Markets Division and its State and Local Enterprise Solutions organization. The Commonwealths program is supporting by State and Local Enterprises Department of Corrections Line of Business. MCI has provided the Department of Corrections relational reporting structure supporting the Commonwealth in our response to Nr. 1 above. However, the following information is provided on the MCI President and CEO, his Executive Team, and the MCI Board of Directors.



Michael Capellas

President and Chief Executive Officer (CEO)

MCI

22001 Loudoun Parkway

Ashburn, VA 20147

Phone: (703) 886-5900

Michael D. Capellas, a 30-year veteran of the information technology business, is president and CEO of MCI, a leading global communications provider, delivering converged communications and innovative solutions for consumers and customers ranging from small businesses to governments to the elite members of the Fortune 500.

Prior to joining MCI in December 2002, Capellas, 50, was president of Hewlett-Packard Company. Previously, he was the chairman and CEO of Compaq, having joined the company in 1998 as chief information officer and also serving as chief operating officer before being named CEO in July 1999.



MCI Executive Team



Robert T. Blakely

Executive Vice President and Chief Financial Officer (CFO)

MCI

22001 Loudoun Parkway

Ashburn, VA 20147

Robert T. Blakely, Ph.D., is Executive Vice President and Chief Financial Officer of MCI. He is the former founder and president of the investment firm Performance Enhancement Group Inc. Previously Blakely has served as CFO of prestigious companies such as Lyondell Chemical Company, Tenneco Inc., and U.S. Synthetic Fuels Corporation.



Fred M. Briggs

President, MCI Operations and Technology

As president of MCI's Operations and Technology global organization, Fred Briggs oversees one of the largest facilities based communications networks in the world. Briggs is responsible for the complete engineering and operation of MCI's seamless global voice, data and IP networks which span more than 2,600 cities in 140 countries touching six continents.



Daniel Casaccia

Executive Vice President for Human Resources

In this capacity, Casaccia leads MCI's HR operations and defines its HR policies for the company's employees worldwide. His organization assists employees as they navigate human resources programs including compensation and benefits, training and development and corporate HR policies.



Johathan Crane

Executive Vice President of Strategy and Corporate Development

In that role, Crane is responsible for guiding the company's strategic ventures and alliances, identifying strategic opportunities and technologies to help MCI build its business.



Daniel E. Crawford

Acting President, International and Wholesale

In that capacity, Crawford leads MCI's efforts to leverage its global reach and capabilities to meet the dynamic and growing opportunities to provide converged data, voice and internet services around the world.



Elizabeth Hackenson

Executive Vice President and Chief Information Officer (CIO)

In that capacity she provides technology vision and leadership for developing and implementing IT initiatives to provide MCI a competitive edge in the ever-evolving telecom marketplace.



Nancy Higgins

Executive Vice President of Ethics and Business Conduct

Ms. Higgins reports to the Office of the Chief Executive and the MCI Board of Directors and is responsible for corporate wide ethics and business conduct.



Wane Huyard

President, U. S. Sales and Service

Mr. Huyard is responsible for leading MCI's efforts in Enterprise, commercial and consumer markets. He is also responsible for companywide product development and marketing. Previously, President of MCI Mass Markets, the 20-year MCI veteran was a force behind Mass Markets' most compelling product achievements, including The Neighborhood, America's first nationwide all-distance consumer phone service.



Anastasia Kelly

Executive Vice President and General Counsel

In her capacity as the company's chief legal officer, Kelly leads MCI's domestic and international legal, regulatory, and legislative efforts. Prior to joining MCI, Kelly was senior vice president and general counsel of Sears, Roebuck and Co., where she was responsible for developing and implementing the corporate legal policy and strategy for that \$40 billion retail and financial services company.



Grace Chen Trent

Senior Vice President of Communications and Chief of Staff to the CEO

Ms. Chen Trent is responsible for Corporate Communications, Employee Communications, Community Relations, the MCI Foundation, and the Office of the CEO. She joined MCI from Compaq Computer Corporation, which merged with Hewlett-Packard in 2001.

MCI Board of Directors



Nicholas deBelleville Katzenbach

Chairman, Board of Directors

MCI

22001 Loudoun Parkway

Ashburn, VA 20147

Katzenbach served as deputy U.S. Attorney General under President John F. Kennedy, as U.S. Attorney General (1964-66), and as under-Secretary of State under President Lyndon B. Johnson. From then until retirement, he served as General Counsel to the I.B.M. Corporation.

Katzenbach served in the U.S. Air Force from 1941 to 1945. He received a B.A. from Princeton in 1945 and an LLB from Yale in 1947, followed by a Rhodes scholarship in Oxford, England. He received Honorary Degrees from Princeton, Rutgers, Bard, Brandeis, Northeastern, Georgetown, Seton Hall, Bridgeport, Tufts, Ohio Northern, and Miami Universities. He practiced law in New Jersey and New York, and taught law first at Yale Law School and then at the University of Chicago Law School.

He has published (with Morton A. Kaplan) *The Political Foundations of International Law* (1961), as well as many articles for professional journals. He is active in the American Bar Association and other legal organizations.

Among his many honors and distinctions are the Woodrow Wilson Award, Princeton University, 1966; Distinguished Service Award, Yale Law School, 1969; and Citation of Merit, Yale Law School, 1992.



Dennis Beresford

Ernst & Young Executive

Professor of Accounting, The University of Georgia

Beresford is a member of the faculty at the University of Georgia's Terry College of Business and a two-term chairman of the Financial Accounting Standards Board. Beresford joined the Terry College of Business as an executive professor in July 1997.

Beresford served two five-year terms (1987 to 1997) as chairman of the FASB, the body responsible for setting the accounting standards U.S. corporations follow when issuing financial statements to the public. Prior to the FASB, Beresford spent 26 years with Ernst & Young, where he served as national director for accounting standards.

Beresford has served as a consultant to audit committees of public companies and has provided expert witness services to several corporations and accounting firms. He also is a director of Kimberly-Clark Corporation and Legg Mason, Inc.

In February 2002, Beresford provided expert testimony before the Senate Banking Committee on how accounting practices and federal regulations might be changed to prevent a recurrence of the questionable accounting practices that contributed to the collapse of Enron and Arthur Andersen.



Michael Capellas

President and CEO, MCI

Michael D. Capellas, a 30-year veteran of the information technology business, is president and CEO of MCI, a leading global communications provider, delivering converged communications and innovative solutions for consumers and customers ranging from small businesses to governments to the elite members of the Fortune 500.

Prior to joining MCI in December 2002, Capellas, 50, was president of Hewlett-Packard Company. Previously, he was the chairman and CEO of Compaq, having joined the company in 1998 as chief information officer and also serving as chief operating officer before being named CEO in July 1999.

**W. Grant Gregory, Chairman****Gregory & Hoenemeyer, Merchant Bankers**

Gregory, chairman and co-founder of Gregory & Hoenemeyer, Merchant Bankers, has served as chairman of audit, governance and nominating, Special Independent Directors and compensation committees for a number of NYSE member companies. He spent 24 years at Touche Ross & Co., serving from 1982 to 1986 as chairman. While at Touche Ross, Gregory became an internationally acclaimed authority on tax policy and economic development and participated in a number of M&A transactions and restructurings. In the mid-1980's, he served as a member of the U.S. Trade Representative's advisory committee on international trade in services.

Gregory graduated with distinction from the University of Nebraska in 1964, where he was later awarded an Honorary Doctorate of Humane Letters, as well as the Builder Award, the University's highest non-academic recognition. Gregory completed advanced management studies at New York University and Harvard University's Graduate School of Business, and attended the Air Force War College.

**Judith Haberkorn****retired President, Bell Atlantic, Consumer Sales & Service**

As one of the first women recruited in 1968 to participate in AT&T's executive management-training program, Haberkorn's telecommunications career has been marked by several accomplishments. Prior to her retirement in June 2000, Haberkorn was appointed in 1998 president of Bell Atlantic Consumer Sales & Service, managing a 20,000-employee team, covering 13 states and the District of Columbia.

Haberkorn was appointed an officer of NYNEX Corporation in 1990, where she served as vice president of Materials Management for the company's Telesector Resources Group. Prior to that, she became the first female general manager of Special Services in 1988, responsible for providing telecommunications services to New England's largest corporate customers. Later that same year, she was named general manager of Access Markets, Marketing and Technology, leading a billion-dollar business unit that provided the largest and most profitable customers with a range of regional, national and international telecommunications access services.

Haberkorn is a member of several prominent national and international business groups and is a member of the visiting committee of the Harvard Business School. She is chair emerita for the Committee of 200. She holds a bachelor's degree from Briarcliff College in New York and completed Harvard Business School's Advanced Management Program.



Laurence E. Harris

Counsel, Patton Boggs LLP

Harris joined Patton Boggs in 2001 and concentrates his practice on legislative, regulatory, international, and business issues. Prior to joining Patton Boggs, Harris was senior vice president and general counsel of Teligent, an international telecommunications company. In this position, he developed and maintained the company's political relationships with the White House, Congress, and state and federal regulators. He also oversaw international development activities.

From 1992 to 1996, Harris was senior vice president for law and public policy for MCI. In this capacity, he was responsible for MCI's federal and state regulatory relationships, and was responsible for MCI's political relationships with the White House, Congress, and state and federal regulators.

From 1982 to 1992, Harris served as president and chief executive officer for International Telecom Systems, Inc. and CRICO Communications, and president and chief operating officer of Metromedia Telecommunications. Prior to Metromedia, Harris was chief of the FCC's Mass Media Bureau.

From 1972 to 1982, Harris served as a vice president of law and public policy for MCI, managing corporate relations for the Federal Communications Commission (FCC) and the office of Telecommunications Policy at the White House.

Harris was a Lieutenant in the U.S. Navy, serving in the destroyer fleet. He was admitted to the Pennsylvania Bar and is a member of the board of the Georgetown University Law School, his alma mater. His undergraduate degree is from Columbia University.

**Eric Holder****former Deputy Attorney General of the United States**

Eric Holder, currently a partner at Covington & Burling, is the former Deputy Attorney General of the United States and U.S. Attorney for the District of Columbia. Confirmed in 1993 as the first African-American to serve as the U.S. Attorney for the District of Columbia, Holder, among other accomplishments, created a Domestic Violence Unit, implemented a community prosecution project for safer neighborhoods, and supported a renewed enforcement emphasis on hate crimes.

In 1997, President Clinton appointed Holder to serve as Deputy Attorney General, the number-two position in the United States Department of Justice. In his role, Holder supervised all of the Department's litigation, enforcement, and administrative components in both civil and criminal matters.

As Deputy Attorney General, Holder was at that time the highest-ranking African-American person in law enforcement in the history of the United States. He held the title until the transition to the Bush Administration and briefly served under President George W. Bush as Acting Attorney General pending the confirmation of Attorney General John Ashcroft.

A graduate of Columbia College and Columbia Law, Holder began his legal career in 1976 at the Department of Justice as part of the Attorney General's Honors Program, where he was assigned to the newly formed Public Integrity Section. He investigated and prosecuted official corruption on local, state, and federal levels. In 1988, President Ronald Reagan nominated Holder to become an Associate Judge of the Superior Court of the District of Columbia. The Senate confirmed Holder later that year and during his five-year term, he presided over hundreds of civil and criminal trials.

**Mark Neporent****Chief Operating Officer, General Counsel and****Senior Managing Director, Cerberus Capital Management, LP**

Since April 1998, Mr. Neporent has served as chief operating officer, general counsel and senior managing director of Cerberus Capital Management, LP, a multi-billion dollar investment management firm. He previously worked as a partner at Schulte Roth & Zabel LLP, in New York, in the Business Reorganization and Finance Group. Mr. Neporent began his legal career with Otterbourg, Steindler, Houston & Rosen, PC, as an associate in the Creditors' Rights Department.

Mr. Neporent was admitted to the New York State Bar in 1983 and the Connecticut Bar in 1982. He is a trustee of the Association of Bankruptcy Professionals (1990-1996) and the Committee on Bankruptcy and Corporate Reorganization, for the Association of the Bar of the City of NY (1994-1997). He is a member of the New York State Bar Association and the American Bar Association. He received his Bachelors Degree from Lehigh University in 1979, and his law degree from the Syracuse University College of Law, cum laude, in 1982.



C.B. Rogers, Jr.

Former Chairman and Chief Executive Officer, Equifax

Rogers served as Chairman of the Board and Chief Executive Officer of Equifax from October 1989 through October 1995. From 1995 to 1999 he served as its Chairman.

Prior to his joining Equifax, Rogers held numerous executive positions over thirty-three years with IBM. Rogers was the first President of IBM's General Systems Division, and was subsequently elected IBM Senior Vice President and head of IBM's U.S. marketing and services operations as Group Executive of the Information Systems Group, which encompassed its seven domestic divisions. Prior to his retirement, Rogers was IBM Senior Vice President for Corporate Staff Operations and a member of IBM's management committee.

Rogers has been active in community affairs in Atlanta, serving as Chairman of the Board of the Woodruff Arts Center, President-elect of Atlanta Chamber of Commerce, and the Piedmont Hospital Foundation. In 1998, he served as one of the original members of the organizing committee, which raised funds to bring the 1996 Summer Olympics to Atlanta.

Rogers is a graduate of Gettysburg College, where he was awarded an Honorary Doctor of Laws Degree and an M.B.A. from George Washington University.

Rogers has served on a number of corporate boards including Sears, Roebuck and Company, Teleport Communications Group, Morgan Stanley Dean Witter, Oxford Industries, Briggs and Stratton, Lainer Worldwide, Datagistics and ChoicePoint, where he was its founding Chairman.

Rogers has been active in corporate governance affairs and served as Chairman of the Sullivan Advisory Group, a non-profit organization dedicated to good corporate governance.

5. Principle type of business.

MCI is the United States' second largest long distance company for residential and enterprise/business customers. MCI owns, operates, monitors and maintains one of the largest communications networks in the world. MCI Long Distance delivers calls worldwide via MCI's intelligent network. Our network facilities are throughout North America, Latin America, Europe, Africa, and the Asia-Pacific region, in more than 140 countries and over 2,800 cities. Our 98,000-mile fiber optic network is designed to support the largest array of data communications and voice products in the world. In addition, MCI Local Service carries calls that begin and end within your local calling area. Features include operator services, directory assistance, 911 service, and more. MCI has more than 120 local switches and 9,000 miles of fiber-optic cable, serving more than 90 metropolitan areas across the U.S.

6. Total numbers of years in the principle business.



MCI was founded in 1968. MCI Communications Services, Inc. (f/k/a MCI WORLDCOM Communications, Inc.) was first incorporated on January 3, 1992, under the name WorldCom Technologies, Inc. WorldCom Technologies, Inc. became MCI WORLDCOM Communications, Inc. in 1999. MCI WORLDCOM Communications, Inc. became MCI Communications Services, Inc. on June 1, 2005.

7. Number of years in the telecommunications business.

MCI was founded in 1968. MCI Communications Services, Inc. (f/k/a MCI WORLDCOM Communications, Inc.) was first incorporated on January 3, 1992, under the name WorldCom Technologies, Inc. WorldCom Technologies, Inc. became MCI WORLDCOM Communications, Inc. in 1999. MCI WORLDCOM Communications, Inc. became MCI Communications Services, Inc. on June 1, 2005.

8. Total full time workforce assigned to contract functions.

The Department of Corrections Line of Business has over 150 full time employees, all performing various tasks to meet the contract functions of all its department of corrections and public payphone customers. These same employees will work to support the Commonwealths program.

9. Total full time telephone system and service work force located in where you are proposing to serve.

MCI's proposal includes dedicated full time in-state Program Manager to support the Commonwealth's public telephone program. In addition, MCI's subcontractor, PTS, will utilized full time non-dedicated personnel as required to meet all program requirements – total number of such personnel are to be determined based on the actual number of public pay telephones required to be supported at any given time.

b. Contract Information for Subcontractors: Contractors must submit with their proposals a list of all subcontractors that are expected to be used under the Contract and the activities to be accomplished by the subcontractors under the Contract.

If **subcontractors** are proposed in this bid, answer the following for each:

Complete subcontractor name and address.

Federal identification or social security number. State in which incorporate, if applicable.

Type business.



Total years in the business for which the Sub is being proposed in this bid.

Number of years in the telecommunications business.

Provide a financial statement or company annual report for each of the latest year.

How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.

Provide as many as possible but no less than three (3) references for the project described in number 7 above. Include at least the following information:

Company name

Address

Type of business

Description of the element(s) of the project being assigned.

Identify any subcontractor(s) and its role in these studies or projects.

A brief description of the system or hardware to be installed.

Contract person and alternate:

Name

Title

Phone number

Address

Hours available

Total full time work force assigned to projects related to project on this bid.

Total full time work force located in the Commonwealth being proposed by the response to this bid.

MCI Response:

MCI has read, understands and provides the following information as required by this RFP requirement.

MCI is proposing as the prime contractor for any contract resulting from this RFP, and will be the Commonwealth's single point of contact for all coin/card public payphone program equipment and services, and for meeting all RFP requirements. As the prime contract, MCI will be using Jaroth Incorporated d/b/a Pacific Telemanagement Services ("PTS") in a support role. MCI will manage all aspects of equipment and services to be provided by PTS.

**Jaroith Incorporated d/b/a Pacific Telemanagement Services ("PTS")**

Requirement and MCI Response Relating to Pacific Telemanagement Services (PTS)
1. Complete company name and address.
Below is the company name and the address of the primary PTS business contact for the proposed services: Jaroith Incorporated d/b/a Pacific Telemanagement Services ("PTS") Attn: Stu Seiler 3207 Northwood Drive Highland Village, TX 75077
2. Federal identification or social security number. State in which incorporated, if applicable.
Jaroith Incorporated's federal identification number is 94-3017874.
3. Type of business
Pacific Telemanagement Services provides all aspects of public payphone services as a prime and subcontractor to both public and private entities.
4. Total years in the business for which the Sub is being proposed in this bid
Pacific Telemanagement Services has been in the business for which MCI is proposing in this bid for seventeen (17) years.
5. Number of years in the telecommunications business.
Pacific Telemanagement Services has been in the telecommunications business for seventeen (17) years.
6. Provide a financial statement or company annual report for each of the latest year.

Jeroth Incorporated's consolidated balance sheet and income statement for 2004 is provided at the end of this table.

7. How many projects similar to the functions proposed in this bid have been worked on in the past three (3) years.

In the past three years, Pacific Telemanagement Services has worked on twelve (12) projects with functions similar to those in this RFP

8. Provide as many as possible but no less than three (3) references for the project description in number 7 above. Include at least the following information:

- a. Company name
- b. Address
- c. Type of Business
- d. Description of the element(s) of the project being assigned.
- e. Identify any subcontractor(s) and its role in these studies or projects.
- f. A brief description of the system or hardware to be installed.
- g. Contract person and alternate:
 - i. Name
 - ii. Title
 - iii. Phone Number
 - iv. Address
 - v. Hours available
- h. Total full time work force assigned to projects related to project on this bid.
- i. Total full time work force located in the Commonwealth being proposed by the response to this bid.



The following Pacific Telemanagement Services references are provided. Additional references are available upon request.

Reference 1 – State of California, Public Access Telephone Services Contract

MCI, Inc.
11080 White Rock Road, Suite 100G
Rancho Cordova, CA 95670

PTS provides installation, adds/moves/changes, maintenance services, phone polling, coin collection, dial around processing, and reporting to MCI in support of its contract with the State of California. This provides pay telephone support for over 100 state and local agencies, and other public entities and covers over 2500 public payphones located throughout the state.

Contact Person
Mr. Ken McNeil, MCI Operations Manager
(916) 779-1937

Reference 2 – 7-Eleven, Inc.

7-Eleven, Inc.
2711 North Haskell
Dallas, TX 75204

7-Eleven is the world's largest operator, franchisor and licensor of convenience stores. Worldwide, they have almost 28,000 stores with almost 6,000 in the US. This account has 5 subcontractors that provide labor for installation, moves, removals, coin collection, coin counting, maintenance and repair; 1) Coin Mach, 2) Coin-Tel Services, 3) Interstate Telecommunications Inc., 4) National Telecoin and 5) Paracom Inc.

The Contractor currently provides 1,620 Public Payphones to over 1,000 7-Eleven stores under a subcontract with Verizon. These public payphones are generally outdoor, with pedestals and enclosures. The installations have Protel Coinphones that are being polled with ExpressNet software.

Contact Person:
John Dyer, Category Manager
(214) 828-7856



Reference 3 – Cracker Barrel Restaurants

Cracker Barrel Restaurants c/o T&M Management Services
P.O. Box 557
Hermitage, TN 37128

Cracker Barrel owns/operates a chain of 535 restaurants/stores in 41 states throughout the US. This account has 5 subcontractors that provide labor for installation, moves, removals, coin collection, coin counting, maintenance and repair; 1) Coin Mach, 2) Coin-Tel Services, 3) Interstate Telecommunications Inc., 4) National Telecoin and 5) Paracom Inc. The Contractor currently provides 392 Public Coinphones for Cracker Barrel Restaurants under a subcontract through Verizon. The installations have Protel Coinphones that are being polled with ExpressNet software.

Contact Person:
Melissa Cox, President of T&M Management
(615) 847-4721

Pages 34-38

Redacted

as they

contain Financial Information

Tab 5 – Project Staffing and Key Personnel

This TAB allows the Contractor to present detailed information regarding personnel that are being proposed to fulfill the tasks and services requested. The Contractor should include the number and names, where practicable, of executive and professional personnel, analysts, auditors, researchers, programmers, consultants, etc., who will be engaged in the work of this RFP. Minimally, the Contractor must identify a Project Manager. This TAB should be used to describe relevant experience for all proposed staff. In this TAB the Contractor must:

1. Describe the proposed organization structure, functional and contractual reporting responsibilities.

MCI Response: MCI has read, understands, and provide the following organizational structure, functional and contractual reporting responsibilities.

The following table provides a summary overview of MCI and its subcontractor personnel having direct oversight and direct responsibility, as applicable, for the successful implementation and continued performance of MCI's contract with the Commonwealth. Reporting structure for each company is from top to bottom, with Executive Management being the highest. Relational reporting structure between companies is horizontal, with the MCI personnel as the Commonwealths primary and single points of contact for each organizational level.

Sr. Executive Management	Mr. Steve Viefhaus Director	Mr. Michael Rossi Executive Director of Business Management
Sr. Sales and Contract Oversight	Mr. Keith Eismann Sr. Manager	Mr. Stuart Seiler Director of Business Management
Sr. Implementation and Operational Oversight	Mr. Patrick Pline Sr. Regional Operations Manager	Mr. Tony Zumbo General Manager
PA Public Payphone Operational Support	TBD PA Public Payphone Program Manager	Mr. Michael Keane Project Manager
Other	Installation Support Team	Field Support Technicians

2. Describe the responsibilities for each identified staff member. Provide a brief narrative describing the relevant experience of each identified staff member. This narrative should discuss how the particular experience relates to their specific role.

MCI Response: MCI has read, understands, and provides the responsibilities for each of MCI identified staff members, and any subcontractor support staff that will be in direct support of the Commonwealth.

Mr. Steve Viefhaus, Director

Mr. Viefhaus provides overall organizational strategic management and directives to meet Line of Business and company goals and objectives. For the Commonwealth contract, Mr. Viefhaus will provide executive level support, oversight and guidance of all MCI operational, account, and field services resources supporting the Commonwealth. In addition Mr. Viefhaus will be the Commonwealth's point of contact for any necessary executive level escalations. Mr. Viefhaus has been with MCI for approximately 25 years and has been supporting the MCI Department of Corrections line of business since its inception in 1989.

Mr. Keith Eismann, Sr. Manager

Mr. Eismann is the Senior Manager for MCI's Department of Corrections Line of Business with national responsibility for sales and contract management. Mr. Eismann will provide oversight and direction to the WA DOC MCI assigned Account Manager to insure positive customer relations, contract compliance, and day-to-day account management. In addition, Mr. Patterson will be responsible for meeting the business requirements of the contract and interacting with DOCS operations staff. Mr. Eismann's experience in and knowledge of the Corrections Market is highly regarded as he has supported this Line of Business for the past 11 years. His understanding of the industry and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base.

Mr. Pat Pline, Sr. Regional Operations Manager

Mr. Pline is the Senior Regional Operations Manager for MCI's Department of Corrections Line of Business, responsible for the Commonwealth of Pennsylvania. For the Commonwealth Mr. Pline's responsibilities will include management oversight of the day-to-day activities of MCI's Operations, Technical Support, Field Maintenance Repair and Inmate Administration personnel dedicated to supporting the Commonwealth. In addition Mr. Pline is responsible for overall project and program management, and Commonwealth's contact for 2nd level field operations escalations. For over 10 years Mr. Pline has supported MCI's offender calling services programs field operations activities for Eastern US regional customers.

**MCI Public Payphone Program Manager**

The MCI Program Manager will provide day-to-day communications with the Commonwealth's public payphone entities that are a part of this contract. In addition, he/she will provide direction and oversight of PTS and its resources in order to assure that all program requirements are met or exceeded. In addition, the MCI Program Manager will work daily with PTS on all aspects of installation, removal, polling, coin collection, billing, etc. PTS public payphone technicians will perform all preventative and remedial maintenance with MCI Program Manager oversight.

3. Provide detailed resumes for all identified personnel, including length of service with the Contractor's company. Three (3) professional references must be provided including name, client name, telephone number, and hours available.

MCI Response: MCI has read, understands, and has provided at the end of this TAB 5 the required resumes and associated required information for each of MCI above identified staff members. The Commonwealth should note that the specific references provided for each individual is for their overall program management capabilities and are not directly related to the provision of public payphone services. Subcontractor references will be provided upon request.

RFP SECTION 1 – TAB 5

RESUMES

STEVE VIEFHAUS
MCI SENIOR DIRECTOR, DEPARTMENT OF CORRECTIONS LINE OF BUSINESS

Mr. Viefhaus is the Senior Director of MCI's Department of Corrections Line of Business. Mr. Viefhaus provides overall organizational strategic management and directives to meet Line of Business and company goals and objectives. For the PA contract, Mr. Viefhaus will provide executive level support, oversight and guidance of all MCI Service operational, account, and field services resources supporting the Commonwealth. In addition Mr. Viefhaus will be the Commonwealth point of contact for any necessary executive level escalations.

Mr. Viefhaus has been with MCI for approximately 25 years and has been supporting the MCI Department of Corrections line of business since its inception in 1989.

The following executive level references are provided:

State of New York, Inmate Telephone Services

Mr. Ron Courington, NY DOC, Asst Director
(518) 457-2540

Commonwealth of Virginia, Inmate Telephone Services

Mr. Gene Johnson, VA DOC, Director
(804) 674-3010

State of Arkansas, Inmate Telephone Services

Mr. Larry Norris, AR DOC, Director
(870) 267-6241

State of Missouri, Inmate Telephone Services

Ms. Theresa Roedel, MO DOC, Inmate Services Program Manager
(573) 522-2783

KEITH R. EISMANN
MCI SR. MANAGER, DEPARTMENT OF CORRECTIONS

Mr. Eismann is the Senior Manager for MCI's Department of Corrections Line of Business with national responsible for sales and contract management. Mr. Eismann will provide oversight and direction to the Commonwealth MCI assigned Program Manager to insure positive customer relations, contract compliance, and day-to-day account management.

Mr. Eismann has worked in the telecommunications industry for 23 years focusing in the areas of program/project management, technical sales and sales support, customer service, and Sr. level management. Since joining MCI in 1988, Mr. Eismann has gained extensive experience in the executive management of some of MCI's largest and most complex government markets customers. Mr. Eismann's experience in and knowledge of the Corrections Market is highly regarded as he has supported this Line of Business for the past 11 years. His understanding of the industry and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base.

POSITION, ROLES, AND EXPERIENCE IN PAST ENGAGEMENTS

State of Colorado , Inmate Telephone Services

Ms. Sue Grisenti, DOC ITS Manager
(719) 269-4262

Project Role: Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the State of Colorado since 1996.

Project Overview: MCI provides the State of Colorado managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and debit inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 23 total adult institutions and 886 phones.

State of Arkansas, Inmate Telephone Services

Ms. Shelia Sharp, Contract Manager, Arkansas DOC
(870) 247-1800

Project Role: Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the State of Arkansas since 1998.

Project Description: MCI provides the State of Arkansas with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 21 state institutions and over 800 inmate phones statewide.

Commonwealth of Virginia, Inmate Telephone Services

Mr. John Jabe,
(804) 674-3010

Project Role: Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the Commonwealth of Virginia since 2000.

Project Description: MCI provides the State of Nevada Idaho with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and debit inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 66 state institutions and over 2,200 inmate phones.

EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS

Sul Ross State University, Alpine Texas

University of Texas at San Antonio, San Antonio Texas

PATRICK PLINE
MCI SR. OPERATIONS MANAGER, EASTERN REGION

Mr. Pline is the Senior Regional Operations Manager for MCI's Department of Corrections Line of Business, responsible for the Commonwealth of Pennsylvania. For the Commonwealth's program Mr. Plines responsibilities will include management oversight of the day-to-day activities of MCI's Operations, Technical Support, and Program Management supporting the program. In addition Mr. Pline is responsible for overall project and program management, and the Commonwealth's 2nd level point of contact for field operations escalations.

Mr. Pline has worked in the telecommunications industry for over 35 years. His experience includes technical sales support, implementation and project management, central office maintenance, and field operations management. Since joining MCI Sales in 1991, Mr. Pline has managed the field operations group and supported the technical needs of a sales organization. He presently manages all installation and maintenance activities for MCI's correctional customers located in the northeast, including the existing MCI contract's with the State's of New York, Virginia and Connecticut.

POSITION, ROLES, AND EXPERIENCE IN PAST ENGAGEMENTS

State of New York, Department of Corrections

Mr. Ed Koberger, Supervisor of Data Processing/Offender Services
(518) 457-4414

Project Role: Mr. Pline provides the same management and oversight as stated above to New York DOC and has provided this account support since 1996.

Project Overview: MCI provides the State of New York managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for over 70 institutions/facilities and 3500 inmate phones statewide.

Commonwealth of Virginia, Department of Corrections

Mr. John Jabe, Deputy Director - Operations
(804) 674-3010

Project Role: Mr. Pline provides the same management and oversight as stated above to Virginia DOC and has provided this account support since 1996.

Project Description: MCI provides the Commonwealth with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 54 state institutions/facilities and over 2500 inmate phones statewide.

State of Connecticut, Department of Corrections

Ms. Julie Gasiorek, Lieutenant
(860) 692-6967

Project Role: Mr. Pline provides the same management and oversight as stated above to Connecticut DOC and has provided this account support since 1998.

Project Description: MCI provides the State of Connecticut with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and subscriber prepaid inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 21 state institutions and over 1200 inmate phones.

EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS

MCI Provided & Sponsored Certifications:

Project Management & Managing Multiple Priorities

Tab 6 – Technical Requirements

In addition to the following information, Contractors must include in this tab response to all information requested in Part 1.5-A through 1.5-E of this RFP and include Attachment 3 Coin/Card Telephone Installation and Cutover Schedule, Attachment 5 Installed Equipment Form.

MCI Response: MCI has read, understands and has provided response to Part 1.5-A through 1.5-D below and has provided Attachment 3 Coin/Card Telephone and Attachment 5 Telephone Installation and Cutover Schedule directly following this TAB 6 response.

Installed Equipment: The Contractor must include with its proposal:

A. System A:

- (1) A minimum list of five customers located in the United States with coin/card stations, enclosures, mounting pedestals etc. of the type proposed in the RFP.
- (2) See Attachment 5 for the format for providing the information.

MCI Response: MCI has read, understands and has provided the requested five customer references directly following this TAB 6 response.

B. Demonstration:

A. Basic Requirements:

The Commonwealth may require Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, to provide a demonstration of System A as an integrated entity. The demonstration of System A as proposed in the RFP shall be conducted at a Contractor customer location. A minimum of six (6) and not more than seven (7) Commonwealth representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s). Reference Attachment 6 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. After the demonstration Commonwealth personnel will process travel documents through the Comptrollers Office which reviews the document and supporting documentation. The Comptroller's Office will issue a document to each Contractor stating the dollar amount that it must reimburse to the Commonwealth.

No Contractor may subsidize charges, nor may it provide gifts, gratuities, upgrades, free meals, free rooms, free transportation, etc.



- B. Name and Location of Demonstration Site: The name and location of the System A proposed as the site for the demonstration shall be included in the response to this paragraph in the proposal.

MCI Response: MCI has read, understands and submits that the required presentation could take place at the Pennsylvania Turnpike Rest Stop in Elizabethtown. This is an active existing site with a close proximity to Harrisburg and houses multiple stations.

- C. Dates/Times Controlled by Office of Administration: The date and times of the demonstration will be coordinated by the Office of Administration. The Office of Administration retains the right to reject a demonstration site and date proposed by the Contractor and to require an alternative(s) from the Contractor.

MCI Response: MCI has read, understands and agrees.

- D. Systems to be Demonstrated: The system to be demonstrated must be operational, completely integrated, in production, and in operation at the site.

MCI Response: MCI has read, understands and submits that the site proposed by MCI in this section is operational, completely integrated, in production and in operation at the site.

- E. Responsibility for Cost: The Office of Administration will not be responsible for any costs incurred by the Contractor in conducting the demonstration. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

MCI Response: MCI has read, understands and will comply.

F. Details of Demonstration:

1. The demonstration for System A shall consist of a series of telephone calls placed from payphone stations; both local and long distance. The setup and details of these calls are scripted and the operational demonstration is designed to determine the effectiveness of the proposed systems in meeting the operational standards as presented in Part 5 – Paragraph 1.5-A. The calls shall be placed and received by members of the Evaluation Committee and/or individuals designated by the



Commonwealth of Pennsylvania. The telephones used for the calls must be public payphones in which multiple stations are installed. The calls shall be received using a variety of terminating switches/station equipment.

MCI Response: MCI has read, understands and will comply.

2. Since the requirements of the RFP are to be considered minimum, each Contractor is encouraged not only to propose, but also to demonstrate, additional features considered desirable by the Contractor that will be made available to the Commonwealth as part of the services provided under this RFP.

MCI Response: MCI has read, understands and will comply.

- G. Detailed Cutover Schedule: Contractors must submit a detailed cutover schedule with their proposals, including time frames for the various stages of installation and tests and acceptance by the Commonwealth for System A – coin/card public telephone services. See Attachment 3 Installation and Cutover Schedule to provide the information. See Attachment 1 Payphone & Enclosures in place, Attachment 2 Public payphone Station Inventory, Attachment 7 Department of Transportation Welcome Centers and Roadside Rests with TTYs for developing the installation and cutover schedule.

MCI Response: MCI has read, understands and has complied with a detailed cutover schedule provided directly following this TAB 6 response.

It is important to note that MCI's proposed Subcontractor PTS currently owns & operates 289 of the 917 Public Phones currently operational in the Commonwealth. These 289 phones will not require any type of service cut-over. The other 628 Public Phones belong to Verizon and will need to be transitioned from Verizon to PTS. The resource necessary to effect transition of these phones from Verizon to PTS will be provided by both MCI and PTS. It is estimated that the implementation schedule will take approximately ten (10) weeks to complete.



Part 5 System

1.5-A. System A: Coin/Card Public Telephone Service:

1. General Conditions: Coin/Card Public Telephone Service:

a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, telephone directories, Contractor work, associated wiring or any other cost to install and maintain the coin/card public telephone service. For the most part the Commonwealth cabling and conduit is provided, however in some instances Contractor may have to supply what is required to complete the project. At this point that amount cannot be determined. Estimation would be 5% of new coin/card phones installed.

MCI Response: MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

b. Compliance with Regulations and Law: The Contractor shall comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and must meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. All installations must be in compliance with the Americans With Disabilities Act to include the installation of text telephones (TTY) as required by the law. The Contractor shall not engage in unreasonable practices as specified in FCC regulations.

Attachment 8 is Act 181 of 2002. This bill amends the Dual Party Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

MCI Response: MCI has read, understands and will comply.

c. Federal and State Laws, Rules, Regulations, and Codes: The Contractor shall ensure that all services and equipment proposed during the term of the contract complies with all Federal and State laws, rules and regulations including but not limited to rate making, branding, provision of consumer information, access to local, IntraLata, and InterLata carriers, accommodations for individuals with disabilities and any applicable construction, electrical and safety codes.

All parties must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator.



The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

MCI Response: MCI has read, understands and will comply.

d. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment, enclosures, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and enclosures proposed.

MCI Response: MCI has read, understands and will comply.

e. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment and/or enclosures that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones and Enclosures in Place, Attachment 2 Public Payphone Station Inventory and Attachment 7 Department of Transportation's Roadside Rests and Welcome Centers (RRWC) with the requirement for one (1) TTY at each RRWC facility as listed in the attachment. Refer to Attachment 7 for the TTYs that the Department of Transportation (DOT) owns. Two (2) TTYs are owned by Verizon and would be replaced by DOT with a new Contractor, but the Contractor would install them for the DOT at no charge. When the installed DOT TTYs need to be replaced or new facilities, the Contractor will recommend what type of TTY that DOT should purchase and the Contractor will install them at no charge. As reflected on Attachment 7 DOT has two (2) new facilities (Carbon County & Susquehanna) to open as indicated on the attachment and the amounts of payphones required. DOT does not have plans for other facilities to open, but if they occur during the contract period, the Contractor will be required to install the required payphones requested by DOT depending on the design of the facility.

MCI Response: MCI has read, understands and will provide the requested equipment. Costs to provide the requested equipment are as detailed in MCI's Cost Proposal response to Section 1 Coin/Card Public Payphone.

f. Responsibility for Costs: The Contractor shall be responsible for all costs and/or penalties associated with the replacement of the existing stations, enclosures, and TTYs installations.

MCI Response: MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

g. System Responsibility: The Contractor shall be responsible for the complete installation of the complete and tested System A. The Contractor without cost, although not specifically mentioned in this RFP, must provide any required interface equipment, to the Commonwealth. It is to be understood that complete operating systems accepted by the Office of Administration are required in all cases.

MCI Response: MCI has read, understands and will comply.

2. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. The listing shall clearly identify that the features are provided at no cost to the Commonwealth.

MCI Response: MCI has read, understands and submits that in addition to the basic requirements of this RFP MCI will The Contractor will offer Reduced-Rate coin-paid International Calling and Reduced-Rate Domestic Operator Service Calling through a Toll-Free Access Number. Both services can be advertised on the phones. The discounted rates on these services are offered at approximately 30% under AT&T rates and are not tied to any LEC tariffs.

3. Operational Standards: The coin/card telephone stations shall have the following operational standards:

a. Coin stations shall provide free calling to emergency service, 911 and 0.

MCI Response: MCI has read, understands and will comply.

b. Shall provide free calls to toll free services 800/888/877/etc numbers.

MCI Response: MCI has read, understands and will comply.

c. Shall provide free access to live operator assistance for collect local, IntraLata and InterLata calls, and other user needs 24 hours a day, seven days a week, 365 days a year.

MCI Response: MCI has read, understands and will comply.



d. Shall provide automatic user access to predetermined primary IntraLata and InterLata carriers. Automatic user access is immediate dial tone to the carrier without dialing any codes.

MCI Response: MCI has read, understands and will comply.

e. Shall provide access to IntraLata and InterLata carriers through 800/888/877/950/10XXX, or any other FCC/PUC approved access codes.

MCI Response: MCI has read, understands and will comply.

f. Contractor shall make available, and shall identify, the cost if any, for calls to Directory Assistance 411 and/or 555-1212 service.

MCI Response: MCI has read, understands and will comply.

Although MCI's Subcontract PCS normally charges \$0.50 for 411 and \$1.50 for Area Code-555-1212, MCI is willing to provide 411 calls for free in lieu of providing Directory Binders and Directories (see 3.q. below).

g. There shall be no charge for busy, no answer, or incomplete calls regardless of how long the user waits before hanging up.

MCI Response: MCI has read, understands and will comply.

h. Stations shall be continually scanned for malfunction by the Contractor's maintenance operation.

MCI Response: MCI has read, understands and will comply.

Stations shall be scanned by both technicians and the phones themselves, which will have on-board scanning capability and will dial out to the Contractors host-system (ExpressNet) to report serious malfunctions. All phones will be polled daily and Phone-Reported Malfunctions will be combined with Caller-Reported Trouble to issue Service Tickets.



i. Coin/card telephone installations shall meet the established standards for use by the physically disabled and hearing impaired as well as the requirements of the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.

MCI Response: MCI has read, understands and will comply.

j. The stations shall display the name of the Contractor(s) providing local, IntraLata and InterLata service.

MCI Response: MCI has read, understands and will comply.

k. The stations shall display the telephone number of the station Contractor's repair service. This number is required to be accessible 24 hours a day, 7 days a week, 365 days a year.

MCI Response: MCI has read, understands and will comply.

l. The stations shall have adequate usage instructions and the charge for a local call displayed on the coin/card telephone housing.

MCI Response: MCI has read, understands and will comply.

m. Coin/card stations shall NOT require an external power source to remain operational. The telephone line should be the only source of power required for the station to function.

MCI Response: MCI has read, understands and will comply.

n. Coin stations shall accept nickels, dimes, and quarters as payment options.

MCI Response: MCI has read, understands and will comply.

o. Each Contractor shall specify its approximate set-up time in seconds for directly dialed and operator handled calls.



MCI Response: MCI has read, understands and submits that upon completion of dialing either a direct or operator handled call, the caller will be thanked for making the call through an automated voice and then ringing will begin 3-6 seconds later.

- p. Coin and/or card stations shall be used, or continue to be used, in locations where they are presently in place.

MCI Response: MCI has read, understands and submits that MCI will support all existing coin and/or card stations in place contingent upon the Commonwealth's and/or the using Agencies acceptance of MCI's Cost Proposal as provided in this RFP response.

- q. Coin stations shall be supplied with current telephone directories; both white and yellow pages which will be mailed to each location for the Commonwealth's distribution for that area payphone(s).

MCI Response: MCI has read, understands and submits that a more practical approach would be for MCI to provide 411 services for free. If this is unacceptable to the Commonwealth, then MCI will comply with the above at MCI approved select locations.

4. Station Equipment: The coin/card telephone shall have physical and design characteristics that include the following:

- a. Dial tone/touch-dial service.

MCI Response: MCI has read, understands and will comply.

- b. A steel housing that protects the counting, collecting, storing and electronic components of the telephone.

MCI Response: MCI has read, understands and will comply.

As stated in this response, MCI's proposed Subcontractor PCS has installed base of 289 units. These units will be retained. Existing Verizon units will be replaced with similar industry-standard equipment.



- c. Operating ease with concise instructions on the faceplate.

MCI Response: MCI has read, understands and will comply.

- d. A weatherproof housing design that resists the most severe weather conditions.

MCI Response: MCI has read, understands and will comply.

- e. Industry standard design.

MCI Response: MCI has read, understands and will comply.

- f. An armored handset cord that is resistant to stretching and breaking to minimize out-of-service conditions.

MCI Response: MCI has read, understands and will comply.

- g. Magnetic coin stops to capture non-coin deposits.

MCI Response: MCI has read, understands and will comply.

- h. Automatic locking coin receptacles.

MCI Response: MCI has read, understands and will comply.

- i. Security seals on coin receptacles.

MCI Response: MCI has read, understands and will comply.

- j. Tamper proof locks - upper and lower housings.



MCI Response: MCI has read, understands and will comply.

- k. Discrete tones upon coin deposits.

MCI Response: MCI has read, understands and will comply.

- l. Slug rejection chute design.

MCI Response: MCI has read, understands and will comply.

- m. Chute string cutter to prevent stuffing of chute.

MCI Response: MCI has read, understands and will comply.

MCI has not experienced any significant problems associated with stuffing. The existing phone and planned install phones do not have this feature. MCI proposes that if stuffing becomes an issue, MCI will at its discretion replace the phone.

- n. Floating case hardened metal plate to prevent side drilling entry.

MCI Response: MCI has read, understands and will comply.

- o. Installation reinforced by security studs to prevent theft of telephone.

MCI Response: MCI has read, understands and will comply.

- p. Meet the requirements of the hearing impaired legislation and the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.

MCI Response: MCI has read, understands and will comply.

5. Unprofitable Coin/Card Telephones:

General: The Commonwealth recognizes that there are coin/card stations installed at Commonwealth locations that are unprofitable. Commonwealth believes that there are no agencies being billed a monthly recurring charge for stations (semi-public). In addition, all public payphones listed on Attachment 2 are all receiving monthly commissions. Under the contract resulting from this RFP, no coin/card stations shall be disconnected or removed without the concurrence of the Commonwealth and there shall be no charge for any coin/card station after the effective date of the contract. All existing payphones fulfill a public policy objective in health, safety and public welfare.

Contractor shall include a statement in its proposal that it agrees to install up to five (5) percent additional stations at potentially unprofitable locations during each year of the contract. This percent growth rate shall be calculated using as a base the number of coin/card stations listed in the total inventory not per using agency group of stations. In the past contract the Office of Administration (OA) worked with the agencies to determine the need by asking the using agency to work with their customer rather than installing a payphone if an existing payphone(s) could be moved to obtain additional profits, etc. Because of the unprofitable payphones, the Commonwealth will work with the awarded Contractor and the agencies to reduce public payphones.

The Commonwealth is looking for ideas from the Contractors on how to add profitable business to our statewide contract, for example adding airports, bus stations, etc. to the Commonwealth contract. Contractor shall include a statement in its proposal that it agrees to find other business to add to the Commonwealth's contract and shall explain how this can be accomplished and also other ideas for obtaining profits.

In Attachment 13-A, the Commonwealth has added components for Contractor to charge for public coin/card payphones. The chargeable components will be used only when Contractor will not install a commission based coin/card payphone because of either the existing or potential low revenues. If an agency still requires coin/card public payphone services and is willing to pay for the services the Contractor would charge the agency monthly for providing the services this include the payphone, dial tone, repair services, maintenance services and all aspects under the award of Section 1.

MCI Response: MCI has read, understands and submits that all costs associated with MCI's proposal to provide the coin/card payphone service has been provided in MCI's Cost Proposal and will impact the above requirements.

6. Payphone Signage:

The design and placement of signs indicating the location of coin/card stations shall adhere to Commonwealth policy and regulation as well as conform to a reasonable interpretation of good common sense and propriety. Recognizing that two principal purposes for the public payphones are the convenience of the public and maximization of commission revenue to the



Commonwealth, Contractors shall agree to place more location signs than might generally be considered normal in unusual areas such as state parks. The Contractor shall reach agreement with the using agency in these situations. The Commonwealth shall make the decision if the Contractor and the using agency cannot agree on a signage issue.

MCI Response: MCI has read, understands and will comply.

7. Revenue and Commission Reports: Revenue and commission reports shall be provided by the Contractor to the Commonwealth agencies as specified by the Office of Administration each month. As a minimum, the reports shall include the following:

a. Telephone Generated Revenues:

Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories.

Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by location.

Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by using agency.

MCI Response: MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

b. Telephone Generated Commissions:

Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone.

Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by location.

Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by using agency.

MCI Response: MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

- c. Custom Reports: The Contractor shall agree to develop additional reports as may be reasonably required by the Commonwealth and to provide the Commonwealth with such reports at a frequency to be mutually agreeable to both parties.

MCI Response: MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

- d. Monthly Inventory and Summary: A monthly report summarizing the statistics for stations in each using agency shall be supplied to the Office of Administration within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 2 Public Telephone Inventory.

MCI Response: MCI has read, understands and will comply.

- e. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied to the Office of Administration monthly commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the report in Attachment 9, which is mailed to the agencies monthly and emailed to the Office of Administration monthly. In addition, Attachment 10 Summary Revenue and Commissions, this is only sent to the Office of Administration.

MCI Response: MCI has read, understands and will comply.

- f. Weekly Conference Calls and Reporting: The project manager and its staff shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties to dial into. The bridge may be a non-toll free telephone number for the Office of Administration to dial into. During the weekly conference calls the project manager or staff shall be responsible to report all actions/issues, review the weekly maintenance trouble ticket report and to be followed in an electronic formatted email with current issues discussed and closed issues on same report.

MCI Response: MCI has read, understands and will comply.

- g. Weekly Maintenance Trouble Ticket Report: The project manager and its staff shall be responsible to email weekly maintenance trouble ticket report to the Office of Administration.



Minimum elements of the trouble ticket report on a spreadsheet with ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.

MCI Response: MCI has read, understands and will comply.

h. Route Cause Analysis Log: The project manager and its staff shall be responsible to report through telephone and emails to the Office of Administration when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date, time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.

MCI Response: MCI has read, understands and will comply.

i. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.

MCI Response: MCI has read, understands and will comply.

j. End User Forum Meetings: The project manager and staff shall be responsible for scheduling the User Group Forum that will be held yearly if required by the Office of Administration. The forums are held in the Harrisburg, Pennsylvania area. The end user forums are presentations to the agencies Telecommunications Management Officers (TMO) who are located in the Harrisburg area. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc. The Contractor shall not be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the end user forum meeting.

MCI Response: MCI has read, understands and will comply.

8. Coin Collection and Related Activities:

a. Description of Activities: The Contractor shall describe in detail how the following activities are accomplished:

MCI Response: MCI has read, understands and has provided below detail regarding each requested activity.

1. The collecting, recording and maintaining of records on the amount of coins collected by station.

MCI Response: MCI will install smart phone units which generate a call detail record for every completed coin call. These records are captured through remote polling by the installed units daily through MCI's subcontractor, PCS's ExpressNet system. The ExpressNet System will auto track the coins in each phone allowing for a collections to occur only when necessary. The ExpressNet also helps with management of the funds and monthly reporting as requested by the Commonwealth.

PTS will use security seals on coin boxes that automatically lock when they are removed from the phone and a number of other security measures (detailed below), but these measures and procedures are used to ensure security of the coins for the local contractor, who is responsible for coin based on the Call Detail Records.

With regard to collection, within every public coin pay telephone is an individually serialized coin box that is periodically collected by a trained coin collection agent. The coin collection agent will remove the sealed coin box from the telephone and replace it with an empty unit. The serial numbers of both the full and empty coin boxes will be recorded on the agent's collection and cleaning log and the full box transported, in a locked vault, back to the appropriate coin counting facility. Upon collection, the agent will enter a special code into the keypad of the telephone which "logs" the collection activity into the instrument's memory. This creates a collection record which will later be polled by the ExpressNet system.

Every public coin telephone is equipped with an individual coin vault which is uniquely keyed. The keys are not reproducible to provide assurance of vault security. The keys may only be released to the scheduled collection agent for use on the scheduled route. Every coin telephone contains a uniquely numbered coin box assigned to it that is sealed before being released to the collection agent and will automatically lock, when removed from the payphone itself.

Upon removal from the telephone, coin boxes are automatically locked and sealed to eliminate intrusion. All collections are returned to the appropriate counting facility and turned over to a counting agent for seal inspection and coin counting. The counting agent takes possession of the collection and maintenance log as well as the coin box itself, verifies the coin box number and seal integrity, removes the seal, counts the enclosed coins and enters the coin box total in the log. The coin total is also entered into the coin counting system and later compared and validated with polled collection data recovered through the ExpressNet system.

All coin counting facilities are intrusion alarmed and equipped with coin jet counters and coin vaults for temporary storage of bulk coin revenues. Bulk coin is moved daily from the counting facilities, directly to a bank using an armored transport service.

2. The updating of the database for commission purposes.

MCI Response: MCI's proposed ExpressNet System tracks all call detail and coin review on a monthly basis as described in item 4 below. These reports would be used in paying any commissions to the Commonwealth.

3. The establishment of the collection intervals on a station-by-station basis.

MCI Response: Each payphone is initially assigned an estimated collection frequency based on available coin calling history and then the actual coin performance of each individual phone is monitored to fine-tune this collection frequency. In the event that an unusual event causes a spike in coin calls, the daily polling of each phone will detect this and a service ticket will be issued to prevent the coin-box from becoming so full that coin calls cannot be made.

4. The assurance that there is proper accounting of originated revenues generated and that accurate commissions are paid.

MCI Response: The ExpressNet database that calculates commissions requires four (4) critical types of information in order to accurately calculate revenue; 1) A record must be set-up for the proper Line Number, 2) The commission arrangement must be assigned to the Line Number, 3) The Line Number must be assigned to the Commonwealth Account and 4) The revenue must be loaded with the proper Line Number. There are a number of processes that occur that detect any errors that could occur in these processes. Regarding the initial keying of the Line Number, if a mistake is made, the database will not show a completed first test call when the phone is initially installed and the phone will not be programmed. These failures will prompt the Contractor's Data Management person detect the error and correct the Line Number in the database. The commission arrangement assigned to each Line Number and the assignment of each Line Number to the Commonwealth's account are monitored by the Project Manager and checked with each commission cycle. Each time that revenue is loaded (Coin data comes from ExpressNet [see 8.a.1. above], Operator Services data comes from Network PTS [see 8.a.4. below] and Per Call Compensation comes from the Carriers [see 8.a.4 below]), the

Contractor looks for Line Numbers that had \$0 revenue from these various sources and revenue reported for Line Numbers not in the database. In the case of missing revenues, the Contractor checks upstream with the particular source where any possible errors are detected. This process also occurs with every commission cycle.

Call Detail Records are generated by Network PTS for all Operator Service Calls completed from the phones using a 0+/0-/00- dialing pattern. Additionally, Call Detail Records are generated by Network PTS for all completed calls made from the phones through Network PTS' Discount Operator Service via a unique Toll-Free Number. This information is summarized by Line Number and loaded into the commissioning system, monthly. All of these call detail records are available to the Commonwealth, monthly, on CD-ROM. Credit for these calls is based on Gross Billed Revenues. There are no deductions for uncollectibles.

- b. Refunds and Complaints: The Contractor shall describe how refunds and customer complaints are handled.

MCI Response: MCI has read, understands and submits that Refunds and reports of Service Trouble or Complaints can be made by dialing 211 from the phone, which is programmed to forward these calls, without charge, to a service available 24 hours per day, 365 days per year.

Prior to offering a refund, the caller is first offered a complimentary call. In the event of a complaint and/or service trouble, this information is electronically recorded and forwarded to the process generating the Contractor's service tickets.

- c. Trouble Detection and Repairs: The Contractor shall describe in detail the trouble detection and repair procedures. It is expected that the detail shall include measurement guidelines such as time objectives for correction of out-service conditions.

MCI Response: MCI has read, understands and submits that virtually all troubles with Public Payphones will be detected via communication between the phones and the ExpressNet system. Each phone is programmed to call the ExpressNet system whenever there is an out-of-service condition such as a broken handset or any other condition that the phone can detect. Any trouble detected by the phone that does not indicate an out-of-service condition, will be detected in the regularly scheduled daily polling of each phone by the ExpressNet system. The failure of the ExpressNet system to communicate with the phone or the detection by the ExpressNet system of no additional coins since the last communication will also cause a Service Ticket to be generated.

Callers can report Service Trouble with the phone unit by dialing 211 from any phone. The phone will route callers to an automated service available 24x7x365. Caller information is electronically recorded and forwarded to a service technician. In addition to the Automated Trouble reporting, the Commonwealth will be provided with a Toll Free Service for trouble reporting.

- d. Full Coin-Box Condition: The Contractor shall describe the method to be used to detect full coin-in-box conditions.

MCI Response: MCI has read, understands and submits that MCI will be able to detect full coin-in-box conditions through regularly scheduled polling of the phone through the ExpressNet system. The installed smart phone all have the capability to call the ExpressNet system outside of the regularly scheduled polling time, when the coin-box is getting close to full and when it is completely full.

- e. Station Inspection and Cleaning: The Contractor shall describe the plan for periodic coin station inspection, station/booth cleaning, and calling instruction/directory replacement:

MCI Response: MCI will perform the following testing procedures upon each coin collection or trouble ticket phone visit.

VISUAL INSPECTION

1. Inspect handset for damage, insure that the armored cable is not pinched and is properly secured to the phone.
2. Look for bare wires on the handset. While listening to dial tone, move the cable at the phone base and at the handset, and check for dial tone interruptions and/or static. Replace handset if dial tone interruptions and/or static are detected.
3. Ensure that the coin return lever functions and the handset cradle is secure.
4. Make sure the pedestal, enclosure, phone line and conduit is secure and not loose. Report any loose equipment to your dispatcher or supervisor.
5. Verify that the phone book and directory holder are in good condition. If not call for replacement.

6.
PHONE TESTING:

1. Go off-hook and verify dial tone.
2. Dial a long distance IntraLATA 1 plus number. Wait for the processor voice and verify proper rates.
3. Insert a nickel, dime and quarter. Make sure the rate decrements 40 cents.
4. Hang up and verify that the coin mechanism returns all coins Dial "0". Make sure you receive a bong tone from the carrier indicated on the lower Dial Instruction Card. At this time, verify that the handset is not muted and you have sidetone. Also, depress all keys, individually and make sure there is solid DTMF for each key and the buttons move freely.
5. Last, enter the collection code and make sure the modem answers.

9. Enclosures and Pedestals:

A. General Requirements: All existing coin operated stations and/or card operated stations must be replaced on a one-for-one basis. Refer to Paragraph 1.5-A.1, Attachment 1 Payphones and Enclosures and Attachment 2 Public Payphone Station Inventory. The placement of coin/card telephone stations, enclosures, booths and associated equipment shall, at a minimum, meet existing standards and comply with the Americans With Disabilities Act requirements.

MCI Response: MCI has read, understands and will comply with ADA requirements. Phones will be replaced based upon the Commonwealth's acceptance of MCI's Cost Proposal provided as part of this RFP response.

B. Enclosures and Pedestals: The Contractor shall offer a variety of enclosure and pedestal types to provide the Commonwealth maximum options. In select locations (e.g. highways and other high traffic areas), enclosures shall provide noise suppression. The following enclosure types shall be offered as a minimum: drive-up, wall, pedestal, booth, flush mount. The Contractor is encouraged to offer a variety of these types, plus additional types.

MCI Response: MCI has read, understands and will comply.

C. Existing Enclosures: The selected Contractor must install new enclosures or refurbished as new those conform to, or are an approved equal to, those listed in Attachment 1 Payphones and Enclosure in Place.

MCI Response: MCI has read, understands and will comply.

10. Compliance With Americans With Disabilities Act (ADA): The awarded Contractor shall ascertain that all coin/card station installations comply with the ADA, e.g., height of coin slot, accessibility by wheel chair etc. If in-place stations are retained, locations not in compliance must be brought into compliance. In addition, in multiple station locations, if a TTY (text telephone) is required by law, the Contractor shall install an Ultratec Pay Phone TDD M240, M120, OR APPROVED EQUAL, at no cost to the Commonwealth. Attachment 7 references which TTYs are owned by the Commonwealth and which are owned by Verizon.

MCI Response: MCI has read, understands and will comply.

11. Environmental Considerations:

A. Complete Description: The Contractor shall include in its proposal a complete description of any special environmental considerations, which may be required to ensure proper operation. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.

MCI Response: MCI has read, understands and submits that there are no special environmental considerations that the Commonwealth will need to be concerned with.

B. Surge/Lightning Protection: Contractors shall provide and install at no cost to the Commonwealth adequate surge and lightning protection equipment on all lines used as a result of this RFP.

MCI Response: MCI has read, understands and will comply.

1.5-B. Common Requirements: System A:

1. Call Rate Affordability: The public coin/card telephones will be predominantly utilized by the citizens of, and visitors to, the Commonwealth. Therefore, it is essential that the services be provided at reasonable and customary rates and charges.

MCI Response:

MCI has read, understands and has responded accordingly below to each pricing requirement. Additionally, rates have been provided in MCI's Cost Proposal for Section 1 attached to this RFP response.



A. Reference Attachment 4-A & 4-B for the Verizon current rates. Contractor shall guarantee rates with submission of its proposal for public coin/card telephones on Attachment 13-A will be the maximum charged during the term of the contract and extensions of it.

MCI Response: MCI has read, understands and will comply.

With regards to the Independent Local Exchange Company areas, the Contractor is willing to honor any effective LEC tariff's in those areas or use other rates. The Commonwealth may choose. Rates for Discount Calling provided for Operator Services via a Toll Free Number (not 0+/0-/00-) and International Coin Calls are discounted from AT&T rates (see section 1.5-A.2. Other Features above) and are not tied to LEC tarified rates.

b. Contractor shall provide information on the long distance carrier it has chosen to prove the entire public coin/card phones.

MCI Response: MCI has read, understands and submits that the long distance carrier for all coin/card phones will be MCI's proposed subcontractor Network PTS. Network PTS is the current Long Distance Carrier for 150,000+ Public Payphones in the United States.

c. The public coin rates in Pennsylvania vary because the State is served by both Independent Telephone Companies and Verizon. The local coin rate is non-regulated and presently \$0.50 per call. The Intralata toll rates are found in Attachment 4-A & 4-B for those areas served by an Independent Telephone Company; and tarified with the PUC for those areas in Verizon territory. By responding to this RFP, Contractors agrees to the rates submitted on Attachment 13-A.

MCI Response: MCI has read, understands and will comply with the Rates listed in Attachment 4-A and 4-B. Additionally MCI will offer rates for Discount Calling for Operator Services via a Toll Free Number (not 0+/0-/00-) and International Coin Calls will be discounted from AT&T rates (see section 1.5-A.2. Other Features above) and are not tied to LEC tarified rates.

d. The Commonwealth shall verify compliance with the above specifications at the time of installation and periodically during the term of the contract.

MCI Response: MCI has read, understands and will comply.

e. If there are questions relative to matters handled by the Pennsylvania Public Utility Commission, Mr. Terrence J. Buda, Assistant Counsel, Law Bureau, PUC, may be contacted at (717) 787-5755. He will answer any questions and provide written rules and regulations as needed.

MCI Response: MCI has read, understands and will comply.

2. Moves, Changes, Additions, and Deletions: Each using agency participating under this contract may initiate moves, changes, additions, and/or deletions of components of System A. A move is the relocation of existing equipment and it's associated wiring/cabling. Each using agency Telecommunications Management Officer (TMO) shall work with the selected Contractor to establish public telephone locations and the number of stations required at each. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the initiating using agency. The Contractor will be given a minimum of ten (10) working days notice to complete the service order submitted by the using agency. The service order will be sent electronically to the Contractor by the using agency.

MCI Response: MCI has read, understands and will support the requested Adds, Moves and Changes procedures.

3. Installation, Transition and Implementation: Upon award of a contract, the Commonwealth and the Contractor will make any required adjustments to the Contractor's installation, transition and implementation schedule. The Contractor must be ready and able to fully perform the required services included in the contract. The Contractor must adhere to time and deadline requirements. If Contractor foresees any potential timing problem or has knowledge of any factor which may impact timing or delivery and transition or installation date of items to be installed, or service staff to be in place, or for other required services, Contractor shall include such information in the proposal.

MCI Response: MCI has read, understands and will comply.

MCI has provided in Attachment 3 directly following response to this TAB 6 MCI's proposed implementation schedule.



4. Schedule of Implementation: Contractor shall submit a complete and detailed schedule of the time required for installation steps, utility coordination, training, cutover, testing and acceptance. The schedule shall include staff charts, date, and any cutover aspects. Note that public coin/card payphone has a higher installation priority than others. The system A shall be installed in a manner and within a time frame designed to minimize disruption of the normal functions of the Commonwealth agencies.

MCI Response: MCI has read, understands and has provided within Attachment 3 directly following this TAB 6 details regarding MCI's proposed implementation plan and schedule.

Attachment 3 – Section 1

Coin/Card Public Telephone Installation and Cutover Schedule

The coin/card public telephone service technical requirements are listed in Section 1.5-A of this RFP. These requirements are to be considered minimum and must be included in any proposal, regardless of what other services the Contractor includes in its proposal. All coin/card public telephone service shall be installed using a procedure such that there shall be no interruption of the existing coin/card telephone service. The Contractor will use the coin/card inventory from Attachment 2 to develop its installation schedule, which will be used to evaluate the Contractor's cutover schedule and plan. Each responding Contractor must submit a detailed cutover schedule with its proposal, including time frames for the various stages of installation, including tests, acceptance by the Commonwealth including ending time of the project.

MCI Response: As stated throughout MCI's response, MCI has proposed to utilize PTS as MCI's subcontractor to provide the requested Coin/Card Payphone Services. PTS is a current provider of the services in the Commonwealth with an installed base of 289 phone units. Many of these phones, depending on the using Agencies acceptance of MCI's Cost Proposal, will remain in place and will require no cutover over.

With regard to the phones currently provided by Verizon, as MCI has stated throughout its Section 1 Tab 6 response, MCI has proposed a ten (10) week cut over schedule that is dependent upon on the support of Verizon and completion of Task Schedule listed below.

Task 1:

Upon contract award, MCI will meet with each using agency to discuss MCI's Cost Proposal. The Agencies will determine what phones are to remain installed. This process is expected to take 10 working days.

Task 2:

Upon completion of Agency discussions, MCI will develop a detailed cut over schedule for each of the phones that had been agreed to remain active. This schedule will be presented to the Commonwealth for review and approval and is expected to take five (5) working days.

Task 3:

Upon approval of the implementation schedule by the Commonwealth, MCI will ship all phone units to the staging areas for implementation and will coordinate line cutovers with Verizon. This process will take approximately ten (10) working days. MCI will work with Verizon to schedule simultaneous cutovers to insure for minimum service interruptions.



Task 4:

MCI will begin implementation of the phone units. MCI has proposed that 30 phone units will be installed on a daily basis Monday through Thursday until all phones have been installed. The expected completion time is five (5) weeks. The Commonwealth will be provided with daily updates as to the completion of phones and successful testing.

MCI is confident that the above schedule will meet each of the requirements of the Commonwealth and the using Agencies



Attachment 5 – Section 1 Installed Equipment Form

System A

(1) A minimum list of five customers located in the United States with coin/card stations, enclosures, mounting pedestals etc. of the type proposed in the RFP.

<u>Date Installed Customer Stations</u>	<u>Contact & Telephone #</u>	<u>Number of Coin/Card</u>
1. July – September, 1993	State of California Attn: Chris Tom-Albertson 916-657-9931 Note – Subcontracted through MCI	3,000
2. July - August, 2002	Publix Supermarkets Attn: Penny Yeager 863-688-7407 X32817 Note – Subcontracted through Verizon	602
3. Multiple batches installed starting October, 2002	7-Eleven Convenience Stores Attn: John Dyer 214-828-7856 Note – Subcontracted through Verizon	1,648
4. October, 2003	Winn-Dixie Supermarkets c/o DL Marsha & Associates Attn: Jo Marshall 904-259-9672 Note – Subcontracted through Verizon	688
5. November, 2003	Cracker Barrel Restaurants Attn: Melissa Cox 615-847-4721 Note – Subcontracted through Verizon	363
6. January – March, 2004	Speedway Gasoline & Convenience Stores Attn: Ed Cornish 937-864-3000 x7653 Note – Subcontracted through Verizon	701

Tab 7 – Training Requirements

Contractor must submit a complete and detailed description of the training that it will provide for system A requested in RFP Section 1.5-C.

1. Training General: The selected Contractor shall be required to provide sufficient training to adequately orient selected Commonwealth employees on the proper use of System A as identified in the RFP.

System A: For System A, all training shall be accomplished at a location in Harrisburg to be identified at a later date. The Contractor must be able to provide to all Commonwealth agencies Telecommunications Management Officers (TMO) information regarding the types of equipment and service available under the contract. Training shall also encompass methods by which these TMO's can assess their environments and develop a plan for placement of coin/card telephones that maximizes usage, services, commissions, and addresses special using agency needs. Approximately fifty (50) TMO's would attend the training.

MCI Response: MCI has read, understands, and will comply with the above requirement.

MCI's Program Manager and a representative from MCI's subcontractor, PTS, who is knowledgeable on all aspects of public payphone service, placement, and usage maximization, will provide the Commonwealth's TMO's training on these aspects relating to public payphones. MCI understand that there will be approximately 50 TMO's attending the training session.

2. Training Description:

Complete Detailed Description: The Contractor shall include in its proposal a complete and detailed description of the training to be provided for System A. The description shall include such details as who should be trained, the length and frequency of the training sessions, recommended class size, audio-visual aids to be employed, written material to be provided and any other information the Contractor deems pertinent to each system.

MCI Response: MCI has read, understands, and provides the following information relating to the training that will be provided to the TMO's.

MCI and PTS together will provide the necessary training for the public payphone services. We believe that the Commonwealth's TMO's are the only group that would require the training that will be provided, and anticipate the training to last one (1) day. MCI will work with the Commonwealth prior to the first training session to identify training aids and handouts that would benefit the TMO's. However, the specific training

areas for the TMO training include all of the following:

- An inventory of current locations
- Types of Public Phone equipment currently deployed
- Types of Public Phone equipment available for new installations
- Different types of calls
- How to place a call
- How coins are handled (collection and counting)
- Repairs
- Smart Phone Technology
- System Data
- Report Availability
- Reporting Trouble
- Requesting Installation, Move and Removal

a. Follow-Up Training: The Contractor shall also include a description of and, the number of follow up training sessions, which shall be given.

MCI Response: MCI has read, understands, and provides the following information.

Follow-up training will be made available to the Commonwealth and participating agencies every twelve (12) months to train new employees and provide refresher training to existing employees. If desired by the Commonwealth, MCI will provide train-the-trainer training to Commonwealth employees.

3. Trainer: The Contractor shall include the name and title of the person who shall have the overall responsibility for training. The Contractor shall also include the number of years training experience the person(s) have who shall do the actual training and the number of sessions previously held by each in doing training on the proposed System A.

MCI Response: MCI has read, understands, and provides the following information.

Overall organization and coordination will be accomplished by the MCI Program Manager. However, PTS will provide the actual trainer. Mr. Tony Zumbo, General



Manager of Operations for PTS will provide the actual training. Mr. Zumbo has been managing public payphone operations for over eighteen (18) years. During this time period, Mr. Zumbo has provided individual training and group training on public payphones and operations – numbers to big to count.

4. Training Material: Written material/pamphlet, or video utilized in the training programs, all ongoing and new training programs, Contractor shall allow the Commonwealth to make free use of any material provided.

MCI Response: MCI has read, understands, and will comply.

5. End User Forum Meetings: The Contractor's project manager and its staff shall be responsible for scheduling the User Group Forum that will be held yearly if required. The forums are held in Harrisburg, Pennsylvania. The end user forums are presentations to the Telecommunication Management Officers (TMO). The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc. The Contractor shall not be responsible for the travel expenses for the TMOs.

MCI Response: MCI has read, understands, and will comply.

Tab 8 – Maintenance Requirements

Contractors must submit a complete and detailed description of the maintenance services that it will provide for system A as requested in RFP Section 1.5-D.

1.5-D. Maintenance Requirements:

1. General Provisions:

a. Requirement: The selected Contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed coin/card telephones, enclosures in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract. This includes responsibility for damages to coin/card public telephones.

MCI Response: MCI has read, understands, and will comply with the above requirement.

b. No Charge to the Commonwealth: No charge may be made to the Commonwealth or its using agencies for maintenance on System A.

MCI Response: MCI has read, understands and submits that all costs associated with MCI's proposal to provide the coin/card payphone service has been provided in MCI's Cost Proposal.

2. Certification: The Contractor shall certify that all equipment, enclosures and software included shall be in good working order at test and acceptance, and that the Contractor shall repair or replace malfunctioning equipment, enclosures and software and return them to good working order in accordance with the requirements of this RFP.

MCI Response: MCI has read, understands, and will comply with the above requirement with the understanding that the frequency for preventative maintenance and remedial maintenance repair times are in accordance with MCI's proposed timeframes.

3. Maintenance Plan, Center Location and Personnel Profile:

a. Maintenance Centers: Contractors shall submit a listing showing information on the locations from which maintenance personnel shall be dispatched to service System A. This information shall include, but not be limited to, the Contractor's utilization of these locations to insure that all requirements of this RFP are met. The Contractor shall explain, in detail, how it shall accomplish this. The Contractor shall submit a detailed plan explaining the geographic locations of the centers, the system and procedures for the integration of maintenance at these centers, the types of parts and equipment being maintained at these centers, and the ease with which the using agency can request maintenance service.

MCI Response: MCI has read, understands, and provides the following information relating to the requirement above.

MCI's subcontractor, PTS, will be utilizing several contractors to provide coin collection and maintenance in support of this contract. The location of these facilities is mostly either within the Commonwealth, or close to the Commonwealth due to travel and efficiency purposes. Below is a list of all locations providing public payphone services in accordance with our proposal:

- Philadelphia, PA 19127
- New Castle, PA 16101
- Elkridge, MD 21075
- Cranbury, NJ 08512
- Cleveland, OH 44056
- Coordination of these facilities will be via the MCI Program Manager and the PTS General Manager overseeing public payphone services for the Commonwealth.

b. Personnel Profile: The proposal shall also list the names of the maintenance personnel at each location and their experience working with the equipment proposed for System A. Attachment 11 provides the content and format required. It is expected that the Contractor shall only provide the names and experience of maintenance personnel who have been fully trained and qualified on the equipment and software proposed and/or certified by the equipment manufacturer if such certification is required by the manufacturer.

MCI Response: MCI has read, understands, and provides the required personnel information in Attachment 11 directly following MCI this TAB 8 response.



4. Standards For Repair: The Contractor(s) for the coin/card telephones shall adhere to the following minimum standards for repair:

a. The Contractor shall have sufficient repair personnel to be able to simultaneously respond to multiple repair events on coin/card telephone stations located throughout Pennsylvania. Refer to Attachment 2 for locations.

MCI Response: MCI has read, understands, and will have adequate personnel available to meet this requirement.

b. The Contractor shall provide a free-of-charge repair service number manned by a live, trained attendant(s) to receive trouble reports 24-hours a day, seven days a week, 365 days a year. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.

MCI Response: MCI has read, understands, and provides the following information relating to this requirement.

MCI's subcontractor, PTS, will provide a free-of-charge calls via 211 from the phones to an IVR service that processes refund request reports of service troubles. This 211 service is available 24-hours a day, seven days a week, 365 days a year and always answers immediately. Caller may also call directly using the Toll Free number which is posted on each payphones dial instruction card. If callers use this Toll Free number it will be answered by a service representative within a reasonable number of rings, during normal business hours.

c. Out-of-hours and weekend repair service for stations below shall be limited to essential repairs only, as determined by the Commonwealth. However, the Contractor shall respond to these repairs when required. The Contractor shall inform the Commonwealth as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. This notification shall go to the using agency in the case of coin/card stations. The Contractor shall perform any work requiring prolonged or serious service interruption at a time, which shall cause minimum disruption to the users in agreement with the designated using agency and at a time mutually agreed upon. Essential repairs are repairs needed to provide safety and security.

MCI Response: MCI has read, understands, and will comply with the above requirement.



d. It is expected that Contractors shall address their maintenance/repair objectives or measurement standards in the responses to this RFP. Contractors shall provide their expected mean-time-to-respond and meantime-to-repair for each of the major system A. The Contractor shall be held to maintaining these standards as well as the standards noted in paragraph 5, Maintenance Liquidated Damages.

MCI Response: MCI has read, understands, and will meet the following repair times.

- Mean-time-to-respond will meet or exceed 14 business hours.
- Mean-time-to-repair will meet or exceed 15 business hours.
- Ninety percent (90%) of all Service Tickets will be cleared within 16 business hours.

MCI will negotiate the applicability of any liquidated damages prior to actual contract award.

e. The coin telephones shall be scheduled for collection so as to prevent full boxes.

MCI Response: MCI has read, understands, and will comply with the above requirement; however full boxes may occur during the term of this contract.

f. Any coin telephone shall be collected within four (4) hours if a full box condition threatens to place the station out of-service regardless of the day of the week or the time of day.

MCI Response: MCI has read, understands, and will utilize all reasonable efforts to assure that any coin telephone will be collected within four (4) hours of a full coin box.

g. All coin box collectors and repair personnel shall be bonded.

MCI Response: MCI has read, understands, and will comply with the above requirement.

- h. Each coin/card telephone shall be remotely tested each day to determine if it is functioning normally.

MCI Response: MCI has read, understands, and will comply with this requirement for all installed smart phones.

The Contractor shall be responsible for ensuring that all coin/card telephone booths, and enclosures are cleaned and sanitized periodically. Each Contractor shall include a cleaning schedule as part of the proposal.

MCI Response: MCI has read, understands, and will clean and sanitize each phone, enclosure and booth upon every visit to the location.

- i. The Contractor shall remove as part of the cleaning noted above, all graffiti, stickers, posters, litter, dust and dirt from within each coin/card station enclosure and/or booth, and from a three (3) foot radius surrounding the terminal, exclusive of private property.

MCI Response: MCI has read, understands, and will comply with the above requirement.

5. Maintenance Liquidated Damages:

a. Minor Emergency.

1. The Contractor shall respond, between 8 AM and 5 PM, Monday through Friday, to a minor malfunction of the equipment and cabling within eight (8) working hours after notification between the hours of 8 AM and 5 PM. However, stations at the PennDot Welcome Centers and Roadside Rests shall be repaired within eight (8) working hours after notification 24-hours a day, seven days a week, 365 days a year, reference Attachment 7 for locations. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$150.00 as an initial liquidated damage, and \$15.00 for each and every hour of delay after the first eight (8) working hours. All repairs or replacements shall be completed within twenty-four (24) working hours following response to notification of a minor emergency malfunction, and the Contractor must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following response to notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Commonwealth, to complete the repairs or replacement within twenty-four (24) working hours following initial response, the Contractor agrees to pay the



Commonwealth as liquidated damages the sum of \$150.00 for each and every calendar day of delay.

MCI Response: MCI has read, understands, and respectfully submits that 90% of all repairs will be completed within 16 business hours of notification of a Service Trouble. MCI's current cost proposal to the Commonwealth does not contemplate the payment of any liquidated damages. However, if the Commonwealth would like to have liquidated damages for any aspect of work to be performed under the public payphone program, MCI will negotiate such liquidated damages and an associated new cost proposal.

2. For the purpose of this proposal, a minor emergency shall be defined as, the failure of a stand-alone coin/card station or the failure of up to 49% of those in a bank of stations.

MCI Response: MCI has read, understands and agrees.

b. Major Emergency

1. The Contractor shall respond by arriving at the site on a 24-hour per day basis, 7 days per week, 365 days of the year, to a major failure of a stand-alone coin/card station or the failure of up to 50% of those in a bank of stations within three (3) hours after notification. If the Contractor fails to respond by arriving at the site within three (3) hours, the Contractor agrees to pay to the Commonwealth \$250.00 as initial liquidated damages and \$15.00 for each and every hour of delay after the first three (3) hours. All repairs or replacements shall be started within the first contiguous twenty-four (24) hours following response to notification of a major system failure, and the Contractor must exhibit a best efforts approach to completion of the repairs or replacement during the first contiguous twenty-four (24) hours following response to the notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Office of Administration, to complete the repairs or replacement within twenty-four (24) hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of \$250.00 for each and every calendar day of delay.

MCI Response: MCI has read, understands, and respectfully submits that 90% of all repairs will be completed within 16 business hours of notification of a Service Trouble. MCI's current cost proposal to the Commonwealth does not contemplate the payment of any liquidated damages. However, if the Commonwealth would like to have liquidated damages for any aspect of work to be performed under the public payphone program, MCI will negotiate such liquidated damages and an associated new cost proposal.



2. For the purpose of this RFP, a major emergency shall be defined as the failure of over 50% or the entire bank of coin/card stations such as at a Welcome Center or a Roadside Rest.

MCI Response: MCI has read, understands and agrees.

c. Assessment of Liquidated Damages: Liquidated damage charges specified in the preceding paragraphs shall not be assessed where performance of the Contractor's obligations are prevented or delayed by an act of God, freight embargoes, strikes, fire, or acts of government, provided the successful Contractor notifies the using agency of such circumstances and the using agency, with concurrence of the Office of Administration, reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the Contractor.

MCI Response: MCI has read, understands, and submits that MCI's current cost proposal to the Commonwealth does not contemplate the payment of any liquidated damages. However, if the Commonwealth would like to have liquidated damages for any aspect of work to be performed under the public payphone program, MCI will negotiate such liquidated damages and an associated new cost proposal.

d. Maintenance Liquidated Damage Major and Minor Monthly Report: Contractor shall furnish a cumulative monthly management report, which will be emailed to the Office of Administration. The Contractor shall provide report design in response for System A. The report shall be associated with its dispatch center(s) logging, tracking, and updating Commonwealth service calls as proposed in the RFP. The Contractor shall also manage the Commonwealth maintenance liquidated damages in the same cumulative monthly report.

MCI Response: MCI has read, understands, and submits that MCI's current cost proposal to the Commonwealth does not contemplate the payment of any liquidated damages; and therefore this report is not necessary. However, if the Commonwealth would like to have liquidated damages for any aspect of work to be performed under the public payphone program, MCI will negotiate such liquidated damages and an associated new cost proposal; and will submit such a report as stated above.



6. Preventive Maintenance:

a. Contractor Responsibilities: The Contractor shall be responsible for preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the mean-time-to-fail criteria.

MCI Response: MCI has read, understands, and will comply with the above requirement.

b. Develop Maintenance Logs: The Contractor shall develop a log for coin/card station inspections, and for maintenance work performed on all stations. The log is to be submitted to the Office of Administration monthly. A sample log must be submitted with the proposal.

MCI Response: MCI has read, understands, and will comply with the above requirement.

MCI's subcontractor, PTS, will make available to the Commonwealth all such information via secure access through the World Wide Web. Any information housed in the database can be presented to the Commonwealth per the Commonwealth's specifications (format, filtering, sorting, etc.). These reports can also be printed, exported to Excel or exported as a .pdf file. If it is the Commonwealth's preference that a monthly report be submitted, the Contractor can arrange to submit a hardcopy and/or have the Contractor's system automatically deliver reports to the Commonwealth via e-mail. Based on the specifications of this section, we have provided one possibility that addresses just this information. For Service Tickets, Ticket Opened (Date/Time) could be added, Ticket Closed (Date/Time) could be added and duration (Total Hours and/or Business Hours) could be provided. The Contractor could also add Address, Location Name, Report Name, Report Date, Distribution Instructions or anything else that would be helpful to the Commonwealth. Almost anything is possible with reporting, provided the source data is available.



Based strictly on what was asked for in this section, here is what the data might look like:

PHONE #	DATE/TIME	SERVICE PERFORMED
215-221-9519	4/2/06 4:37 PM	Collection
215-221-9760	4/2/06 4:48 PM	Collection
215-221-9767	4/2/06 4:41 PM	Collection
215-222-8821	4/2/06 10:37 AM	Collection
215-222-8821	4/11/06 11:01 AM	Cleared No Communication
215-357-9646	4/6/06 12:46 PM	Collection
215-362-9419	4/23/06 11:27 AM	Collection
215-473-9664	4/20/06 11:02 AM	Collection
215-536-9808	4/20/06 1:52 PM	Collection
215-536-9808	4/1/06 11:56 AM	Collection
215-536-9809	4/1/06 12:01 PM	Collection
215-646-9189	4/2/06 9:37 AM	Collection
215-646-9517	4/13/06 11:01 AM	Collection
215-646-9808	4/3/06 4:46 PM	Collection
215-646-9959	4/19/06 10:46 AM	Collection
215-646-9959	4/24/06 1:46 PM	Replaced Handset
215-788-8750	4/18/06 3:46 PM	Collection

The Commonwealth may also specify the headings, font, type size, field formatting, descriptions to be used for Service Performed, if they would like any grid elements and if they would like alternate shading to be able to read specific records more easily..

7. Maintenance Obligation: Maintenance shall include, but shall not be limited to, the provision of facilities, personnel, transportation, lodging, labor, parts, software, modifications and any other items/services relating to routine and preventive maintenance at no additional charge to the Commonwealth or using agencies. Contractors shall consider these items/services in their proposals.

MCI Response: MCI has read, understands, and will comply with the above requirement.



8. Maintenance Responsibility:

- a. All Suppliers Responsible Until Problems Identified: Malfunctions which cannot be immediately or unequivocally diagnosed and pinpointed to a certain item of equipment, software, or service shall require the participation of all service suppliers until responsibility for the problem has been unequivocally established.

MCI Response: MCI has read, understands, and will comply with the above requirement.

In no instance shall the failure to resolve the issue of responsibility relieve any of the service suppliers of the mutual obligation to restore system operability with the least impact on the availability of coin/card telephone service.

MCI Response: MCI has read, understands, and will comply with the above requirement.

- b. Successful Contractor is Point of Contact: As a part of maintenance responsibilities, the successful Contractor shall represent the using agency in contacts with the telephone service provider in order to identify and correct problems with telephone service.

MCI Response: MCI has read, understands, and will comply with the above requirement.

9. Performance Requirements and Reliability/Availability: The Commonwealth requires that the Contractors network meet or exceed all industry standards. On line performance requirements are at 99.999%. The Contractor must also meet certain performance standards such as Mean Time To Respond, Mean Time To Repair and Timely Installation as defined in the Commonwealth Performance Standards. Mean time to respond is located in 1.5-D Maintenance Requirements. Mean time to repair is located in 1.5-D 5 Maintenance Liquidated Damages, a Minor Emergency, b. Major Emergency.

MCI Response: MCI has read, understands, and will use all reasonable efforts to meet performance uptime requirements, subject to LEC network outages. In addition and as stated above, MCI's current cost proposal to the Commonwealth does not contemplate the payment of any liquidated damages. However, if the Commonwealth would like to have liquidated damages for any aspect of work to be performed under the public payphone program, MCI will negotiate such liquidated damages and an associated new cost proposal.



10. Project Manager and Implementation Plan:

a. The Contractor shall appoint a project manager to oversee the total installation of service for the over all project. This project manager shall be responsible for all coordination with the existing Local and/or Interexchange Telephone Companies concerning installation and maintenance of all coin/card public telephones. However, the Contractor shall not order or place in service any type of equipment or facility, which would result in charges to the Commonwealth, without a written order from the Commonwealth.

MCI Response: MCI has read, understands, and will comply with the above requirement with the clarification that all costs associated with MCI's proposal to provide the coin/card payphone service has been provided in MCI's Cost Proposal.

b. The Contractor shall be solely responsible for the compatibility of the proposed service and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.

MCI Response: MCI has read, understands, and will comply with the above requirement.

c. It is imperative that the existing levels of service only be minimally interrupted or diminished in each facility. The Contractor shall develop a plan that shall ensure all services provided to this RFP. This plan shall be reviewed and approved by the OA prior to implementation of service.

MCI Response: MCI has read, understands, and will comply with the above requirement.

d. The Contractor shall provide a detailed time line schedule for all in service and/or change of service activity. Critical Patch/GANTT charts to end testing on all telephones.

MCI Response: MCI has read, understands, and will comply with the above requirement.



e. The coin/card public payphone conversion is requiring completion within six (6) months from the date of the contract award. If Contractor requires additional time include the reasons why and its time for completing the project.

MCI Response: MCI has read, understands, and will comply with this requirement with the clarification that MCI will not be responsible for delays caused by the Commonwealth's existing public payphone provider. Such delays will add to the timeframe above on a day-for-day basis.

11. New Technology:

a. After the contract award, additions and/or substitutions shall be allowed provided:

It is approved in writing by the Director, Bureau of Infrastructure & Operations, Office of Administration.

Product/service meets or exceeds performance of the original; and

Product/service is compatible with the original.

Contractors must cooperate with the Commonwealth if the Commonwealth desires to introduce third party technology.

MCI Response: MCI has read, understands, and will comply with the above requirement.

b. If new service, having the same functional purpose of the service under the contract, is developed and comes into standard production after or during the contract award, that service shall be considered for addition and/or replacement for the service under contract. The Contractor must make a written request to Director, Bureau of Infrastructure and Operations, Office of Administration, for new service to be added to the contract. Such written request must include the specifications for the new service, evidencing that the new service serves the same functional purpose and in a close association to the service under contract. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

MCI Response: MCI has read, understands, and will comply with the above requirement.



All proposed additions or replacements are subject to a review and written acceptance the Director, Office of Administration, Bureau of Infrastructure and Operations.

MCI Response: MCI has read, understands, and will comply with the above requirement.

12. Disaster Recovery Plan: The Contractor shall have an alternative detailed plan for resolution of service during a major outage.

MCI Response: MCI has read, understands, and will comply with the above requirement.

13. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 12.

MCI Response: MCI has read, understands, and will comply with the above requirement.

14. Storage and Security: Materials, tools, components, and equipment may be stored at the sites only with the permission of the using agencies and at the Contractor's sole risk. The Contractor shall, at all times, maintain adequate protection of all its work against damage or loss and shall protect the Commonwealth's property at the sites against damage or loss arising in connection with the performance of the contract. The Contractor shall protect adjacent property as provided by law and shall provide and maintain all passageways, fences, lights, guards, and other facilities as required by public authority or local conditions. In the event that portable equipment or supplies are located in any room or space at the time the Contractor makes its site visitation, it shall be the Contractor's responsibility to protect all such equipment and supplies while performing under this contract. Should such equipment or supplies interfere with the performance of this contract, it shall be the Contractor's responsibility to remove, store, and protect such equipment or supplies until the work is completed and then replace the same where found or as directed by the using agency.

MCI Response: MCI has read, understands, and will comply with the above requirement.



15. Site Clean Up: The Contractor shall clean up and remove all debris and packaging material resulting from his work as required by the using agency. Upon completion of the installation, the premises shall be left in order and ready for immediate use.

MCI Response: MCI has read, understands, and will comply with the above requirement.



Attachment 11 – Section 1

Maintenance Center Information – System A

- A. Maintenance office location:
Cranbury, NJ 08512
Telephone Number: 800-232-9274
- B. Hours of Operation:
8:00 am – 4:30 pm
- C. Person in Charge:
Tony Perez x353
- D. Number of Maintenance Personnel at this location: **32**
- E. Number trained on maintenance of coin/card stations: **3**
- F. Number of coin/card stations maintained from this locations: **800**
- G. Distance from maintenance center to the locations where coin/card stations is to be maintained (miles):
Up to 100 miles from Maintenance Center. Remote employees are much closer to the phones they maintain.
- H. Employee's titles and experience: (list all personnel by system who shall service the phones:
- | | | | |
|-----------------------|-----------------------|-----------------|----------------------|
| Ivonne Alvarez | Service Tech 1 | 12 years | Bushkill, PA |
| Robert Bowie | Service Tech 1 | 6 years | Sydney, NY |
| Steven Daniels | Service Tech 1 | 4 years | Mt Laurel, NJ |



- A. Maintenance office location:
Elkridge, MD 21075
Telephone Number: 800-229-7837
- B. Hours of Operation:
8:00 am – 4:30 pm
- C. Person in Charge:
Jack Cahill x377
- D. Number of Maintenance Personnel at this location: **58**
- E. Number trained on maintenance of coin/card stations:
7 – Only 3 service PA
- F. Number of coin/card stations maintained from this locations:
2,000 (for all 7 technicians, not just the 3 that service the PA)
- G. Distance from maintenance center to the locations where coin/card stations is to be maintained (miles):
Up to 100 miles from Maintenance Center. Remote employees are much closer to the phones they maintain.
- H. Employee's titles and experience: (list all personnel by system who shall service the phones:
- | | | | |
|-------------------------|-----------------------|-----------------|-------------------------|
| David Chamberlin | Service Tech 1 | 7 years | York, PA |
| Kenneth Hite | Service Tech 1 | 13 years | Carrolltown, PA |
| Dayne Simpson | Service Tech 1 | 8 years | Owings Mills, MD |



- A. Maintenance office location: Macedonia, OH 44056
Telephone Number: 888-420-6700
- B. Hours of Operation: 8:00 am – 4:30 pm
- C. Person in Charge: Rodney Price x23
- D. Number of Maintenance Personnel at this location: 23
- E. Number trained on maintenance of coin/card stations: 6 – Only three (3) would service PA
- F. Number of coin/card stations maintained from this locations: 1,700 are serviced from the center by the 6 technicians, only 700 are serviced by the 3 technicians that work in PA.
- G. Distance from maintenance center to the locations where coin/card stations is to be maintained (miles): Up to 100 miles from Maintenance Center. Remote employees are much closer to the phones they maintain.
- H. Employee's titles and experience: (list all personnel by system who shall service the phones:

Steven Fabry	Service Tech 1	4 years	Poland, OH
Donald Packer	Service Tech 1	4 years	Swissvale, PA
Leviticus Patterson	Service Tech 1	New	Euclid, OH

- A. Maintenance office location: New Castle PA

Telephone Number: 724-657-1157

- B. Hours of Operation: 6am – 9pm
- C. Person in Charge: Joe Howe

- D. Number of Maintenance Personnel at this location: 4

Number trained on maintenance of coin/card stations: 4

- E. Number of coin/card stations maintained from this locations: 671

F. Distance from maintenance center to the locations where coin/card stations is to be maintained: 125 mile radius

Employee's titles and experience: (list all personnel by system who shall service the proposed systems:

Eric Chandler	Service Tech 1	12 years	Rochester, PA
Lyndon Wilhoit	Service Tech 2	12 years	New Castle, PA
Joe Satterlee	Service Tech 1	8 years	Volant, PA
Craig Whitehead	Service Tech 1	6 years	McKeesport, PA



- A. Maintenance office location: Philadelphia PA
Telephone Number: 215-928-9875
- B. Hours of Operation: 6am – 6pm
- C. Person in Charge: Michael Bright
- D. Number of Maintenance Personnel at this location: 11
Number trained on maintenance of coin/card stations: 11
- E. Number of coin/card stations maintained from this locations: 3,800
- F. Distance from maintenance center to the locations where coin/card stations is to be maintained: 150 mile radius
- G. Employee's titles and experience: (list all personnel by system who shall service the proposed systems:

Mike Keenan	Service Technician Aston, PA	15	years
Alex Weiss	Service Technician Harrisburg, PA	2	years
Bruce Young	Service Technician / Installer Harrisburg, PA	12	years
Donald Peirce	Service Technician Philadelphia, PA	17	Years
Mike Nazario	Service Technician / Installer Glen Mills, PA	12	years
Bill Fritsch	Service Technician Philadelphia, PA	10	Years
Nick Batiste	Collector / Technician Philadelphia, PA	9	Years
Miguel Torres	Collector / Technician Philadelphia, PA	6	Years
Gamaller Cruz	Service Technician Philadelphia, PA	4	years
Vincent Duck	Service Technician Philadelphia, PA	10	years
Eric McCoy	Service Technician Philadelphia, PA	1	year



- A. Maintenance office location:
San Leandro, CA 94577
Telephone Number: 888-420-6700
- B. Hours of Operation:
8:00 am – 5:00 pm
- C. Person in Charge:
Tony Zumbo
- D. Number of Maintenance Personnel at this location:
N/Applicable as these technicians will not be working on the Commonwealth of Pennsylvania Account
- E. Number trained on maintenance of coin/card stations:
N/Applicable as these technicians will not be working on the Commonwealth of Pennsylvania Account
- F. Number of coin/card stations maintained from this locations:
7,000 stations are partially maintained remotely with the ExpressNet system.
- G. Distance from maintenance center to the locations where coin/card stations is to be maintained (miles):
N/Applicable as these technicians will not be working on the Commonwealth of Pennsylvania Account
- H. Employee's titles and experience: (list all personnel by system who shall service the phones:
Peter Pacheco Data Manager – Operations 17 years experience

Tab 9 – Financial Requirements

Contractors must submit a complete and detailed description of the financial requirements that it will provide for system A as requested in RFP Section 1.5-E Financial.

MCI Response: MCI has read, understands and has complied in the pages to follow.

1.5-E. Financial:

1. Best Offer Commission Percentages:

a. A percentage of the **grossed billed revenue** from the telephone services requested by this RFP shall be offered in the form of commissions to the Commonwealth as a result of competitive bidding in response to this RFP.

MCI Response: MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services, commission paid and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

b. Contractors shall submit proposals based upon their best offer commission percentages.

MCI Response: MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services, commission paid and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

2. Commission Data Submission: Contractors shall provide the commission data in a separately sealed section of the proposal. Refer to Paragraph 1.2-3 Commission Section.

MCI Response: MCI has read, understands and has complied.



3. Revenue Generation: The commissions will not apply to calls resulting from using 800 to access live or automated operator services, i.e. 800-COLLECT, 800-CALL ATT, etc., nor to calls dialed to, and terminating on, toll free 800/888/877/etc numbers. The Commonwealth requires the Contractor to provide commission payments based upon a percentage of the gross billed revenue, less applicable state or federal taxes, generated at each public coin/card station. Gross revenue is defined as revenue for all billed calls without exception. The following shall be required of each Contractor:

MCI Response: MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services, commission paid and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

a. The following payment options and services shall be available to the public when placing calls from coin/card stations:

1. cash station-to-station (only local calls and intraLata)

MCI Response: MCI has read, understands and will comply.

2. collect station-to-station

MCI Response: MCI has read, understands and will comply.

3. billed to third number station-to-station (all LEC calling cards, but cannot process proprietary cards)

MCI Response: MCI has read, understands and will comply.

4. calling card station-to-station

MCI Response: MCI has read, understands and will comply.

5. time and charge quotations



MCI Response: MCI has read, understands and will comply.

6. cash person-to-person (local and intraLata only, no cash calls of any type on interLata or interstate)

MCI Response: MCI has read, understands and submits that Cash Person-To-Person calls are only available on LEC Dumb Phones. MCI will not be installing any LEC dumb phones and as such this requirement will not apply.

7. collect person-to-person

MCI Response: MCI has read, understands and will comply.

8. billed to third number person-to-person

MCI Response: MCI has read, understands and will comply.

9. calling card person-to-person

MCI Response: MCI has read, understands and will comply.

10. calls to toll free 800/888/877/etc numbers

MCI Response: MCI has read, understands and will comply.

- a. The Contractor shall submit the charges that the public will be charged when using the coin/card payphones under contract to the Commonwealth for each service on Attachment 13-A only.

MCI Response: MCI has read, understands and has complied.



3. Revenue Generation: The commissions will not apply to calls
- b. The Contractor shall submit the projected annual gross billed revenue, the commission percentage, the projected annual dollar commission payment, and the minimum annual dollar guarantee for each service to the Commonwealth on Attachment 13-B only. Refer to paragraph 1.5-E.3.

MCI Response: MCI has read, understands and has complied.

- c. Each Contractor shall explain in detail, on Attachment 13-C only, how all commissions are determined or calculated. Specify all factors that the Contractor shall use and include them in the response to the RFP.

MCI Response: MCI has read, understands and has complied.

- d. In addition to any other audit requirements set out in the contract the Contractor must maintain complete and accurate call accounting records for the initial five (5) years of the contract, plus any extension to it, which shall be available for audit at the request of the Office of Administration or designees.

MCI Response: MCI has read, understands and will comply.

- e. All information should be retrievable in a print format and electronic media. These records shall be retained by the contractor for the life of the contract and transferred to the Commonwealth at the termination of the contract. The electronic media required to read the date may not be proprietary.

MCI Response: MCI has read, understands and will comply.

- f. The Contractor shall explain, and diagram, a call from off-hook to completion normally used by each Contractor in the operation of its business for a coin call and for a card call.

MCI Response: MCI has read, understands and has provided below the process for each call process.

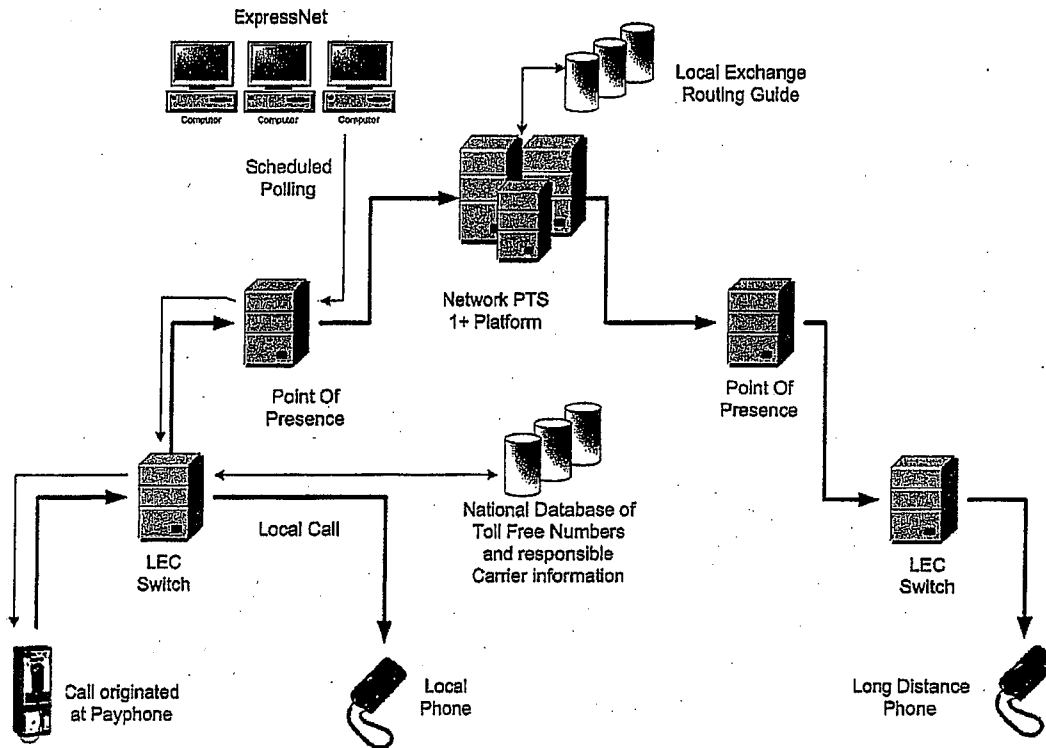
When the handset is lifted, the circuitry within the phone audibly prompts the caller to enter the number they are calling. Based on the numbers dialed, the phone can determine if the call is to be Coin-Paid or Alternately Billed.



COIN-PAID CALLS

If the circuitry in the phone determines the call is a coin-paid call, the circuitry will rate the call based on the destination number entered and prompt the caller audibly through the handset to deposit the specific amount required. Once the caller makes the deposit, the circuitry in the phone will route the call appropriately. Local calls will be routed, as dialed, to the Local Exchange Company, who will route the call locally. Long Distance Calls will route to a Network PTS Platform by first dialing a Toll-Free Number. The toll-free number is sent to the LEC's Central Office, which then queries a national database to determine who's network is currently handling that Toll Free Number. It then routes the call to that network, who then queries their own records to determine where to terminate the call. The network then terminates the Call at the Network PTS Platform. After getting an electronic handshake from the platform and the phones' circuitry releases the destination number dialed by the caller. In both cases (Local and Long Distance), the callers deposit is held in the escrow until an answer is detected or the caller hangs up. If an answer is detected, the escrow will drop the funds into the coin-box. If the caller hangs up before an answer is detected, the coins will be returned. If an answer is detected, the phone circuitry will continue to monitor the call for time and if the call is not a flat fee for an unlimited amount of time, it will prompt the caller audibly for additional deposits, as appropriate. If the additional deposits are not made, the phone will disconnect the call. Once the call completes a complete Call Detail Record is recorded in the phones memory, which will be polled at a later time.

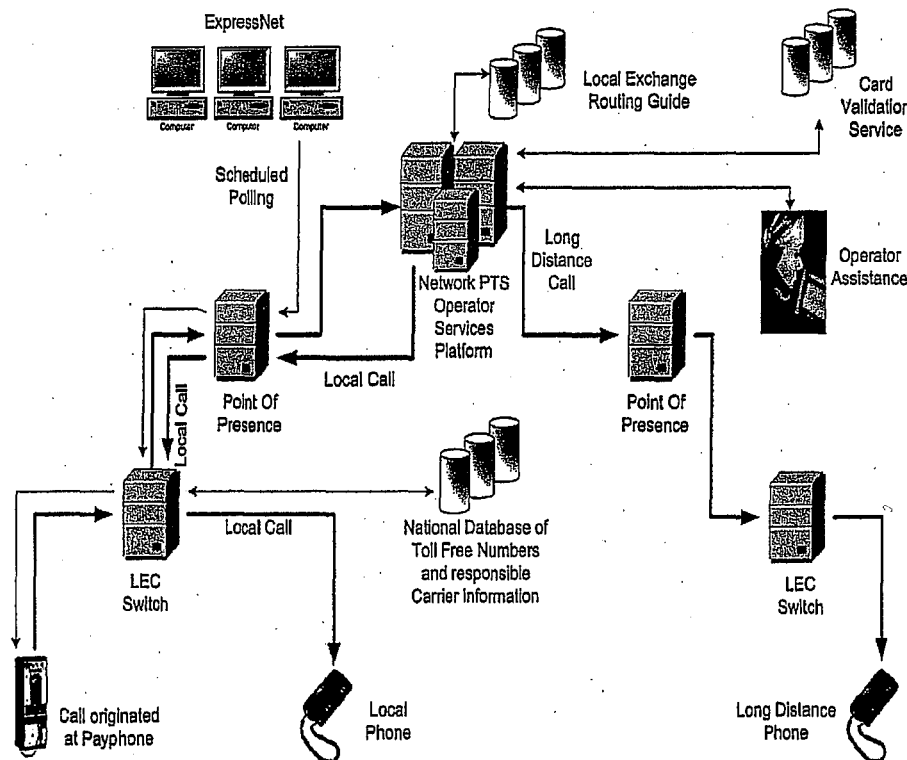
COIN-PAID CALLS



ALTERNATELY BILLED CALLS (CARD)

If the circuitry in the phone determines it is an alternately billed call, the circuitry will route the call to a Network PTS platform via a Toll-Free Number. The toll-free number is sent to the LEC's Central Office, which then queries a national database to determine who's network is currently handling that Toll Free Number. It then routes the call to that network, who then queries their own records to determine where to terminate the call. The network then terminates the Call at the Network PTS Platform. Once the phone receives an electronic handshake from the platform, it forwards the dialed numbers and the Network PTS platform takes over from that point. In the case of a Card Call, the caller will be asked by an automated attendant to enter the card number. If the caller does not enter a valid number, a Live Operator will come on the line to get the Card Number. The platform validates the card and then the call will be routed to the LEC handling the termination number. This routing will take place over network arrangements made by Network PTS. The LEC will then carry the call to the caller's telephone. Once the call is completed, the Network PTS platform records the details necessary to create a Call Detail Record.

ALTERNATELY BILLED CALLS (CARD)





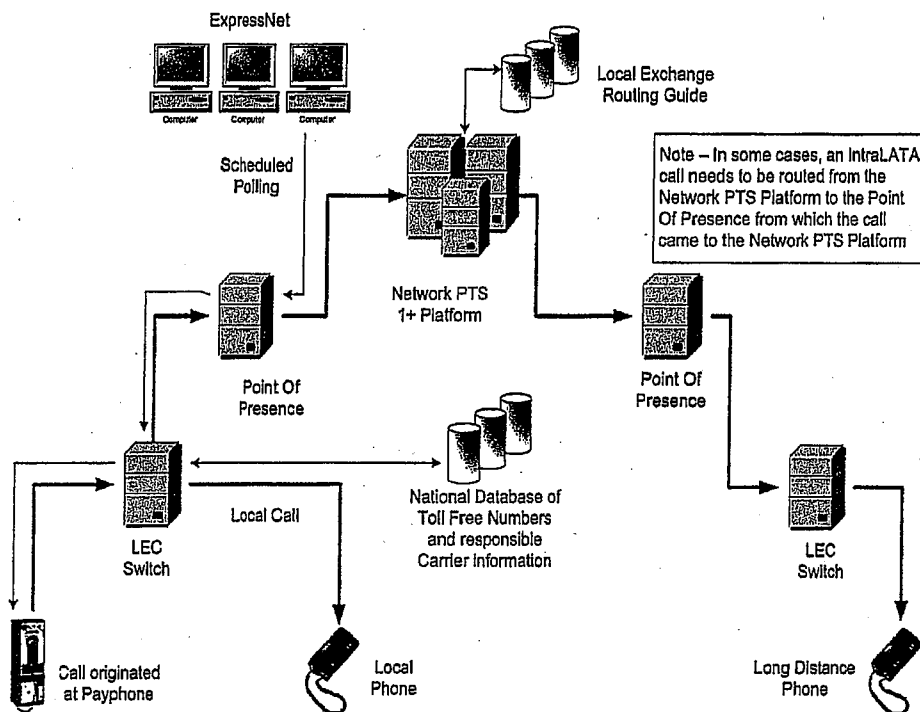
- g. The Contractor, shall explain in detail, and diagram, how IntraLata and InterLata calls shall be handled.

MCI Response: MCI has read, understands and has provided below how IntraLata and InterLata calls will be handled.

IntraLATA and InterLATA Coin Calls

IntraLATA and InterLATA Coin-Paid Calls are handled in exactly the same manner. The phones' circuitry will rate the call based on the destination number entered and prompt the caller audibly through the handset to deposit the specific amount required. Once the caller makes the deposit, the circuitry in the phone will route the call appropriately. Local calls will be routed, as dialed, to the Local Exchange Company, who will route the call locally. Long Distance Calls will route to a Network PTS Platform by first dialing a Toll-Free Number. The toll-free number is sent to the LEC's Central Office, which then queries a national database to determine who's network is currently handling that Toll Free Number. It then routes the call to that network, who then queries their own records to determine where to terminate the call. The network then terminates the Call at the Network PTS Platform. After getting an electronic handshake from the platform and the phones' circuitry releases the destination number dialed by the caller. In both cases (Local or Long Distance), the callers deposit is held in the escrow until an answer is detected or the caller hangs up. If an answer is detected, the escrow will drop the funds into the coin-box. If the caller hangs up before an answer is detected, the coins will be retuned. If an answer is detected, the phone circuitry will continue to monitor the call for time and if the call is not a flat fee for an unlimited amount of time, it will prompt the caller audibly for additional deposits, as appropriate. If the additional deposits are not made, the phone will disconnect the call. Once the call completes a complete Call Detail Record is recorded in the phones memory, which will be polled at a later time.

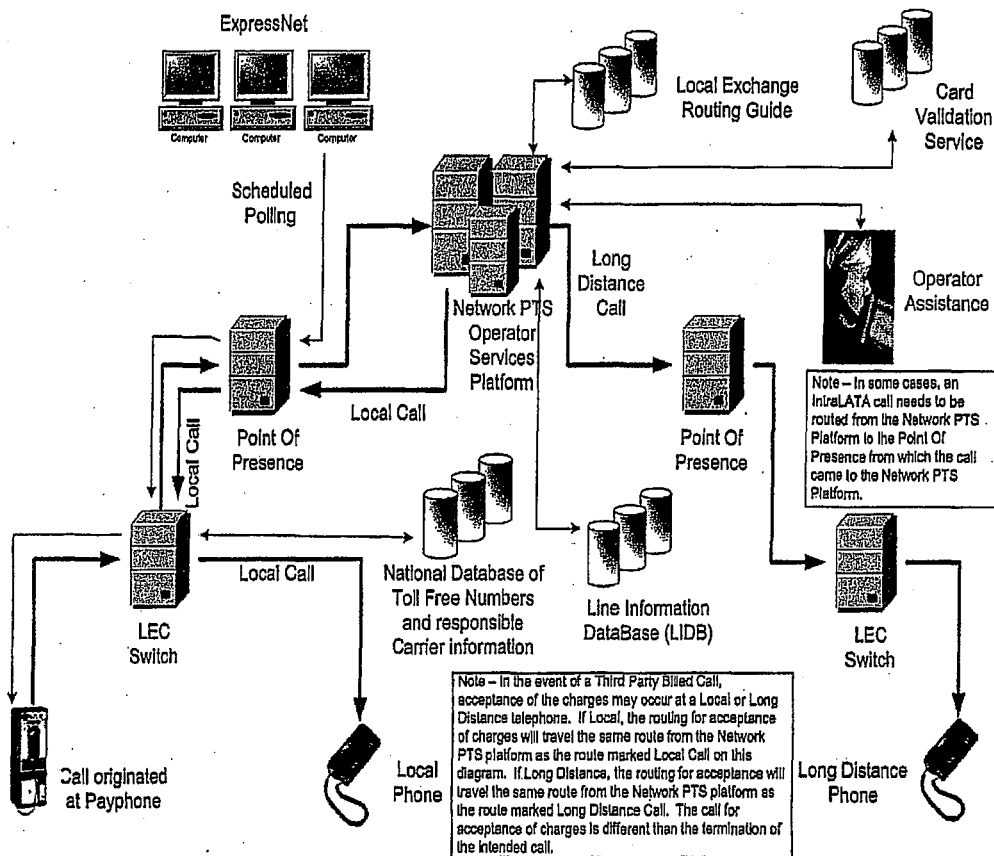
INTRALATA AND INTERLATA COIN-PAID CALLS



INTRALATA AND INTERLATA ALTERNATELY BILLED CALLS

IntraLATA and InterLATA Alternately Billed calls are handled in exactly the same manner. The phone's circuitry will route the call to a Network PTS platform via a Toll-Free Number. The toll-free number is sent to the LEC's Central Office, which then queries a national database to determine who's network is currently handling that Toll Free Number. It then routes the call to that network, who then queries their own records to determine where to terminate the call. The network then terminates the Call at the Network PTS Platform. Once the phone receives an electronic handshake from the platform, it forwards the dialed numbers and the Network PTS platform takes over from that point. The Network PTS platform will complete the appropriate process for the billing arrangements chosen by the Caller and then the call will be routed using network arrangements made by Network PTS to the LEC supporting the called number. That LEC will then carry the call to the called parties telephone. Once the call is completed, the Network PTS platform records the details necessary to create a Call Detail Record.

INTRALATA AND INTERLATA ALTERNATELY BILLED CALLS



h. The Contractor shall explain the billing process for all billed calls and the collection process for the bills for all calls including uncollectible calls.

MCI Response: MCI has read, understands and has provided below the process for billing.

Billed calls are billed to either the Called Party (Collect), a Third Party or a Card.

Collect and Third Party Billed Calls

In the case of Collect and Third Party Billed calls, the Network PTS platform first validates that the billed number accepts charges via a query to the LIDB database. Collect Calls are routed to the called party, who is asked if they will accept the charges before the call is completed. On a Third Party Billed call, the Third Party is asked to confirm their acceptance of the charges, before the call is completed to the called party.

Upon completion of an answered call, a call detail record is created and appropriate charges are determined for the call. The call detail and the associated charges, made each day through Network PTS Operator Services, are sent to a National Billing Clearinghouse who routes the charges to the LEC responsible for the billed parties telephone account. The collected funds are credited back through the Clearinghouse to Network PTS, on a daily basis, less clearinghouse fees. In the event that the charges are not collected or are disputed, they are studied to see if there are alternate ways to collect the charges that make economic sense. Uncollectibles are not deducted from the revenues reported to the Commonwealth.

Calls Billed to Cards

In the case of a call billed to a card, the Network PTS platform first validates the card through a card validating and clearinghouse service. Upon validation, the platform allows the call to complete. Upon completion of an answered call, a call detail record is created and appropriate charges are determined for the call. Call detail and charges created each day through Network PTS Operator Services are sent to the same validating and clearinghouse that validated the card. This Clearinghouse routes the detail and charges to appropriate card company, who posts the information on the cardholders statement. The collected funds are credited back through the Clearinghouse to Network PTS, on a daily basis, less clearinghouse fees. In the event that the charges are not collected or are disputed, they are studied to see if there are alternate ways to collect the charges that make economic sense. Uncollectibles are not deducted from the revenues reported to the Commonwealth.

- i. The Contractor shall provide commission checks on a monthly basis to each Commonwealth using agency or using agency comptroller as required by the Office of Administration. Checks will be accepted from one Contractor who is the prime Contractor. The checks shall be sent to the using agency and shall be accompanied by a report that as a minimum includes:

Total Commission

Total Revenue

Total Messages

Total Minutes

Total Stations

MCI Response: MCI has read, understands and will comply with the above requirement should any commission checks be issued to any using agency.



- j. The selected Contractor will be provided the name and address of each payee location, the total number of stations, and the telephone numbers after award of the contract.

MCI Response: MCI has read, understands and will comply.

- k. The Contractor shall maintain an accurate recording and tracking system for substantiating commission payments. A complete explanation of this recording and tracking system such as where it shall be located, how to access it, etc., shall be provided in the response to this RFP.

MCI Response: MCI has read, understands and will comply.

The proposed tracking system will be located in San Leandro CA and maintained by MCI's subcontractor PTS with oversight by MCI Sr. Management.

- l. It is solely the Contractor's responsibility to collect the revenue on the billed calls generated through the coin/card telephones. Uncollected or uncollectible calls are not to be subtracted from the gross revenue base for the purpose of determining the commission payments to the Commonwealth. The Contractor shall state what action(s) are taken in the event that, after a collect call is billed, the billed party refuses to pay the charges.

MCI Response: MCI has read, understands and agrees.

Unpaid bills will be sent to a collection agency for attempted retrieval of funds.

- m. The Commonwealth shall bear no responsibility for fraudulent calls.

MCI Response: MCI has read, understands and agrees.

- n. The Commonwealth shall bear no responsibility for theft of funds, and furthermore, no stolen or lost funds shall be deducted from revenue on which commissions are paid to the Commonwealth.

MCI Response: MCI has read, understands and agrees.

- o. The Commonwealth shall bear no responsibility for unbillable or uncollectible calls.



MCI Response: MCI has read, understands and agrees.

4. Service Revenues and Commissions:

a. The total amount of revenue to be generated by this RFP will depend upon the number of Commonwealth agencies or affiliated organizations that choose to participate in the contract which results from this RFP.

The agencies under the jurisdiction of the Governor such as the Departments of Corrections and Department of Transportation will participate. The State Universities may participate at their option.

See Attachment 10-A – 10-C for revenues and the monthly number of messages and minutes billed by the incumbent IntraLata, local and InterLata carrier. The figures are provided for calendar years 2003 and 2004.

MCI Response: MCI has read, understands and acknowledges.

b. It is intended that existing public payphone locations be continuously analyzed for profitability and that new locations be surveyed. The Office of Administration expects recommendations from the Contractor on an ongoing basis.

MCI Response: MCI has read, understands and will comply.

c. The Commonwealth retains the right to audit the calling data and revenues resulting in commissions for System A. The Contractor shall commit to this in its response. The Commonwealth shall furnish the Contractor ten (10) days written notice prior to executing its right to audit. All information necessary for the Commonwealth to complete such an audit shall be maintained within the Commonwealth of Pennsylvania. If travel is required within the Commonwealth of Pennsylvania, the Commonwealth will be responsible for the travel expenses of Commonwealth personnel. All other expenses of the audit will be the responsibility of the Contractor.

MCI Response: MCI has read, understands and agrees.

5. Commission Data: Attachment 13-A – 13-C establishes the content and format of the commission data required to be included in the cost proposal only.



MCI Response: MCI has read, understands and has complied.

6. Commission Payments: Each Contractor shall make commission payments to the Commonwealth or to the designated agencies, or organizational elements thereof, which participate in the contract as designated by the Office of Administration. The Office of Administration shall be responsible for providing the "make payable to" information, names of authorized personnel, and the department number(s) in each using agency for the purpose of receiving commission funds.

Checks from the prime Contractor for payments representing commissions from coin/card public payphones shall be paid monthly by the 30th calendar day (or last day of the month if the has less than 30 days) of the following month to each designated Commonwealth using agency. These payments shall be accompanied by the management report as noted in paragraph 1.5-E, 3.a. above

MCI Response: MCI has read, understands and submits that any commission checks would be submitted 45 days following the end of any billing period.

7. Collection and Security: The Contractor shall explain in detail in the proposal its plan to provide complete revenue collection service capabilities detailing the methods of collection for each type of revenue source (coin and non-coin local, IntraLata and InterLata, etc.). The Contractor shall also explain in detail the security measures that shall be taken to insure the safety of, and verify the accuracy of, all revenues collected. The contents of this description shall also include information regarding the number and location of collection facilities, a description of the method used to collect and count coins from Contractor terminals, the ratio of coin telephones to route collectors, the frequency of collection and the method used to determine coin-in-box level.

MCI Response: MCI has read, understands and has provided the requested information below.

Revenue from the payphones should be looked at as Coin-Paid, Operator Services and Federally Mandated per Call Compensation.

Coin-Paid Revenue

All MCI proposed coin/card phones proposed will be smart Protel phones. The phones will generate a call detail record for every completed coin call. The safety of coin revenue, while a major concern for MCI, is not a concern for the Commonwealth because revenue credit for the Commonwealth is based upon the call detail records which are collected daily from each phone. These records are captured through remote polling by the proposed PTS ExpressNet system. MCI will recognize coin revenue by these records for the purpose of determining revenue that may be reported to the Commonwealth. The use of the call detail records, rather than the physical count of the coins, allows for a more accurate and timely process. MCI will use security seals on

coin boxes that automatically lock when they are removed from the phone and a number of other security measures (detailed below), but these measures and procedures are used to ensure security of the coins for the local contractor, who is responsible for coin based on the Call Detail Records.

Collection Procedures - Within every public coin pay telephone is an individually serialized coin box that is periodically collected by a trained coin collection agent. The coin collection agent will remove the sealed coin box from the telephone and replace it with an empty unit. The serial numbers of both the full and empty coin boxes will be recorded on the agent's collection and cleaning log and the full box transported, in a locked vault, back to the appropriate coin counting facility. The agent will also enter a special code into the keypad of the telephone which "logs" the collection activity into the instrument's memory. This creates a collection record which will later be polled by the ExpressNet system. Collection agents are also trained and equipped to perform routine cleanings and minor repairs that may be required. Pay telephone vault keys (Abloy and Medeco) are not reproducible and minimize the possibility that vault security and integrity will be compromised.

Counting and depositing procedures - Upon removal from the telephone, coin boxes are automatically locked and sealed to eliminate intrusion. All collections are returned to the appropriate counting facility and turned over to a counting agent for seal inspection and coin counting. The counting agent takes possession of the collection and maintenance log as well as the coin box itself, verifies the coin box number and seal integrity, removes the seal, counts the enclosed coins and enters the coin box total in the log. The coin total is also entered into the coin counting system and later compared and validated with polled collection data recovered through the ExpressNet system.

Coin collected from phones belonging to the Commonwealth's account may be counted in any of five (5) different coin counting facilities:

- 1 Philadelphia, PA 19127
- 2 New Castle, PA 16101
- 3 Elkridge, MD 21075
- 4 Cranbury, NJ 08512
- 5 Cleveland, OH 44056

Additional details about these facilities and the various service personnel that report to them can be found on Attachments 11 directly following this TAB 9.

The overall ratio of service personnel to phones is approximately 1:300. Please note that this ratio includes both collectors and technicians. It is not possible to give a meaningful ratio of Phones to Collectors-only, as Collectors perform Service and Service Technicians perform Collections. Separating the two functions leads to cost

inefficiencies and service delays. Please also note that the phone counts indicated on Attachments 11 in some cases are not all handled by the specific personnel assigned to that facility that would be working in PA on the Commonwealth's account.

Full coin boxes are always a high-priority concern because they can lead to an out-of-service condition. The best way to prevent a full coin box is to make sure they are collected before they are full. The best way to do this is to both monitor the coin velocity of each phone and set the collection appropriately and use a smart phone, which will notify the service personnel if coin velocity becomes unusually high or if the coin box becomes full. Unusually high coin velocity will be detected from the daily polling. A full box will cause the phone to initiate an unscheduled polling communication to the ExpressNet system to report the condition. The detection method of last resort is Caller-reported trouble, which will be made to 211.

Security Procedures - All coin counting facilities are intrusion alarmed and equipped with coin jet counters and coin vaults for temporary storage of bulk coin revenues. Bulk coin is moved daily from the counting facilities, directly to a bank using an armored transport service.

Every public coin telephone is equipped with an individual coin vault which is uniquely keyed. The keys are not reproducible to provide assurance of vault security. Every coin telephone contains a uniquely numbered coin box assigned to it that is sealed before being released to the collection agent and will automatically lock, when removed from the payphone itself.

Operator Services

Call Detail Records are generated by Network PTS for all Operator Service Calls completed from the phones using a 0+/0-/00- dialing pattern. Additionally, Call Detail Records are generated by Network PTS for all completed calls made from the phones through Network PTS' Discount Operator Service via a unique Toll-Free Number. This information is summarized by Line Number and loaded into the commissioning system, monthly. All of these call detail records are available to the Commonwealth, monthly, on CD-ROM.

Federally Mandated Per Call Compensation

Federally Mandated Per Call Compensation of \$0.494 per call is collected quarterly from Carriers who receive and complete calls from the phones without any other negotiated compensation arrangement. MCI aggressively collects this revenue. The majority of these collections occur the first week of every calendar quarter. These revenues are recognized as they are collected. The Collections are accompanied by files that summarize the number of completed calls by Line Number, Carrier and Month.

8. Contract Requirements - Disadvantaged Business Participation and Enterprise Zone Small Business Participation:

All contracts containing Disadvantaged Business participation and/or Enterprise Zone Small Business participation must also include a provision requiring the Contractor to meet and maintain those commitments made to Disadvantaged Businesses and/or Enterprise Zone Small Businesses at the time of proposal submittal or contract negotiation, unless a change in the commitment is approved by the BMWBO. All contracts containing Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation must include a provision requiring Small Disadvantaged Business subcontractors, Enterprise Zone Small Business subcontractors and Small Disadvantaged Businesses or Enterprise Zone Small Businesses in a joint venture to perform at least 50 percent of the subcontract or Small Disadvantaged Businesses/Enterprise Zone Small Business participation portion of the joint venture.

Commitments to Disadvantaged Businesses and/or Enterprise Zone Small Businesses made at the time of proposal submittal or contract negotiation must be maintained throughout the term of the contract. Any proposed change must be submitted to BMWBO which will make a recommendation as to a course of action to the contracting officer.

If a contract is assigned to another Contractor, the new Contractor must maintain the Disadvantaged Businesses participation and/or Enterprise Zone Small Business participation of the original contract.

The Contractor shall complete the Prime Contractor's Quarterly Utilization Report (or similar type document containing the same information) and submit it to the contracting officer of the agency that awarded the contract and BMWBO within 10 workdays at the end of each quarter the contract is in force. If there was no activity, the form must also be completed, stating "No activity in this quarter." This information will be used to determine the actual dollar amount paid to Small Disadvantaged Business and/or Enterprise Zone Small Business subcontractors and suppliers, and Small Disadvantaged Businesses and/or Enterprise Zone Small Business participation involved in joint ventures. Also, it is a record of fulfillment of the commitment your firm made and for which it received Disadvantaged Businesses and Enterprise Zone Small Business points.

NOTE: EQUAL EMPLOYMENT OPPORTUNITY AND CONTRACT COMPLIANCE STATEMENTS REFERRING TO COMPANY EQUAL EMPLOYMENT OPPORTUNITY POLICIES OR PAST CONTRACT COMPLIANCE PRACTICES DO NOT CONSTITUTE PROOF OF DISADVANTAGED BUSINESSES STATUS OR ENTITLE A PROPOSER TO RECEIVE CREDIT FOR DISADVANTAGED BUSINESSES UTILIZATION.

MCI Response: MCI has read, understands and has complied with a separately sealed MBE participation document.

Tab 10 – Objections and Additions to Standard Terms and Conditions

Contractor will identify which, if any, of the terms and conditions contained in Part 6 it would like to negotiate, and what additional terms and conditions Contractor would like to have included in the terms and conditions. Contractor's failure to make a submission under this paragraph will result in its waiving its right to do so later, but the Commonwealth may consider late objections and addition requests if it is in the best interest of the Commonwealth to do so. The Commonwealth may, in its sole discretion, reject any changes requested by the Contractor. Requested changes must be to the terms and conditions set out in Part 6. Requests to change other provisions of the RFP will not be considered. A request that Contractor's terms and conditions be substituted for Part 6 will not be considered. All terms and conditions must appear in one integrated contract. References to online guides or online terms and conditions will not be accepted. The proposal and the commission must be submitted on the basis of Part 6.

MCI Response:

Paragraph 10, Warranty. Upon expiration or termination of the Contract, MCI will no longer be providing these services, so a one-year warranty is inapplicable to the Contract scope of services. MCI respectfully requests this provision be replaced with the following: MCI warrants it will provide Inmate Phone Services and equipment as described in MCI's proposal response to RFP #2005-081-011.

Paragraph 12, Ownership Rights. MCI respectfully proposes this provision be deleted. It does not apply to the Contract scope of services.

Paragraph 14, Hold Harmless Provision. MCI accepts this term with the understanding that neither party shall be liable to the other for any indirect, consequential, exemplary, special, incidental or punitive damages, including without limitation loss of use or lost business, revenue, profits, or goodwill, arising in connection with this Contract, under any theory of tort, contract, indemnity, warranty, strict liability or negligence, even if the party knew or should have known of the possibility of such damages.

Paragraph 15, Audit Provisions. Due to the highly sensitive and proprietary nature of MCI's records, MCI accepts this provision with the understanding that (1) the documents and records subject to audit are limited to Contract documents and reports specifically created for the Contract; and (2) any third party acting on behalf of the Customer under this provision must execute MCI's standard Non-Disclosure Agreement prior to examining, inspecting, copying or auditing MCI's records.



Paragraph 16, Default. MCI proposes the following clause to replace Paragraph 16: Either party may terminate this Agreement for default. Default shall mean a failure of the other party to perform a material obligation under this Agreement which failure is not remedied by the defaulting party within thirty (30) calendar days after receipt of written notice thereof. In the event of default, the non-defaulting party may pursue all legal and equitable remedies for breach.

Paragraph 20, Assignability and Subcontracting. MCI requires the freedom to assign contracts in the event of a merger, acquisition or reorganization without seeking consent from its thousands of customers. Therefore, MCI reserves the right to assign or otherwise transfer this contract, in whole or in part, to its parent or any other controlled subsidiary or affiliate thereof, or to any purchaser of all or substantially all of its assets.

Paragraph 28, Integration. MCI's offer is predicated upon acceptance of its clarifications offered with its proposal. However, MCI is willing to negotiate in good faith with the Commonwealth to determine mutually agreeable terms and conditions for any of the provisions to which MCI has requested modification.

Paragraph 31, Liquidated Damages. As described elsewhere in MCI's proposal, this offer is predicated upon removal of the Liquidated Damages clause related to payphone service. MCI respectfully notes that the Commonwealth would retain all other remedies under the Contract, including recovery of actual damages. Notwithstanding the foregoing, MCI is willing to negotiate in good faith to determine a mutually agreeable liquidated damages schedule for payphone service that reasonably reflects the actual damages to the Commonwealth if MCI were not to perform in accordance with the payphone portion of the Contract. Acceptance of such provision will require MCI to change its proposed rates for payphone service.



Commonwealth of Pennsylvania

Office of Administration and Department of Corrections

Section 2 – Inmate Telephone Services

RFP No. 2005-081-011

13 October 2005, 1:00 p.m. ET

Technical Proposal

Submitted to:

Bureau of Infrastructure and Operations
Network Administration
1 Technology Park
Harrisburg, PA 17110-2913
Attn: Georgia A. Baer, Contract Administrator

Submitted by:

MCI Government Markets
1945 Old Gallows Rd.
Vienna, VA 22182



Table of Contents

Tab 1 – Letter of Transmittal	2
Tab 2 – Mandatory Requirements	4
Tab 3 – Management Summary	8
Tab 4 – Corporate Background and Experience	22
Tab 5 – Project Staffing and Key Personnel	45
Tab 6 – Technical Requirements	50
Attachment 5 – Section 2 Department of Corrections Inmate Telephone Cutover Schedule	304
Attachment 11 – Section 2 Installed Equipment Form	306
Attachment 12 – Section 2 Environmental Requirements	325
Tab 7 – Training Requirements	327
Tab 8 – Maintenance Requirements	339
Tab 9 – Financial Requirements	371
Tab 10 – Objections and Additions to Standard Terms and Conditions ...	385



Tab 1 – Letter of Transmittal

The Letter of Transmittal must state that the proposal will remain valid until the contract is fully executed by the Commonwealth. The contents of the proposal of the selected Contractor will become a contractual obligation if a contract is executed. An official authorized to bind the Contractor to its provisions must sign proposals.

MCI Response:

MCI has read, understands and has complied on the following page with the requested Letter of Transmittal. This letter is signed by Jerry A. Edgerton Sr. Vice President of MCI's Government Division. Mr. Edgerton is an official with MCI and is authorized to bind the company.

October 13, 2005



Jerry A. Edgerton
Senior Vice President
Government Markets

1945 Old Gallows Road
Suite 400
Vienna, VA 22182
Telephone 703 343 6900
Fax 703 343 6902
jerry.edgerton@mci.com

Commonwealth of Pennsylvania
Governors Office of Budget and Administration
Bureau of Infrastructure and Operations -- Network Administration
Ms. Georgia A. Baer
1 Technology Park
Harrisburg, PA 17110-2913

Ref: MCI Response to Section 2 RFP # 2005-081-011 for Inmate Telephone Service

Dear Mrs. Baer:

MCI Communications Services, Inc. ("MCI"), on behalf of itself and its affiliates and successors, is pleased to submit the attached proposal response to the Commonwealth of Pennsylvania's Section 2 of RFP #2005-081-011 for Inmate Telephone Service.

MCI's proposal is valid until a contract has been fully executed by the Commonwealth. MCI also understands that the contents of the MCI's proposal will become a contractual obligation if a contract is executed.

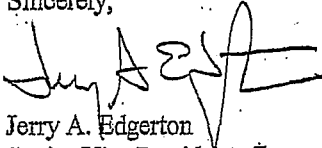
We believe the character of MCI can be seen in the three fundamental attributes that account for our success: hard work, perseverance, and most of all, listening to our customers. This dedication is reflected in the company's drive to offer innovative solutions in partnership with our customers. By submitting this proposal, we declare our capability and commitment to performing the very highest quality work on the PA DOC ITS.

In selecting the MCI Team for the ITS solution, the Commonwealth of Pennsylvania will gain a proven workforce of highly qualified, MCI led professionals who understand the DOC mission and who possess demonstrated capabilities in creating and maintaining superior inmate calling systems.

If you have any questions regarding the enclosed proposal, please feel free to contact Mr. Keith Eismann, Sr. Manager, Department of Corrections Line of Business. His contact information follows:

Phone #: (210) 484-3177
Email Address: keith.r.eismann@MCI.com
Address: MCI
20855 Stone Oak Parkway
San Antonio, TX 78258

Sincerely,


Jerry A. Edgerton
Senior Vice President, Government Markets



Tab 2 – Mandatory Requirements

To be eligible for evaluation, the mandatory requirements in Part 3 of this RFP MUST be addressed in this section by indicating ACCEPTANCE of each. NONACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandates and any answers in any other section of the proposal, the answers in the mandates will take precedence in any contract that may be entered into as a result of this RFP.

MCI Response:

MCI has read understands and has complied.

In the attached form MCI has noted its compliance with each of the mandatory requirements of the RFP.



Part 3
Mandatory Requirements

2.3-1. Mandatory Requirements:

To be eligible for evaluation, each of the following mandatory requirements **MUST** be addressed in this section by indicating **ACCEPTANCE** of each. **NONACCEPTANCE** OF ANY OF THE MANDATORY REQUIREMENTS, OR MODIFICATION OR THE PLACING OF CONDITIONS ON ACCEPTANCE OF ANY OF THE MANDATORY REQUIREMENTS, IN WHOLE OR IN PART, WILL RESULT IN IMMEDIATE DISQUALIFICATION. THEREFORE, IF YOU CANNOT ACCEPT ALL OF THE MANDATORY REQUIREMENTS, YOUR PROPOSAL WILL BE IMMEDIATELY DISQUALIFIED.

If there are any conflicts between the answers to the mandatories in this section, and any answers in any other section of your proposal, the answers in this section will take precedence in any contract that may be entered into as a result of this RFP.

MCI Response:

Yes No

- | | |
|---|---|
| X | 1. The Contractor has read and understands the terms and conditions of this RFP and the proposal is made in accordance with the requirements contained herein. |
| X | 2. The Contractor understands and acknowledges that all information provided by, and representations made by, the Contractor in its proposal are material and important and will be relied upon by Office of Administration in the evaluation of the proposals and award of the contract. Any misstatement shall be treated as fraudulent concealment from Commonwealth of Pennsylvania of the true facts relating to the submission of the proposal. A misrepresentation shall be punishable under Section 4904 of Title 18 P.C.S.A. |
| X | 3. The commissions in the Commission Section of this proposal have been arrived at independently and without consultation, communication, or agreement with any other competing Contractor. |
| X | 4. The commissions in the proposal have not been disclosed to any other firm or person who is a proposer or a potential proposer and they shall not be disclosed before the proposal receipt date and time. |
| X | 5. No attempt has been made or shall be made to induce any firm or person to refrain from submitting a proposal or to submit a proposal with lower commissions, or to submit any intentionally low or noncompetitive proposal or any other form of complementary proposal. |



Yes No

- X 6. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from any firm or person to submit a complementary or other noncompetitive proposal.
- X 7. The Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been found in conflict with or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as disclosed by the Contractor in its proposal.
- X 8. The Contractor acknowledges that if it is currently under suspension or debarment, its proposal may not be considered. In addition, if the Contractor enters into any subcontracts under the contract with subcontractor who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of the contract or any extensions or renewals thereof, the Commonwealth may, in its sole discretion, require the Contractor to terminate such subcontracts.
- X 9. The Contractor agrees that no costs for preparing any contract will be charged to the Commonwealth for the response to this RFP. (Part 2.1, 1-7)
- X 10. Do you agree that your signed proposal arrives at the Department of Correction's Central office Building, by the time, date, and at the location specified in the RFP cover letter, that it will be immediately disqualified? (Part 2.1, 1-10)
- X 11. Do you agree that your proposal will remain valid until a contract is fully executed by the Commonwealth? (Part 2.1, 1-11)
- X 12. Do you agree not to sell or use lists of pay telephone numbers, names, addresses, or other privileged information for any purpose, except as outlined in the RFP?
- X 13. Has the Commission Data been bound, SEALED, identified as "Commission Data" and kept separate from the Technical Portion and Disadvantaged Business Submittal Portion of your proposal? (Part 2.1, 1-24)



Yes No

- X 14. Has the Disadvantaged Business Submittal data been bound, sealed, identified as "Disadvantaged Business Submittal" and kept separate from the Technical Portion and Commission Portion of your proposal?
- X 15. Do you certify that you do not owe any tax liability or other amount to the Commonwealth?
- X 16. Do you agree that you will authorize the Commonwealth to offset any state and local tax liabilities of the Contractor or of any of its subsidiaries, as well as, any other amount due to the Commonwealth from the Contractor, against any payment due to the Contractor under this or any other contract with the Commonwealth?

Tab 3 – Management Summary

The Commonwealth of Pennsylvania is seeking a Contractor to perform the tasks and services outlined in Part 5 of this RFP. Through their proposal, Contractors must demonstrate their expertise in providing these services. In this Tab, the Contractor must:

1. Provide a description of the Contractors understanding of the purpose of this RFP.

MCI Response:

MCI has read, understands and complies by providing the following description of MCI's understanding of the purpose of this RFP.

MCI understands that the Commonwealth is seeking both payphone and inmate phone services, and that it is the preference of the Commonwealth to award one contract to a single vendor. Therefore, MCI's proposal includes providing all RFP required services for both the public payphone and inmate phone service.

MCI understands that the Commonwealth is seeking an innovative solution for the provision of these services and the RFP sets out the minimum requirements related to both systems. MCI's proposal includes innovative solutions in the area of both public payphones and inmate phones, including value added services that are not available from any other contractor that will provide the Commonwealth a proposal under this RFP.

MCI believes that based on its experience and the experience of its support subcontractors, its proposal to the Commonwealth for inmate telephone services either meets, exceed, or expands upon all of the Commonwealths objectives listed above

Inmate Telephone Services

MCI understands and provides a solution to the Commonwealth for the furnishing, installing, and maintaining related telecommunications systems to provide inmate payphone services and to control inmate calling and recording systems from the Department of Corrections (DOC) State Correctional Institutions (SCI).

MCI understands and provides a solution to the Commonwealth to ensure highly reliable, high quality service on a collect calling and prepaid basis for use by the inmates of the SCIs and provides a state-of-the-art call control system and a state-of-the-art call monitoring and recording system be integrated into the inmate service.

In addition, MCI's proposal for inmate telephone services was created taking into account the Commonwealth of Pennsylvania's four (4) major inmate telephone service objectives:

1. To ensure the provision of high-quality service for the inmates at SCIs.
2. To set up a control system for inmate telephone calling services that provide detailed stationer message information and that reduce as much as practical illegal activity by inmates using the inmate telephone system.



3. To set up a system, integrated with the call control system, for monitoring and recording calls from the inmate telephones to ascertain illegal activity and to support the legal prosecution of perpetrating parties.
 4. To receive a competitive market-driven commission from inmate telephone calls while recognizing the Contractor costs of providing the inmate call control and monitoring/recording systems.
-
2. Present a summary of its proposal that includes an overview of the approach to completing the tasks identified in Part 5.

**MCI Response:**

MCI has read, understands and has provided below an overview of MCI's approach to completing the tasks as required by the Commonwealth for both public payphone and inmate telephone services.

MCI has more experience as a Prime Contractor providing ITS services to state department of corrections than any other company. Throughout MCI's sixteen plus years of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications.

MCI currently provides services to 16 state correctional programs. In aggregate, the total inmate population within these states exceeds 600,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 200,000 inmates, to the State of Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on MCI to provide reliable inmate calling services. MCI has drawn on our experience to design the technical and management solution for the Commonwealth of Pennsylvania.

MCI Pennsylvania Team

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the DOC Program. MCI, VAC and ShawnTech Communications, Inc. will install the call control, call processing, and call recording systems. ShawnTech along with dedicated MCI technicians will install and maintain the inmate phones, in addition to maintaining the call control, call processing, and call recording system. Furthermore, the fact that our team members enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

VAC will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the RFP. VAC's team of seasoned professionals will install and test the systems and will provide training to appropriate facility personnel. In addition, VAC will provide both remote and local technical support to MCI as needed throughout the project duration.

ShawnTech is one of the premiere state department of corrections ICS support companies today and is utilized by MCI in the majority of its state contracts. ShawnTech is the current provider of PIN administration in the Commonwealth's existing contract for ITS. MCI chose to employ ShawnTech for this very reason and expects that ShawnTech's experience as the existing provider will provide for a smooth transition to the new system and will ensure that the PA DOC will experience minimal changes in process and procedures.

Focus 100 Inmate Call Control and Investigative Features



The VAC Focus 100 call processing platform is a digital premise based centralized platform. This means that the ICS system equipment will be located at each facility processing offender calls. Specifically, each facility will have a VAC Focus 100 call processing system, administrative workstations to perform all Focus 100 system functions (e.g. investigative functions, reports, offender identification and PIN and allowed call list administration, etc.), along with a minimal amount of network equipment.

MCI feels that an on-premise solution like the Focus 100 vs. a centralized solution (whereby centralized off-premise equipment provides call control and stores calls recordings) is the most reliable and is less risky for Pennsylvania DOCS. With having a premised based solution there is no risk of a single failure point - that if problems exist with either the centralized system or the network feeding the centralized system location - the problem will affect the call processing capabilities of all the facilities under the centralized solution. Under a premise based solution, a problem that may exist with the call processing system or network at any given facility will affect only that facility and not all facilities.

Because of MCI's large customer base, MCI has significant network and back office infrastructure in place today. MCI is also the only vendor that utilizes its own private, owned and operated Network to support its ITS customers. This means that MCI can control all calling systems from the Inmate to the called party.

Private Secure Network

MCI will establish and maintain a closed, secure, wide area network (WAN) to connect all of the DOC facility-based systems, user workstations, and the DOC Headquarters with a central database server located at VAC's headquarters in Plano, TX. The installation of the facility-based Focus 100 platform connected to a central database server via WAN offers significant improvements over the platform in use today.

Call Recording and Call Detail Record Storage/Redundancy

As calls are processed, a duplicate copy will be made and sent to the central database server. This process will be replicated at each DOC facility, effectively creating a redundant copy of all call detail records (CDRs) generated by DOC facilities. Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients.

Because all of the relevant information from each facility will be stored redundantly at the central database server and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all DOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the Commonwealth's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightening strike, disable the



system, we will install a replacement platform and populate it with the affected facility's data that is stored at the central server, and the recordings from either the onsite backup device or by downloading all recordings from the MCI offsite backup data warehouse.

Support Resources

MCI is offering the Commonwealth a fully staffed field support engineering team. Through MCI's subcontractor, ShawnTech, MCI will support the ICS remedial and preventative maintenance with five (5) field engineers located throughout the Commonwealth. In addition, MCI is offering the Commonwealth with the option of having six (6) administrative support staff if they are centralized within a single locations, or sixteen (16) administrative support staff for a decentralized (on-site at the facilities) solution.

Value Added Services

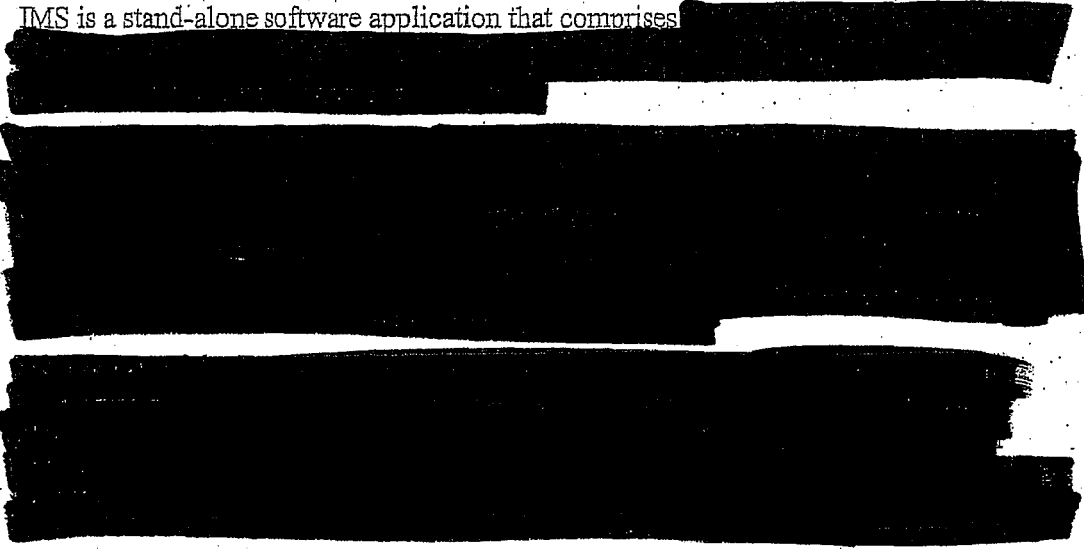
In addition to the above, MCI will offer the Commonwealth the following Value Added Services. These services will be provided at no cost to the Commonwealth.

- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

Investigative Management System

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by helping to identify gang members and monitoring their phone activities.

IMS is a stand-alone software application that comprises



MCI Customer WEB Site

MCI is offering to the Commonwealth, access to our secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

Site Monitor Tool

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

Snitch Line

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an

inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in a proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

3. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

All required staff resources for MCI and its subcontractors are in support of MCI's proposal to the Commonwealth are in place today, except for the ShawnTech provided field service engineers, who will be hired by the date of the first installation of ICS services at a Commonwealth facility.

MCI currently supports sixteen (16) other state departments of corrections with back office and support staff that are already in place. No additional back office and support staff will be required to support the Commonwealth. Mr. Mike Spadoni, the MCI Technical Consultant, is currently supporting MCI and therefore is ready to begin supporting the Commonwealth upon contract award.

The Program administrator required by this RFP is already hired, as stated elsewhere in this proposal. As are the sixteen (16) administrative support staff provided by ShawnTech in support of the Commonwealth today. So regardless of the administrative support solution chosen by the Commonwealth, the administrative staff will be in place at contract signature.

**MCI Response:**

MCI has read, understands and has provided below an overview of MCI's approach to completing the tasks as required by the Commonwealth for both public payphone and inmate telephone services.

MCI has more experience as a Prime Contractor providing ITS services to state department of corrections than any other company. Throughout MCI's sixteen plus years of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications.

MCI currently provides services to 16 state correctional programs. In aggregate, the total inmate population within these states exceeds 600,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 200,000 inmates, to the State of Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on MCI to provide reliable inmate calling services. MCI has drawn on our experience to design the technical and management solution for the Commonwealth of Pennsylvania.

MCI Pennsylvania Team

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the DOC Program. MCI, VAC and ShawnTech Communications, Inc. will install the call control, call processing, and call recording systems. ShawnTech along with dedicated MCI technicians will install and maintain the inmate phones, in addition to maintaining the call control, call processing, and call recording system. Furthermore, the fact that our team members enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

VAC will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the RFP. VAC's team of seasoned professionals will install and test the systems and will provide training to appropriate facility personnel. In addition, VAC will provide both remote and local technical support to MCI as needed throughout the project duration.

ShawnTech is one of the premiere state department of corrections ICS support companies today and is utilized by MCI in the majority of its state contracts. ShawnTech is the current provider of PIN administration in the Commonwealth's existing contract for ITS. MCI chose to employ ShawnTech for this very reason and expects that ShawnTech's experience as the existing provider will provide for a smooth transition to the new system and will ensure that the PA DOC will experience minimal changes in process and procedures.

Focus 100 Inmate Call Control and Investigative Features

The VAC Focus 100 call processing platform is a digital premise based centralized platform. This means that the ICS system equipment will be located at each facility processing offender calls. Specifically, each facility will have a VAC Focus 100 call processing system, administrative workstations to perform all Focus 100 system functions (e.g. investigative functions, reports, offender identification and PIN and allowed call list administration, etc.), along with a minimal amount of network equipment.

MCI feels that an on-premise solution like the Focus 100 vs. a centralized solution (whereby centralized off-premise equipment provides call control and stores calls recordings) is the most reliable and is less risky for Pennsylvania DOCS. With having a premised based solution there is no risk of a single failure point - that if problems exist with either the centralized system or the network feeding the centralized system location - the problem will affect the call processing capabilities of all the facilities under the centralized solution. Under a premise based solution, a problem that may exist with the call processing system or network at any given facility will affect only that facility and not all facilities.

Because of MCI's large customer base, MCI has significant network and back office infrastructure in place today. MCI is also the only vendor that utilizes its own private, owned and operated Network to support its ITS customers. This means that MCI can control all calling systems from the Inmate to the called party.

Private Secure Network

MCI will establish and maintain a closed, secure, wide area network (WAN) to connect all of the DOC facility-based systems, user workstations, and the DOC Headquarters with a central database server located at VAC's headquarters in Plano, TX. The installation of the facility-based Focus 100 platform connected to a central database server via WAN offers significant improvements over the platform in use today.

Call Recording and Call Detail Record Storage/Redundancy

As calls are processed, a duplicate copy will be made and sent to the central database server. This process will be replicated at each DOC facility, effectively creating a redundant copy of all call detail records (CDRs) generated by DOC facilities. Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients.

Because all of the relevant information from each facility will be stored redundantly at the central database server and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all DOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the Commonwealth's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightening strike, disable the



system, we will install a replacement platform and populate it with the affected facility's data that is stored at the central server, and the recordings from either the onsite backup device or by downloading all recordings from the MCI offsite backup data warehouse.

Support Resources

MCI is offering the Commonwealth a fully staffed field support engineering team. Through MCI's subcontractor, ShawnTech, MCI will support the ICS remedial and preventative maintenance with five (5) field engineers located throughout the Commonwealth. In addition, MCI is offering the Commonwealth with the option of having six (6) administrative support staff if they are centralized within a single locations, or sixteen (16) administrative support staff for a decentralized (on-site at the facilities) solution.

Value Added Services

In addition to the above, MCI will offer the Commonwealth the following Value Added Services. These services will be provided at no cost to the Commonwealth.

- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

Investigative Management System

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by helping to identify gang members and monitoring their phone activities.

IMS is a stand-alone software application that comprises a Gang Reporting module and an Employee Reporting module. The modules run outside of the ICS, and each can run independently or concurrently with the other.

The purpose of the Gang Reporting module is to track the calling patterns of inmates who have known gang affiliations in order to identify other, previously unknown, gang members. The Commonwealth can use this module to compare the called party numbers (ANIs) of those inmates who have been previously identified as members of a gang with all other inmate calls. The results of this comparison will help the Commonwealth identify additional gang members and their gang affiliations.

The purpose of the Employee Reporting module is to track calls placed by inmates to numbers that are related to the Commonwealth employees working in the institutions. The system compares the inmate-dialed number to a list of Commonwealth-provided employee personal phone numbers (e.g., home, cell) to determine if inmates are speaking to institution Commonwealth employees outside of the institution's walls.

MCI Customer WEB Site

MCI is offering to the Commonwealth, access to our secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

Site Monitor Tool

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

Snitch Line

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an

inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in a proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

3. Present a description of how the staff resources required by this RFP will be provided. Include timeframes for providing these resources.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

All required staff resources for MCI and its subcontractors are in support of MCI's proposal to the Commonwealth are in place today, except for the ShawnTech provided field service engineers, who will be hired by the date of the first installation of ICS services at a Commonwealth facility.

MCI currently supports sixteen (16) other state departments of corrections with back office and support staff that are already in place. No additional back office and support staff will be required to support the Commonwealth. Mr. Mike Spadoni, the MCI Technical Consultant, is currently supporting MCI and therefore is ready to begin supporting the Commonwealth upon contract award.

The Program administrator required by this RFP is already hired, as stated elsewhere in this proposal. As are the sixteen (16) administrative support staff provided by ShawnTech in support of the Commonwealth today. So regardless of the administrative support solution chosen by the Commonwealth, the administrative staff will be in place at contract signature.

4. Explain how the project will be administered from a corporate level.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

MCI's Department of Correction Line of Business, lead by Mr. Steve Viefhaus, Director, has overall administration and management authority for the successful implementation and on going performance of the Commonwealths project covered by this RFP. The Department of Correction Line of Business is part of MCI's Government Markets, State and Locale Enterprise Solutions organization.

The following is a list of MCI's management-level positions providing oversight and corporate level administration of the proposed services. Each of these management-level positions have direct responsibility for the administration of performance of the resulting contract:

Mr. Steve Viefhaus

Director

Department of Corrections Line of Business

Phone: (636) 793-3457

E-Mail: steve.viefhaus@mci.com

Mr. Viefhaus provides overall organizational strategic management and directives to meet Line of Business and company goals and objectives. For the Commonwealth contract, Mr. Viefhaus will provide executive level support, oversight and guidance of all MCI operational, account, and field services resources supporting the Commonwealth. In addition Mr. Viefhaus will be the Commonwealths point of contact for any necessary executive level escalations. Mr. Viefhaus has been with MCI for approximately 25 years and has been supporting the MCI Department of Corrections line of business since its inception in 1989.

Mr. Keith Eismann

Sr. Sales Manager

Department of Corrections Line of Business

Phone: (210) 484-3177

E-Mail: keith.r.eismann@mci.com

Mr. Eismann is the Senior Manager for MCI's Department of Corrections Line of Business with national responsible for sales and contract management. Mr. Eismann will provide oversight and direction to the WA DOC MCI assigned Account Manager to insure positive customer relations, contract compliance, and day-to-day account management. In addition, Mr. Eismann will be responsible for meeting the business requirements of the contract and interacting with DOCS operations staff. Mr. Eismann's experience in and knowledge of the Corrections Market is highly regarded as he has supported this Line of Business for the past 11 years. His understanding of the industry



and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base.

Mr. Patrick Pline

Sr. Operations Manager, Eastern Region

Department of Corrections Line of Business

Phone: (518) 433-4019

E-Mail: patrick.pline@mci.com

Mr. Pline is the Senior Regional Operations Manager for MCI's Department of Corrections Line of Business, responsible for the Commonwealth of Pennsylvania. For the Commonwealth Mr. Pline responsibilities will include management oversight of the day-to-day activities of MCI's Operations, Technical Support, Field Maintenance Repair and Inmate Administration personnel dedicated to supporting the Commonwealth. In addition Mr. Pline is responsible for overall project and program management, and Commonwealth's contact for 2nd level field operations escalations. For over 10 years Mr. Pline has supported MCI's offender calling services programs field operations activities for Eastern US regional customers.

5. Explain how the prime Contractor plans to monitor and evaluate the performance of subcontractors (if used) and Contractor personnel.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

During the implementation period of this contract, MCI will be monitoring, evaluating, and providing feedback to each subcontractor on their performance practically daily. This is feedback is part of MCI's standard implementation process and procedures.

After implementation and for the first year, MCI will meet with the Commonwealth every six months, or other period of time deemed necessary, to obtain feedback on the performance of MCI and its subcontractors. Each meeting with the Commonwealth will be followed by a meeting with each of MCI's subcontractors to review the Commonwealth's feedback and MCI comments and feedback to assure that subcontractor performance meets or exceeds the MCI and Commonwealth contractual requirements as well as any other subcontract requirements between MCI and the applicable subcontractor.

6. Explain the prime Contractor's experience and ability to assemble the best qualified consortium of service providers/subcontractors that can provide innovative and cost effective solutions which meet or exceed the requirements of this RFP.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements. MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.

MCI has worked with most of the available subcontractors over the more than twenty-five (25) inmate telephone services contracts over MCI's sixteen (16) years in the industry. We have established a long term relationship with those that have MCI's commitment to service and customer satisfaction. MCI has gathered the best of these subcontractors to assemble MCI's service team that will support the Commonwealth. MCI knows how to provide inmate telephone services to a state – that is what we focus on and that is what we do best. We bring to the table in support of the Commonwealth those subcontractors that also know what it takes to meet state department of corrections requirements. Again, MCI is not using the Commonwealth as a testing board to see if we can provide quality service to multiple facilities over a long distance, tens of thousands of inmate, and hundreds of thousands called parties – we do this every day. So is the case also for Value Added Communications, Inc. (VAC), ShawnTech Communications, Inc., and Pacific Telemangement Services (PTS) for our payphone service offering. We have chosen these subcontractors to meet the Commonwealth's requirements for this reason.

7. Explain the Contractor's ability to effectively control and manage the strategic and operational aspects of a consortium of service providers/subcontractors which will allow the prime contractor to commit to liquidate damages.

MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements. MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.



First and foremost, MCI as the prime contractor and as part of its standard fully managed inmate telephone solution is the customer's single point of contact for any aspect of the inmate telephone service solution. The Commonwealth will not be required to contact any of our subcontractors directly.

There will be a single toll free number for the Commonwealth's trouble reporting to the MCI. This trouble/help desk is not subcontracted out and is staffed by MCI employees. The MCI DOC Help Desk has worked with these subcontractors to support other department of corrections MCI customers; they know our subcontractors escalations and process. As stated throughout this section, there is no learning curve between MCI and its subcontractors. Processes and procedures are in place and have been tested over time.

Second, MCI MCI's Technical Consultant and Regional Manager have contact and escalation information for each subcontractor. MCI and its subcontractors have worked successfully with each other in the past, and MCI will escalate quickly and with resolve if contractually committed to timeframes are in jeopardy of being exceeded.

Finally, MCI's and its subcontractor's upper management provide active oversight of any potential problem that cannot be readily resolved at lower levels.

8. Explain how the prime Contractor will work as a team with their subcontractor on this contract.

**MCI Response:**

MCI has read, understands, and provides the following information in response to this requirement.

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements.

MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.

In short, MCI and the subcontractors proposed have worked as a team supporting customers for an extensive period of time. There is no learning curve as to how each of our subcontractors work and their knowledge of MCI workings. The MCI fully managed service will not be a test bed for a new subcontractor, but the continuation of existing teamwork and relationships between staff and management that has resulted in successfully customer service and satisfaction for many previous years and for years in the future.

9. Does the prime Contractor typically manage a consortium of contractors to compete for services pertaining to this RFP? Provide examples.

**MCI Response:**

MCI has read, understands, and provides the following information in response to this requirement.

MCI's Department of Corrections Line of Business currently supports sixteen (16) state departments of corrections, providing a fully managed inmate telephone system and service. All of the sixteen (16) contracts in support of the fully managed inmate telephone services include the management of at least one (1) and up to four (4) subcontractors. Under MCI's fully managed inmate telephone service standard offering, these subcontractors usually provide MCI:

- Inmate call processing equipment, workstations, associated inmate telephone services and investigative software and upgrades, and 2nd level call processing equipment support;
- Preventative and remedial maintenance of call processing equipment, workstations, inmate telephones, and other inmate telephone system components;
- PIN/Debit/ and system administration support staff; and
- Preventative and remedial maintenance, coin collection, and polling of public payphones, as may be necessary to meet the RFP requirements.

As always, MCI as the prime contractor and as part of its standard fully managed inmate telephone solution is the customer's single point of contact for any aspect of the inmate telephone service solution.

The Commonwealth should note that MCI is one of the only inmate telephone services contractors that carries all calling traffic over its own network. In addition and unlike most inmate services contractors, MCI does not subcontract its trouble ticket help desk nor its called party customer service center.

10. Provide the name, title, telephone number, FAX number, mailing address, e-mail address, and work hours of a person who will be available to answer any questions concerning its proposal.



MCI Response:

MCI has read, understands, and provides the following information in response to this requirement.

The following individual will be able to answer any questions concerning MCI's proposal to the Commonwealth of Pennsylvania:

Mr. Keith Eismann
Phone: 210-484-3177
Fax: 210-484-5208

MCI
Attn: Mr. Keith Eismann
20855 Stone Oak Parkway
San Antonio, TX 78258

Mr. Eismann is available to be contacted anytime from 8am to 6pm, Central Standard Time. Mr. Eismann is also available anytime via his cell number (210) 385-2350.



Tab 6 – Technical Requirements

In addition to the following information, Contractors must include in this tab response to all information requested in Part 2.5-A through ~~2.5-F~~ **2.5-D (change per addendum #2 8.9.05)** of this RFP, include Attachment 5 Department of Corrections (DOC) Inmate Telephone Cutover Schedule, Attachment 11 Installed Equipment Form, Attachment 12, Environmental Requirements.

MCI Response:

MCI has read understands and has complied in the pages that follow with detailed responses to RFP Section 2.5-A through 2.5-D. MCI has also completed the requested Attachment section 11, 12 and Environmental section and included these responses in this proposal.

Installed Equipment: The Contractor must include with its proposal:

A. System B and System C: Inmate Telephone Service, Prepaid Inmate Telephone Service and Monitoring and Recording Equipment/System.

1. A minimum list of five customers located in the United States with a system having all of the operational characteristics as the system being proposed in response to this RFP. Names, addresses, points of contact and telephone numbers are required.

2. See Attachment 11 for the format for providing the information.

It is the intention of the Evaluation Committee to call one or more of the listed contacts to discuss the installed system(s).

MCI Response:

MCI has read, understands and has complied.

The requested Customer Listing has been provided within PA Attachment 11 of this proposal using the format requested in Attachment 11 of the original RFP.

D. Demonstration:

A. Basic Requirements:

The Commonwealth may require Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, to provide a demonstration of System B and C as an integrated entity. The demonstration of Systems B and C as proposed in the RFP shall be conducted at a Contractor customer location. No demonstration that is required by this RFP may take place at a Pennsylvania DOC facility. A minimum of six (6) and not more than seven (7) Commonwealth representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

Reference Attachment 13 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. After the demonstration Commonwealth personnel will process travel documents through the Comptrollers Office which reviews the document and supporting documentation. The Comptroller's Office will issue a document to each Contractor stating the dollar amount that it must reimburse to the Commonwealth.

No Contractor may subsidize charges, nor may it provide gifts, gratuities, upgrades, free meals, free rooms, free transportation, etc.

MCI Response:

MCI has read, understands and will comply.



B. Name and Location of Demonstration Site:

The name and location of the System B and C institution proposed as the site for the demonstration shall be included in the response to this paragraph in the proposal.

MCI Response:

MCI has read, understands and has complied with the proposed demonstration site below.

This facility was recently installed, under separate agreement, as an extension of MCI's contract with the Colorado Department of Corrections. The equipment installed is equivalent to MCI's proposed VACI System 100.

Cheyenne Mountain Pre-Release Center
2945 East Las Vegas
Colorado Springs, CO 80906

C. Dates/Times Controlled by Office of Administration:

The date and times of the demonstration will be coordinated by the Office of Administration. The Office of Administration retains the right to reject a demonstration site and date proposed by the Contractor and to require an alternative(s) from the Contractor.

MCI Response:

MCI has read, understands and agrees.

D. System(s) to be Demonstrated:

The system(s) to be demonstrated must be operational, completely integrated, in production, and in operation at the site.

MCI Response:

MCI has read, understands and submits that the proposed site listed within this section is operational, completely integrated, in production and in operation site.

E. Responsibility for Cost:

The Office of Administration will not be responsible for any costs incurred by the Contractor in conducting the demonstrations. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

MCI Response:

MCI has read, understands and will comply.

F. Details of Demonstration:

1. The demonstration for System B shall consist of a series of telephone calls placed from inmate stations; both collect and prepaid. The setup and details of these calls are scripted and the operational demonstration is designed to determine the effectiveness of the proposed systems in meeting the operational standards as presented in Part 5 – 2.5-A. The calls shall be placed and received by members of the Evaluation Committee and/or individuals designated by the Commonwealth of Pennsylvania. The telephones used for the calls must be inmate stations associated with the institution inmate call control system and located in a cellblock or yard in which multiple stations are installed. The calls shall be received using a variety of terminating switches/station equipment.

MCI Response:

MCI has read, understands and will comply.

2. The demonstration of System B shall consist of a series of telephone calls placed from and to text telephones (TTY) that would be used by an inmate. If a demonstration cannot be provided then a detailed written explanation must be given as part of the demonstration of the integrated system.

MCI Response:

MCI has read, understands and will comply.

3. The demonstration of System B shall consist of a demonstration and/or explanation of mechanical cut-off control switches proposed. If a demonstration cannot be provided then a detailed written explanation shall be given.

MCI Response:

MCI has read, understands and will comply.

4. The Contractor shall demonstrate System C (monitoring and recording equipment/system) by operationally demonstrating that it meets the requirements of the RFP as presented in Part 5 – 2.5-C. It is desired that the Evaluators get "hands on" experience with the system. If a demonstration can't be provided then a detailed written explanation shall be given.

MCI Response:

MCI has read, understands and will comply.

5. Since the requirements of the RFP are to be considered minimum, each Contractor is encouraged not only to propose, but also to demonstrate, additional features considered desirable by the Contractor that will be made available to the Commonwealth as part of the services provided under this RFP.

MCI Response:

MCI has read, understands and has complied with additional features offered at not additional cost the Commonwealth noted throughout this RFP response.

G. Detailed Cutover Schedule: Contractors must submit a detailed cutover schedule with their proposals, including time frames for the various stages of installation and tests and acceptance by the Commonwealth for system B - Inmate Telephone Service and Prepaid and for System C - Monitoring and Recording Equipment/Systems. Reference 2.5-D Common Requirements - 4 Installation, Transition and Implementation and Attachment 5 Inmate Telephone Cutover Schedule for providing the schedule.

MCI Response:

MCI has read, understands and has provided a detailed implementation schedule in response to 2.5D item 5 of this Section. MCI has also provided a completed PA Attachment 5 - Inmate Telephone Cutover Schedule in this proposal response.

Part 5 Systems**2.5-A. System B: Inmate Telephone Service:****1. General Conditions - Inmate Telephone Service:**

a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, Contractor work, associated wiring or any other cost to install and maintain the inmate telephone service. The Contractor is responsible for all costs associated with software or hardware upgrades and licenses. For the most part the Commonwealth cabling and conduit is provided at all Department of Corrections locations; however in some instances Contractor may have to supply what is required to complete the project. At this point, that amount cannot be determined. Estimation would be 1 % of inmate phones.

The non-coin collect-only inmate stations may be replaced on a one-for-one basis. The placement of inmate stations, at a minimum, shall meet existing standards and comply with all Americans With Disabilities Act (ADA) requirements. The current Verizon placement of inmate stations complies with ADA requirements.

MCI Response:

MCI has read, understands and will comply.

MCI confirms that there will be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, Contractor work, associated wiring or any other cost to install and maintain the inmate telephone service. MCI also acknowledges that MCI is responsible for all costs associated with software or hardware upgrades and licenses. In support of this section, MCI will also comply with all rules and regulations as they pertain to ADA requirements.

b. Compliance with Regulations and Law: The Contractor shall comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and must meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. All installations must be in compliance with the Americans With Disabilities Act to include the installation of text telephones (TTY) as required by the law. The Contractor shall not engage in unreasonable practices as specified in FCC regulations.



Attachment 14 is Act 181 of 2002. This bill amend the Dual Part Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

MCI Response:

MCI has read, understands and will comply.

MCI will comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and will meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. MCI will also comply with the ADA regulations by installing TTY phones as required by law.

c. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment and systems, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and telephone systems proposed.

MCI Response:

MCI has read, understands and will comply.

As the prime contractor, MCI its accepts its responsibility for all permits applicable to the installation, operation, and maintenance of the telephone equipment and systems, all associated wiring, and dial tone services. MCI will supply a detailed nomenclature of the equipment that shall be used, and technical specifications for all station equipment and telephone systems.

NOMENCLATURE / TERMS

BNA: Billing Name and Address

CPU: Central Processing Unit

Focus 100: The main controlling unit or server of the ITS

GB: Gigabyte (1,000 MB or Megabytes of memory)

GUI: Graphical User Interface

HSS Disk Arrays: Hot Swappable Spare, meaning that the Hard Disk Drive may be replaced while the system is still up and running.

IMS: Investigative Management System / Gang Manager

ITS: Inmate Telephone System

RAID 5: Originally RAID stood for "Redundant Array of Inexpensive Disks". The word Inexpensive has since been replaced with "Independent". RAID is a system of using multiple hard drives for sharing or replicating data among the drives. Depending on the version chosen, the benefit of RAID is one or more of increased data integrity, fault-tolerance, throughput or capacity compared to single drives. RAID is broken out into the follow standard types:

RAID 0 "Disk Striping" High I/O Performance / Speed

RAID 1 "Disk Mirroring" High Data Reliability / Fault Tolerance

RAID 2 Bits (rather than bytes or groups of bytes) are interleaved across multiple disks. (not very widely used)

RAID 3 "Parallel Transfer Disks with Parity" High Data Reliability & Highest Transfer Capacity

RAID 4 "Independent Transfer Disks with Parity" Similar to Level 3, but manages disks independently rather than in unison. Not often used.

RAID 5 "Independent Access Array with Rotating Parity" High Data Reliability & Transfer Capacity

SCSI: Interface consisting of a standard port between a computer and its peripherals that is used in some computers [syn: small computer system interface, SCSI]

Wintel ITC7042: Inmate Phone which is Powder Coated cold rolled steel.

The Focus 100 system is designed for maximum uptime and reliability by using the highest quality components and latest technology available today. The principle hardware building blocks of the Focus system are the Intel Dialogic telephony cards, the Intel SC5300 server, and the SCSI RAID5 HSS disk arrays.

The carrier grade Intel Dialogic computer telephony hardware cards are recognized in the industry for their high availability and cutting edge technology. VAC specifically chose the Intel Dialogic hardware for the Focus 100 system for the reliability.

The Intel SC5300 Server provides up to 730 watts of power with redundant supplies, contains seven fans that provide excellent thermal performance, supports up to 10 hot-swappable disk drives, and is one of the most reliable computer telephony chassis



available today. Using dual Xeon CPUs with hyper threading technology, the SC5300 chassis is unbeatable in performance and reliability.

The Focus 100 SCSI RAID5 Disk arrays are configured with hot swappable spares to insure the optimum availability and will be backed up on site to another external disk array.

Focus 100 System Electrical & Environmental Specifications	
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps (up to 2 required in Full-height Rack)

Focus 100 System Specifications	
Focus100 Digital Trunk Capacity*	Up to 1,536 stations x 1,536 trunks in 4 Racks
Focus100 Analog Trunk Capacity*	Up to 1,536 stations x 1,104 trunks in 4 Racks
Half-height Stand-alone System	24" x 37" x 48" Max: Analog: 96 stations x 72 trunks Digital: 96 x 96
Full-height Stand-alone System	24" x 37" x 76" Max: Analog: 288 stations x 216 trunks Digital: 288 x 288

*** For comparison purposes only. There is no theoretical system capacity limitation.**

Following are the known capacities of the Focus 100 System:

- Individual Inmate Accounts – There is no capacity limit to the number of inmate accounts that can be supported on the Focus 100 system.
- Call Records – There is no capacity limit to the number of Call Records that can be maintained on the Focus 100 system.
- Simultaneous Administrative Users -- There is no limit to the number of simultaneous administrative users on the Focus 100 system.
- Workstations/PCs – There is no capacity limit to the number of workstations/PCs that can be supported on the Focus 100 system.
- Simultaneous Live Call Monitors – There is no capacity limit to the number of simultaneous live call monitors on the Focus 100 system.

- Inmate Telephones – There is no capacity limit to the number of inmate telephones that can be supported on a Focus 100 system.
- Simultaneous Telephone Calls – There is no capacity limit to the number of simultaneous inmate telephone calls supported by the Focus 100 system.

Call recordings are stored on a state-of-the-art RAID 5 Disk Array that consists of several separate and inter-linked hard drives. This redundant design helps prevent data loss. A recorded call could continue to be played back in its entirety even in the event one of the drives fails and has to be replaced. Recorded calls are stored in a non-volatile, power independent memory that ensures data integrity, even under severe conditions. The Focus 100 hard drive system features expandable memory capabilities and simple call archiving methods. The system features 100% real-time call recording capability, and will be able to record all inmate calls placed from any inmate phone located within the facility, simultaneously.

The hardware components of the ITS are:

1. Server

Intel SC5200 series 5U Server NEBS compliant chassis

SE7500 series motherboard

2 2.4 GHz Xeon CPUs

10 SCSI slots per chassis (~2.5 TeraBytes of available disk storage using 292GB SCSI drives w/ raid5 HSS)

2. Disk Arrays

Raid5 HSS SCSI w/ dual channel U320 ROMB disk controller

Cheetah 292GB, 146GB, or 73GB SCSI U320 3.5LP 10KRPM SCA drives

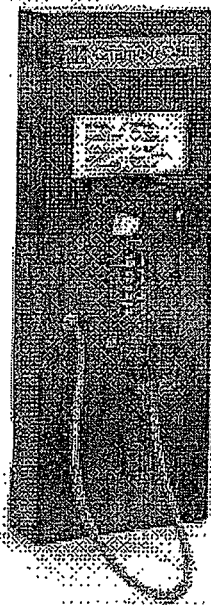
3. Telephony boards

Intel Dialogic HDSI (High Density Station Interface) Cards to Inmate phones

Intel Dialogic DMV 600B and 1200B – 48 and 96 port CO trunk interface cards

The Shadow digital Call recording technology is an integrated component of the inmate call processing system and will record each and every conversation initiated through the system (except identified attorney/privileged calls) twenty-four (24) hours a day 365 days a year and at any time a call is placed, even all calls simultaneously, which includes both the inmate and the called party. Even call attempts that were not connected are maintained and recorded which allows for investigators to research such call attempts.

MCI is proposing to provide and utilize Wintel ITC7042 inmate telephone station instruments. Wintel formerly known as Phillips and Brooks/Gladwin (PBG) is the leading manufacturer of inmate telephone station equipment utilized through the State and County Correctional markets. The Wintel ITC7042 inmate telephone set is a proven product providing security, reliability and durability despite the harsh correctional and jail inmate facility environments. The telephone instrument utilizes pin in head security screws that can only be removed with a special screwdriver to protect access to the inner workings of the phone. This phone instrument utilizes line power, is UL approved, and complies with the applicable NEC requirements. Please refer to the specifications allocated in the following illustration.



- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Facilities nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear® Technology **ITC7042 Full Size Blue** All-in-one electronic dial features modular incoming line **w/Vol. Control** and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- All telephone stations are equipped with a compact tamper resistant window card holder.
- All telephone station features, including size, mounting hardware, meet telephone industry standards.
- All telephone stations are equipped with armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance. Handset has a sealed transmitter and receiver caps, suitable to withstand heavy use and abuse.

- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)

The dimensions of this phone are 2 3/4" depth x 20 7/8" tall x 7 7/8" width. Through MCI's experience in the industry, we believe this model best meets the needs of the requirements set forth in this RFP; however other more compact models are available. If DOC would like a more compact model of phone than proposed, MCI will present all choices to DOC and come to agreement as to which model DOC believes best meets its needs. These other models are available at no additional cost to DOC.

MCI will supply Ultratec Supercom 4400 or compatible TTY phones. MCI will maintain these phones at no cost to DOC.



d. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment (inmate phones) that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones in Place.

MCI Response:

MCI has read, understands and will comply.

As noted in the above section, 2.5-A.1.e, MCI is offering to replace each phone with a higher quality phone that will produce crisp, rich sounding quality that is further amplified in the recordings to offer the highest possible quality.

e. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. This listing shall clearly identify that the features are provided at no cost to the Commonwealth.

MCI Response:

MCI has read, understands and will comply.

MCI has read, understands and is offering value added services at no charge to the Commonwealth. MCI has listed below the following Value Added Services:



- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

These advanced services, will provide the PA DOC with the ability aid their investigators in valuable record gathering.

MCI Value Added Service Offerings

Investigative Management System

MCI offers its Investigative Management System (IMS) value-added product to the Commonwealth at no additional cost. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by [REDACTED]

IMS is a stand-alone software application that comprises a [REDACTED] module and an [REDACTED] module. The modules run outside of the ICS, and each can run independently or concurrently with the other.

The application combines three sets of data that can be searched by user-initiated queries. The first data source, provided by MCI, is a database created from call detail records (CDRs). The other two sets of data must be provided by the DOC: [REDACTED]

[REDACTED] For these modules to provide the most complete information, inmate PINs are required.

DOC personnel who have an IMS user name and password will be able to access the Web-based application and perform queries from an existing workstation. IMS is an easy-to-learn, user-friendly, intuitive GUI application.

[REDACTED]



The following (sanitized) screen shots are from a working IMS. The figure below shows the search results from [redacted] and the next figure shows the results of an [redacted]

INMATE ID	INMATE NAME	INMATE TYPE	INMATE STATUS	INMATE LOCATION	INMATE PHONE	INMATE FAX	INMATE EMAIL	INMATE ADDRESS	INMATE CITY	INMATE STATE	INMATE ZIP	INMATE DATE	INMATE TIME	INMATE DURATION
121	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:00:00	00:00:00 MinSec
122	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:04:18	00:00:00 MinSec
123	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:04:45	00:00:00 MinSec
124	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:05:33	00:00:00 MinSec
125	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:06:07	00:00:00 MinSec
126	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:06:53	00:00:00 MinSec
127	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:07:28	00:00:00 MinSec
128	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:08:11	00:00:00 MinSec
129	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:14:04	00:00:00 MinSec
130	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:15:16	00:00:00 MinSec
131	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:15:19	00:00:00 MinSec
132	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
133	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
134	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
135	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
136	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
137	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
138	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
139	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
140	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
141	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
142	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
143	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
144	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
145	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
146	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
147	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
148	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
149	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec
150	FOLIO, J	SOCP	JORDAN	23287								08/02/2003	18:18:25	00:00:00 MinSec



STC Code	Called Number	Facility Location	Number	Date	Completed	Call Date	Call Time	Duration	User Name
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER
11500000	601 2383	DOJ	2383	07/06/2003	N	07/06/2003	23:45:05	00:00:00	CHRISTOPHER

MCI Customer Web Site

MCI is offering to the Commonwealth, access to MCI's secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA	Address LookUp via Phone Number
Site Activity Monitor	Active and Passive Monitoring of DOC Facilities

BNA information can be obtained via MCI's web tools – see information below.

BNA Look-Up value-added feature can be provided by MCI to the Commonwealth at no additional cost. Upon request for this feature, MCI will work with DOC representatives to implement the feature and provide the necessary training to Commonwealth staff.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from

the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

BNA LookUp

Phone No: 9163918886
Lee, Ivan
6749 21st
SACRAMENTO, CA
95822

LATA	LEC (based on CADD HPAIXX)	City	State	Time Zone	SPID	Active	NPA Split
726	PACIFIC BELL	SACRAMENTO	CA	4 - PST	14	Y	None

CVG Status: UNBLOCKED - Code 722 from SACCVG01

LIDB Status: UNBLOCKED - Code 711 from SACCVG01

BNA Lookup

MCI Site Monitor

The site monitoring application is a value-added feature that MCI can offer to the Commonwealth at no additional cost. MCI will provide access to this tool and data to a limited number of DOC and Headquarters staff. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

In addition to checking the health of the system every 15 minutes, the Site Monitor application performs the following tests and checks:

- **IPing.** Site Monitor will proactively "ping" the Cisco IP router and ICS server located at each DOC site to verify network connectivity to the facility systems

and that they are active. MCI will immediately take steps to resolve the problem before it is evident to facility personnel.

- **Call Failures.** Once per hour the Site Monitor will calculate the number of failed call attempts against the total number of attempts—unbillable and/or failed vs. completed billable calls. When a high failure rate is detected, the system will automatically generate an alarm, prompting the MCI Service Center and Network Operations Center to troubleshoot the problem and begin appropriate resolution activities.
- **Call Blocks.** Once per hour the Site Monitor will calculate the number of blocked calls against the number of completed or billable attempts. If a high block rate is detected, the system will automatically generate an alarm that prompts MCI's investigation and resolution activities.
- **Billable Calls.** Once per hour the Site Monitor will compare each facility's number of billable calls against historical volume for the same day and time period (e.g., the past three Tuesdays for the one-hour time period of 5:00 PM to 6:00 PM CDT) to identify aberrations in call volume. This process helps identify possible service-impacting events. For example, a site that shows a zero usage traffic volume could indicate the occurrence of a major outage or simply that the site is in lockdown or delayed inmate count status.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

The figures below depict the MCI Site Monitor tool's screen shots. Red indicates a potential service-affecting issue worthy of investigation. Yellow indicates that a red issue has occurred and is in the problem resolution process. Blue indicates all is well and normal. Black indicates the absence of site traffic.

http://maxprm.mclink.com/site_activity/FullStateView.asp?cbState=CADC - Microsoft Internet Explorer

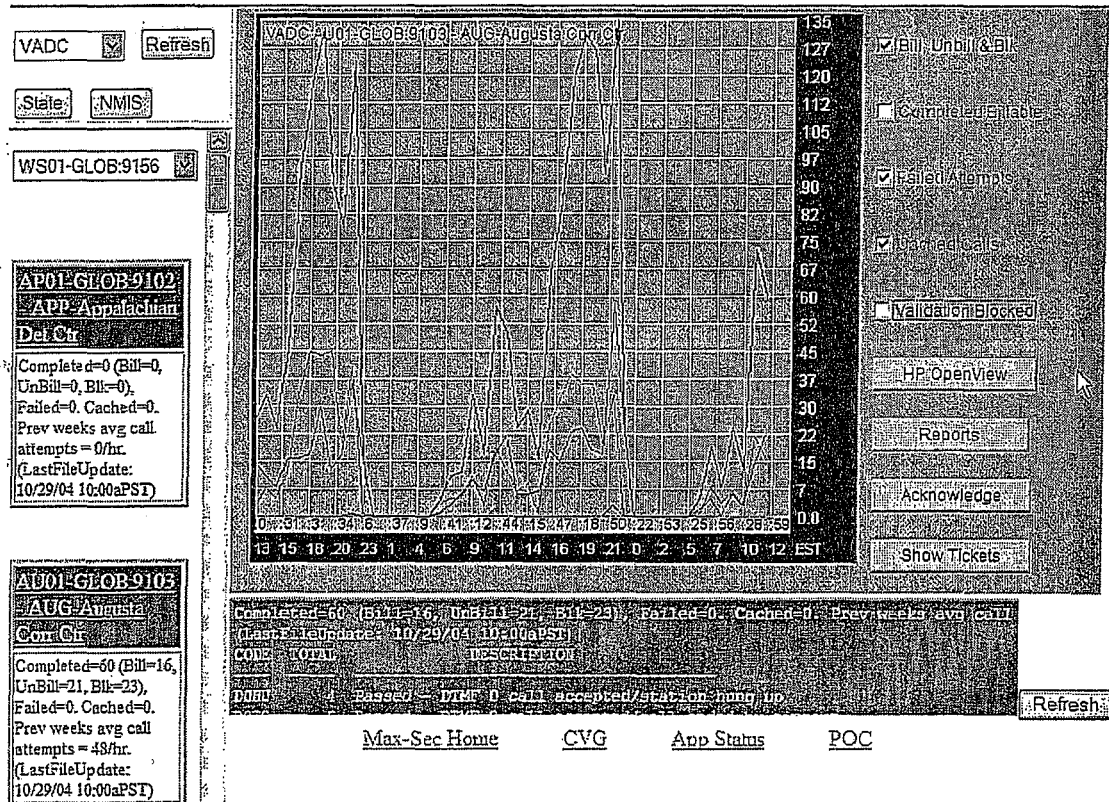
Address: http://maxprm.mclink.com/site_activity/FullStateView.asp?cbState=CADC

Site Monitor : CADC

AC00-GLOB-CA43 - Acton Conservation Camp	AD00-GLOB-CA44 - Alder Conservation Camp	AT00-GLOB-CA01 - Arden State Prison	BL00-GLOB-CA45 - Bassline Camp
BN00-GLOB-CA31 - CVA Pen Landmark Camp	CD00-GLOB-CA08 - CSP Carson II	CO00-GLOB-CA07 - CSP Carson	CO00-GLOB-CA27 - CVA Westwood Ridge
CO00-GLOB-CA12 - Central State Prison	CO00-GLOB-CA11 - Central State Prison	CO00-GLOB-CA26 - CVA Hill Top Rd	CO00-GLOB-CA14 - Chualar Valley SP
DL00-GLOB-CA21 - North Kern State Prison	DT00-GLOB-CA43 - Delta Camp	FT00-GLOB-CA71 - Folsom Transitional Trail	HN00-GLOB-CA18 - High Desert State Prison
IN00-GLOB-CA19 - Inwood State Prison	JD00-GLOB-CA77 - Santa Conservation Ctr	MD00-GLOB-CA28 - Valley SP for Women	MD00-GLOB-CA13 - Central CA Women's
MC00-GLOB-CA10 - North Kern State Prison	NC00-GLOB-CA34 - CVA North Kern Cons. Ctr	NP00-GLOB-CA09 - CSP Sacto	NE00-GLOB-CA06 - Central CA Women's
OR00-GLOB-CA17 - Tolson SP	PR00-GLOB-CA37 - CVA Prison	PV00-GLOB-CA13 - Pleasant Valley SP	SA00-GLOB-CA35 - Salinas Valley SP
SD00-GLOB-CA24 - El Dorado State Prison	SL00-GLOB-CA05 - CA Santa Coloma	SO00-GLOB-CA16 - Santa Fe Valley Facility	SO00-GLOB-CA25 - San Onofre State Prison
SR00-GLOB-CA66 - Salt Creek Camp	ST00-GLOB-CA22 - No. CA Women's Facility	SV00-GLOB-CA02 - CA Santa Cruz (Shoreline)	TE00-GLOB-CA03 - CA Correctional Inst
TR00-GLOB-CA16 - Delta Vocational Inst	UN00-GLOB-CA14 - CA Medical Facility	VS00-GLOB-CA10 - CSP Sacto	VS00-GLOB-CA29 - West State Prison

Login Page

Site Monitor Report / State View



Site Monitor Report / Site View

As an added diagnostic reporting feature, MCI's MaxPrm Daily Performance reporting application will poll all Focus 100 system installations on a daily basis. This application



measures and reports daily performance levels, such as the number of completed/accepted calls, the total number of call attempts, call validation performance, the number of failed call attempts, and the number of blocked calls. The MaxPrm application then compares this data against a sophisticated measurement model that it builds from historical data to identify any irregularities or sudden changes. If established thresholds are exceeded or fall short of expectations, they will be flagged and reported daily to MCI's Technical Support and Field Operations Team.

This measurement model can be adjusted on an installation-by-installation basis to ensure accurate comparisons. The DOC can request these customized reports on a daily basis.

The figure below is an example of a MaxPrm daily report showing attempted calls and completed calls by site.

[Unit Details]					
MCI-Vendor ID	Files	Billable	UnBill	Sus	Unit Name

--					
VADC:AU01-9103	1	297	736	3	AUG-Augusta Corr Ctr
VADC:BA01-9160	1	6	45	3	BON-Bon Air Juvenile
Just					
VADC:BC01-9104	1	363	724	1	BCK-Buckingham Corr.
Ctr.					
VADC:BL01-9106	1	199	487	4	BLN-Bland Corr Ctr
VADC:BM01-9159	1	39	136	4	BEA-Beaumont Juvenile
Jus					
VADC:BO01-9109	1	216	487	2	BTT-Botetourt Corr.
Ctr.					
VADC:BR01-9107	1	284	593	3	BRS-Brunswick Corr.
Ctr.					
VADC:BS01-9108	1	177	453	2	BSK-Baskerville Corr
Ctr					
VADC:BT01-9158	1	17	30	3	BAR-Barrett Juvenile
Just					
VADC:CD01-9115	1	468	989	7	CWD-Coffeewood Corr.
Ctr					
VADC:CH01-9110	1	30	112	0	CHF-Chesterfield Men
Div					
VADC:CM01-9111	1	55	114	0	CHM-Chatham Diversion
Ctr					
VADC:CP01-9161	1	27	33	0	CLP-Culpepper Juve Just
VADC:CR01-9112	1	107	214	0	CRL-Caroline Corr. Ctr
VADC:CS01-9113	1	115	242	2	CSP-Cold Springs Corr
Ctr					
VADC:DN01-9116	1	61	168	1	DNW-Dinwiddie Corr. Ctr
VADC:DP01-9117	1	712	1600	10	DPM-Deep Meadoow Corr
Ctr					
VADC:DR01-9118	1	65	150	1	DRF-Deerfield Corr. Ctr
VADC:DY01-9119	1	389	928	3	DYL-Dillwyn Corr Ctr



VADC:FL01-9121 #1	1	470	1110	17 FLU-Fluvanna Corr Ctr
VADC:GN01-9122 Ctr	1	1012	2073	18 GNV-Greensville Corr
VADC:HA01-9126 Ctr	1	447	1031	3 HVN-Haynesville Corr
VADC:HL01-9124	1	92	226	1 HLF-Halifax Corr Ctr
VADC:HR01-9125 Ctr	1	79	162	2 HRR-Harrisonburg Dent
VADC:HV01-9162 Just.	1	35	70	2 HAN-Hanover Juvenile
VADC:HY01-9127 Unit.	1	41	94	0 HYV-Haynesville Corr
VADC:IC01-9128 Ctr	1	584	1359	14 ICC-Indian Creek Corr
VADC:JM01-9129	1	291	575	2 JMR-James River Corr
VADC:JW01-9130 Ctr	1	180	304	1 JWC-James River Work
VADC:KN01-9131 Ctr	1	220	448	3 KNM-Keen Mountain Cor
VADC:LR01-9132 Ctr	1	615	1566	11 LRV-Lawrenceville Cor
VADC:LU01-9133 Ctr.	1	424	1046	22 LUN-Lunenburg Corr.
VADC:MC01-9134 Ctr	1	542	1457	9 MCK-Mecklenburg Corr
VADC:MR01-9135 Ctr	1	37	60	0 MRN-Marion Corr&Treat
VADC:NB01-9163	1	30	80	2 NAT-Natural Bridges JCC
VADC:NT01-9136	1	368	991	2 NTT-Nottoway Corr. Ctr.
VADC:PC01-9138 Unit.	1	99	199	3 PCH-Pocahontas Corr
VADC:PL01-9139	1	197	374	2 PLS-Pulaski Corr Unit
VADC:PT01-9140	1	45	109	0 PTH-Patrick Henry Corr
VADC:PW01-9141	1	263	588	7 PWH-Powhatan Corr Ctr
VADC:RD01-9164 Cntr	1	20	82	1 RDC-Reception & Diag
VADC:RH01-9157 Div	1	3	6	1 RHH-Richmond Women's
VADC:RO01-9142	1	90	229	0 RDO-Red Onion St Prison
VADC:RS01-9143	1	66	120	0 RSB-Rustburg Corr Unit
VADC:SB01-9144	1	413	1011	10 SBR-St Bride's Corr Ctr
VADC:SC01-9145	1	349	799	3 SCX-Sussex I St Prison
VADC:SH01-9146 Ctr	1	336	827	11 SHN-Southampton Corr
VADC:ST01-9147	1	55	89	1 STF-Stafford Det Ctr
VADC:SX01-9149 Prison	1	563	1602	22 SUX-Sussex II St.
VADC:TZ01-9151	1	53	88	0 TZW-Tazewell Corr Unit
VADC:VR01-9152	1	219	416	2 VRG-Virginia Corr Unit
VADC:WH01-9153 Unit	1	52	154	2 WHP-White Post Corr
VADC:WR01-9155	1	255	660	13 WRD-Wallens Ridge Corr



VADC:WS01-9156

1

47

68

1 WSE-Wise Corr Unit

MaxPrm Daily Performance Report**MCI Snitch Line**

The Snitch Line value-added feature can be provided by MCI to the DOC at no additional cost. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in MCI's proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINs. The data exchange would be handled by NCC through the use of an FTP server as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily basis, or at other predetermined intervals.

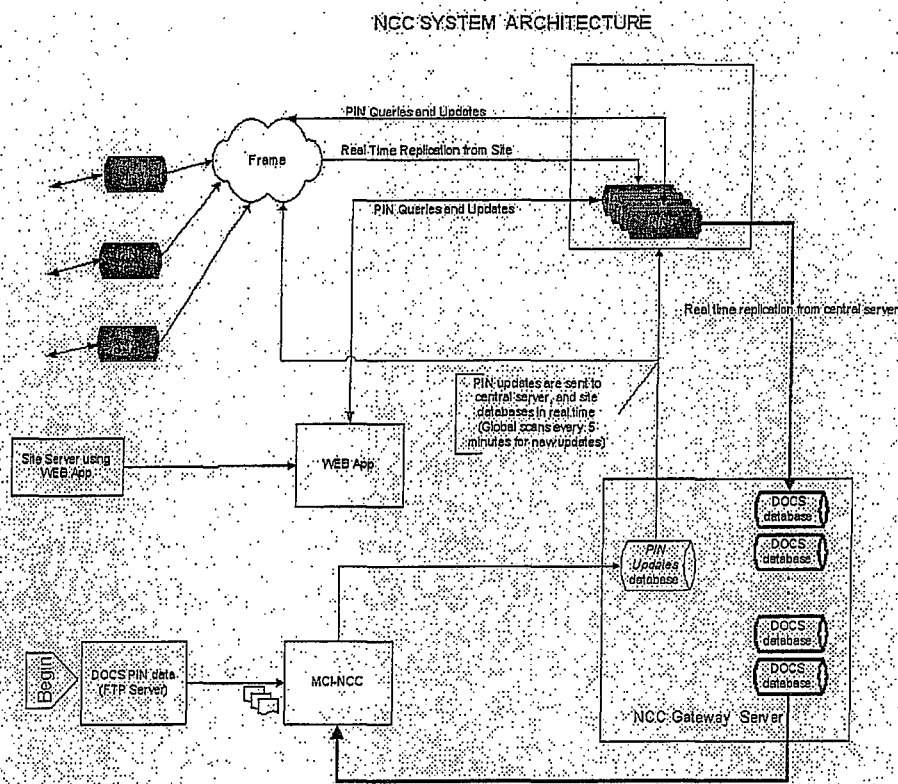
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- DOC uploads PIN data files to the FTP server.

- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.
- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.
- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.
- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.



Network Control Center Architecture

PIN Update Database:

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the `tblPinChanges` and `tblAllowListChanges`. They are shown below with their sizes and MS SQL data types.

tblPinChanges	tblAllowListChanges
[InmateID,nvarchar(15)]	[InmateID,nvarchar(15)]
[PIN,nvarchar(10)]	[ContractID,nvarchar(4)]
[ContractID,nvarchar(4)]	[PhoneNumber,nvarchar(16)]
[FirstName,nvarchar(20)]	[HearingImpaired,bit]
[LastName,nvarchar(20)]	[TimeAdded,datetime]
[SubID,nvarchar(10)]	[TimeUpdated,datetime]
[Active,bit]	[AllowRecording,bit]
[SelfLearn,bit]	[Operation,nvarchar(1)]
[SelfLearnStartDate,datetime]	
[SelfLearnDuration,int]	
[alias,nvarchar(20)]	
[Location,nvarchar(10)]	
[maxCallLength,int]	
[callListType,nvarchar(1)]	
[TimeAdded,datetime]	
[TimeUpdated,datetime]	
[HearingImpaired,bit]	
[Operation,nvarchar(1)]	

PIN Database Table

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

PIN Updates

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

f Text Telephones: Automated Inmate Telephone System Relocations DC-ADM 818:

Contactors will refer to Attachment 9 Department of Corrections Automated Inmate Telephone System policy number DC-ADM 818, VI Procedures B. Telecommunication Devices for the Hearing Impaired, as follows.

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.

MCI Response:

MCI has read, understands and will comply.



2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speechcapable persons and vice-versa, through the assistance of specially trained operators.

The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.

MCI Response:

MCI has read, understands and will comply.

MCI will provide TTY/TDD 800 service connecting to 800-855-1155 for hearing or speech-impaired persons.

3. A remote printer will produce a copy of the conversation for monitoring purposes.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a TTY/TDD remote printer for producing a copy of the conversation for monitoring purposes.

No toll-free and emergency numbers, e.g., 800, 888, 911; with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired, are permitted to be used by the Contractors in the design of the proposed system.

1. The Contractor shall be notified by the DOC of a need for a text telephone (TTY) and the designated SCI. Within ten (10) working days of notification, the Contractor will have the TTY installed. The facility manager or designee will determine the installation location(s) at the designated SCI. The text telephone shall be provided at no cost to the Commonwealth. The unit shall be an Ultratec Supercomm 4400, OR APPROVED EQUAL. It shall be equipped with a RJ-11 with a 25 foot mounting cord and include the standard keyboard, battery pack, LED display and print capability.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a TTY at no cost to the DOC within 10 working days of notification. The unit shall be an Ultratec Supercomm 4400 or equivalent. Additionally, the Focus 100 ITS will prevent calls to toll-free numbers other than those requested for connectivity to the Pennsylvania Relay Service for TTY/TDD equipment.

2. The Contractor shall consistent with Automated Inmate Telephone System Delegations DC-ADM 818 process the TTY/TDD's calls through the Contractors provided printer(s). The Contractor shall provide at no cost to the Commonwealth all printers, parts, paper, ink and servicing for the printers. Contractors will explain their repair plan when TTY/TDD, printers and other solutions are not working.

MCI Response:

MCI has read, understands and will comply.



MCI will provide a TTY/TDD Printer and Supplies at no cost to the DOC. Repairs will be attempted on each unit when notified of such problems. If the TTY/TDD or remote printer can not be repaired in the field, at the facility, the reporting field technician will replace such unit.

3. The Ultratec Supercomm 4400, or approved equal equipment shall be re-programmed to remove the functionality on the TTY/TDD device that gives the ability for an inmate to turn off the printer and any other feature that the DOC wants removed. Also, install a lock on the TTYs in the area of the batteries so the inmates can't remove the batteries.

MCI Response:

MCI has read, understands and will comply.

MCI will reprogram the Ultratec Supercomm 4400 TTY at no cost to the DOC to prevent the inmates from turning off the printer and any other feature that the DOC wants removed. Also, MCI shall install a lock on the unit to prevent the removal of the batteries by the inmates.

4. The TTY/TDD shall be programmed for making a 30 minute call

MCI Response:

MCI has read, understands and will comply.

MCI will program each TTY at no cost to the DOC to allow for 30 minute call durations.

5. The Commonwealth is looking for additional services rather than using remote printer(s) to record the inmate conversations. The Commonwealth would like the inmate conversation to be recorded through the inmate system..

- a. TTY/TDD calls to go through the inmate control system would include the standard pre-programmed message that the call is from a Correctional Institution and will be recorded and monitored, including notice of 1 minute of time remains.
- b. Include the interlata rate quote as part of the script, therefore meeting the FCC requirements for the called party and originator of the call to obtain the cost of the call.

MCI Response:

MCI has read, understands and will comply.

MCI will include the InterLata rate quote as part of the script meeting the FCC requirements.



6. The Contractor shall contact the AT&T Relay Service to have the TTY line PIC to the Contractor's same long distance carrier that would provide the inmate collect rates and establish the TTY rates the same rates that the inmates would be charged when making collect calls.

MCI Response:

MCI has read, understands and will comply.

MCI will contact the AT&T Relay center to have each TTY line PIC to MCI to ensure the same inmate collect rates.

7. Information on Telecommunications Relay Service: Telecommunications Relay Services (TRS) commonly known as TSR provides a relay service for deaf, hard of hearing and/or person with speech and language disorders enabling them to communicate via telephone with the assistance of a trained Communications Assistant (CA). Mandated by the FCC, all of the states provide Telecommunications Relay Service. The Pennsylvania Telephone Associated (PTA) presented a Request for Proposal (RFP) to the Public Utility Commission (PUC) in February 1990, which was reviewed and accepted. Formal offers to provide four prospective service providers, which were reviewed by a Bid Committee who identified AT&T as presenting the best bid, submitted the contemplated TRS. On May 29, 1990, the Commission issued an Opinion and Order at Docket No. M-00900239, granting the Petition of the PTA for the purpose of establishing a Pennsylvania Relay Service for the Deaf, and Hearing and/or Speech Impaired Community. The May 29, 1990 Order granted the application of AT&T (Docket No. A-310125) for a Certificate of Public Convenience and Necessity to provide the relay service necessary for delivering TRS in Pennsylvania. AT&T has remained the TSR provider in Pennsylvania.

MCI Response:

MCI has read, understands and will comply.

g. Install Text Telephones: The Contractor shall include in its proposal the commitment that Ultratec Supercomm 4400 or approved equal text telephones (TTY) shall be procured and installed at the following SCIs. Inmates using TTYs are given thirty (30) minutes per session rather than the inmate's normal using inmate phones having fifteen (15) minutes per session:

Current TTY distribution:

8 TTY SCI Albion (5 Ultratec Miniprint 225 (portable), 1 Ultratec 425 (portable) and 2 Ultratec Supercom 4400 (1 hardwired to a dedicated line)
1 TTY SCI Camp Hill (hardwired to a dedicated line) 1 TTY SCI Coal
1 TTY SCI Graterford
1 TTY SCI Huntingdon 12 Total TTYs

Changing operations to four (4) locations where the DOC-SCI deaf inmates are clustered:

1 TTY SCI Camp Hill 1 TTY SCI Graterford 1 TTY SCI Muncy 1 TTY SCI Albion

If the DOC finds deaf inmates at other facilities, they will try to get them moved to one of the four (4) sites mentioned above. The only exception will be if the DOC has a hearing inmate at one of the other SCIs requires a TTY so they she/he could communicate with a deaf parent.

**MCI Response:**

MCI has read, understands and will comply.

MCI acknowledges that the Ultratec Supercomm 4400 or equivalent text phones will be installed at the facilities identified above in section 2.5-A.1.g.

h. Concurrence for Disconnection/Removal: No inmate stations shall be disconnected/removed without the concurrence of the Commonwealth.

MCI Response:

MCI has read, understands and will comply.

i. Upgrades or Replacements – Hardware: The Contractor shall regularly upgrade or replace equipment with the latest upgrades of technological equipment and software, as upgrades are available. The proposal shall state Contractor's plans to make hardware upgrades and replacements showing both any pre-planned upgrades by the Contractor and all methods to be used to implement upgrades and convert to new versions of items from all other Contractors whose software or hardware may be utilized by this Contractor for the inmate and monitoring telephone system they propose. Contractor shall promptly within 60 days institute any upgrades that may become available as requested by the DOC.

MCI Response:

MCI has read, understands and will comply.

MCI takes great pride in offering its correctional customers the most up-to-date inmate/ward calling products and services available in the marketplace. In addition to identifying, testing, and marketing new and emerging technologies in the correctional marketplace, MCI's internal development organization works with on-site project teams to drive product development to meet emerging customer requirements.

All hardware will be kept at a level that is supportable by the manufacturer and any technology refresh of such hardware will be provided at no cost to the Commonwealth.

Any additions, improvements, or enhancements that are developed, tested, and incorporated as permanent features of the ITS System, during the contract period will be provided to the Commonwealth at no cost and are generally accomplished by automatic upload to each contracted SCI based system. A system shut down will not be required by the Commonwealth facilities to benefit from such updates.

Equipment deployed at each SCI site will be maintained by MCI to meet the requirements of the RFP and the PA DOC. If at any time, this equipment becomes obsolete or unsupported, MCI will review potential alternative solutions and equipment and present such alternatives/equipment to the Commonwealth for consideration. Upon agreement by MCI and the Commonwealth for implementation of an alternative solution or replacement of such equipment, MCI will implement the agreed upon changes at no

cost to the Commonwealth. The implementation timeline will be coordinated and agreed to between the parties.

j. Federal and State Laws, Rules, Regulations, and Codes:

a. The Contractor shall ensure that all services and equipment proposed during the term of the contract complies with all Federal and State laws, rules and regulations including but not limited to rate making, branding, provision of consumer information, access to local, IntraLata, and InterLata carriers, accommodations for individuals with disabilities and any applicable construction, electrical and safety codes.

MCI Response:

MCI has read, understands and will comply.

All services and equipment proposed during the term of the contract complies with all Federal and State laws as described above in section 2.5-A.1.j.a.

b. The Contractor must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator. The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

MCI Response:

MCI has read, understands and will comply.

k. Amplified Handsets: The Contractor shall provide amplified handsets for hard-of-hearing inmates upon request.

MCI Response:

MCI has read, understands and will comply.

l. Security Testing: The Contractor shall permit the testing of call detection security enhancements with the Law Enforcement and Corrections Technology Center Northeast (LECTC-NE) as requested.

MCI Response:

MCI has read, understands and will comply.

MCI agrees that testing of call detection security enhancements with LECTC-NE shall be permitted as requested. Acceptance will not be unreasonably denied for implementation of any new call detection enhancements, but any such testing would be granted for a predetermined time frame as not to tie any individuals for an extended amount of time beyond what would be considered reasonable and customary.



2. Operational Standards: The system for inmate calling service shall have the following operational standards:

a. One-way, out-going only service.

MCI Response:

MCI has read, understands and will comply.

MCI will allow out-going only service. This is accomplished two-fold: first, the Focus 100 ITS will only provide outbound service, secondly, when MCI orders the outbound trunks for the Focus 100 ITS, the lines are ordered ONLY with outbound traffic routing, eliminating the ability for inbound calls to inmates.

b. No pulse dialing.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS will not allow pulse dialing. Every time an inmate makes or attempts to make a call, he must initiate the call from an on-hook or hung-up situation.

c. Collect calling, station-to-station calling and prepaid calling.

MCI Response:

MCI has read, understands and will comply.

d. Direct dialed calls of any type shall be prohibited. By law the inmates are only permitted to make collect calls or prepaid calls. The system may not permit any direct dialed calls of any type.

MCI Response:

MCI has read, understands and will comply.

Any direct dialed calls will be prohibited, unless the Commonwealth wishes to process prepaid calls via direct dial services that would be checked against a allow list for that individual inmate PIN. This feature is programmable and will not be turned on unless directed by the DOC.

e. Access to "411" and/or "555-1212" information service shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

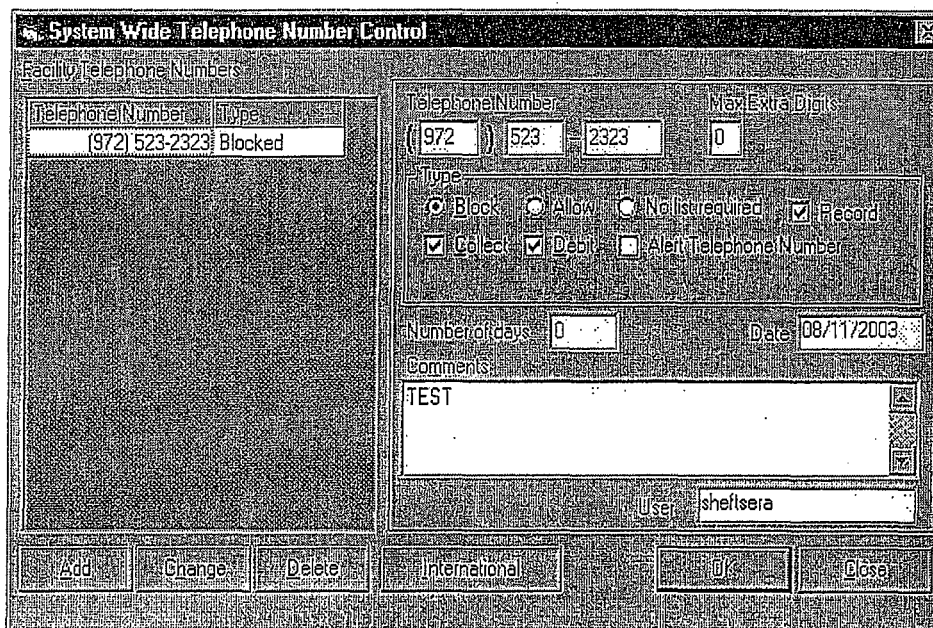
The VAC Focus 100 computerized call control system prevents calls to any unauthorized numbers and provides the ability to block calls to individual telephone numbers as well as

groups of numbers such as 800, 888 and specifically numbers that incur charges including 900, 972, 976, and 550. This blocking will be configured as part of the VAC manufacturing process prior to installation. Additional blocking can be managed on-site using the administrative workstation or via remote communications.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

In addition, a listing of blocked numbers can be generated and viewed or printed at any time. Entry of a Blocked number and removal of a block are both accomplished using the same screen shown below. To remove, the "Block" button is unselected. All block maintenance entered in this fashion using the site workstation is implemented within 15 minutes of entry. In addition, the site may phone or email block requests to VAC customer service for processing. VAC will implement standard requests within 24 hours or emergency requests within an hour of receipt.





f. Access to toll free services 800/888/877/etc, numbers shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

g. Access to multiple IntraLata/InterLata carriers via toll free/800+, 900+, 950+, 976+, or 10XXX and other calls as defined from time to time by the Commonwealth shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

h. Access to the "911" emergency system shall be prohibited.

MCI Response:

MCI has read, understands and will comply.

The VAC Focus 100 computerized call control system prevents calls to any emergency system numbers such as 911 and unauthorized numbers and also provides the ability to block calls to individual telephone numbers as well as groups of numbers such as 800, 888 and specifically numbers that incur charges including 900, 972, 976, and 550. This

blocking will be configured as part of the VAC manufacturing process prior to installation. Additional blocking can be managed on-site using the administrative workstation or via remote communications.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

i. All inmate lines shall be blocked from sending "Caller ID" information.

MCI Response:

MCI has read, understands and will comply.

Caller ID will be suppressed on all lines that service the inmate telephones. When MCI orders the phone lines, the caller ID will be suppressed and prevented from being displayed to the Called parties, thus they will not have the capability to identify the number from which the inmate's call originated.

j. Mechanical cut-off control switches shall be provided to facility officials to control telephone service availability. Each facility superintendent shall specify the location of the switches. At the option of the Commonwealth, the switches shall be located both in the block control facility and at the central control security office. The use of the cut-off switches shall not adversely impact station performance; i.e., no loss of restrictions or programming capabilities upon return to service. All DOC-SCIs have cut off keys and the locations are within the institution, may vary at locations, and are all the property of Verizon. About 50% of the DOC-SCIs have cut off switches in the central control area and the balance of 50% has switches located in other areas. All the sites that currently have cut off keys the Contractor may use the installed cabling if a pair is available, but without disturbing the existing Verizon service. The cut-off control switches are used in emergencies for quick disconnect of service. When the cut-off control switches are activated they terminate the call as if it was a hang up and both sides of the call are disconnected.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ICS provides several different methods to shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

MCI will install manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation. PIN access within an entire facility and / or within a particular housing unit may be locally disabled, or may be remotely disabled with the proper password access.

Also using the provided Workstation, the Commonwealth will have complete flexibility to establish inmate calling parameters by day of week and hour as seen below. In addition, general operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. The DOC may also choose to control a group of phones' calling hours, such as the infirmary. Holiday schedules may also be established in order to offer alternate calling on these defined days. Once these schedules are established, access to calling by the inmates is automatically controlled by the system, with no administrative intervention required.

Access Control

k. Telephone station equipment shall be powered by the telephone line and require no additional power source.

MCI Response:

MCI has read, understands and will comply.

The phone instruments utilize line power and require no additional power source. All telephone stations are UL approved, and complies with the applicable NEC requirements.

l. The system shall, by function, be completely integrated with the call monitoring and recording equipment designed to monitor and record individual inmate calls. The system shall alert the monitoring station operator that a preprogrammed Personal Identification Number (PIN) is placing a call or that a PIN has dialed a preprogrammed terminating telephone number in the system. In addition, certain preprogrammed PIN calls shall alert one or more of the Headquarters Security and Professional Responsibility Offices. It is the responsibility of the Contractor to ascertain that Systems B and C are appropriately integrated and that the clocking between Systems B and C is synchronized.

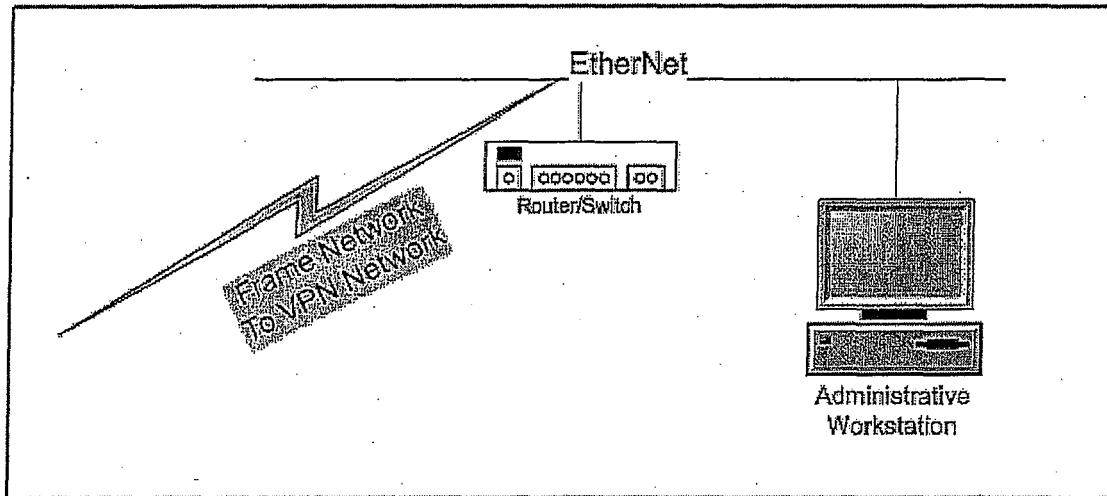
MCI Response:

MCI has read, understands and will comply.

Integrated Audio Recording and Monitoring: The Focus 100 system provides digital, real-time monitoring and call recording as its standard with the integration of both digital audio recording and live monitoring capabilities. On-line call recording storage capacity can be configured for any number of years as required by the RFP. Additionally, additionally hard drive space can be added at anytime to accommodate the necessity to add additional years of online storage or recordings. Audio monitoring of live conversations or recordings can be accomplished by local or remote (WAN or LAN) access.

The VPN / WAN network and Frame Relay capabilities that MCI is offering, will allow remote or local users to access the entire network and any facility within that network as though they were physically attached to that ITS server at the facility.

Remote monitoring is performed just like any other monitoring at a facility whether in progress live calls or playing back a recorded call. Simply select the call to listen to, and with the click of a button, you are monitoring that call with the highest digital quality available.



Remote Monitoring via VPN

Monitoring occurs via the investigative workstation using built-in speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring is undetectable by the calling or the called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress.

A great feature which many other vendors do not currently provide is the ability for an investigator to scan all active conversations in a rotating sequence, with the option of stopping on any call that requires further attention. This feature of AutoScan can be set at a desirable scanning interval of seconds as shown in the screen snapshot below. In other words, the investigator can have the system play the first conversation listed on the screen below over the speakers for set time period (e.g. 15 seconds). After that period of time is over, the system will automatically move to the next call listed and play that conversation for the same period of time. This will continue until scanning is shut off. The advantage of this feature is that an investigator can perform other tasks while listening to portions of calls. If during this scanning the investigator determines based on the conversation that they would like to continue to listen to a specific call the scanning feature can be disabled with a click.

5 H A D G W
Value-Added Communications

Inmate Telephone System II

Madison St. Jail Call Monitor Call on Line #79

Control Stop AutoScan Off Interval: 20 Sec

Line	Living Unit	Phone #	Called Party	Start	Duration	ID
79	DEFAULT LU	51A3	6022630242	10:17:36	00	A831376
85	DEFAULT LU	51A1	6233327811	10:17:27	00:10	A947989
263	DEFAULT LU	1T22	9497576067	10:17:21	00:15	0000263
180	DEFAULT LU	62B3	6023685976	10:17:18	00:15	A977544
74	DEFAULT LU	32B3	6239741708	10:17:06	00:30	A947493
354	DEFAULT LU	MES2	4809873831	10:16:55	00:40	0000354
258	DEFAULT LU	1C13	6233860517	10:16:51	00:45	0000258
88	DEFAULT LU	63C1	6022435500	10:16:45	00:50	A973614
5	DEFAULT LU	23B2	6022697073	10:07:46	09:50	A898469
101	DEFAULT LU	123C2	6022747960	10:13:05	04:30	A942897
196	DEFAULT LU	23B1	4808376623	10:13:23	04:10	A788913
301	DEFAULT LU	1INT32	6029563125	10:15:56	01:40	0000301
298	DEFAULT LU	1INT13	6239743427	10:10:02	07:35	0000298
297	DEFAULT LU	1INT11	6022684884	10:15:59	01:35	0000297
295	DEFAULT LU	1T23	6022678070	10:14:49	02:45	0000295
266	DEFAULT LU	1INT12	6238464579	10:16:29	01:05	0000266

Connected to ITS Trusted Sites

Start WYAC Console Micro 10:17 AM

Call Monitor in Progress

The Focus 100 has two methods of alerting DOC personnel to calls from "hot numbers". Authorized users of different access levels may establish alert call settings based on inmate PIN, inmate phone, or called number, as depicted below.

The Focus 100 system allows the setting of alerts on an inmate's phone activity either based on the inmate PIN, or on the called number, or on a combination of both the inmate specific PIN and the called number. When an alerted call occurs, the call is displayed on the workstation of the facility staff member that is monitoring such calls.

The SNITCH feature also has the option to call an Investigator's phone number to announce an alert. This feature can be activated at the Commonwealth's discretion. The alert notification system announces to the Investigator that an alert event has occurred and requires him to enter a Personal Identification Number (PIN) as security to ensure the correct person has answered the phone. Once the PIN is entered and verified, the system provides instructions to the Investigator that allows him to identify the inmate(s) of the triggered alert and procedures to retrieve and play the recorded conversation of the alerted call. Once the user has listened to the recording, an option is given to acknowledge the recording. If the recording is acknowledged, the system will no longer attempt to contact the user for that specific alert event. The system only attempts to deliver notifications during specified time of day ranges as defined for each individual.

The alert is logged on the CDR record for the call of interest for subsequent playback, appending of notes and copying to a CD, if desired.

In addition, the system contains the Alert Notification Report, which provides details for all calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the designated report period.

The screenshot displays the 'Inmate Telephone System' window. At the top, there are tabs for 'Account', 'History', 'Call Records', 'Telephone List', 'Call Unit Status', 'Telephone Assignment', and 'Access Control'. Below these, the inmate's information is shown: Inmate ID (000000012), Last Name (HARMAN), First Name (DELL), Middle Name, PIN (034154), Race (DEMO), Living Unit (LIVING UNIT 1), and Language (English). A section for 'Activation Date' (7/7/03), 'Arrival Date' (7/7/03), 'Balance' (\$5460.70), and 'Inmate Status' (Active) is visible. To the right, there are checkboxes for 'Suspension', 'Alert' (which is circled in red), and 'Get Loan'. Below this, there are buttons for 'Change PIN', 'Print PIN', 'Change ID', 'Change', 'Request Alert', 'Suspend Inmate', and 'Get Loan Change'. At the bottom, there are fields for 'Begin Date', 'End Date', 'Begin Time', and 'End Time', along with a 'Print' button.

SNITCH will allow each "hot number" to be associated with a notification telephone number and alternate number. When the "hot number" is called, the system then prompts a call to the telephone or pager number previously designated by the investigator. This number can be any designated telephone (cell or any other number) or pager number. In the event that the initial call is not answered, a second number can be designated as a back-up number to alert investigators of the targeted call. As mentioned, the primary and secondary numbers can be to any telephone number, be it office, residence, cellular, or pager.

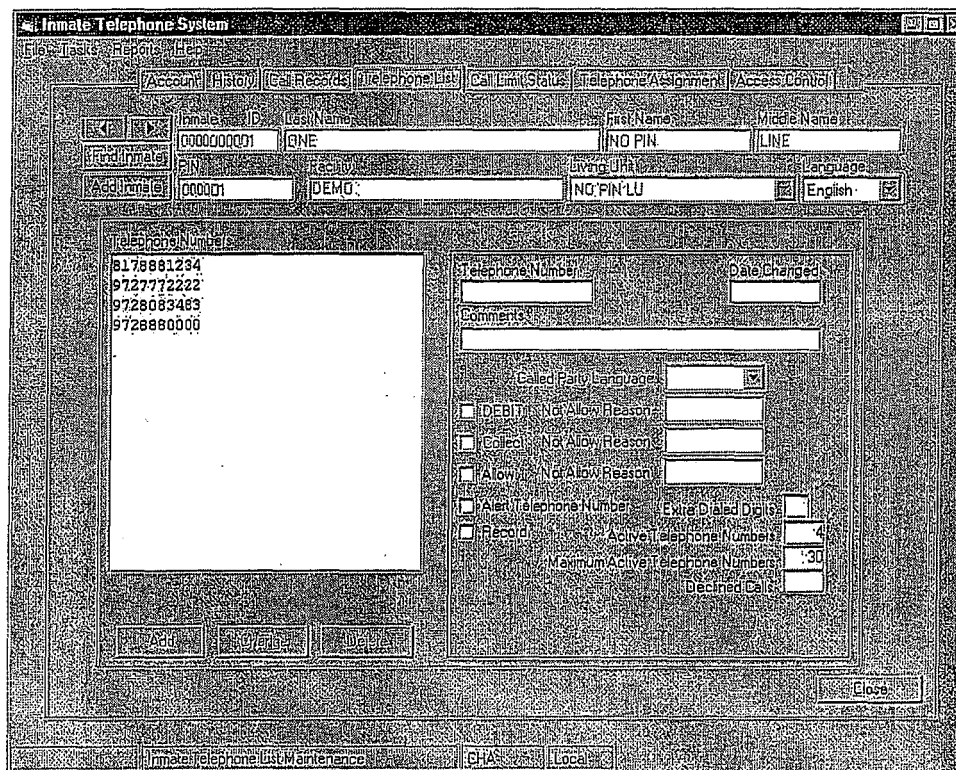
m. The system shall be restricted to use in association with authorized Personal Identification Numbers (PIN) assigned to each inmate. Individual PIN lists shall have up to 25 telephone numbers for outbound purposes, i.e.: 20 inmate selected non-attorney numbers, three (3) for attorney numbers and two (2) common numbers for administrative purposes. Calls to attorney telephone numbers shall not be monitored or recorded. The Contractor shall be responsible for PIN administration.

MCI Response:

MCI has read, understands and will comply.

As required, the MCI solution, Focus 100 will utilize an authorization code (PIN) to identify each inmate utilizing the inmate telephones. Each inmate account will have a defined list of allowed numbers ("calling list") which they are permitted to call. The size of this list can be defined by the Commonwealth. In addition, the Focus 100 ITS, unlike other vendors allows the customer to specify a "global" list of allowed numbers which are accessible by all inmates. These numbers do not impact the inmate-specific calling list. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the globally allowed calling list.

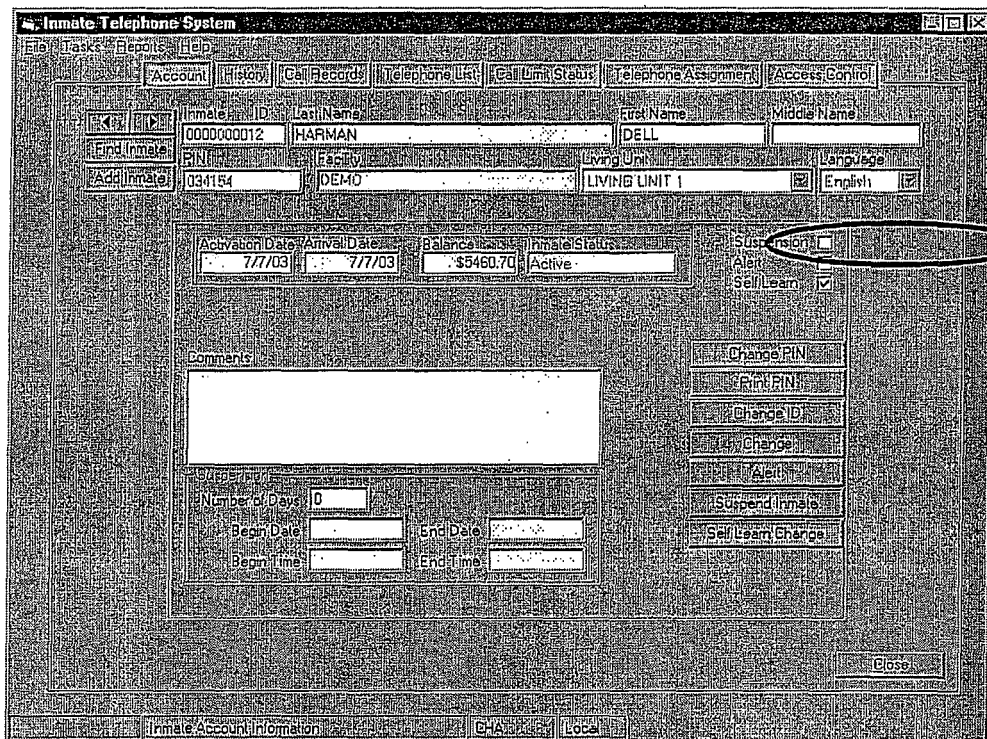
As the screen below demonstrates, each number listed on the inmate's calling list can have a variety of parameters associated. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.



Another great feature is the Inmate Phone List Self-Learn Feature which allows the inmate to place calls until his phone list contains the maximum allowed telephone numbers. This is a great way to reduce the number of hours a PIN Administrator would be required to enter numbers on an inmate's allow list.

Telephone numbers that are not routed, such as blocked or misdialed numbers, will not be added to the inmate's list. When the inmate phone list reaches the maximum allowed telephone numbers then the inmate will only be able to call the numbers on his list. For a new number to be added one of the existing numbers will have to be deleted.

Inmate Phone List Self-Learn mode is activated when the "Self Learn" option is selected in the Inmate Account window and the phone is also selected as "Self Learn" in the Telephone Location Maintenance window. If either the inmate or the phone does not have Self Learn selected then the phone list will not be updated when the inmate places calls.



MCI will be responsible for all PIN administration and can work with the facilities or DOC to ensure that the proper method of ADDS / CHANGES / DELETIONS to the allowed list are taken care of in the timeframe requested.

The Shadow Digital full channel recording which is integrated into the Focus 100 ICS, provides for digital full-time recording. Shadow is an advanced surveillance technology that records each and every call to meet the most demanding investigative requirements.

- Attorney Privilege feature prevents recording and monitoring of protected calls

n. Call Control System: The system shall have a central processor, one or more terminals/PC at the DOC Headquarters Security Office, the DOC Headquarters Office of Professional Responsibility, and location processors or system control devices at the SCI's. (Refer to Part 1, Paragraph 1.1-34, Definitions, for explanation of "central" and "location" processors). The terminals at Security, Professional Responsibility shall have on-line, real time access to the database in each SCI location. The DOC staff investigate matters at all DOC-SCIs.

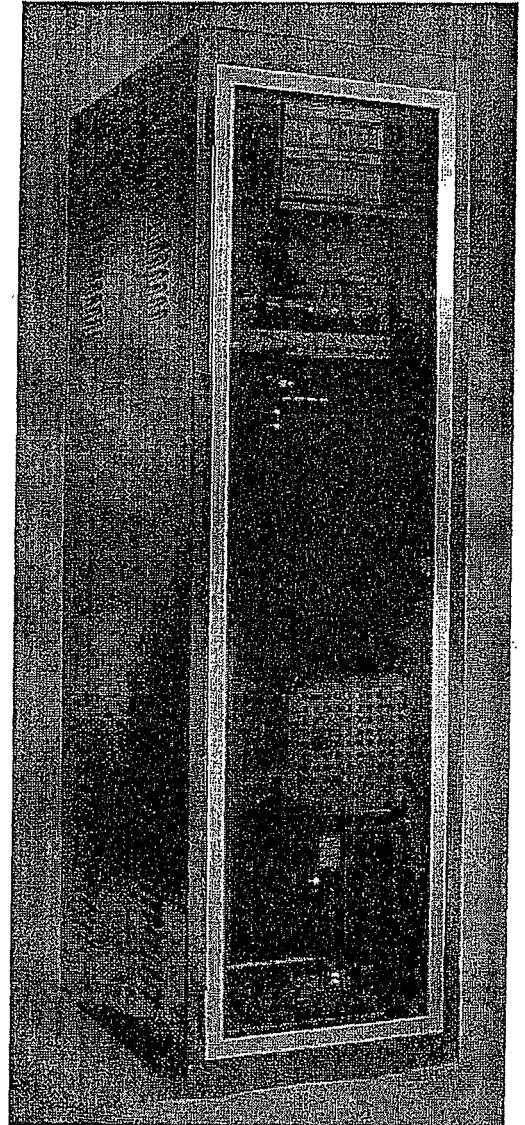
MCI Response:

MCI has read, understands and will comply.

To meet and exceed Pennsylvania DOC standards, MCI and VAC will install a state-of-the-art fully automated Focus 100 inmate call management system at no cost to DOC. The Focus 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system.

The Focus 100 is a site-based, self-contained centralized processor, inmate call processing and data management switch which will be deployed at each of DOC project sites as part of a WAN-based client-server architecture. The Focus 100 system features digital voice network interface, digital audio recording, digital call monitoring, and fully scalable CDR and audio storage capacity. The Focus 100 system is engineered with the highest level of call processing accuracy and incorporated an extensive array of call management features and robust investigative tools which are presented in this proposal.

Call Processing Software: VAC will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the Commonwealth. This CPU based system is based on proven telephony technology, designed specifically to operate with the highest degree of reliability in the challenging environment of a correctional setting. VAC developed the proposed system on a foundation of accurate, reliable call processing – followed by the integration of an extensive array of call management features and investigative tools unparalleled in this industry. The Focus 100 system incorporates both PIN and non-PIN inmate access capability together with a full range of payment options including collect and prepaid/debit. User interaction is through a Windows-based Graphic User Interface and is easy for DOC staff to



understand, learn and use.

Processing Capability: The Focus 100 system has self-contained integrated processing capability in the form of premium quality industry-standard scalable servers.

Operating System: The Focus 100 system operating system is Windows 2000.

Integrated Audio Recording and Monitoring: The Focus 100 system provides digital, real-time monitoring and call recording as its standard. On-line call recording storage capacity is for one (1) year as required by this RFP. Audio monitoring of live conversations or recordings can be accomplished by local or remote (WAN or LAN) access.

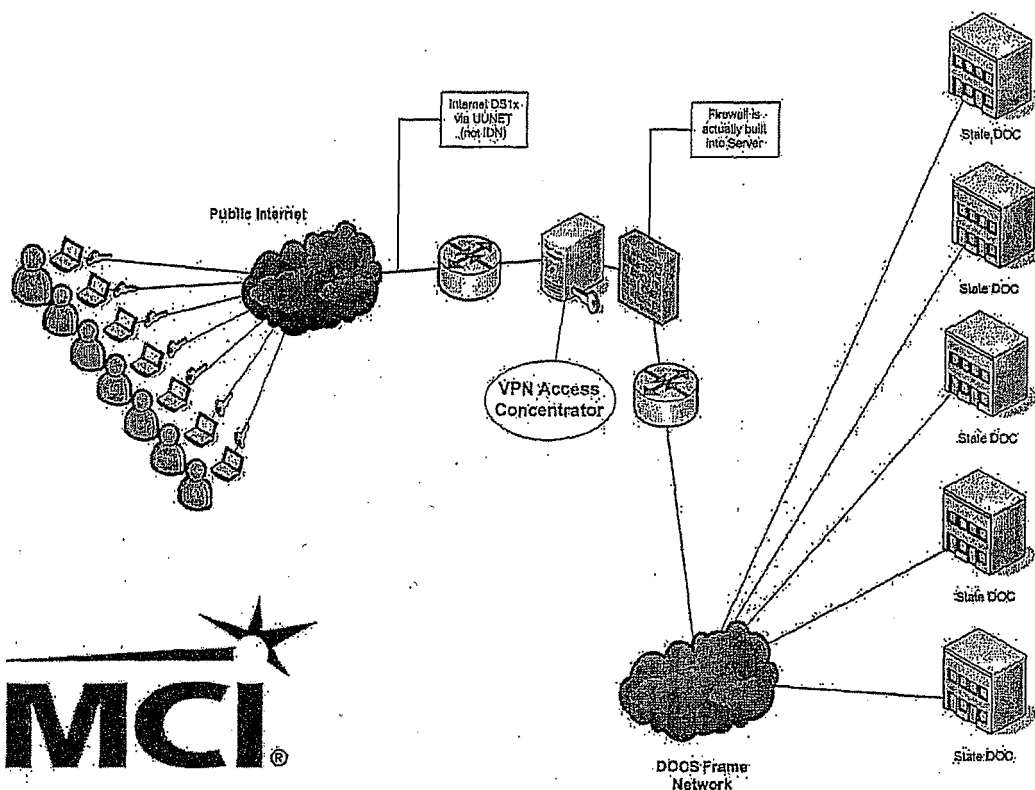
Diagnostics: The Focus 100 system provides full support for both remote WAN-based and local diagnostics covering all on-board hardware and software applications.

The Focus 100 system contains only the most current industry-standard, premium hardware and software components. The software components that are used are the most current versions available from Microsoft including MS SQL 2000, 2003 Server, Windows 2000 and XP workstation. The system also incorporates the latest hardware products offered by Dell, Intel, and Hewlett Packard, Minuteman, Cisco, and telephony processing products by Global Call Technology (formerly Dialogic Corp.).

The Focus 100 system and associated administrative workstation will be installed on a Local Area Network and will permit access to administrative and investigative

capabilities (query, display or print) based on the user's security level. The workstation consists of a Windows 2000 PC platform, keyboard, and mouse, along with a 17" color monitor and printer. The system and its components operate utilizing proprietary software, which has been specifically designed for use in the corrections marketplace.

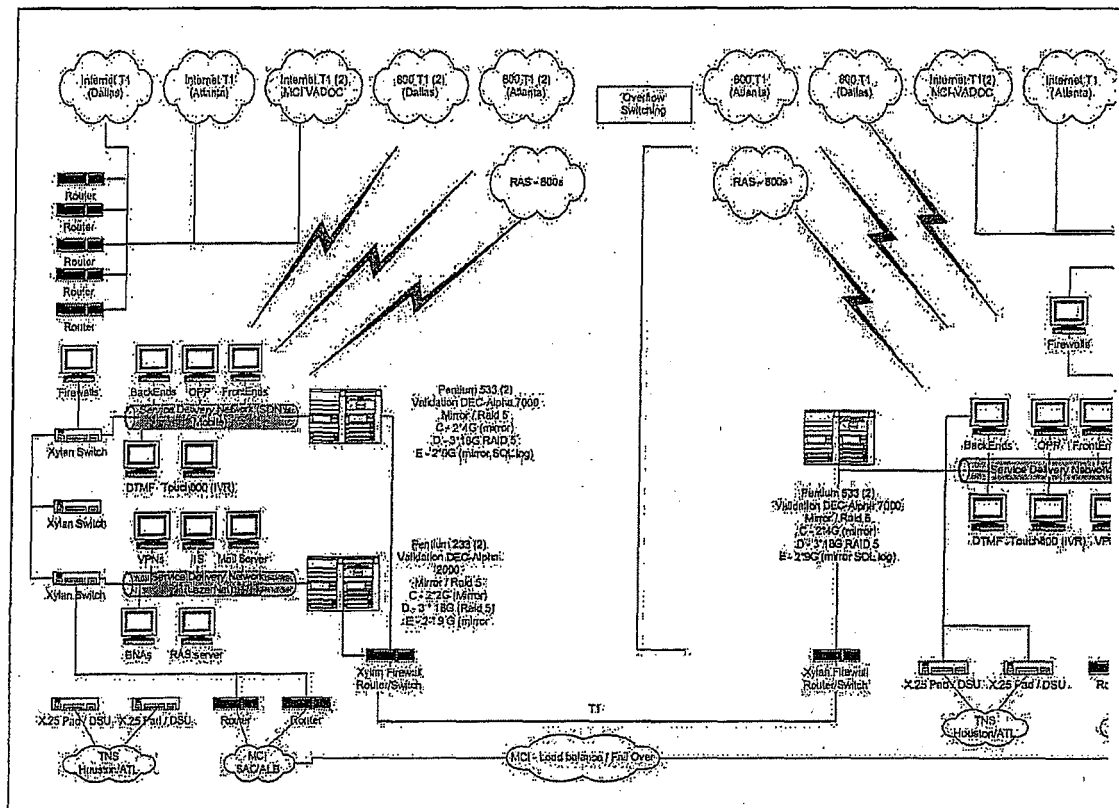
Remote access for system monitoring of recordings, review of call detail, Remote printing, and all Feature / Functionality of the Focus 100 web application can be easily accomplished through the Commonwealth's WAN, an MCI provided VPN (Virtual Private Network) network, at the remote location as shown in the diagram below.



MCI's Virtual Private Network (VPN) Statewide

All investigative capabilities including searches (known as Ad Hoc queries) for Call Detail Records and their corresponding recordings will be accessible to authorized personnel with the proper security levels. Searches may be initiated by PIN, called number, and/or date and time. The process is quick and simple and the call recordings are available for playback immediately upon completion of the inmate's call through a simple click. While listening, the investigator may add notes to the call recording file. The investigator may even select a specific portion of the recorded conversation to save as a separate file and add notes related to his/her findings. Provided there is a CD burner at the remote location, this designated section can be archived on a CD for evidentiary use. 3-DES encryption may be used for exported calls to provide the highest level of security. These capabilities are accomplished with just a few clicks of a mouse.

Monitoring of live inmate calls in progress may also be accomplished through the Commonwealth's WAN, an MCI provided VPN network at the remote location. Calls in progress can be displayed and the investigator can select the conversation that he chooses to monitor.



Redundant Validation / VPN Network

MCI provides all necessary hardware and software to provide the remote processing capabilities. The individual security levels built into the application prevent those unwanted users in accessing information from all of the DOC facilities without the proper security level.

With the proper security level, the workstation user has the ability to query every site within the DOC that rides on the MCI VPN. Searches and queries may be selected for single, multiple, or all facilities.

o. Prepaid Service: The current prepaid interface specifications for the DOC commissary system is the commissary "posts" sales. The commissary system at time of "Close out" electronically transmits individual sales data to the Department of Corrections central Microsoft SQL server. The transaction is formatted in specific manner. The central server validates basic criteria and accepts or rejects the transaction. Duplicate transactions are detected and logged into a separate storage area. On a nightly basis the DOC central server consolidates and FTPs daily sales to the prepaid providers systems. At time of close out-processing commissary client application establishes a connection to the DOC's central Microsoft SQL server using Microsoft ODBC connectivity. Commissary client executes a store procedure (spPostDSITrans) with appropriate parameters.

Inmate number – Sale date Receipt number, sale amount, institution code, and commissary system transaction id of the sales.

SpPostDSIT rans 'AB1234', "20030822", o12342', 0000002500, 'CAM', 123454678990.

1. At this time the DOC doesn't desire a prepaid debit system, but desires a commissary account. The Commonwealth understands that a prepaid debit system would have no administration thought the commissary and the inmate's family and friends would have the ability to add funds at any time and designate funds for the calling of their specific number. Contractors may describe a prepaid debit system for the Commonwealth's future consideration.

MCI Response:

MCI has read, understands and will comply.

For Inmate Paid PrePaid via the Commissary such that exists today in the Commonwealth, MCI will provide a system whereby the Inmate may deposit funds into a separate account for telephone use. The Focus 100 System will prompt the Inmate during the call set-up process asking if he/she would like to make a Collect or Prepaid call. If Prepaid is selected, MCI will ping the Inmates PrePaid account to ensure that enough funds are available to complete a one (1) minute call.

For management of the PrePaid account balances, MCI will utilize MCI's Automated Inmate Data Exchange Program NCC as described below. This program will process the Commonwealth's daily feed and update Inmate balances automatically.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINS. The data exchange would be handled by NCC through the use of an FTP server as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily bases, or at other predetermined intervals.

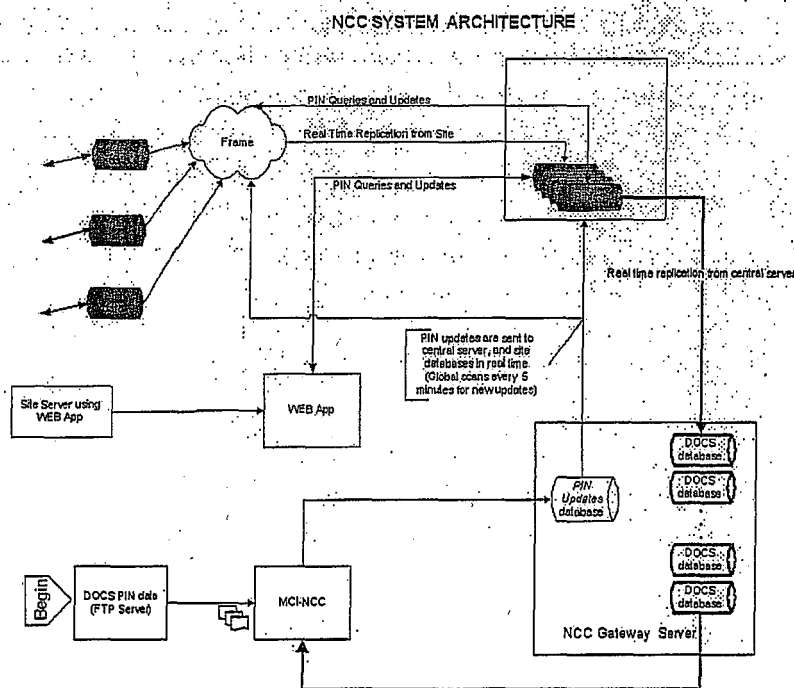
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- DOC uploads PIN data files to the FTP server.
- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.

- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.
- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.
- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.



Network Control Center Architecture

PIN Update Database

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the tblPinChanges and tblAllowListChanges. They are shown below with their sizes and MS SQL data types.

tblPinChanges	tblAllowListChanges
[InmateID, nvarchar(15)]	[InmateID, nvarchar(15)]
[PIN, nvarchar(10)]	[ContractID, nvarchar(4)]
[ContractID, nvarchar(4)]	[PhoneNumber, nvarchar(16)]
[FirstName, nvarchar(20)]	[HearingImpaired, bit]
[LastName, nvarchar(20)]	[TimeAdded, datetime]
[SubID, nvarchar(10)]	[TimeUpdated, datetime]
[Active, bit]	[AllowRecording, bit]
[SelfLearn, bit]	[Operation, nvarchar(1)]
[SelfLearnStartDate, datetime]	
[SelfLearnDuration, int]	
[Alias, nvarchar(20)]	
[Location, nvarchar(10)]	
[MaxCallLength, int]	
[CallListType, nvarchar(1)]	
[TimeAdded, datetime]	
[TimeUpdated, datetime]	
[HearingImpaired, bit]	
[Operation, nvarchar(1)]	

PIN Database Table

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

PIN Updates

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

2. Restricted number: The Contractor maintains restricted numbers in the inmate phone system.

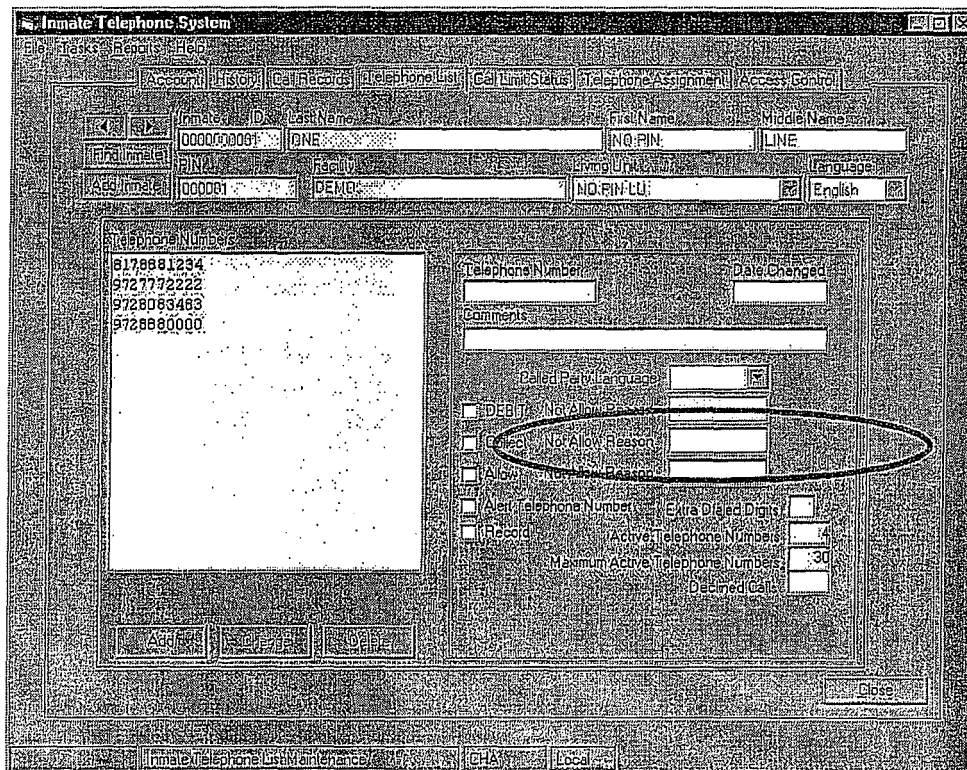
MCI Response:

MCI has read, understands and will comply.

As required, the MCI solution, Focus 100 will utilize an authorization code to identify each inmate utilizing the inmate telephones. Each inmate account will have a defined or restricted list of allowed numbers ("calling list") which they are permitted to call. The size of this list can be defined by the Commonwealth. In addition, the Focus 100 ITS, unlike other vendors allows the customer to specify a "global" list of allowed numbers which are accessible by all inmates. These numbers do not impact the inmate-specific calling list. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the globally allowed calling list.

In addition to an Allowed List, there can also be a BLOCK LIST of numbers that they are prevented from calling. This Block List can either be by inmate or Facility wide.

As the screen below demonstrates, each number listed on the inmate's calling list can have a variety of parameters associated. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to all allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.



Inmate Telephone System

File: Mask: Reports: Help

Account History Call Records Telephone List Call Limit Status Telephone Assignment Access Control

Inmate ID: 000000001 Last Name: ONE First Name: NO PIN: LINE Middle Name:

PIN: Facility: DEMO Language: English

Telephone Numbers:

Telephone Number	Date Changed
6178881234	
9727772222	
9728063463	
9728880000	

Comments:

Debit: ☐ No Allow Reason: ☐ Collect: ☐ No Allow Reason: ☐ Alert: ☐ Telephone Number: Extra Digits: ☐ Record: ☐ Active Telephone Numbers: 4 Maximum Active Telephone Numbers: 30 Debit/Collect: ☐

Add Edit Delete

Close

Inmate Telephone List Maintenance CHA Local

3. Prepaid inmate services shall be supplied at all present and all future DOC-SCI locations. The Contractor shall explain how the prepaid requirement shall function.

MCI Response:

MCI has read, understands and has provided below a complete description of its proposed PrePaid service program.

MCI's proposed Inmate PrePaid system is an integrated function of the proposed Focus 100 ITS. The only requirement of the Inmate PrePaid system is that users of the system have an assigned PIN number in order to purchase PrePaid system call time, and use the purchased time to place Inmate PrePaid calls.

The Inmate PrePaid system allows Inmates to purchase PrePaid phone time through the commissary/canteen system at each facility in increments as determined by the PA DOC.

MCI will work with either the commissary/canteen system vendor or the PA DOC to receive an accurate and complete nightly feed of all Inmate PrePaid system purchases made via the commissary/canteen system. MCI recommends the use of MCI's NCC program as described throughout this RFP response to facilitate this task.

Upon receipt of the nightly Inmate PrePaid system feed, MCI will format accordingly and send the feed to VAC for processing into the FOCUS 100 system and apply the purchased Inmate PrePaid amounts to the applicable Inmate PrePaid account. Processing of the Inmate PrePaid system feed and application of the amount purchased to each applicable Inmate PrePaid account usually will occur within 24 hours of the receipt of an accurate and complete feed.

Upon applying the funds to the Inmate PrePaid accounts, the Commonwealth can run a report that will provide the details of all accounts that were funded and, although rare, any transactions that erred out, such as duplicate transactions or funding of an inactive inmate account.

Once funds purchased are correctly applied to each offenders Inmate PrePaid account, offenders can use the Inmate PrePaid system to call any number that the offender is allowed to by the facility and/or the PA DOC up to the amount within their FOCUS 100 Inmate PrePaid system account. Note that offenders can purchase additional time through the commissary/canteen at any time they are able, however the purchase amount will not be applied to the offenders Inmate PrePaid account until the nightly feed is processed through the FOCUS 100 system.

MCI uses applicable set-up charges and per minute charges. The total cost of the call will be decremented from the offender's account at the conclusion of each call (i.e. the offender Inmate PrePaid account balance will be accurate after each call). This assures that the offender does not complete calls that will result in charges exceeding their Inmate PrePaid account balance, and assures that funds necessary for payment of the calls has been collected from each offender by PA DOC. The offender has the option to confirm his/her Inmate PrePaid account balance prior to each call.

MCI requires that all Inmate PrePaid system funds used by offenders to purchase Inmate PrePaid system phone time be collected from each offender trust accounts by the PA DOC and placed in an offender Inmate PrePaid purchase account managed by the PA DOC. This is usually a result of an automated process between the customer's commissary/canteen system and the system that manages the offenders trust account. MCI is willing to share the process of its existing customers with the PA DOC - to assure the transfer of the funds from the individual offender trust account into the Inmate PrePaid purchase account is accurate.

At the end of each usage month, MCI will provide the PA DOC with an invoice for set-up fee and per minute fee on the completed calls placed by offenders during the month and the necessary call detail support the invoice.

MCI provides the following process document to assist the PA DOC in understanding the processes required for the MCI Inmate PrePaid calling system to be a success.

Interfaces

MCI recommends to use of its NCC process as described within this RFP response to facilitate the process of setting up inmate accounts and transferring funds to PrePaid accounts into the FOCUS 100 System. MCI will work with the Commonwealth to confirm this linkage and make the Inmate PrePaid system available and to accept such canteen data feeds on a daily basis to ensure offender's accounts are immediately available for calling use. If additional development is required to finalize the canteen feed, MCI will work with the Commonwealth at no charge.

Transferring Funds to the Telephone Account

- Inmate goes to commissary/canteen system to ask to purchase phone time.
- Phone Time usage can be purchased in increments determined by the PA DOC
- The Inmate is informed that the total of the call cost will be decremented from his/her Inmate PrePaid account balance after each call is completed.
- The PA DOC decrements the Inmate's Commonwealth fund account by the \$10, \$20, or \$50 amount depending on the amount purchased by the Inmate and increments the PA DOC managed offender Inmate PrePaid purchase account.
- Once the commissary/canteen Inmate PrePaid purchase feed is formatted by MCI and loaded into the FOCUS 100 System. The feed will be processed on a nightly basis and therefore, reports will be available to the PA DOC the following morning and the funds available for offender use from his Inmate PrePaid account.

Placing a Inmate PrePaid Call:

- The offender picks up the phone.
- The system instructs the offender to "Press 1 for Inmate PrePaid, or 2 for collect."
- Offender presses '1'.

- Offender dials his destination number and his/her pin number.
- The FOCUS 100 validates the call against MCI's Call Validation Gateway (CVG). The CVG will give the FOCUS 100 system the 1st minute rate and the additional minute rate for this Inmate PrePaid call. The 1st minute rate will include the set-up fee and the 1st minute. Each additional minute of the Inmate PrePaid call will incur the applicable additional minute rate.
- Continue with the rest of the call.
- After each Inmate PrePaid call is completed, the FOCUS 100 system calculates the total cost of the Inmate PrePaid call and places the cost on the call detail record. This cost will include any set-up fee plus per minute charges. This total cost of the call is decremented from the offender's balance in the FOCUS 100 system.

MCI's Monthly Invoicing to the PA DOC for Inmate PrePaid Calls Completed

At the end of the usage month, the following will occur in order to produce the invoice to the PA DOC for Inmate PrePaid calls completed by the offenders.

- As each Inmate PrePaid call is completed, the FOCUS 100 system calculates the cost of the call and places the cost on the call detail record. This cost was any set-up fee plus per minute charges.
- At the end of each month, MCI will produce and send to the PA DOC an Inmate PrePaid Call report and an invoice based on the Inmate PrePaid Call report. The invoice and report will be for the Inmate PrePaid calls completed. PA DOC will then generate payment of the full invoice to MCI from the PA DOC managed Inmate PrePaid purchase account.

Refunds and Credits

Refunds will only be given to offenders when they are being released or upon determination by the PA DOC. Refunds paid upon release will be provide via the PrePaid Card Process as required by the Commonwealth via DOC Policy number DC-ADM 818-1, date of issue August 19, 2004 with effective date September 19, 2004.

Credits will only be given to offenders when the FOCUS 100 system has been verified as the cause for an interruption in the call or the fault of MCI. MCI recommends the following process for offenders to apply for an Inmate PrePaid system credit:

- The offender will fill out a kite that has the offender's name, the PA DOC ID number and PIN, Date of Disconnect, Time of Disconnect, and a short description of what happened.
- The Offender will send the kite to the PA DOC using the normal PA DOC processes.
- PA DOC will review the kite and if appropriate will send it to the PIN Administrator who will listen to the call to verify the offender's claim and to try to determine a cause of disconnect.

- If MCI determines that the cause of disconnect was the offender or the called party, then a credit will be denied.
- If MCI determines that the FOCUS 100 system caused the disconnect for any reason then the call set-up surcharge for that call will be credited back to the offender only if the call was re-established immediately.
- If the offender did not have sufficient funds to re-establish the call then the call set-up surcharge will be credited. MCI will not process credits for minutes used during the completed Inmate PrePaid call.
- The PIN Administrator will tape kite to an MCI response form that will indicate the amount of credit that was posted to the offender's account or the reason why no credit was given. The response will be forwarded to the PA DOC for dissemination to the offender.
- The PIN Administrator will keep track of the credits using Microsoft Excel and report them to the PA DOC and the applicable MCI invoicing and report generation group each month.
- MCI will show the credits on the monthly invoice to the PA DOC and deduct such credits them from the total Inmate PrePaid usage charge on the following months Inmate PrePaid invoice.

default - Microsoft Internet Explorer provided by Value Added Communication

Address: http://172.16.17.141/ITS/default.aspx

INMATE TELEPHONE SYSTEM

Location: Account: Financial Transactions Shadow | Logout

Facility: CAMPUS Inmate ID: 654654 Name: LOVE, BUDDY LUIS

Inmate Search

Inmate ID: 654654 Inmate Name: LOVE, BUDDY

Page: 1 of 1

Account: Financial

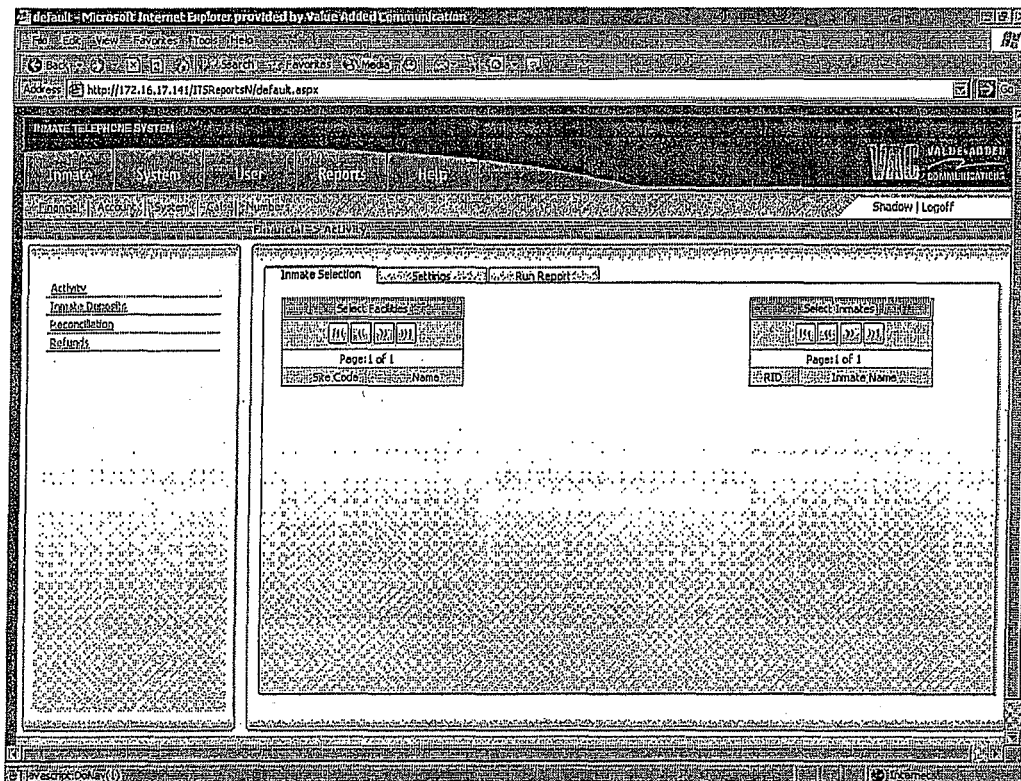
2004 August Display: Current Month

Date	Time	Type	Amount	Balance	Facility	Ref	User ID
8/11/2004	11:45 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE PHONE UPDATE					TESTADMIN
8/17/2004	11:50 AM	DEBIT CALL	66.19	66.19	090CEF		ITACNT_CAMP
8/17/2004	11:52 AM	COLLECT CALL			090CEF		ITACNT_CAMP
8/17/2004	11:53 AM	COLLECT CALL			090CEF		ITACNT_CAMP
8/17/2004	11:54 AM	INMATE CHANGE COS					chartwell
8/17/2004	11:56 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	DEBIT CALL	11.44	66.75	090CF3		ITACNT_CAMP
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:58 AM	COLLECT CALL			090CF5		ITACNT_CAMP

To accomplish the above tasks, the FOCUS 100 workstation will be able to use the user friendly web application to make manual adjustments to the Inmate PrePaid account. An audit trail is maintained to allow for easy reconciliation of accounts.

The screenshot shows a web application titled "INMATE TELEPHONE SYSTEM" running in a Microsoft Internet Explorer browser. The browser's address bar shows the URL "http://172.16.17.141/IT53/default.aspx". The application interface includes a navigation menu with links for "Inmate", "System", "User", "Reports", and "Help". Below the menu, there are tabs for "Location", "Account", "Financial Transactions", and "Shadow | Logout". The main content area features a search bar labeled "Inmate ID" with a "GO" button. To the right of the search bar, there is a table with columns for "Inmate ID", "First Name", "Last Name", "Transaction Type", "Amount", "Reference Number", and "Action". The table currently displays a single row with the transaction type "DEPOSIT".

Inmate ID	First Name	Last Name	Transaction Type	Amount	Reference Number	Action
			DEPOSIT			ADD



4. Attachment 10 is the DOC Policy number DC-ADM 818-1, date of issue August 19, 2004 with effective date September 19, 2004 for prepaid phone card refunds. The Contractor shall explain how the prepaid phone card refund requirement shall function. The Contractor shall explain prior experience with inmate prepaid services including locations, length of experience, and scope of services all to be included in the proposal. The system will be required to calculate the cost of each phone call based on the rates. The contractor shall describe how the system proposed rates phone calls and charges them to inmate accounts. The Contractor shall describe how to handle inmate accounts from going into a negative balance. Monthly minimally prepaid reports will be similar to the current summary prepaid reports in Attachment 22.

MCI Response:

MCI has read, understands and will comply.

MCI will support the DOC Policy number DC-AMD 818-1 with an issue date of August 19, 2004 and effective date of September 19, 2004.

With regard to the process to issue a PrePaid Phone Card to an inmate upon release, MCI will follow the process described in RFP Attachment 10. The MCI Commonwealth Manager will manage the process and work with the Commonwealth to insure that all reporting and administrative requirements of DC-AMD 818-1 are met.

For the PrePaid Card System, MCI proposes VAC's PrePaid Card service. The service works in conjunction with VAC's V-Connect Service as also proposed by MCI to meet the direct billing requirements of this RFP.

VAC's PrePaid Card service is an established service operational today for use by VAC's existing customer base. The service has been in use and available

The system will calculate costs for the call based upon a charged rate. Because the PrePaid Cards are non-rechargeable the account can not go into a negative balance.

MCI will support any and all monthly Prepaid Card reports.

5. Prepaid Calling Services is an alternative calling method that allows inmates, family and friends to pay for the inmate's telephone calls by using funds in the DOC-SCI commissary account to create a telephone debit account. The inmates move money from their commissary account to a telephone account through the commissary transaction process. The DCRMS offers the inmate the opportunity to make a collect call or a prepaid call through its call control platform installed at all DOC-SCIs. When an inmate chooses to make a prepaid call, the call accesses the T-Netix (Securus Technologies) prepaid server to determine the balance in the account. If there is enough money in the account to make a one (1) minute call to the dialed number, the call is allowed to proceed. The cost of this call is deducted from the inmate's telephone account. At any time the inmate may check the availability of prepaid funds in his or her prepaid account. In general, the inmates go to the commissary once a week and may purchase prepaid time in amounts of \$15.00, \$25.00, \$50.00. Effective May 17, 2004, the amount of prepaid time an inmate is allowed to purchase per week increased from \$50.00 to \$100.00. These three (3) prepaid amounts are not likely to change, but may. The Inmate prepaid account is currently averaging a nine (9) percent discount, which includes appropriate taxes, but does not include the State six (6) percent tax which is paid by the inmate when he or she purchases his or her prepaid account from a DOC-SCI commissary. Prepaid calling services are used at all DOC-SCIs and would be used in any new DOC-SCI facilities. All DOC-SCI commissary systems are under the DOC Bureau of Correction Industries personnel with the exception of SCI Pine Grove which is currently contracted with Keefe Communications Networks.

MCI Response:

MCI has read, understands and has proposed an equivalent PrePaid Solution in response to this RFP.

6. The central processor shall have the following functionality:

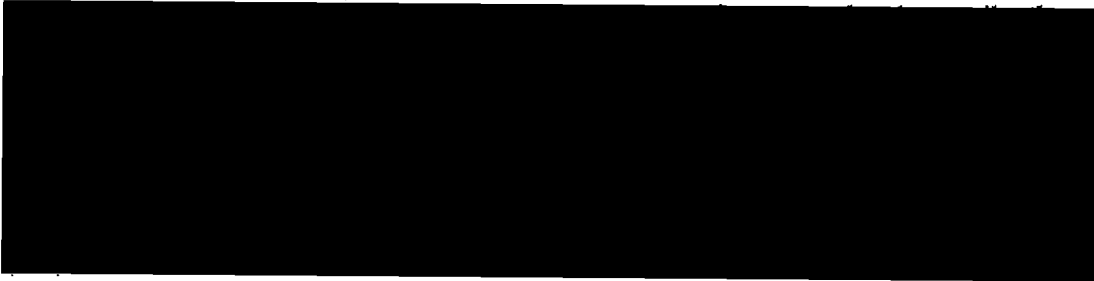
- Monitors all traffic at SCIs
- Get real time reports from SCIs Backup SCI if SCI goes down. May not apply to a centralized system, however Contractors are to describe both centralized and decentralized in technical requirements and these reports are required in decentralized.
- Provide real time status of all SCIs
- Redundancy (duplicate)
- Collect data from each telephone call immediately after completion of call



- Store data in a relational database or equivalent
- Four (4) hour power supply backup.
- All information shall be separated by each facility. For example, if a Contractor chooses to use a centralized computer or controller, all information must be partitioned by facility.

MCI Response:

MCI has read, understands and has complied with a system that will meet each of the above requirements.



A feature which most other vendors do not offer, the investigator may



What a great utility that allows

is to monitor all calls in progress

allows the user or monitor to perform other important duties or tasks.



Not necessary for keyboard

5 P A D O W
Value-Added Communications

Inmate Telephone System II

Madison St. Jail

Call Monitor

Call on Line #79

Call of Stop AutoScan Off Interval: 20 Sec

Line	LIVING UNIT	Phone #	Called Party	Start	Duration	ID
79	DEFAULT LU	51A3	6022630242	10:17:36	0:0	A831376
85	DEFAULT LU	51A1	623932781	10:17:27	00:10	A947989
263	DEFAULT LU	11T22	9497576067	10:17:21	00:15	0000263
180	DEFAULT LU	62B3	6023685976	10:17:18	00:15	A977544
74	DEFAULT LU	32B3	6239741708	10:17:06	00:30	A947493
354	DEFAULT LU	MES2	4809873831	10:16:55	00:40	0000354
258	DEFAULT LU	11C13	6233860517	10:16:51	00:45	0000258
88	DEFAULT LU	68C1	6022435500	10:16:45	00:50	A979614
5	DEFAULT LU	23B2	6022697073	10:07:46	09:50	A898469
101	DEFAULT LU	23C2	6022747860	10:13:05	04:30	A942897
196	DEFAULT LU	23B1	4808376623	10:13:23	04:10	A788913
301	DEFAULT LU	11NT32	6029553125	10:15:56	01:40	0000301
298	DEFAULT LU	11NT13	6239743427	10:10:02	07:35	0000298
297	DEFAULT LU	11NT11	6022684884	10:15:59	01:35	0000297
295	DEFAULT LU	11T23	6022678070	10:14:49	02:45	0000295
266	DEFAULT LU	11NT12	6238464579	10:16:29	01:05	0000266

Connected to: Trusted Site

Start WAC Console Micro

10:17 AM

Live Monitor / Auto Scroll

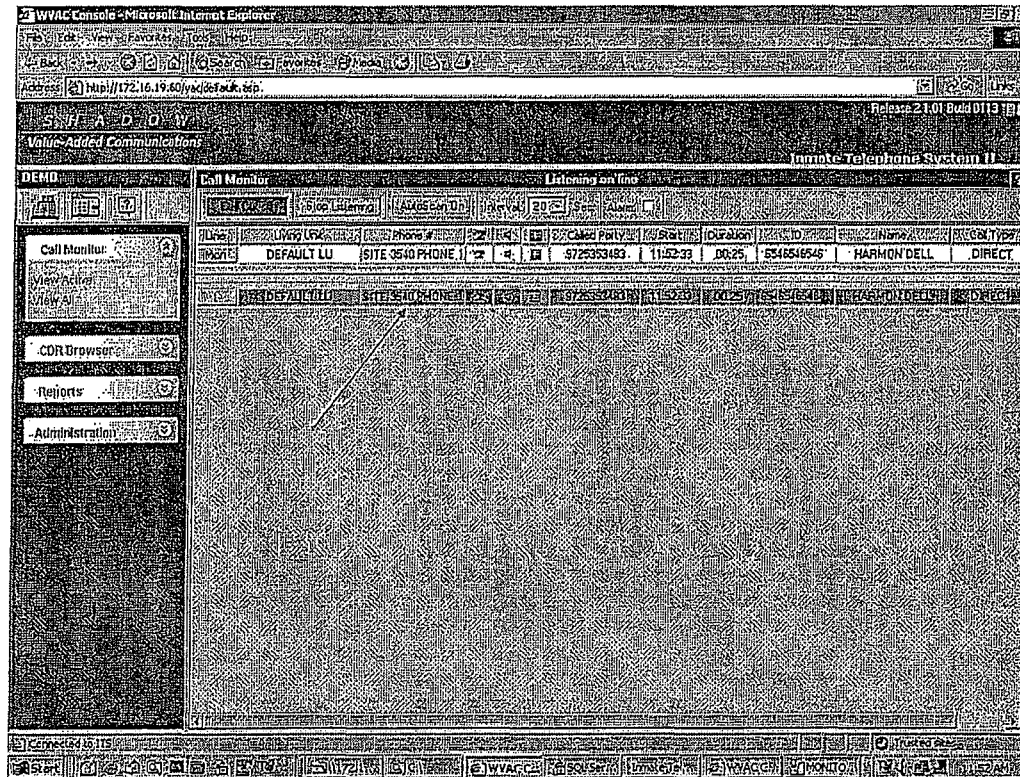
Alerts can be set through the workstation for either a specific inmate PIN or a specific called number which would automatically initiate a visual notification to investigators that an alerted call is in progress and call monitoring could begin immediately.

Digital Spy Silent Monitoring Capability

Investigators with the appropriate access level may silently monitor calls in progress using the Spy function of the Focus 100. Monitoring can be specific to an individual facility, or with the appropriate security clearance or access level, they can monitor ANY facility within the DOC by means of the secured WAN / VPN (Wide Area Network / Virtual Private Network) that is provided by MCI. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring remote facilities functions exactly the same as if the workstation was physically attached to the on-site server.

These advanced monitoring capabilities with digital quality are a standard feature of the Focus 100 ITS. With the years of experience that both MCI and VAC have in the inmate telephone system business, we have determined that you can not provide enough investigative features, but the auto scrolling feature is one that goes above and beyond the call of duty.

Whether remote or locally attached to the ITS, the workstation user while listening to a call can disconnect that call in progress by simply clicking the mouse on the [CUT CALL] button as shown below in the example provided.



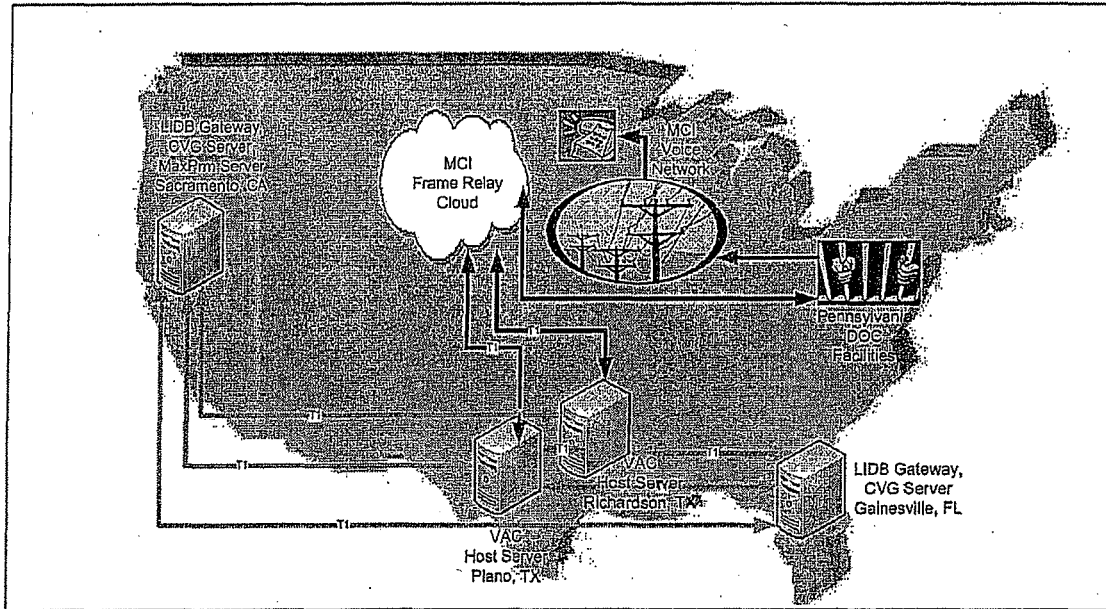
Live Monitor / Call in Progress

Real-time reports are always available regardless the system type, B or C and regardless if the on-site ITS is online or not, because of the uniqueness of the Focus 100 platform. Reports are generated by querying Call Detail Records (CDR). CDRs are stored redundantly, onsite, at the VAC headquarters in Plan, TX, VAC's backup redundant location in Richardson, TX. And if that isn't enough, MCI additionally stores the CDRs in our Sacramento, CA system development center. The workstation is not dedicated to the uptime of the local server or a centralized server. When performing a report query or print request, the system will follow the necessary network path to gather the information requested, thus always providing for Real-Time reports.

As detailed in earlier sections, the data (CDR) from each telephone call is captured immediately on the local RAID hard drive in redundant locations, and is also stored in 3 other physical locations for thorough redundancy. This data is stored for 7 years after the end of the contract. Shown below is a Commonwealth Map depicting the redundancy of data captured and stored. All information is stored independently and identified by facility. The use of on-premise equipment allows for the easy identification of specific facility data.

Each facility will be provided with a 4 hour UPS to allow for the Focus 100 to operate for 4 hours in the event of power failure. At a considerable expense and a reduction in

commissions, the 4 hour UPS will continue to power the Focus 100 system while the entire facility may be without power. It has been the experience of MCI that a 1 hour UPS is sufficient in the event of power outages, since the facility is usually in a lockdown situation with a facility power outage. But as a requirement of this RFP, MCI is willing to comply and offer large 4 hour UPS / Backup Power sources.



As detail in section 2.5-A.1.e, the site monitoring application is a value-added feature that MCI is offering to the Commonwealth at no additional cost which provides real-time status as required in this section. MCI will provide access to this tool and data to a limited number of DOC and Headquarters staff. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

In addition to checking the health of the system every 15 minutes, the Site Monitor application performs the following tests and checks:

- **IPing.** Site Monitor will proactively "ping" the Cisco IP router and ICS server located at each DOC site to verify network connectivity to the facility systems and that they are active. MCI will immediately take steps to resolve the problem before it is evident to facility personnel.

- **Call Failures.** Once per hour the Site Monitor will calculate the number of failed call attempts against the total number of attempts—unbillable and/or failed vs. completed billable calls. When a high failure rate is detected, the system will automatically generate an alarm, prompting the MCI Service Center and Network Operations Center to troubleshoot the problem and begin appropriate resolution activities.
- **Call Blocks.** Once per hour the Site Monitor will calculate the number of blocked calls against the number of completed or billable attempts. If a high block rate is detected, the system will automatically generate an alarm that prompts MCI's investigation and resolution activities.
- **Billable Calls.** Once per hour the Site Monitor will compare each facility's number of billable calls against historical volume for the same day and time period (e.g., the past three Tuesdays for the one-hour time period of 5:00 PM to 6:00 PM CDT) to identify aberrations in call volume. This process helps identify possible service-impacting events. For example, a site that shows a zero usage traffic volume could indicate the occurrence of a major outage or simply that the site is in lockdown or delayed inmate count status.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

The image below depicts the MCI Site Monitor tool's screen shot of an entire Commonwealth overview. Red would indicate a potential service-affecting issue worthy of investigation. Yellow indicates that a red issue has occurred and is in the problem resolution process. Blue indicates all is well and normal. Black indicates the absence of site traffic.

http://maxprm.mclink.com/site_activity/FullStateView.asp?dbState=CADC Microsoft Internet Explorer

http://maxprm.mclink.com/site_activity/FullStateView.asp?dbState=CADC

Site Monitor : CADC			
AC01.GLOB.CA43 - Action Conservation Camp	AD01.GLOB.CA44 - Alder Conservation Camp	AV01.GLOB.CA01 - Assembl State Prison	BL01.GLOB.CA45 - Baseline Camp
BN01.GLOB.CA31 - CVA Ban Leonard Camp	CZ01.GLOB.CA05 - CSP Carman II	CC01.GLOB.CA07 - CSP Carman I	CO01.GLOB.CA42 - CVA Washington Ridge
CU01.GLOB.CA12 - Central State Prison	CF01.GLOB.CA11 - Calipatria State Prison	CR01.GLOB.CA06 - CVA El Paso Diablo	CW01.GLOB.CA14 - Chukawalla Valley SP
DI01.GLOB.CA21 - North Kern State Prison	DT01.GLOB.CA48 - Delta Camp	ET01.GLOB.CA71 - Folsom Transitional Inst.	HO01.GLOB.CA18 - HSD Desert State Prison
IR01.GLOB.CA19 - Imperial State Prison	IT01.GLOB.CA72 - Santa Conservation Ctr	MD01.GLOB.CA28 - Valley SP for Women	MA01.GLOB.CA13 - Central CA Women's Pr.
MC01.GLOB.CA70 - Mule Creek State Prison	NO01.GLOB.CA24 - CVA North Youth Corr. Ctr	NE01.GLOB.CA09 - CSP Santa	NC01.GLOB.CA08 - CA Rollins Ctr. Men
OP01.GLOB.CA17 - Folsom SP	PR01.GLOB.CA27 - CVA Prison	PV01.GLOB.CA03 - Pleasant Valley SP	SA01.GLOB.CA41 - Salinas Valley SP
SD01.GLOB.CA26 - El Dorado State Prison	SU01.GLOB.CA05 - CA Santa Colony	SO01.GLOB.CA15 - Corr. Training Facility	SO01.GLOB.CA26 - San Quentin State Prison
SR01.GLOB.CA66 - Salt Creek Camp	ST01.GLOB.CA22 - No. Cal. Women's Facility	SV01.GLOB.CA02 - CA Corr. Ctr. (Greenhill)	TE01.GLOB.CA03 - CA Correctional Inst.
TR01.GLOB.CA16 - Davis Vocational Inst.	UN01.GLOB.CA04 - CA Medical Facility	VS01.GLOB.CA10 - CSP Salinas	US01.GLOB.CA29 - Wasco State Prison

Login Page

Site Monitor Report / State View

7) The SCI control processor or device shall have the following functionality:

- Provide control for inmate call control system
- Collect call data - two (2) calendar days capacity
- Produce reports in real time in coordination with the central processor
- Four (4) hour power supply backup.

MCI Response:

MCI has read, understands and will comply.

MCI will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the Commonwealth. This CPU based system is based on proven telephony technology, designed specifically to operate with the highest degree of reliability in the challenging environment of a correctional setting. VAC developed the proposed system on a foundation of accurate, reliable call processing – followed by the integration of an extensive array of call management features and investigative tools unparalleled in this industry.

As specified, the proposed system will provide inmate specific controls using a Personal Identification Number for each inmate. Each inmate PIN account can be further managed through the use of a limited allowed call list, call duration control, calling hours control, and defined phone access. Each and every call attempted through the system generates a call detail record. The collect call data is stored for the life of the contract on each on-premise and centralized servers. Redundant copies are also stored on different servers in different locations. Thus, the 2 day requirement for capacity of the collect call data is met with the lifespan of the contract plus an additional 7 years commitment.

This record is the cornerstone to the system's investigative capabilities. The Focus 100 ITS offers a variety of means to search call records (CDRs) by inmate, called number,

date, time, or inmate phone. Harassing phone calls can be quickly isolated and the offender identified using CDR data. In addition, each call will be digitally recorded using VAC's Shadow technology. Through that same CDR, the investigator may quickly retrieve and play the recorded conversation. All reports from the Focus 100 ITS are in real-time in coordination with the central processor or on-premise processor.

MCI will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the CUSTOMER. MCI's team of seasoned professionals will install and test the system and will provide training to appropriate facility personnel. In addition, MCI will provide both remote and local technical support to the DOC as needed throughout the project duration. And as detailed in the previous section, MCI will provide the 4 hour battery backup / UPS system for the Focus 100 system.

p. System Administration:

1. Contractors shall respond to this requirement of the RFP with two options for consideration and decision by the Commonwealth.

a. Option 1 - A central processor in coordination with location processors supported by a decentralized staff of system administrators serving each SCI, the Quehanna Boot Camp, and the terminals at the Headquarters Security and Professional Responsibility Offices. Refer to 2.5-A. 2.p. (1) a. Option 1.

MCI Response:

MCI has read, understands and has complied with the cost options in MCI's financial response of this RFP.

b. Option 2 - A central processor in coordination with location processors or system control devices at all SCIs, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, the Headquarters Office of Professional Responsibility. Refer to 2.5-A. 2.p. (1). b. Option 2.

Paragraph p. refers to two (2) options. These options are for decentralized and centralized administration. The decentralized option, as used presently, requires administrators at each SCI versus administrators only at the centralized site. There will be administrative costs in people and possibly costs in data processing equipment associated with either approach in meeting the requirements for central processor functionality and SCI central processor functionality. The intent is that the central processor in coordination with the SCI processor shall meet the functionality for either the decentralized administration approach or centralized administration approach. The details of the coordination effort may vary in that they may entail various degrees of manual and/or automated procedures. However, in all case, the user functionality must remain essentially the same. The procedures and associated processing requirements on the central and SCI processors may vary but functionality must be maintained. The Contractor may split the coordination function any way it deems right for it, but the user function must remain constant. Automation of data entry of inmate PIN numbers into the inmate calling system by using bubble sheet scanners and other technologies are acceptable to maximize efficiencies in the process.

MCI Response:

MCI has read, understands, acknowledges and agrees.

The System Administration does remain the same for both Option 1, Option 2 and System B as well as System C and any mixture thereof. MCI is furthermore offering to automate a majority of the data entry of inmate PINS as discussed earlier in section 2.5-A System B 1.e Other Features. A brief recap is provided below showing how MCI's NCC assists in the centralization of PIN administration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINS. The data exchange would be handled by NCC through the use of an FTP server as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily bases, or at other predetermined intervals.

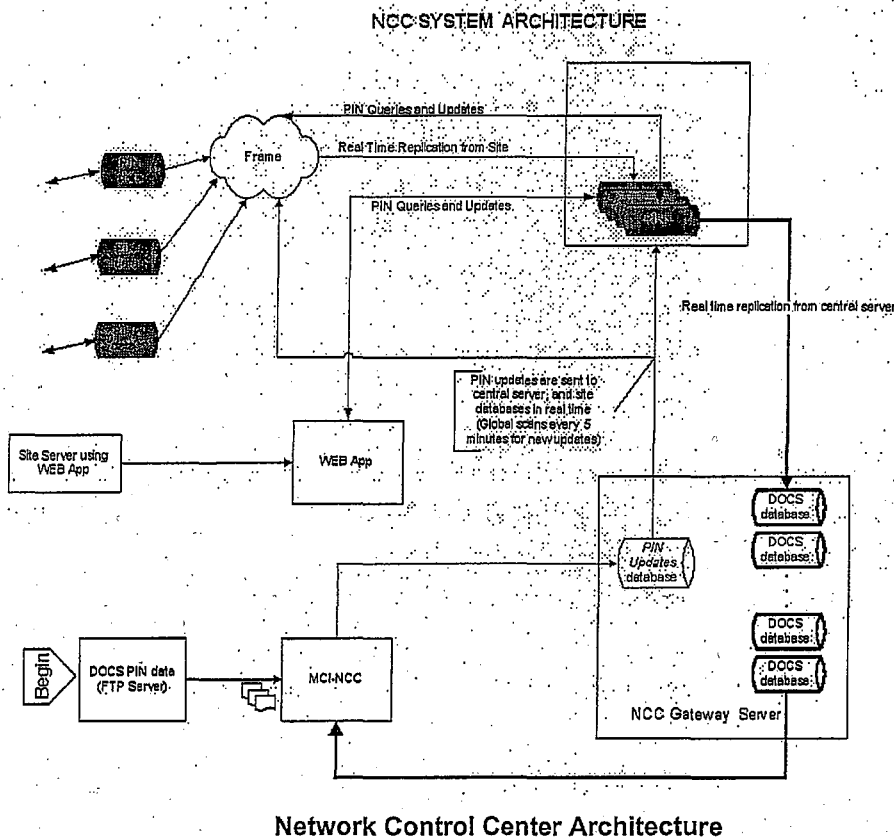
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- DOC uploads PIN data files to the FTP server.
- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.
- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.

- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.
- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.



PIN Update Database

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the tblPinChanges and tblAllowListChanges. They are shown below with their sizes and MS SQL data types.

tblPinChanges	tblAllowlistChanges
[InmateID, nvarchar(15)]	[InmateID, nvarchar(15)]
[PIN, nvarchar(10)]	[ContractID, nvarchar(4)]
[ContractID, nvarchar(4)]	[PhoneNumber, nvarchar(16)]
[FirstName, nvarchar(20)]	[HearingImpaired, bit]
[LastName, nvarchar(20)]	[TimeAdded, datetime]
[SubID, nvarchar(10)]	[TimeUpdated, datetime]
[Active, bit]	[AllowRecording, bit]
[SelfLearn, bit]	[Operation, nvarchar(1)]
[SelfLearnStartDate, datetime]	
[SelfLearnDuration, int]	
[alias, nvarchar(20)]	
[Location, nvarchar(10)]	
[maxCallLength, int]	
[callListType, nvarchar(1)]	
[TimeAdded, datetime]	
[TimeUpdated, datetime]	
[HearingImpaired, bit]	
[Operation, nvarchar(1)]	

PIN Database Table

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

PIN Updates

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

2. The commission data for each option 1 and 2 shall be entered as required on Attachment 25.

MCI Response:

MCI has read, understands and has complied in MCI's financial response to this RFP.

3. For each option 1 and 2, the system shall be capable of reporting, and notifying the monitoring system operator in real time, occasions when inmate calls placed from different or the same SCI are being dialed to common numbers. The monitoring system operator will be a DOC employee and, in all cases, will be located within the institution. State law prohibits non-Commonwealth personnel access to the monitoring/recording system or its output.

MCI Response:

MCI has read, understands and will comply.

Both option 1 and option 2 will afford the DOC the capability of reporting and notification in real time of occurrences when inmates dial common numbers from the same or different numbers. MCI is also offering our Inmate Gang Management system which provides additional Gang Threat activity monitoring. The Gang Management system has proven to be very helpful in assisting DOCs. MCI has provided a detailed overview of the service in MCI's response to 2.5-A System B 1.e Advanced Features of this RFP response.

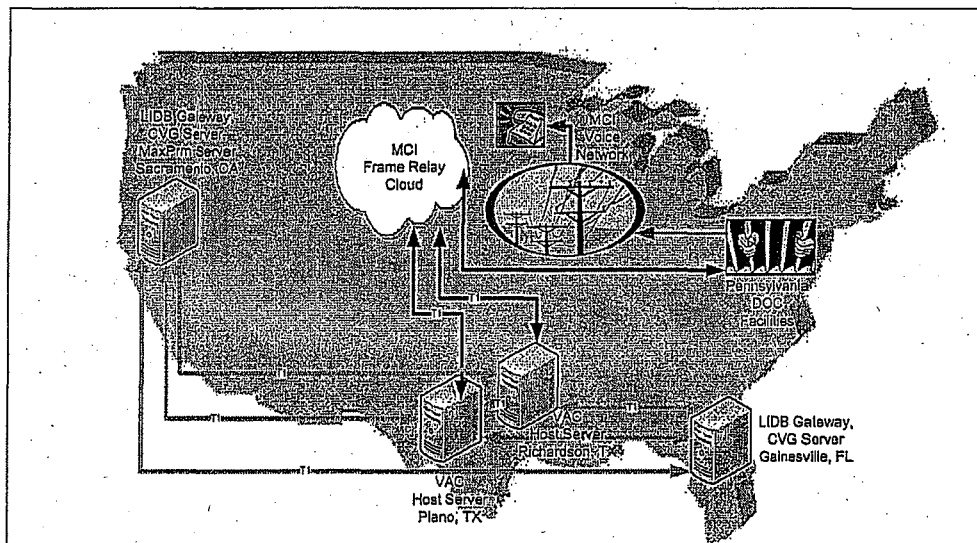
4. For each option 1 and 2, the central processor and system control devices shall have full redundancy, and the location processors or system control devices shall download all call data to the central processor at the time each call is completed.

MCI Response:

MCI has read, understands and will comply.

As described throughout this RFP response, both option 1 and option 2 have built in redundancy.

The data (CDR) from each telephone call is captured immediately on either the local or centralized server RAID hard drive in redundant locations, and is also stored in 3 other physical locations for thorough redundancy. This data is stored for 7 years after the end of the contract. Shown below is a State Map depicting the redundancy of data captured and stored. All information is stored independently and identified by facility. The use of either on-premise or centralized equipment allows for the easy identification of specific facility data.





5. For options 1 and 2, the location processor or system control device at each SCI shall have UPS to maintain system operability for a minimum of four (4) hours. The inmate will not have full use of the telephones during a major power outage. The back-up power is for maintaining of the data only.

MCI Response:

MCI has read, understands and will comply.

Both option 1 and option 2 will have a minimum of 4 hour battery backup UPS. It is also understood that the purpose of the 4 hour battery backup is for administrative and data use only.

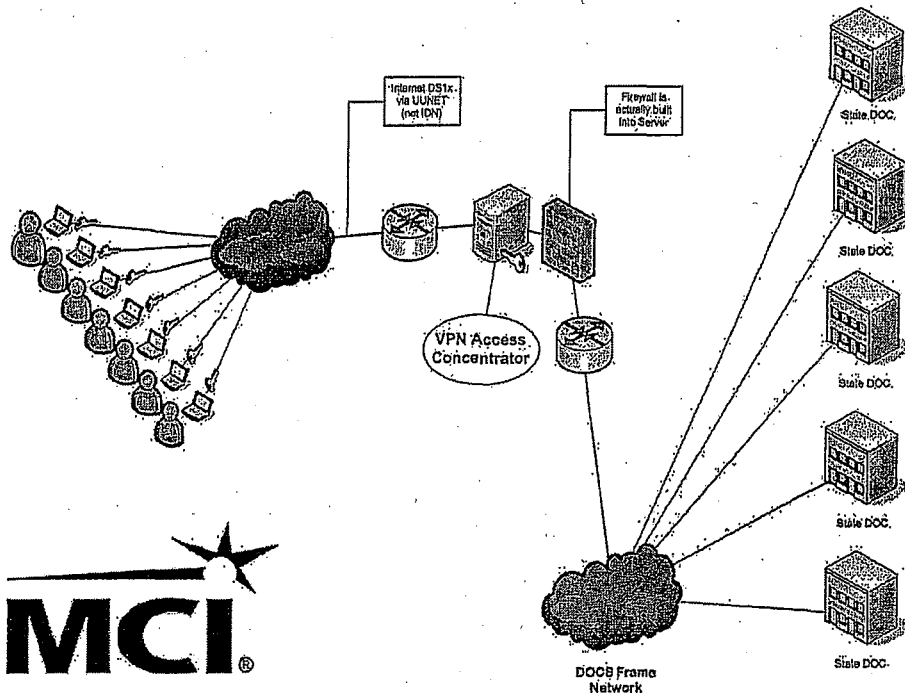
6. For options 1 and 2, the Contractor shall state, for each configuration noted above, how it plans to network the central processor, the location processors or the system control devices, and the two (2) or more headquarters terminals together. The Contractor is required to provide system networking maps as a visual picture of locations, including bandwidth, etc. TelCove (Adelphia) is the Commonwealth's network service provider. TelCove's fiber is available for subcontracting transport. For information see TelCove's website <http://telcove.com> or contact David Stonfer @ (717) 506-7603, david.stonfer@stelcove.com

MCI Response:

MCI has read, understands and will comply.

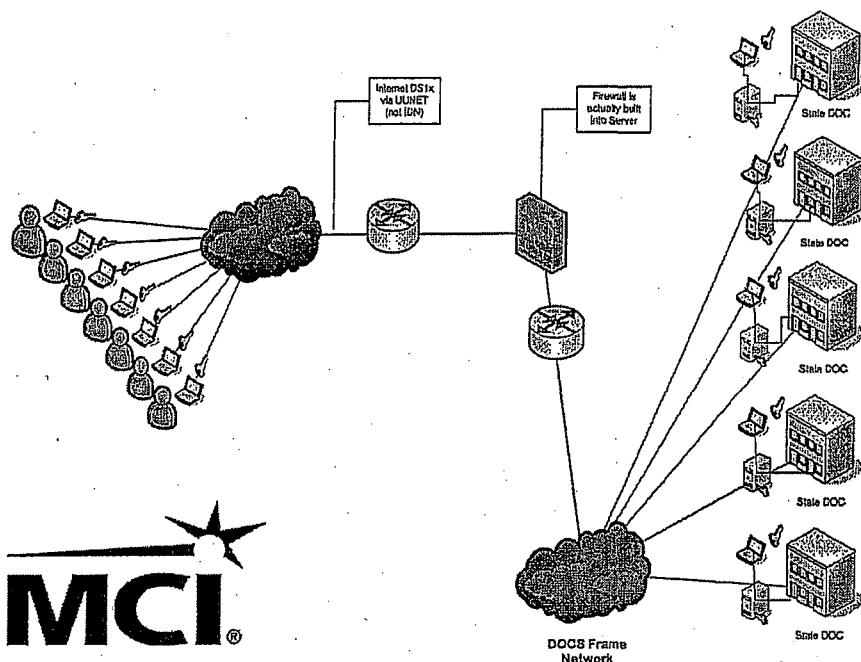
Both option 1 and option 2 will function the same through a WAN riding on a 128KB Frame Relay Network that is dedicated to The Commonwealth's DOC. The only physical difference would be for:

Option 1 with a central processor in coordination with location processors supported by a decentralized staff of system administrators serving each SCI, the Quehanna Boot Camp, and the terminals at the Headquarters Security and Professional Responsibility Offices, the workstations are connected to the Network Switch that does NOT connect to an on-premise server at each site. The WAN can be provided to any location from which the decentralized system administrators can effectively support any and all facilities.



Option 1 Decentralized Staff

Option 2 with a central processor in coordination with location processors or system control devices at all SCIs, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, the Headquarters Office of Professional Responsibility could be housed locally at each facility and have the workstations connected to the WAN at each facility as displayed in the following graphic.



Option 2 On-Site Staff

7. The Contractor shall state, for options 1 and 2, proposed turnaround time on changes to inmate lists, information requests, etc.

MCI Response:

MCI has read, understands and has provided below the estimated turnaround time on changes.

MCI submits that changes to inmate lists and information requests submitted to the PIN Administrative staff would be made upon receipt of the change request but no longer than 24 business hours. For example, change requested submitted prior to 3:00p.m. would be made the same day and change requested submitted after 3:00p.m. would be made the following day.

Additionally, some features could be programmatically changed such as inmate moves, additions, deactivations via the automated NCC process of a nightly or predetermined schedule for data feeds from the DOC as detailed in Part 5, Section 2.5-A 1.e. For example, should the DOC want to suspend system use to a specific inmate for a specific period of time, the PIN Administrator would program the requested suspension period of time into the ITS and the ITS will automatically perform the requested suspension time period.

8. Contractors shall state, for options 1 and 2, the exact work items and work functions that Contractor's system administrators anticipate must be done.

MCI Response:

MCI has read, understands and has provided below the work functions that MCI's system administrators anticipate must be done.

To provide and manage the PIN Administrative Staff, MCI has contracted with ShawnTech Communications. ShawnTech operates the existing PIN Administration for the PA DOC today.

Under MCI's proposed decentralized Option 1, MCI will provide through ShawnTech nineteen (19) PIN Administrators and one (1) State Manager. The existing personnel will be maintained and will perform the same duties as are provided today. The PIN Administrators will maintain their existing site placement and site responsibility as they do today.

For centralized Option 2, MCI will also contract with ShawnTech. Under this option MCI will provide through ShawnTech, six (6) PIN Administrators and one (1) State Manager. Again, MCI will utilize the existing ShawnTech Staff. The six Administrators will be assigned specific sites for management as described in MCI's Tab 5 Response.

Under option 1 and option 2 site administrators will be fully trained on all aspects of the ITS. Each site administrator will attend several days of training classes on the ITS and will be able to address all issues and fulfill all duties set forth by the contract. The existing ShawnTech PIN administrators as well as the State Manager will be trained well in advance of the ITS installation.

Both Option 1 and Option 2 Administrators will fully trained and capable of providing onsite training classes or individual training as required. For ITS administration of all inmate PINs, MCI will work with PA DOC to establish points of contacts and an alternate within MCI's in-state staff for each facility to work with in terms of establishing inmate PIN accounts and general system configuration settings/changes and programming such as establishing recognized "do not record" attorney telephone numbers, inmate telephone station on/off times, maximum allowed call length times, inmate allowed call lists, blocking of subscriber telephone numbers, re-setting an inmate's system name recording, suspension/reactivation of an inmate telephone PIN account, assistance to facility staff in performing call searches or other DOC facility staff ITS activities, and training of DOC staff on use of the ITS system.

Stated below is a general listing of each PIN Administrators assigned duties.

The system administrator(s) shall perform training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc.

System Administrators work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and

eliminate operational problems and/or security hazards as quickly as possible after they are identified.

- Test the ITS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly or predetermined inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ITS, as required;
- Class of Service Maintenance
- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Block List Administration
- Enable/Disable Telephones
- Account Overview
- Add a New Inmate Account
- Update Inmate Information
- Update Inmate Phone List
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ITS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required, and if not automated;
- Eliminate operational problems and/or security problems as soon as they are identified;
- Other related duties as determined by the DOC.

The comprehensive training curriculum that will be provided to each PIN Administrator is designed to cover complete system administration and all investigative tools described below, and will be broken out into several days of live instructional training.

Training Course Outline	
Introduction	Overview of the Inmate calling System functions and features
Workstation Access Control	Overview User ID Management Security Level Access Management User Alerts
System Administration	Overview Class of Service Maintenance Living Unit Maintenance Telephone Location Maintenance Facility Telephone Number Control Block List Administration Telephone List Update Enable/Disable Telephones Account Overview Add a New Inmate Account Update Inmate Information Update Inmate Phone List Transfer Inmate Between Facilities
Reporting/Investigative Functions	View Calls in Progress SPY – Monitoring SPY – Snitch Investigator Notification General Reporting Capabilities Defining Report Parameters Save & Reprint Reports Financial Reports Maintenance Reports Investigative Reports Monthly Revenue Reports Shadow Recording SAM Archive CD
Calling Process	Placing a Call Dialing Instructions Direct Dialed Calls Collect Calls Local Calls International Calls Call Results Announcements

Sample Training Course Outline

9. Contractors shall supply, for options 1 and 2, answers to the two (2) questions below on its application for employment of system administrator(s). The answers to the questions of the system administrators must be given to the Department of Corrections prior to employment.



- 1.) Do you have any **relatives** or **close friends** confined in any Pennsylvania State Correctional Facility? Answer yes or no.

MCI Response:

MCI has read, understands and will comply.

- 2). If yes, give their **name(s)**, **relationship(s)** and the **locations(s)** of their confinement.

MCI Response:

MCI has read, understands and will comply.

p. It is anticipated that the functions of the system administrator(s) and the process/procedures of PIN administration under the two (2) options above shall be similar. However, Contractors shall explain in detail any functional or procedural differences in the responses to each option. As a minimum:

1. The system administrator(s) shall be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate telephone control system including, but not limited to, the following: training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc. The Contractor shall submit its system administrator job description with the proposal.

A system administrator is an employee(s) of the Contractor with an assignment to work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are identified. System administrator(s) shall be assigned based on the time required to perform the job functions discussed above. The Contractor shall state what provision shall be made for illness, vacation, etc. These personnel shall have to pass criminal identification and records checks. They shall also be required to agree to, and abide by, all policies and applicable rules of the Department of Corrections. The Contractor shall describe the procedure for selecting the system administrator(s).

MCI Response:

MCI has read, understands and has listed below the requested information.

MCI agrees that the process/procedures of PIN administrators will remain effectively the same.

Under the decentralized Option 2 however, the site administrators would receive and perform many of the system requirements from a centralized location using a Work Station networked to all facilities. Local site visits will be as required by the Commonwealth in this RFP.

With regard to Contractor selection of the PIN Administrators, MCI has completed this task through its agreement with ShawnTech Communications to utilize the existing PIN administrative staff currently supporting the PA DOC.

The job description for each PIN Administrator will be as exists today and will include at a minimum the following responsibilities:

Both Option 1 and Option 2 Administrators will fully trained and capable of providing onsite training classes or individual training as required. For ITS administration of all inmate PINs, MCI will work with PA DOC to establish points of contacts and an alternate within MCI's in-state staff for each facility to work with in terms of establishing inmate PIN accounts and general system configuration settings/changes and programming such as establishing recognized "do not record" attorney telephone numbers, inmate telephone station on/off times, maximum allowed call length times, inmate allowed call lists, blocking of subscriber telephone numbers, re-setting an inmate's system name recording, suspension/reactivation of an inmate telephone PIN account, assistance to facility staff in performing call searches or other DOC facility staff ITS activities, and training of DOC staff on use of the ITS system.

System Administrators work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are identified.

The system administrator(s) shall perform at a minimum:

- Test the ITS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly or predetermined inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ITS, as required;
- Class of Service Maintenance
- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Block List Administration
- Enable/Disable Telephones
- Account Overview
- Add a New Inmate Account
- Update Inmate Information

- Update Inmate Phone List
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ITS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required, and if not automated;
- Eliminate operational problems and/or security problems as soon as they are identified;
- Other related duties as determined by the DOC.

As detailed in response to Section P item 8 above, all administrators will be fully trained in all aspects of the ITS and will be capable of providing training to either groups or individuals as needed. Each employee will be assigned to work with designated DOC personnel and to ensure system efficiency. Each application will have to pass criminal background checks before they will be considered for employment. They will also be required to agree to and abide by all policies and applicable rules of the DOC.

2. The Contractor shall explain in detail the entire process of PIN administration. i.e.:
 - Number of digits in PIN
 - Method and procedures of assigning or changing PIN
 - Method of inputting PIN and permitted telephone numbers
 - How Contractor shall handle exceptional, quick turnaround situations
 - Proposed interface with the Department of Corrections
 - Proposed location of the central processor
 - Security procedures to be used in the entire PIN process

MCI Response:

MCI has read, understands and has complied with the requested information below.

With regard to number of Digits in a PIN, The Focus 100 ITS will support a PIN authorization code of any length to identify each inmate using the inmate telephones. Each time an inmate places a call, the inmate would enter their assigned PIN, thereby tying all Call Detail Records and call recordings to their PIN. Furthermore, each inmate's PIN account will have a defined list of allowed numbers ("calling list") which they are permitted to call. This list can be of any size, but is generally around 10 or 20 numbers. Inmates are then strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the Commonwealth and/or facility's globally allowed calling list.

As discussed in several earlier sections of this response, MCI is proposing to automate the PIN process via our NCC automated PIN administration by using the Commonwealth's Inmate database as the input into our PIN database.

MCI can supply an automated PIN interface which synchronizes the Focus 100 database to the Commonwealth's source system database. The database synchronization will be programmed to occur multiple times a day on a schedule that can provide the optimum benefit for the Commonwealth. This synchronization significantly reduces and virtually eliminates the administration typically associated with PIN based systems because the administration is automated and performed on a scheduled basis through the booking system. This type of synchronization additionally eliminates PIN sharing from inmates at multiple facilities. Eliminate the administration hassles, and further reduce manpower needs to increase your maximum commission rewards with an automated process.

The screenshot displays a web browser window with the URL <http://172.16.17.14/ITS3/default.aspx>. The page title is "INMATE TELEPHONE SYSTEM". The navigation menu includes "Inmate", "System", "User", "Reports", and "Help". The "Inmate" menu is expanded, showing sub-options: "Account", "Financial Transactions", "Call Records", "Telephone List", "Call Line Status", and "Access Control". The "Inmate" menu is selected, and the "Add Inmate" option is highlighted. The "Add Inmate" form is displayed, containing the following fields:

Enter new information in the appropriate fields.		
First Name	Last Name	Middle Name
TODD	STUTTS	UNKNOWN
Living Unit	Language	Inmate ID
ID	English	65665666

The form also includes a "GO" button and a "Close" button. The background of the page features a checkered pattern.

As the Pennsylvania Department of Corrections is well aware, the use of inmate PINs provides extensive investigative capabilities. Reducing administration and ensuring that the PIN is secured are essential in the DOC environment. Secured PINs are an absolute requirement and in order to ensure that PINs are random and therefore secure, MCI



recommends utilizing a combination of the inmate's commitment number (assuming this is a unique number to each inmate) in conjunction with a random sequence that would be generated by the system to ensure no duplication. Searches can then be accomplished simply by using that commitment number with the wild card application for the remaining digits. For example, using the Commitment Number plus a 4 digit random sequence:

Inmate Commitment Number: 1234567890

Inmate PIN Number: 1234567897634

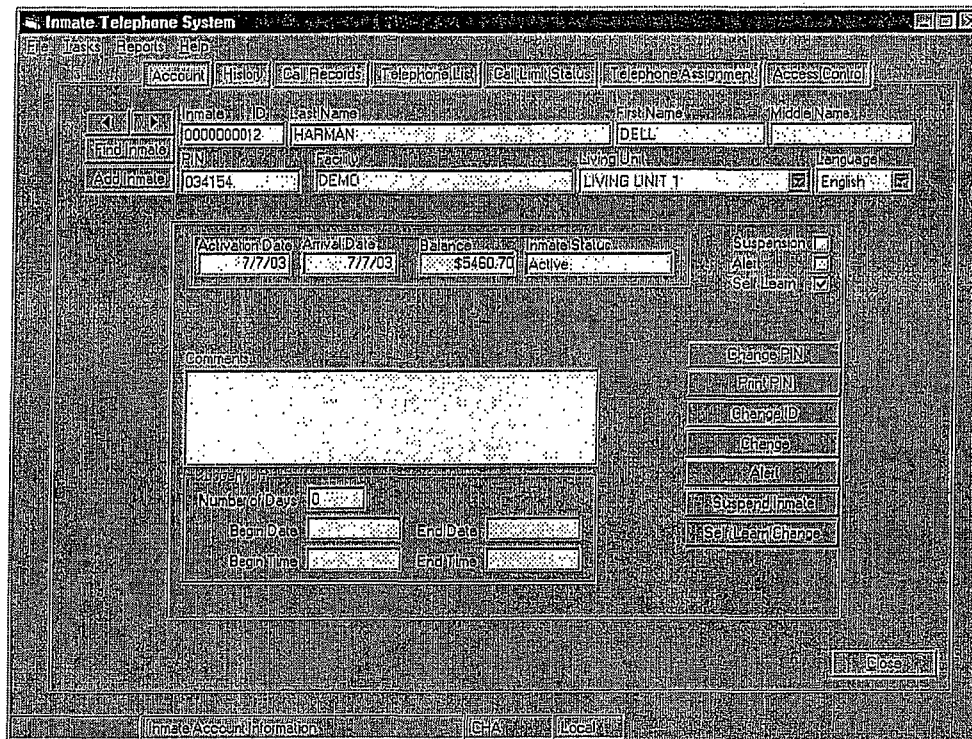
Searches would be accomplished by entering 1234567890xxxx in the PIN field for the date range required and all corresponding CDRs for that particular Commitment Number would be retrieved.

In the event the Commonwealth elects not to use the automated NCC process, the PIN Administrator could manually enter the inmate ID and PIN numbers and any associated telephone numbers onto their allow list. MCI could provide forms for allowing the inmates to input such changes, or additions.

An additional option would be that of using an auto enrollment feature. The Inmate Phone List Self-Learn Feature is also another option that DOC may decide to utilize. It allows the inmate to place calls until his/her phone list contains the maximum allowed telephone numbers. This is a great way to reduce the number of hours a PIN Administrator would be required to enter numbers on an inmate's allow list.

Telephone numbers that are not routed, such as blocked or misdialed numbers, will not be added to the inmate's list. When the inmate phone list reaches the maximum allowed telephone numbers then the inmate will only be able to call the numbers on his list. For a new number to be added one of the existing numbers will have to be deleted.

Inmate Phone List Self-Learn mode is activated when the "Self Learn" option is selected in the Inmate Account window and the phone is also selected as "Self Learn" in the Telephone Location Maintenance window. If either the inmate or the phone does not have Self Learn selected then the phone list will not be updated when the inmate places calls.



The screenshot displays the 'Inmate Telephone System' window. At the top, there are tabs for 'Account', 'History', 'Call Records', 'Telephone List', 'Call Unit Status', 'Telephone Assignment', and 'Access Control'. The 'Account' tab is active. Below the tabs, there are input fields for 'Inmate ID' (000000012), 'Last Name' (HARMAN), 'First Name' (DELL), and 'Middle Name'. There are also fields for 'PIN' (034154), 'Facility' (DEMO), 'Living Unit' (LIVING UNIT 1), and 'Language' (English). A section for 'Activation Date' (7/7/03) and 'Arrival Date' (7/7/03) is present, along with a 'Balance' field showing \$5460.70 and an 'Inmate Status' dropdown set to 'Active'. On the right, there are checkboxes for 'Suspension', 'AIP', and 'Self Learn' (which is checked). Below these are buttons for 'Change PIN', 'Print PIN', 'Change ID', 'Change', 'Suspend Inmate', and 'Self Learn Change'. At the bottom, there are buttons for 'Inmate Account Information', 'CHANGES', and 'Local'. A 'Close' button is in the bottom right corner.

Self-Learn Option Selected

The PIN administrators will have Global system wide access. In the event that a system change is needed immediately, the PIN administrators can make the changes real time from any System Management Terminal. In the event that the feature change needs to occur after hours, the PA DOC, can call in a trouble ticket. The trouble desk will also have remote access to the system and make real time changes from the Network Operation Center. The Commonwealth Manager will receive a page and e-mail notice of the Trouble Ticket where she can access and review changes for accuracy.

3) Personal Identification Numbers (PIN) shall be issued or changed within forty-eight (48) normal working hours 8:00 am – 5:00 pm, Monday through Friday. The inmate completes a DOC administration form that is then approved by the DOC personnel and then given to the Contractor as an order from the DOC for input and that is when the clock starts for the Contractor. The Contractor is responsible for verification of attorney telephone numbers. The inmates provide their attorney telephone numbers and they are verified by the Contractor's personnel. The Contractor will describe in its response the process for how attorney telephone numbers are verified to prove that they are indeed attorney's telephone numbers. Attorney telephone numbers shall not be monitored nor shall calls to the attorney telephone number be recorded. An automatically played intermittent announcement shall be played during the attorney calls stating that the calls are not monitored or recorded. Changes in regard to added or issued PINS refer to the requirement that new commitments and recommitments must be issued or reissued a PIN within 48 normal working hours, Monday through Friday.

MCI Response:

MCI has read, understands and will comply.

MCI has proposed that any change orders received prior to 3:00p.m during normal work hours will be made the same day. Change request submitted after 3:00p.m will be completed the following business day but will not exceed a 24 hour period. Emergency changes can be made by opening up a trouble ticket through which the Help Desk and Network Operations center will make the change and notify the Commonwealth Manager via page and e-mail with a copy of the Ticket number.

Administrators will also verify attorney numbers by BNA verification into a national Attorney Database. These Attorney numbers will be marked so that they can not be recorded or monitored and such numbers will have prerecorded announcements stating that the calls are not monitored or recorded.

4. PIN information shall be cross-referenced to the Department of Corrections Numbers by Contractor and shall be available on both electronic and hard copy on demand.

MCI Response:

MCI has read, understands and will comply.

As stated in the previous subsection 2), the inmate PINS are cross-referenced to the DOC numbers and they are available on both electronic and hard copy on demand.

5. Attachments 15-19 provide statistics on inmate population, admissions, releases, transfers, and projected growth. It is suggested that Contractors use this data in determining staffing requirements etc. for PIN administration.

MCI Response:

MCI has read, understands and will comply.

To provide and manage the PIN Administrative Staff, MCI has contracted with ShawnTech Communications. ShawnTech operates the existing PIN Administration for the PA DOC today.

Under MCI's proposed decentralized Option 1, MCI will provide through ShawnTech nineteen (19) PIN Administrators and one (1) Commonwealth Manager. The existing personnel will be maintained and will perform the same duties as are provided today. The PIN Administrators will maintain their existing site placement and site responsibility as they do today.

For centralized Option 2, MCI will also contract with ShawnTech. Under this option MCI will provide through ShawnTech, six (6) PIN Administrators and one (1) Commonwealth Manager. Again, MCI will utilize the existing ShawnTech Staff. The six Administrators will be assigned specific sites for management as described in MCI's response to Tab 5 and will visit each site as required by the Commonwealth in the RFP.

MCI is confident that this PIN staffing will be sufficient to provide the PA DOC with the level of support they are receiving today.

6. Contractor shall be able to transfer inmate PIN numbers and calling lists automatically when inmates are transferred from one SCI to another SCI.

MCI Response:

MCI has read, understands and will comply.

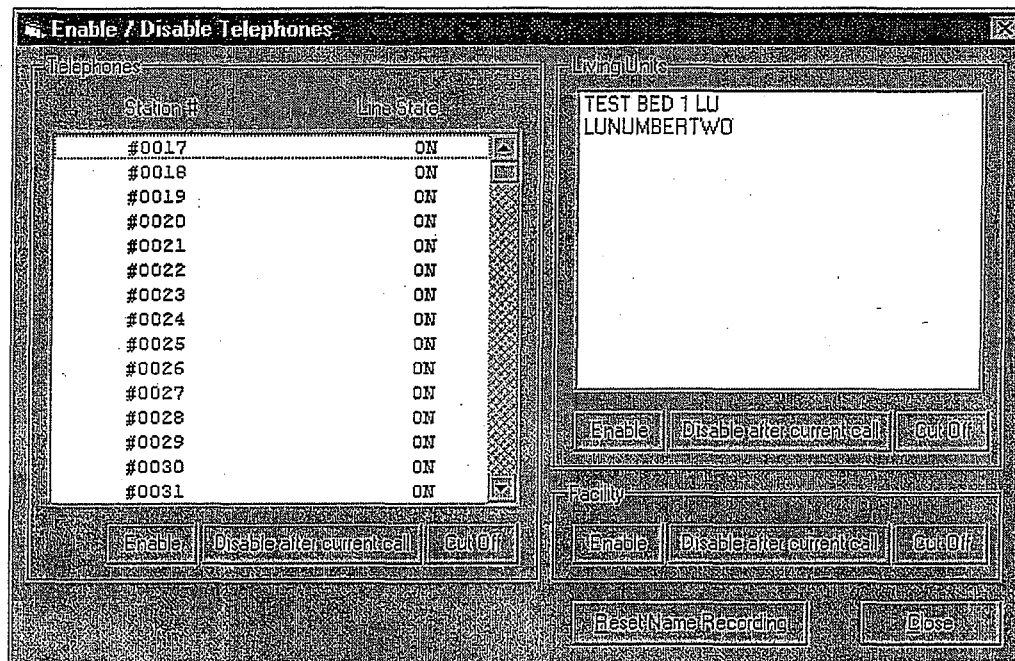
Another great feature of the Focus 100 system is the ability to have inmate records, PIN, and Allow Lists follow them automatically when they transfer to another facility. Additionally the Administrators will be well versed in providing transfer capabilities.

- r. The system shall be able to take an individual station out of service. State the procedures and the length of time in minutes that shall be required to take a station off-line.

MCI Response:

MCI has read, understands and will comply.

Each administrator, field support personnel, the call help desk and technical support personnel are all capable of taking an individual station out of service within seconds. In the amount of time it would take to call a support person to request such changes, the individual would be able to disable individual or multiple stations. It literally takes less than a minute to do so.



Station #	Line State
#0017	ON
#0018	ON
#0019	ON
#0020	ON
#0021	ON
#0022	ON
#0023	ON
#0024	ON
#0025	ON
#0026	ON
#0027	ON
#0028	ON
#0029	ON
#0030	ON
#0031	ON

Living Unit: TEST BED 1 LU
LUNUMBERTWO

Phone Station Activation / Deactivation

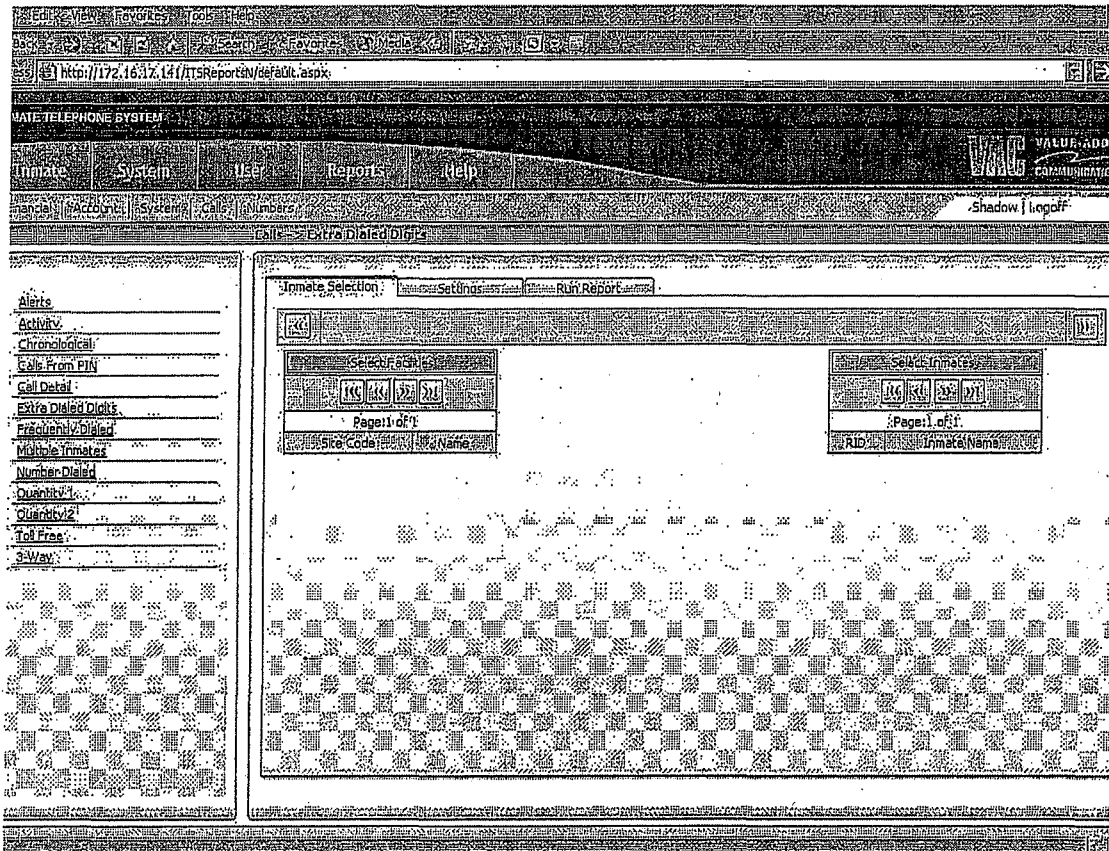
s. The Contractor shall be able to provide the following call detail information:

1. At the option of the Commonwealth, reports by DOC Number or inmate name for both completed calls and call attempts.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, reports by DOC Number or inmate Name for both completed calls and call attempts are able to be provided. Listed below is a screen print of the requested information.



Call Detail Reports Options

2. Reports on specific DOC Number(s) or PIN on demand.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, reports by DOC Number or inmate PIN are able to be provided on demand. Listed below is a screen print of the requested information.



Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:49:31

Chronological List Of Calls

Page 1 of 1

Report Site: CCF
Terminal Making Request: ANDEMO (WS0)
User ID: krladm1

From: 08/01/2002 00:00:00
To: 08/08/2002 23:59:59

Facility Name: DEMO		Facility Code: CHA					
ID	Date/Time	Duration	Dialed Digits	Call type	Line#	Station	Cost
00000002	08/01/2002 09:05:29	1	072308343	InterState	1	2	\$0.00
00000002	08/01/2002 12:11:31	0	072308100	InterState	1	2	\$0.00
00000002	08/01/2002 12:14:54	0	072308313	Local	1	2	\$0.00
00000002	08/01/2002 12:18:21	0	072308313	InterState	2	2	\$0.00
00000002	08/02/2002 09:47:23	0	072308343	InterState	1	2	\$0.00
00000002	08/05/2002 09:50:54	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 08:48:02	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 09:57:42	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 10:00:23	2	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 10:02:20	0	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 10:13:57	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 15:43:53	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 15:47:34	1	072308343	InterState	1	2	\$0.00
00000002	08/06/2002 15:49:20	1	072308343	InterState	1	2	\$0.00
00000002	08/07/2002 08:24:51	0	072308343	InterState	2	2	\$0.00
00000002	08/08/2002 04:19:17	1	072308343	InterState	1	2	\$0.00
00000002	08/08/2002 09:21:42	0	072308343	InterState	1	2	\$0.00
00000002	08/08/2002 10:01:17	1	072308343	InterState	1	2	\$0.00
00000002	08/08/2002 10:02:07	0	072308343	InterState	2	2	\$0.00
00000002	08/08/2002 10:02:10	0	072308343	InterState	1	2	\$0.00

Facility Calls: 20
Facility Minutes: 12
Facility Cost: \$0.00

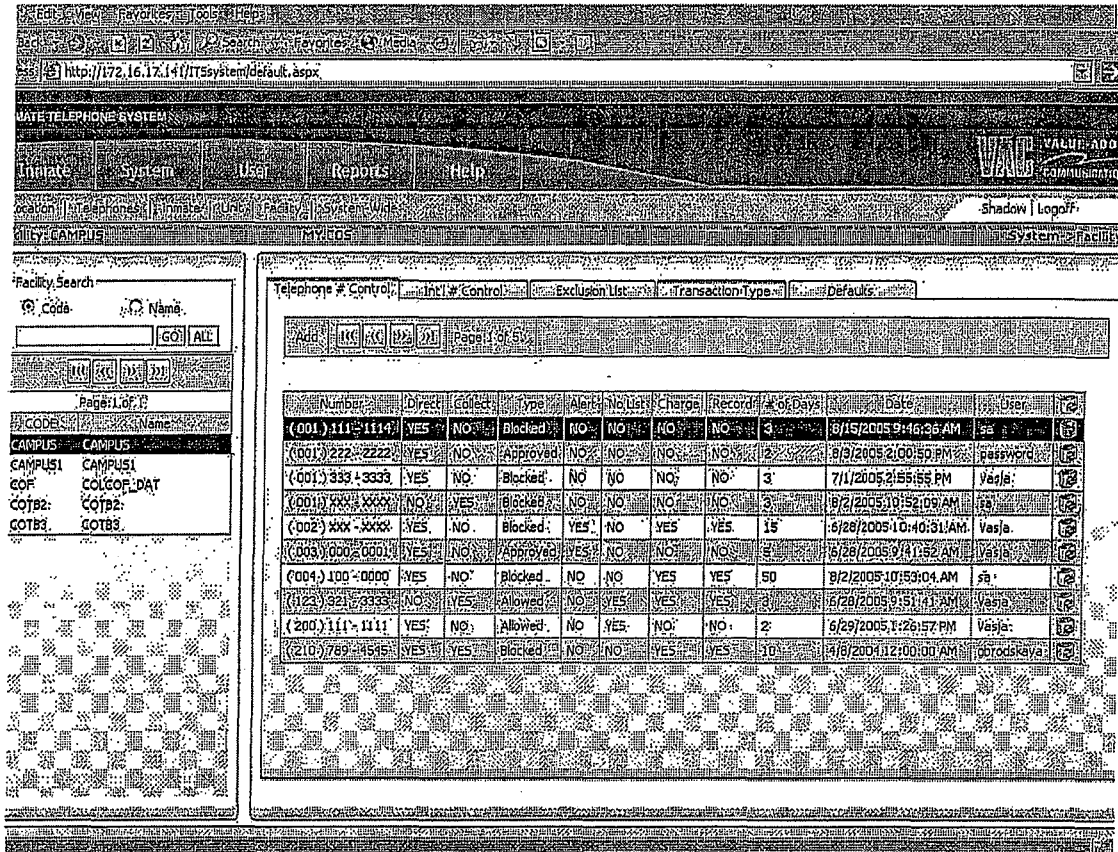
Total Number Of Calls: 20
Total Minutes: 12
Total Cost: \$0.00

3. Queries to the system on demand as to whether a specific telephone number(s) is (are) in the system.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, queries to the system on demand for a specific telephone number or numbers within the Focus 100 ITS are available on demand as depicted in the screen print below.



Number	Direct	Collect	Type	Alert	No List	Charge	Record	# of Days	Date	User
(001) 111-1114	YES	NO	Blocked	NO	NO	NO	NO	3	8/15/2005 9:46:35 AM	sa
(001) 222-2222	YES	NO	Approved	NO	NO	NO	NO	2	8/15/2005 2:00:50 PM	passwor
(001) 333-3333	YES	NO	Blocked	NO	NO	NO	NO	3	7/1/2005 2:55:55 PM	Vasja
(001) 444-4444	NO	NO	Blocked	NO	NO	NO	NO	3	8/2/2005 10:52:09 AM	sa
(002) 555-5555	YES	NO	Blocked	YES	NO	YES	YES	15	6/28/2005 10:40:31 AM	Vasja
(003) 666-6666	YES	NO	Approved	YES	NO	NO	NO	3	8/28/2005 9:41:52 AM	Vasja
(004) 777-7777	YES	NO	Blocked	NO	NO	YES	YES	50	8/2/2005 10:53:04 AM	sa
(123) 921-3333	NO	YES	Allowed	NO	YES	YES	YES	3	6/28/2005 9:51:41 AM	Vasja
(200) 111-1111	YES	NO	Allowed	NO	YES	NO	NO	2	6/29/2005 1:26:57 PM	Vasja
(210) 789-4545	YES	YES	Blocked	NO	NO	YES	YES	10	4/8/2004 12:00:00 AM	gorodskaya

Facility Phone List

t. The Contractor is required to provide all equipment necessary to facilitate up to one (1) PC Work Station at each SCI for DOC Security Officers.; locations to be determined by local SCI management. The DOC-SCI Security Offices use the stations for investigating inmate cases in all of the SCIs.

MCI Response:

MCI has read, understands and has complied.

MCI's financial offer included within the RFP response includes per amendment #2 that one (1) PC Workstation at each SCI for Doc Security Officers will be provided.

u. The system shall have the ability to have restrictions vary by the combination of inmate and called party so that special treatment may be afforded for calls to attorneys or other privileged communications. This feature shall include the ability to block, on an individual PIN - called party number basis, calls from being monitored or recorded.

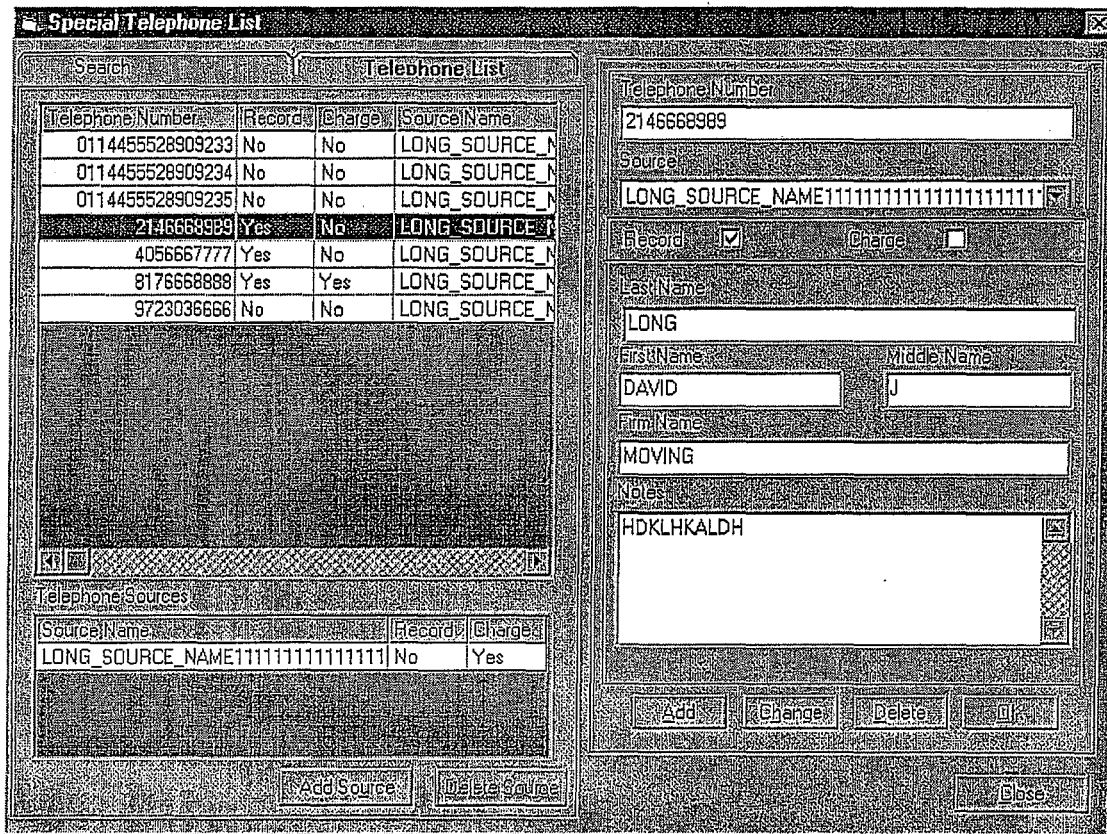
MCI Response:

MCI has read, understands and will comply.

Within the inmate's calling list, various call control parameters can be established for each number, including but not limited to a Record/Do Not Record indicator. In addition, during the implementation phase, MCI will work to secure all attorney lists that are currently resident in the existing call processing equipment for inclusion prior to installation. Bar lists can also be uploaded prior to installation. All known attorneys' lists will be designated with the Do Not Record indicator set in the system.

The Shadow digital Call recording technology is an integrated component of the inmate call processing system and will record each and every conversation initiated through the system (except identified attorney/privileged calls) twenty-four (24) hours a day 365 days a year and at any time a call is placed, even all calls simultaneously, which includes both the inmate and the called party.

Even call attempts are recorded, the call does not have to be accepted before it is recorded. The recording begins upon inmate initiating the call. This allows the investigators to monitor call attempts which is a major breakthrough for the investigators that other vendors do not support or offer.



Telephone Number	Record	Charge	Source Name
0114455528909233	No	No	LONG_SOURCE_N
0114455528909234	No	No	LONG_SOURCE_N
0114455528909235	No	No	LONG_SOURCE_N
2146668989	Yes	No	LONG_SOURCE_N
4056667777	Yes	No	LONG_SOURCE_N
8176668888	Yes	Yes	LONG_SOURCE_N
9723036666	No	No	LONG_SOURCE_N

Source Name	Record	Charge
LONG_SOURCE_NAME1111111111111111	No	Yes

Special Telephone List – Record / Do Not Record Option

v. The system shall have the ability to limit calls to a specified duration by DOC Number or PIN, and by specific telephone numbers assigned to a PIN. In addition to limiting calls to a specific telephone number to a specified duration and limiting total calling minutes to a specified duration, the system shall also be capable of cumulating calling time for each PIN up to specified limits for calls placed during a period of 7 days, i.e.: 0001 hours Sunday through 2359 hours Saturday. Refer to Attachment 9 Department of Corrections Inmate Policy stating calling limits for all DOC-SCI locations.

In like manner, the system must be capable of being preprogrammed by PIN to allocate 45 minutes of calling during a seven (7) day period (0001 hours Sunday through 2359 hour Saturday) into three (3) 15 blocks of time segments and only permit one (1) 15 block segment to be used on any one (1) day.

A warning tone or announcement shall be given to the caller prior to the call being terminated due to the expiration of calling-time limitations. The system shall be able to have this limiting factor disengaged for specific numbers i.e., attorneys' numbers.

MCI Response:

MCI has read, understands and will comply.

Each call will be timed based on the parameters designated by the Commonwealth. Using the provided workstation, general class of service specifications may be established globally for all DOC facilities, by facility, or the Commonwealth may establish an inmate specific call duration through the use of PINs, and by specific telephone numbers assign to a PIN. Finally, VAC's latest software release will allow specific tariff types such as Local and/or Long Distance calls to be set with specific call durations unlike other vendors.

The screenshot displays the 'Inmate Telephone System' interface. At the top, there are tabs for 'ACCOUNTING', 'SYSTEM', 'TELEPHONE', 'COLLECTIONS', 'TESTING', and 'ADMINISTRATION'. Below these, there are fields for 'INMATE ID', 'INMATE NAME', 'INMATE TYPE', 'INMATE STATUS', 'INMATE LANGUAGE', and 'INMATE UNIT'. The main area contains three sections, each with a table of call limit data for a specific inmate.

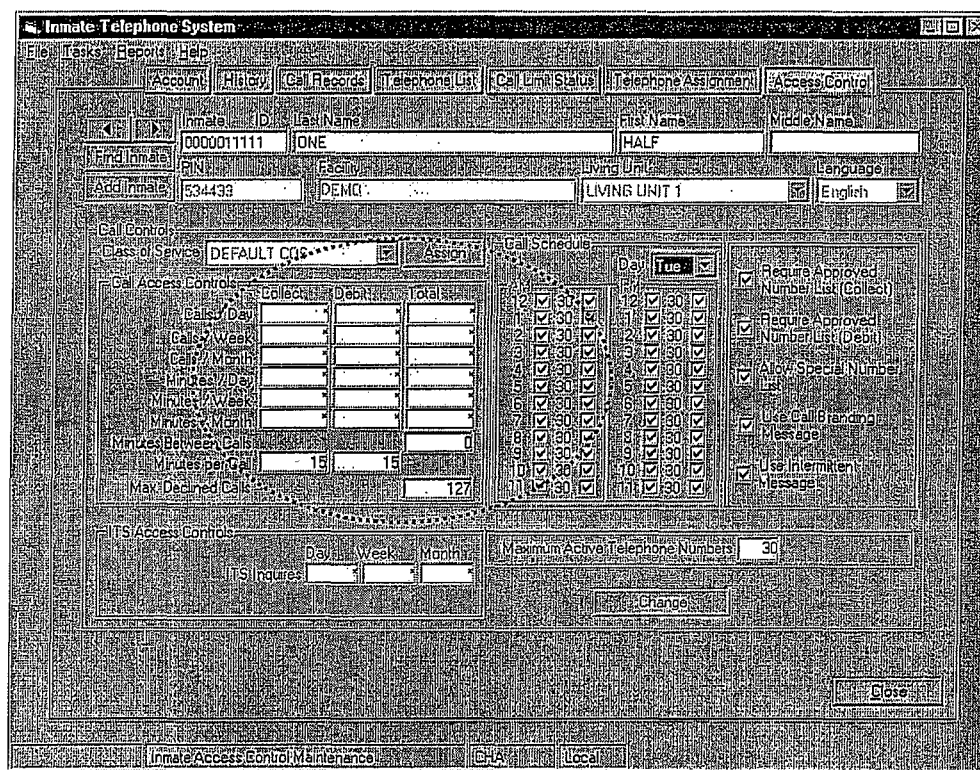
INMATE ID	INMATE NAME	INMATE TYPE	INMATE STATUS	INMATE LANGUAGE	INMATE UNIT
1000000002	BUY	TEST	DEFAULT LF	English	
44452	1540				
44452	1540				

Below the tables, there are buttons for 'OK' and 'Cancel'.

Inmate Call Limit Status

In all cases, one (1) minute prior to expiration of the established maximum call duration limit, the system will play a warning tone or voice prompt such as "One minute remaining." At the end of that one (1) minute, the system will terminate the call.

The Inmate Class of Service within the Focus 100 defines the overall level of access given to an inmate. As shown in the image below, Call Duration may be set as requested. This includes the flexibility to set the total number of calls or minutes an inmate may make in any given day, week, or month. It also allows for specific call durations to be established by PIN. These calls or minutes can be divided between collect and debit calling, if implemented and desired. This is depicted in the red dotted line circle in the example below.



Access Control

The Focus 100 system allows a user with the proper authorization to "suspend" inmate calling privileges indefinitely or for a fixed number of days. While suspended, the inmate will not be able to call any numbers except privileged numbers.

Suspension — The facility staff has the ability to suspend an inmate's calling privileges. During this period, an inmate is not allowed to make calls. Suspensions are set for day increments. Suspensions in day increments begin immediately and expire at midnight. Once a suspension has expired, the inmate's account will automatically be accessible again. All accounts that are suspended are listed on the Currently Suspended Telephone Accounts report for easy viewing.

The screenshot displays a web browser window with the URL `http://172.16.17.14/ITS3/default.aspx`. The page title is "INMATE TELEPHONE SYSTEM". The navigation menu includes "Inmate", "System", "User", "Reports", and "Help". The user is logged in as "Shadow" with a "Logoff" link. The main content area shows a "Suspended Inmate" window with the following details:

Suspended Inmate	
45Spenders 4 2005-10	
SU MO TU WED TH F R SA	
10 11 12 13 14 15 16 17	
18 19 20 21 22 23 24	
25 26 27 28 29 30	
31	

Below the calendar, there is a "Suspension" section with the following fields:

Number	000000
Search Date	
Begin Time	00:00

Buttons for "OK" and "Clear" are located at the bottom right of the window.

Suspended Inmate Reference



The *Currently Suspended Telephone Accounts* report lists all inmate telephone accounts whose calling privileges have been suspended. Records are sorted by Inmate DOC Number, and then by date of suspension. The *Currently Suspended Telephone Accounts* report displays the following information:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate name
- Start Date (suspension will begin)
- End Date (suspension will end)
- Days to be Suspended
- Days Already Suspended
- Suspended Days Left
- Total Number of Suspended Accounts

Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:52:09

Currently Suspended Telephone Accounts

Page 1 of 1

Report Site: COF
Terminal Making Request: AHIDEMO_WSNH
User ID: testadmin

Selected Site(s): ALL

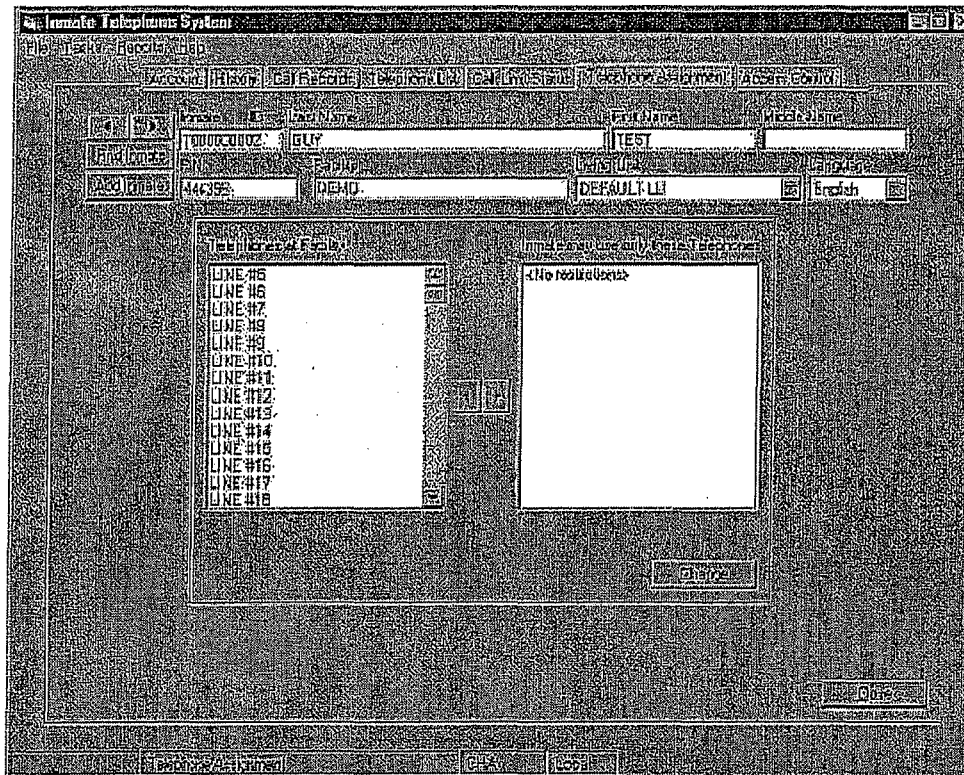
Facility Name: DEMO		Facility Code: CHA	
ID#	000000000	Start Date	08/03/2002
Last Name	TWO	Days to be Suspended	5
First Name	NO PIN	Days Already Suspended	0
Middle Name	LINE	End Date	08/13/2002
		Suspended Days Left	5

Total Number of Suspended Accounts: 1

Suspended Telephone Accounts Report

Use of the PIN feature does allow the DOC to restrict inmate's calling to specific phones or group of phones.

The Telephone Assignment Tab screen below lists the phones an inmate is allowed to use to make calls. Phones are listed by Station ID and the inmate is allowed to use only those phones within their assigned Living Unit. To allow an inmate to use any phone from the facility, remove all phones from the allowed list. The allowed list will then display "<No restrictions>", indicating that they may use any phone at the facility.



Inmate Telephone Assignment

- w. All collect calls shall be processed without the involvement of a live operator.

MCI Response:

MCI has read, understands and will comply.

All calls are processed using the full-featured automated attendant function. At no time will inmates have access to a live operator. Instructions are clear and easy to understand in either English or Spanish, based on the preference established at PIN assignment. When MCI orders the phone circuits for carrying inmate traffic, the circuits are ordered for outbound service without the use of live operators.

- x. The Contractor shall state that the Line Identification DataBase (LIDB) shall be dipped (inquired), at a minimum, one (1) time each calendar day per inmate called telephone number to which access is attempted.

MCI Response:

MCI has read, understands and will comply.

It is MCI's policy to perform a LIDB validation on each and every call in real time. MCI does not support a once per day validation or "cashing" process. MCI can afford this

additional level of security due to the fact that it employees its own LIDB validation network.

As Stated the Focus 100 system validates calls in real time. During call setup, the inmate is placed on hold while validation of the destination number is checked. The Telephone number validation takes less than 5 seconds to process.

The telephone number that the inmate dials is first checked against the system or facility phone database, which includes the Call Block List and Telephone Scheduling. When using PINs, the telephone number is also checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists.

MCI then checks the telephone number against the Line Information Database (LIDB). The LIDB dip occurs on a daily basis to ensure the latest fraud/bad debt attributes, operational status, and billable status (e.g. payphones are not billable) is obtained. If the telephone number is determined to be valid, the call is allowed to process. If the telephone number is not validated, the built in Focus 100 automated operator tells the inmate that the call can not be processed because it is blocked and the call is terminated. The termination of the call requires the inmate to hang up the current call before he / she can attempt another call.

y. Single Central Office:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made within the same central office following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. *The Contractor shall provide a recommended alternative for detection.*

1. Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.

MCI Response:

MCI has read, understands and submits that Local Exchange Carrier Central Office features provided by the local dial tone switches are becoming increasingly difficult to

detect because of tremendous advancements in central office switches and networks. Additionally, the local telephone line is increasingly being used for data connections to the Internet or Intranets. With the advent of this technology and multiple uses for local telephone lines including different technologies for Voice Over IP (VoIP), the local service providers design the networks and purchase switches to make these optional features as seamless as possible to enhance the voice conversation and maximize data throughput on data connections. However, these design advancements make detection of central office features more difficult, and in some cases impossible, to detect.

With respect to Call Forwarding, the feature is designed for the subscriber of record to be able to forward their incoming calls to an alternative telephone number, including cell phones. When the originating calling party dials the subscriber destination number, the Central Office that will carry that call completes a database lookup to that particular subscriber ANI. If call forwarding is enabled on that ANI, the call will route to the alternative number as designated by the subscriber. The calling party is completely unaware that their call has been re-routed to an alternative number. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

2. Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.

MCI Response:

MCI has read, understands and respectfully submits that as identified in the previous, subsection 1 on remote call forwarded numbers, MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

3. Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.

MCI Response:

MCI has read, understands and will comply.

MCI's proposed VAC Systems are designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. Any call detected by this feature will be tagged as a three-way call in the call detail record and made available for review in a report designed for this specific purpose.

Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect.

At this time, the disconnect feature will be enabled at the direction of the DOC. From this point forward, calls that trigger the three-way call detection feature will be disconnected, or cause the call to be disconnected.

While every effort is made to improve the accuracy of three-way call detection, it is possible for other events on a call to inadvertently result in call disconnection. These include:

- Non-voice sounds during the call
- Extra digits dialed during the call
- Dropping or tapping the handset
- Use of the call waiting feature by the called party
- Simulation of a hook switch / flash

If the phone system detects a three-way call attempt, the system will end the call immediately.

Current technology in the Public Switched Telephone Network only provides audible indications on the line when call forwarding or a three-way call is attempted. Since three-way calling requires a hook-flash of a specified minimum and maximum duration and since the three-way calling is usually accompanied by silence from the called party end of the line, the system detects these signals and responds according to system programming. These responses can be a voice prompt informing the parties the call is from an inmate, a flag on the call recording indicating that a three-way call was detected, termination of the call, or a combination of these. The system is dependent on the noise on the line and other signals that can sound like three-way call attempts or the lack of signaling during a three-way call attempt, e.g., connecting two lines through a dual line phone or a digital PBX. Some of the problems that exist with the current technology are: (1) call waiting may sound like a three-way call, which makes differentiation virtually impossible resulting in erroneous disconnects; (2) call forwarding may not be detected at all; and (3) noise or conversation on the line may mask the signaling normally heard during a three-way call attempt.

MCI and VAC continue to develop additional methods to detect three-way and remote call forwarded calls. Research has identified that on a large number of three-way call attempts a secondary ring is heard. A trap for secondary ring can be implemented, and provides several options as to which type of action is to be taken. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

The call can proceed and the call detail record is marked with a special indicator, the call can proceed and the investigator is notified of the three-way call event, or the call can be disconnected. In addition, the DOC can request that called parties who abuse three-way calling and call forwarding, have the particular called party number blocked in the facility database listing.

Based on its extensive experience within the industry, MCI has some DOC customers recommending to their investigative staff that the call be permitted to continue, and mark the call detail record as a fraudulent or three way call attempt for later investigation. This permits investigators to collect valuable evidence that ordinarily wouldn't be available if the call was immediately disconnected. MCI's solution includes comprehensive call recording at each facility permitting archival of three way calls for investigative work long after the call was completed. However, if DOC simply wants all three-way call events and discovered call forwarded numbers to be disconnected, MCI will comply with this request. MCI can play an announcement to the called party that the call is being disconnected because of an identified three-way call event.

4. Conference calls facilitated through customer provided switching equipment.

MCI Response:

MCI has read, understands and submits that as previously stated in this response, MCI and VAC work diligently to improve upon the detection and prevention of fraudulent activity. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

z. Multiple Central Offices:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made in multiple central offices following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts the they system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combinations of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

1. Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.

MCI Response:

MCI has read, understands and submits that Local Exchange Carrier Central Office features provided by the local dial tone switches are becoming increasingly difficult to detect because of tremendous advancements in central office switches and networks. Additionally, the local telephone line is increasingly being used for data connections to the Internet or Intranets. With the advent of this technology and multiple uses for local telephone lines including different technologies for Voice Over IP (VoIP), the local service providers design the networks and purchase switches to make these optional features as seamless as possible to enhance the voice conversation and maximize data throughput on data connections. However, these design advancements make detection of central office features more difficult, and in some cases impossible, to detect.

With respect to Call Forwarding, the feature is designed for the subscriber of record to be able to forward their incoming calls to an alternative telephone number, including cell phones. When the originating calling party dials the subscriber destination number, the Central Office that will carry that call completes a database lookup to that particular subscriber ANI. If call forwarding is enabled on that ANI, the call will route to the alternative number as designated by the subscriber. The calling party is completely unaware that their call has been re-routed to an alternative number. MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

2. Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.

MCI Response:

MCI has read, understands and submits that As identified in the previous, subsection y.1 and y.2 on remote call forwarded numbers, MCI could not legally stop the subscriber from obtaining this service and using this service. MCI can enforce the DOC policy to mark and also disconnect these types of calls upon discovery as appropriate. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

3. Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.

MCI Response:

MCI has read, understands and will comply.

VAC Systems are designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. Any call detected by this

may be located and the threat of escape or other illegal activity. Additionally, Cellular telephones can not accept collect calls. Thus as previously stated, MCI will continue to block such calls unless the Commonwealth dictates otherwise. But MCI and VAC have teamed together to offer those individuals with cellular service an alternative.

cc. If the proposed system has the ability to detect the 3-way call attempt and to terminate the call on calls that have been automatically call-forwarded by the inmates called party to an additional called party, or again to another called party, by programming the central office equipment or other intervening switch, the Contractor shall provide a detailed technical description of how the proposed system detects and terminates this type of call. For example, the inmate may call a permitted number having made prior arrangements with an accomplice to have the call automatically transferred to another number. One or more call forwarding sequences may take place in the attempt to break the system. The Contractor shall also state the average percent success that can be expected.

MCI Response:

MCI has read, understands and will comply.

VAC Systems are designed to isolate three-way call attempts by detecting multiple call characteristics typically associated with this type of activity. Any call detected by this feature will be tagged as a three-way call in the call detail record and made available for review in a report designed for this specific purpose.

Once the system is up and running for a period of time, traffic patterns and call activity will be analyzed to determine the optimum sensitivity setting for three-way call detect. At this time, the disconnect feature will be enabled at the direction of the DOC. From this point forward, calls that trigger the three-way call detection feature will be disconnected, or cause the call to be disconnected.

While every effort is made to improve the accuracy of three-way call detection, it is possible for other events on a call to inadvertently result in call disconnection. These include:

- Non-voice sounds during the call
- Extra digits dialed during the call
- Dropping or tapping the handset
- Use of the call waiting feature by the called party
- Simulation of a hook switch / flash

If the phone system detects a three-way call attempt, the system will end the call immediately.

Current technology in the Public Switched Telephone Network only provides audible indications on the line when call forwarding or a three-way call is attempted. Since three-way calling requires a hook-flash of a specified minimum and maximum duration and since the three-way calling is usually accompanied by silence from the called party

end of the line, the system detects these signals and responds according to system programming. These responses can be a voice prompt informing the parties the call is from an inmate, a flag on the call recording indicating that a three-way call was detected, termination of the call, or a combination of these. The system is dependent on the noise on the line and other signals that can sound like three-way call attempts or the lack of signaling during a three-way call attempt, e.g., connecting two lines through a dual line phone or a digital PBX. Some of the problems that exist with the current technology are: (1) call waiting may sound like a three-way call, which makes differentiation virtually impossible resulting in erroneous disconnects; (2) call forwarding may not be detected at all; and (3) noise or conversation on the line may mask the signaling normally heard during a three-way call attempt.

MCI and VAC continue to develop additional methods to detect three-way and remote call forwarded calls. Research has identified that on a large number of three-way call attempts a secondary ring is heard. A trap for secondary ring can be implemented, and provides several options as to which type of action is to be taken. MCI does not currently have statistical analysis to determine and report the percentage of attempts and successful detection of such call attempts.

dd. The 3-way calling prevention feature shall be able to be deactivated on a per number dialed, per inmate basis. This shall permit call transfer or 3-way conferencing of specific inmate calls placed to certain telephone numbers such as those at attorneys' offices.

MCI Response:

MCI has read, understands and submits that this feature is not available today.

ee. Call acceptance by the called party is to be accomplished through an active process initiated by the called party. The active process required is the dialing of a digit on the called party's telephone.

MCI Response:

MCI has read, understands and will comply.

Upon successful completion of inmate dialing, the Focus 100 system will advise the inmate as follows, "Your call is being processed". Each call requires the called party to indicate positive acceptance by dialing or depressing "5" on their phone. Until the call is positively accepted and identified by DTMF acknowledgement, the inmate is separated from the outgoing call process and billing is not initiated. Billing does not begin until the positive acceptance has been acknowledged. Unlike other Inmate Telephone Systems, the Focus 100 system does start recording the call at the beginning of the recorded announcement whether the call is accepted or not. This allows for greater administrative and investigative advantages.

ff. The active call acceptance method shall permit the called party to accept the call by dialing the digit specified not only on a Touch Tone telephone but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line. The proposed system must allow the person the inmates are calling, for example a family member, to accept the call by dialing the digit specified not only on a Touch Tone telephone, but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line.

MCI Response:

MCI has read, understands and will comply.

Unlike several other vendors, the Focus 100 can accept the called party's call acceptance or rejection via voice response or rotary dialing in addition to positive acceptance via touch tone DTMF.

gg. The system shall be capable of having a collect call and prepaid accepted in the passive mode, when the called party answers, does nothing and the call is completed. Explain in detail how the proposed system does this. State what percentage of inmate calls are handled passively at existing installations. Explain under what conditions the proposed system is required to handle the calls passively.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 can be configured on a given telephone number or route for passive acceptance of the call. Passive acceptance can be configured to play a specific message multiple times and timeout before cut-thru or to play a unique message that will not ask for positive acceptance regardless of collect or prepaid. Usually Attorney calls are set for passive accept. Less than 1% of inmate calls are set for passive accept. Any condition can be setup for passive accept. It is simply accomplished by specifying this Passive Accept feature on the specified telephone number.

hh. During the call set up process, the answering party shall hear a prerecorded announcement identifying that the collect call or the prepaid is coming from a specific inmate at a specific SCI. A pre-recorded statement of the inmate's name shall identify the inmate placing the call to the called party. It is not permissible to require or permit the inmate to state his name during the call set up process. No pre acceptance communication by the inmate who is placing the call is permitted. However, the inmate shall be able to hear the call set up announcements and acceptance results, which occur after the call has been answered.

MCI Response:

MCI has read, understands and will comply.

For both collect and prepaid calls, the automated operator plays scripts identifying the calls to the called party and functions as explained here below.

Every time a call is placed, the inmate would enter their assigned PIN, which associates every call and the resulting call records and recordings with that inmate. The first time

the inmate makes a phone call and enters his / her PIN information, the Focus 100 ITS will check to see if that inmate has a previously recorded name, if not, the system will instruct the inmate to state their name which will be recorded and played for all future calls. MCI can disable the name announcement feature if desired by the PA DOC. MCI has found that using this method of announcing inmate's calls reduces the attempts of attempted fraud through system by passing messages to called parties when inmates are allowed to state their names each time a call is placed. The use of prerecorded names however does require the use of PINs. Optionally, the correctional facility or a PIN administrator could record the inmate's name to be associated with each call placed by that inmate thereafter.

Upon successful completion of inmate dialing, the system will advise the inmate as follows, "Your call is being processed". At this time, the inmate is separated from the outgoing call process. Although they can hear the call progress and system announcements, they cannot hear or communicate with the called party until positive acceptance of call is received. The message will be played to the called party two (2) times prior to terminating the call. It typically takes approximately 3-4 seconds from the time the inmate completes dialing until the called party is accessed. The automated attendant for the Focus 100 system will announce the call to the called party using the pre-recorded name and as follows:

"This is an MCI Collect Call (or prepaid call) from "Inmate Name" (if required) an inmate at the "Facility Name", a Commonwealth of Pennsylvania Correctional Institution. All telephone calls will be recorded except attorney calls and other privileged party calls. The use of 3-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

Each of these parameters can be customized and MCI will work with DOC to meet their specifications.

- ii. Include in the proposal details of called party call acceptance and all other pertinent related recording and report information the Contractor may wish to present for consideration. All variations of called party call acceptance flexibility and all fraud control procedures use by Contractor shall be included in proposal.

MCI Response:

MCI has read, understands and will comply.

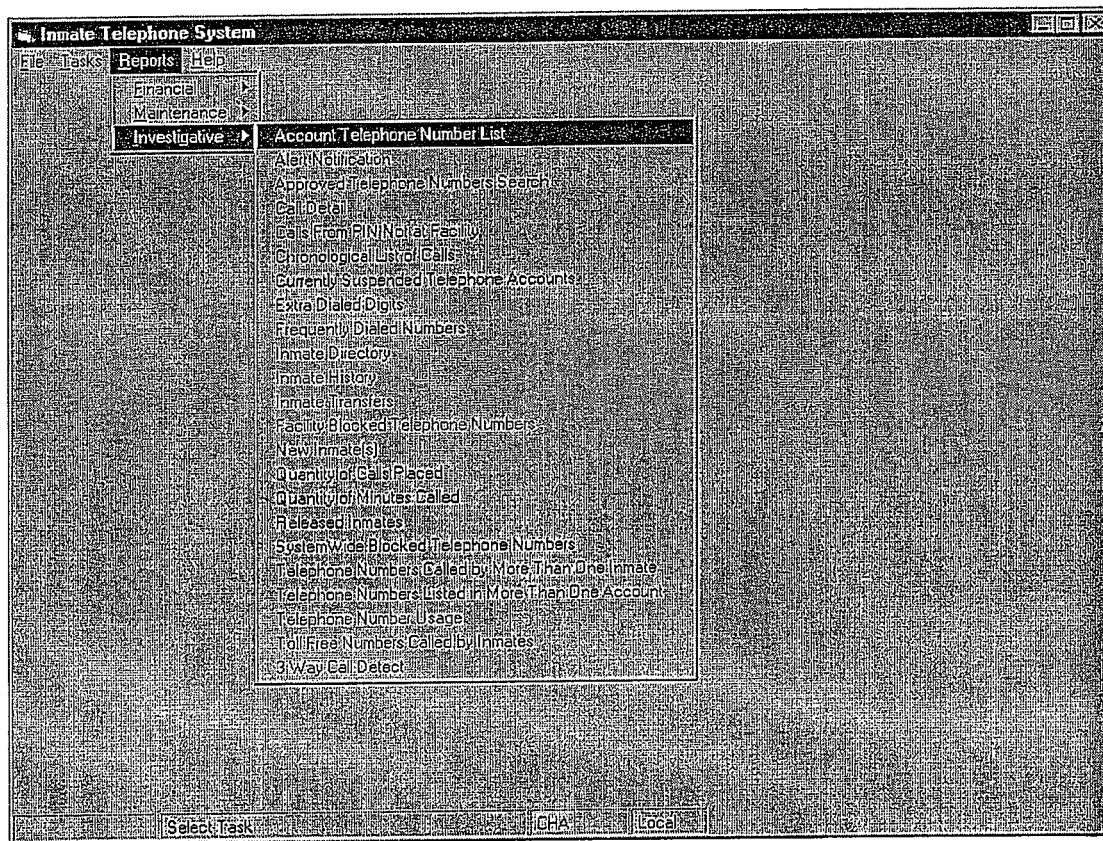
As stated in the previous sections, the Focus 100 ITS can be configured to allow for positive acceptance by Touch Tone DTMF, Rotary dialing, and voice acceptance. Additionally, the system can be configured to allow for passive acceptance where by calls are automatically connected. This feature should be explained in full to the called party prior to allowing such as they will be billed for all connected calls, whether to an answering machine or other individuals receive such call in their absence.

ALL calls, even call attempts are recorded which makes for a great investigative tool where other vendors only record completed calls. Recording call attempts allows the investigators to gain valuable information that they would otherwise not hear when a call is not connected, such as the possibility of called parties trying to pass information.

Reporting features are listed below. Reports are provided in a WYSIWYG (What You See Is What you Get) format on the provided workstation monitors. Each report may be viewed and / or printed.

The Focus 100 has a wide variety of reporting options. Using the Administrative Workstation, system administrators and authorized facility staff with the appropriate level of security access can generate, view, and print standard reports. Additionally, custom reports can be created if required.

There are approximately forty standard reports that are available and are easily accessible using a GUI interface on the system or via the web browser. These reports are indexed and tabbed by the following categories: Financial Reports, Maintenance Reports, and Investigative Reports as follows:



Financial Reports	Description
Call Refund	Generates and prints a summary transaction report when a Call Refund transaction is performed.
Daily Call Charges	Provides a list of collect and debit call activity for a day or date range.
Financial Transactions	Provides a record of the total number of financial transactions for an individual inmate.
Inmate Deposit	Provides a record of individual inmate deposits.
Inmate Reconciliation	Offers a detailed reconciliation of an individual inmate's debit account.

Maintenance Reports	Description
City NPA-NXX Search	Provides the city and state for a particular NPA-NXX.
Local Exchanges	Provides area codes and exchanges that are designated for the local calling area.
Non-Area Code/Exchange Attempts	Provides record of call attempts to invalid area codes.
Percentage Grade of Blocking	Provides hourly call traffic information showing the number of calls attempted, the number blocked by traffic, and the percentage blocked. The report can be obtained by entering the desired report period.
State By NPA Search	Provides the state for a particular NPA (area code).

Investigative Reports	Description
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified inmate account.
Alert Notification	Provides calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the desired report period. The report can be obtained by entering the desired report period.
Approved Telephone Numbers Search	Provides a list of the inmates that are allowed to call specific telephone numbers. The report can be obtained by entering the telephone numbers and the desired report period.
Call Detail	Provides the completed calls by inmate (in the order that they were placed) over a specified time. The report can be obtained by entering the inmate and a specified time frame.
Calls From PIN Not at Facility	Provides all inmates' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.
Currently Suspended Telephone Account	Provides a list of inmate telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period.
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates.

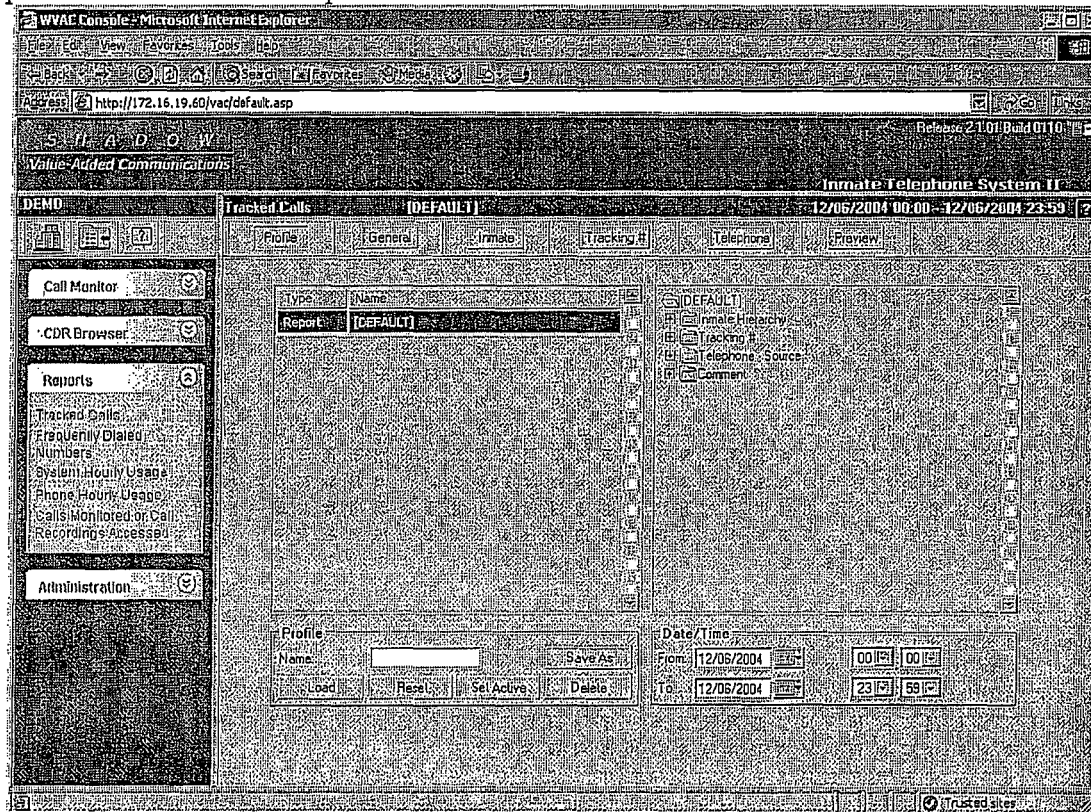
Investigative Reports	Description
	The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.
Inmate Directory	Provides a log of all inmates. The report can be obtained by entering the desired report period.
Inmate History	Provides all transactions associated with an inmate telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The report can be obtained by entering the inmate and a specified time frame.
Inmate Transfers	Provides a list inmate telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the inmate and a specified time frame.
Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.
New Inmate(s)	Provides all inmate telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.
Quantity of Calls Placed	Provides a list of all inmates that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all inmates that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.

Investigative Reports	Description
Released Inmates	Displays inmates released and removed from the inmate telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays inmates who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.
System-wide Blocked Telephone Numbers	Provides a list of all phone numbers globally blocked throughout the prison system.
Telephone Numbers Called by More than One Inmate	Provides a list of telephone numbers that have been called by a user defined number of inmates within a specific time period. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one inmate's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Inmates	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by inmates. The report can be obtained by entering the desired report period.
Three-Way Call Detect	Provides a list of how many Three-Way Call attempts were detected. The report can be obtained by entering the desired report period.

In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played by users with appropriate security authority as well as exported to a CD for evidentiary use
- Save frequently used ad hoc queries for future use.

The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results. A screen shot of the system interface GUI depicts how the user is allowed to define the parameters to be applied to produce the customized report:



The Data screen allows the user to view call records within a facility, select parameters, view call detail records, play recordings, select/hide columns, and sort data etc.

jj. The system shall be capable of providing an announcement that overlays as background to the voice conversation stating that the call is from a SCI. The system shall allow this overlay announcement to be automatically played intermittently during the call for fraud prevention and maintaining institutional security.

MCI Response:

MCI has read, understands and will comply.

The Voice Overlay feature of the proposed Focus 100 may be programmed to interject a voice announcement at random intervals throughout each inmate phone call. The announcement content will notify the called party that they are speaking to an inmate at the {Facility Name}. The announcement volume will be reduced to a level that is not obtrusive, but still audible and clearly heard by both parties, the inmate and the called party. MCI and VAC can adjust the volume and the frequency of the announcement as required by the Commonwealth.

Additional announcements such as "This call is from a Commonwealth of Pennsylvania Correctional Facility and may be recorded and monitored". Other such announcements that MCI has been requested to interject into the conversations is "Three-way or other fraudulent call attempts is in violation of correctional policies".

As indicated, the customization of overlays is highly advised, and MCI will work with the DOC to customize any overlay to their specifications. Generally overlays are played every 5 minutes of a conversation, but once again, these intervals are programmable to meet your specifications.

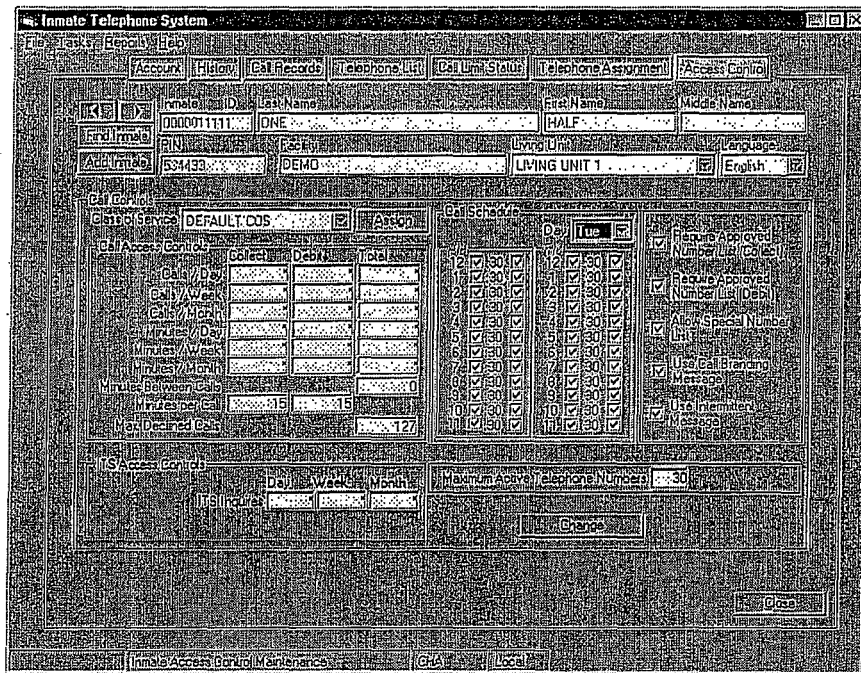
kk. The Contractor shall explain how the control and administration functions are performed to include, but not be limited to, the following:

1. Time of day and day of week restrictions.

MCI Response:

MCI has read, understands and will comply.

Using the provided Workstation, the Commonwealth will have complete flexibility to establish inmate calling parameters by day of week and hour as seen below. In addition, general operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. The DOC may also choose to control a group of phones' calling hours, such as the infirmary. Holiday schedules may also be established in order to offer alternate calling on these defined days. Once these schedules are established, access to calling by the inmates is automatically controlled by the system, with no administrative intervention required.



Access Control

2. Telephone shut-off and system usage report generation by telephone number or by PIN. This is a report showing the actions of inmates their usage and restriction level.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS provides several different methods to shut-off individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

MCI will install manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation. PIN access within an entire facility and / or within a particular housing unit may be locally disabled, or may be remotely disabled with the proper password access.

Also using the provided Workstation, the Commonwealth will have complete flexibility to establish inmate calling parameters by day of week and hour as shown in the previous subsection. In addition, general operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. The DOC may also choose to control a group of phones' calling hours, such as the infirmary. Holiday schedules may also be

established in order to offer alternate calling on these defined days. Once these schedules are established, access to calling by the inmates is automatically controlled by the system, with no administrative intervention required.

Some of the various reports that can be provided by telephone number or inmate PIN are provided here below.

Investigative Reports	Description
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified inmate account.
Call Detail	Provides the completed calls by inmate (in the order that they were placed) over a specified time. The report can be obtained by entering the inmate and a specified time frame.
Calls From PIN Not at Facility	Provides all inmates' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.
Currently Suspended Telephone Account	Provides a list of inmate telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of

	calls to the telephone number and the desired report period.
Inmate Directory	Provides a log of all inmates. The report can be obtained by entering the desired report period.
Inmate History	Provides all transactions associated with an inmate telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The report can be obtained by entering the inmate and a specified time frame.
Inmate Transfers	Provides a list inmate telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the inmate and a specified time frame.
Quantity of Calls Placed	Provides a list of all inmates that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all inmates that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.
Released Inmates	Displays inmates released and removed from the inmate telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays inmates who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.

Telephone Numbers Called by More than One Inmate	Provides a list of telephone numbers that have been called by a user defined number of inmates within a specific time period. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one inmate's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Inmates	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by inmates. The report can be obtained by entering the desired report period.
Three Way Call Detect	Provides a list of how many 3 Way Call attempts were detected. The report can be obtained by entering the desired report period.

In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played / exported with the appropriate security level

- Save frequently used ad hoc queries for future use.

The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results.

The screenshot displays the 'Inmate Telephone System' web interface. On the left, the 'Inmate Search' panel shows 'Inmate ID' as 654654 and 'Inmate Name' as LOVE, BUDY. The main panel shows a 'Call Detail Report' for the selected inmate. The report includes a table with columns for Date, Time, Inmate ID, Phone Number, Duration, Charge, and other call-related metrics. The table lists several calls from 8/17/2004 to 8/18/2004.

Date	Time	Inmate ID	Phone Number	Duration	Charge	Other Metrics
8/17/2004	11:50 AM	654654	2145356666	2	\$0.00	...
8/17/2004	11:52 AM	654654	2145356666	1	\$0.00	...
8/17/2004	11:53 AM	654654	2145356666	2	\$0.00	...
8/17/2004	11:58 AM	654654	2145356666	1	\$0.00	...
8/17/2004	12:03 PM	654654	2145356666	2	\$0.00	...
8/17/2004	1:18 PM	654654	2145356666	2	\$0.00	...
8/17/2004	1:23 PM	654654	2145356666	0	\$0.00	...
8/17/2004	1:24 PM	654654	2145356666	15	\$0.00	...
8/18/2004	10:25 AM	654654	2145356666	10	\$0.00	...

Call Detail Report

The *Call Limit Status Tab* displays read-only information regarding the remaining limits for the number of calls, number of minutes, and number of inquiries. To adjust any of the maximums allowed for the current COS, either modify the COS from the *Class of Service Maintenance* screen which change the settings for all inmates for the current COS, or modify the access privileges for a particular inmate from the *Access Control* tab.

Figure 8. Call Limit Status Tab

Number of Calls area displays the maximum, used, and remaining number of calls allowed for the inmate's COS. The calls are categorized by debit, collect, and total. Each field contains figures for the current day, week, and month.

	Maximum	Used	Remaining	Maximum	Used	Remaining	Maximum	Used	Remaining
Today	0	0	0	0	0	0	0	0	0
This Week	0	0	0	0	0	0	0	0	0
This Month	0	0	0	0	0	0	0	0	0

Number of Minutes area displays the maximum, used, and remaining number of minutes allowed for the inmate's COS. The minutes are categorized by debit, collect, and total. Each field contains figures for the current day, week, and month.

	Maximum	Used	Remaining	Maximum	Used	Remaining	Maximum	Used	Remaining
Today	0	0	0	0	0	0	0	0	0
This Week	0	0	0	0	0	0	0	0	0
This Month	0	0	0	0	0	0	0	0	0

Number of Inquiries area displays the maximum, used, and remaining number of inquiries allowed for the inmate's COS. The inquiries are categorized by ITS, Canteen, and Fund Transfers to ITS. Each field contains figures for the current day, week, and month.

	Maximum	Used	Remaining	Maximum	Used	Remaining	Maximum	Used	Remaining
Today	0	0	0	0	0	0	0	0	0
This Week	0	0	0	0	0	0	0	0	0
This Month	0	0	0	0	0	0	0	0	0

Call Limit Status Screens



Call Detail Record Browser

REC	QRY	DATE	TIME	FROM	TO	LINE	PHONE	EXT	NAME	STATUS	TIME	FROM	TO	LINE	PHONE	EXT	NAME	STATUS	TIME
08/01/2002	12:11:31	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	12:11:31	6	Completed call										
08/01/2002	12:14:54	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	12:14:54	0	Ring no answer										
08/01/2002	12:18:21	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	12:18:21	0	Ring no answer										
08/06/2002	08:47:23	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	08:47:23	0	Ring no answer										
08/06/2002	09:50:53	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	09:50:53	6	Completed call										
08/06/2002	09:55:13	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	09:55:13	11	Completed call										
08/06/2002	09:58:05	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	09:58:05	27	Completed call										
08/06/2002	10:01:30	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:01:30	65	Completed call										
08/06/2002	10:03:27	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:03:27	0	Call blocked (No)										
08/06/2002	10:15:57	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:15:57	5	Completed call										
08/06/2002	15:46:14	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	15:46:14	19	Completed call										
08/06/2002	15:47:43	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	15:47:43	9	Completed call										
08/06/2002	15:49:36	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	15:49:36	7	Completed call										
08/07/2002	00:24:51	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	00:24:51	0	Ring no answer										
08/09/2002	09:19:20	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	09:19:20	11	Completed call										
08/09/2002	09:21:42	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	09:21:42	0	Ring no answer										
08/09/2002	10:01:24	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:01:24	7	Completed call										
08/09/2002	10:02:07	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:02:07	0	Ring no answer										
08/09/2002	10:02:16	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:02:16	0	Ring no answer										
08/09/2002	10:50:04	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:50:04	0	Ring no answer										
08/09/2002	10:51:11	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:51:11	13	Completed call										
08/09/2002	10:53:21	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	10:53:21	9	Completed call										
08/14/2002	14:28:35	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	14:28:35	0	Inmate PIN is inv										
08/15/2002	16:19:42	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	16:19:42	21	Completed call										
08/16/2002	16:20:43	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	16:20:43	21	Completed call										
08/16/2002	16:21:43	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	16:21:43	21	Completed call										
08/16/2002	16:22:44	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	16:22:44	21	Completed call										
08/16/2002	16:22:45	NO PIN LU	LINE #2	9720003493	0000000002	NO PIN, TWO, LINE	16:22:45	21	Completed call										

CDR Browser Screen

Inmate Telephone System

Inmate Search: Inmate ID: 654654, Inmate Name: LOVE, BUDDY

Financial: Call Records, Telephone List, Call Link Status, Access Control

Date	Time	Type	Amount	Balance	Facility	Ref #	User ID
8/11/2004	11:45 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE PHONE UPDATE					TESTADMIN
8/17/2004	11:50 AM	DEBIT CALL	66.19	66.19	090CEE		ITACNT_CAMP
8/17/2004	11:52 AM	COLLECT CALL			090CEF		ITACNT_CAMP
8/17/2004	11:53 AM	COLLECT CALL			090CF1		ITACNT_CAMP
8/17/2004	11:54 AM	INMATE CHANGE COS					chartwell
8/17/2004	11:55 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	DEBIT CALL	1.44	66.75	090CF3		ITACNT_CAMP
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:58 AM	COLLECT CALL			090CF5		ITACNT_CAMP

Inmate Financial Detailed Info

http://172.16.19.60/nortelipdu/Web32.pdf - Microsoft Internet Explorer

Address: http://172.16.19.60/nortelipdu/Web32.pdf

Adobe Reader 7.0

*** SENSITIVE-LIMITED OFFICIAL USE ***

Run Date: 08/31/2005
Run Time: 11:35:18

VAC Inmate Telephone System
Frequently Dialed Numbers

Page 1 of 1

Report Site: SITE QA
Terminal Making Request: AII DEMO PDC
User ID: testadmin

From: 07/01/2005 - 00:00:00
Thru: 08/31/2005 - 23:59:00
Minimum Number of Calls: 5
For Complete Calls:
Selected Station(s): All
Selected Inmate(s): All

Facility Number	Number Called	Number of Calls
04	9722333483	1

1 of 1

Frequently Dial Numbers Report

Inmate Search

Inmate ID: 654654 Inmate Name: LOVE, BUDDY

Controls Telephone Schedule Commissary Schedule

	Collect	Direct	Total	ITS Inquiries	Day	Week	Month
Calls/Day	10	**	*	ITS Inquiries	*	*	*
Calls/Week	*	*	*	Commissary Inquiries	*	*	*
Calls/Month	*	*	*	Funds Transfer to ITS	*	*	*
Minutes/Day	*	*	*	Require Approved Number List (Collect)			NO
Minutes/Week	*	*	*	Require Approved Number List (Direct)			NO
Minutes/Month	*	*	*	Allow Special Number List			NO
Minutes Between Calls			2	Use Intermittent Message			NO
Minutes Per Call	15	15	15	Maximum Declined Calls Per Day			99
CO5 Description	LOVE, BUDDY			Maximum Active Telephone Numbers			30

Inmate Access Control

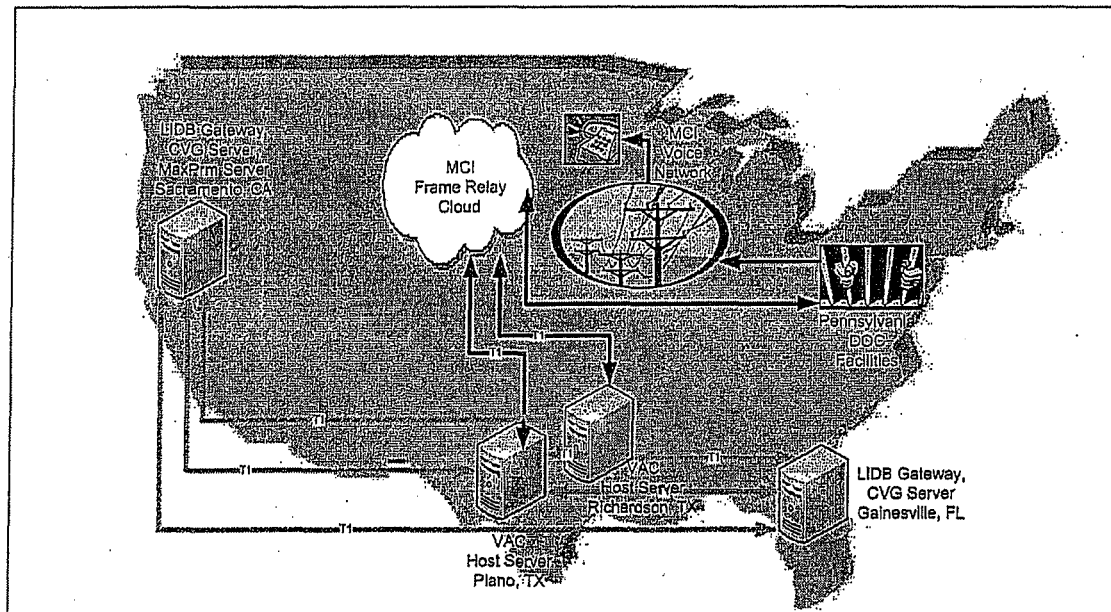
- II. The system shall provide centralized system reporting capabilities and shall be capable of producing immediate, real-time reports as well as having the database administrable from the centralized location. In proposed systems using location processors, the local database shall be updateable from the location processor. Updating the location processor shall automatically update the central processor.

MCI Response:

MCI has read, understands and will comply.

In both an on-premise and off-premise ITS system, all databases are updated in real-time, thus providing for real-time reporting capabilities. Reports are produced from the workstations and the workstations generate such reporting details from the respective on-premise or off-premise ITS.

As explained in earlier sections, the built in redundancy with multiple locations for backups of the call detail records, even if one system is down, the reports can be generated from other locations.



Redundancy

mm. The system shall permit an inmate to keep the same PIN and PIN database (permitted telephone numbers and restrictions) regardless of the SCI in which the inmate is incarcerated at the time. The Contractor shall explain, in detail, how this requirement shall be accomplished.

MCI Response:

MCI has read, understands and will comply.

Inmate Transfers – The proposed Focus 100 is installed in a Wide Area Network configuration offering the maximum flexibility for managing call processing amongst sites. When an inmate is to be transferred from one site to another, the site administrator will access the workstation and select the Inmate Account Transfer function. With a few simple mouse clicks, the inmate data is transferred to the site with all account settings intact. Allowing the inmate to keep his / her PIN numbers, Allow List, Block List, Recordings, Phone Schedules, etc. No data re-entry is required. If the customer elects to activate the debit calling feature, the transfer function also shifts the inmate's phone fund account balance to the new site. At any time, inmate transfers for a defined date range may be reviewed in the Inmate Activity Report.

nn. The Commonwealth recognizes that there is ongoing effort in the vendor community to develop advanced technological features in addition to the 3-way call detect/disconnect capability that, if viable, may enhance the effectiveness of inmate telephone call control systems. Examples include the capability for positive voiceprint matching of a specific PIN to a specific inmate's voice, the capability to search recorded inmate calls and to recognize and docket specific, preprogrammed, spoken words, and the capability to match an inmate fingerprint to a specific inmate PIN, and other newer technological features. **Contractors are invited to include in their proposal any of these types of advanced technological**

features that are demonstrable as elements of installed inmate telephone call systems. The proposal must include verifiable success ratio statistics.

MCI Response:

MCI has read, understands and will comply.

For a reduction in commissions that can be negotiated at contract time, the Focus 100 uses a combination PIN plus Voice Recognition capability that provides the optimum method of performing Inmate Speaker Identification. When the Inmate makes a call for the first time he must enter his PIN and is prompted to speak his name twice. After the initial registration, whenever the inmate places a call he must enter his PIN and speak his name at the prompt. The spoken name is compared to the original voiceprint registration for the PIN and, if positive, the call is allowed. If negative, he is prompted for a configured number of allowed retries. Name recordings can be reset from the administrative workstation. The successful verification of such voice print is above 98%.

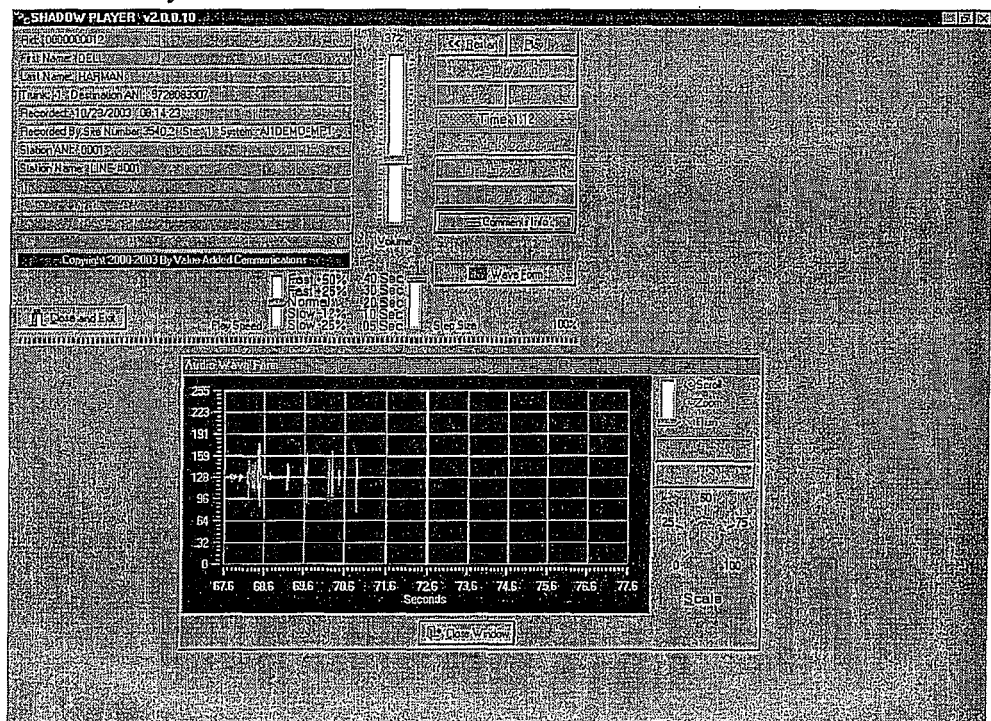
MCI will be providing a Word Search / Recognition system that is integrated with the Focus 100 ITS. The Focus 100 System V-Scan feature allows users to scan call

recordings for specific words and phrases. Multiple configuration options are supported including real-time call scanning.

However, when all calls are searched for general terms and phrases, the word recognition capability actually has a negative effect by creating work. Our recommended configuration is to automatically scan call recordings as

they occur but to only index the phonemes to facilitate rapid searches on demand later. This allows the user to search specific calls or calls from specific inmates for words or phrases pertinent to the investigation. This approach provides the highest level of accuracy and effectiveness from any work/phrase search tool.

Both a single word and groups of words can be searched on the voice recordings. Although several issues can affect the accuracy of word recognition including



slurred/impaired speech, foreign dialects, and excessive background noise from the inmate's phone location, the expected accuracy is above 70-75% positive matches with the false positive below 20%. The positive match accuracy can be increased but the false positive percentage may increase also.

[REDACTED] MCI provides a unique interface into [REDACTED] MCI offers its Investigative Management System (IMS) value-added product to the Commonwealth at no additional cost. The [REDACTED] is one such value-added application that provides a solution in the area [REDACTED] It helps to ensure the safe, secure, and orderly operations for staff, visitors, and inmate/offenders throughout the department by [REDACTED]

[REDACTED] Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to Commonwealth staff.

MCI developed the IMS investigative tool specifically for its Inmate Telephone System (ITS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards [REDACTED]

IMS is a stand-alone software application that comprises a [REDACTED] module and an [REDACTED] module. The modules run outside the ITS, and each can run independently or concurrently with the other.

The application combines three sets of data that can be searched by user-initiated queries. The first data source, provided by MCI, is a database created from call detail records (CDRs). The other two sets of data must be provided by the DOC: [REDACTED]

[REDACTED] For these modules to provide the most complete information, inmate PINs are required.

DOC personnel who have an IMS user name and password will be able to access the Web-based application and perform queries from an existing workstation. IMS is an easy-to-learn, user-friendly, intuitive application.

[REDACTED]

The Commonwealth can use this module to

Inmate ID	Facility	Name	Room Number	Call Status
421 FOL**	SOCF	JORDAN	23287**	OHDC
422 FOL**	SOCF	JORDAN	23287**	OHDC
423 FOL**	SOCF	JORDAN	23287**	OHDC
424 FOL**	SOCF	JORDAN	23287**	OHDC
425 FOL**	SOCF	JORDAN	23287**	OHDC
426 FOL**	SOCF	JORDAN	23287**	OHDC
427 FOL**	SOCF	JORDAN	23287**	OHDC
428 FOL**	SOCF	JORDAN	23287**	OHDC
429 FOL**	SOCF	JORDAN	23287**	OHDC
430 FOL**	SOCF	JORDAN	23287**	OHDC
431 FOL**	SOCF	JORDAN	23287**	OHDC
432 FOL**	SOCF	JORDAN	23287**	OHDC
440 FOL**	SOCF	WATSON	23200**	OHDC
441 FOL**	SOCF	WATSON	23200**	OHDC
442 FOL**	SOCF	WATSON	23200**	OHDC
443 FOL**	SOCF	CUNNINGHAM	23284**	OHDC
444 FOL**	SOCF	WATSON	23200**	OHDC
445 FOL**	SOCF	WATSON	23200**	OHDC
446 FOL**	SOCF	WATSON	23200**	OHDC
447 FOL**	SOCF	WATSON	23200**	OHDC
448 FOL**	SOCF	CUNNINGHAM	23284**	OHDC
449 FOL**	SOCF	CUNNINGHAM	23284**	OHDC
450 FOL**	SOCF	CUNNINGHAM	23284**	OHDC

Results

Module

The following (sanitized) screen shots are from a working IMS. The figure shows the search results from and the next figure shows the results of



Query	Query Criteria	Begin Date	End Date	STG Code	Org Level
demo1	Called Number	07/21/2005	07/23/2005		
Duplicates Count	Facility Code	Housing Unit	Inmate ID	Blkable	% Active
Employee Facility %	Home/Alt Phone BOTH	Employee Status %			

show all duplicates Print Export

STG Code	Called Number	Facility	Lastname	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration	Empl ID/Name
1	740773	MASS	CASTELLANO	245	MASS	N	07/22/2005	17:19:26	0000:00 MinSec	Bror
2	740773	MASS	CASTELLANO	245	MASS	N	07/23/2005	13:15:55	0015:00 MinSec	Bror
3	93728	MASS	JOSUAC	248	MASS	N	07/21/2005	18:25:27	0000:00 MinSec	MAF
4	740927	MASS	AARAS	224	MASS	N	07/21/2005	13:32:34	0000:00 MinSec	Circ
5	837278	MASS	APRISTAL	234	MASS	N	07/21/2005	13:29:37	0000:00 MinSec	Tenr
6	513473	MASS	APRISTAL	249	MASS	N	07/21/2005	16:27:32	0000:00 MinSec	Jose
7	740767	MASS	CHAVEZ	240	MASS	N	07/22/2005	18:12:04	0000:00 MinSec	Jerr
8	740773	MASS	CASTELLANO	245	MASS	N	07/22/2005	13:35:42	0000:00 MinSec	Brer
9	814239	MASS	CHARRARRE	241	MASS	N	07/21/2005	12:51:32	0000:00 MinSec	Neph
10	330440	MASS	THALL	246	MASS	N	07/23/2005	14:07:51	0000:00 MinSec	Derr
11	740869	MASS	ELMER	805	MASS	N	07/21/2005	20:04:32	0000:00 MinSec	MILL
12	330448	MASS	THALL	248	MASS	N	07/21/2005	18:06:07	0000:00 MinSec	Derr
13	330448	MASS	THALL	248	MASS	N	07/23/2005	12:02:05	0000:00 MinSec	Derr
14	740869	MASS	ELMER	805	MASS	N	07/21/2005	20:37:13	0000:00 MinSec	MILL
15	330399	MASS	DORR	223	MASS	N	07/22/2005	16:32:57	0000:00 MinSec	Minn
16	937237	MASS	CHAVEZ	248	MASS	N	07/23/2005	13:52:29	0000:00 MinSec	SR
17	330448	MASS	THALL	248	MASS	N	07/23/2005	08:11:44	0000:00 MinSec	Derr
18	330448	MASS	THALL	246	MASS	N	07/21/2005	08:01:44	0000:00 MinSec	Derr
19	740869	MASS	ELMER	805	MASS	N	07/23/2005	17:13:12	0000:00 MinSec	Thom
20	419460	MASS	THOMAS	245	MASS	N	07/21/2005	18:25:26	0000:00 MinSec	Thom
21	419460	MASS	THOMAS	245	MASS	N	07/22/2005	18:41:20	0000:00 MinSec	Thom
22	330448	MASS	THALL	248	MASS	N	07/22/2005	17:01:42	0000:00 MinSec	Derr
23	419460	MASS	THOMAS	245	MASS	N	07/22/2005	17:04:41	0000:00 MinSec	Thom
24	41952	MASS	APRISTAL	248	MASS	N	07/21/2005	20:00:41	0000:00 MinSec	Bror
25										

oo. The system shall be capable of denying certain specific telephone numbers from inmate calling. Contractors shall state the number of eleven digit numbers that can be blocked per PIN. The centralized processor shall have the capacity to block at least 100,000 common eleven digit numbers. This feature is used for family and friends who have contacted DOC to block them from access by inmates.

MCI Response:

MCI has read, understands and will comply.

There is no limit to the number of telephone numbers that can be denied or blocked for a facility or individual inmate PIN.

pp. The system should be capable of providing dial-tone to all inmate telephones at the same time i.e., one central office line per inmate telephone or a concentration of lines giving a P.O1 grade of service (one (1) call block in a hundred can be blocked), so the system is designed to meet this criterion. When concentration is used, full traffic studies will be conducted and submitted to DOC and OA monthly to insure that there will be no blockage of inmate calling for this reason at any inmate facility.

MCI Response:

MCI has read, understands and will comply.



The ITS will be configured for a 1:1 ratio of inmate phones to outbound trunks thus allowing for 100% utilization of all inmate phones simultaneously.

MCI will provide telephone reception and transmission quality which meets if not exceeds all industry standards for service quality as defined by the FCC as well as BellCore standards. MCI's network is also engineered for a minimum of P.01 level or grade of service.

qq. The system shall be capable of processing collect and prepaid calls on a selective, bilingual basis (English and Spanish). The inmate shall be able to select the preferred language using no more than a two digit code.

MCI Response:

MCI has read, understands and will comply.

rr. The system shall support user friendly voice prompts. Voice prompts shall be available in any variety of languages, based on needs of the DOC, although at this time only English and Spanish are required. The DOC may issue changes in the requirements during this contract, depending on inmate population. Contractor shall describe proposed system capabilities of meeting any other language requirements such as various Asian languages (various Chinese dialects, Philippine, Korean, Laotian, etc.) as may be required in addition to English and Spanish. Contractor shall also describe in the proposal time frames needed to do the recording and for installation of voice prompts.

MCI Response:

MCI has read, understands and will comply.

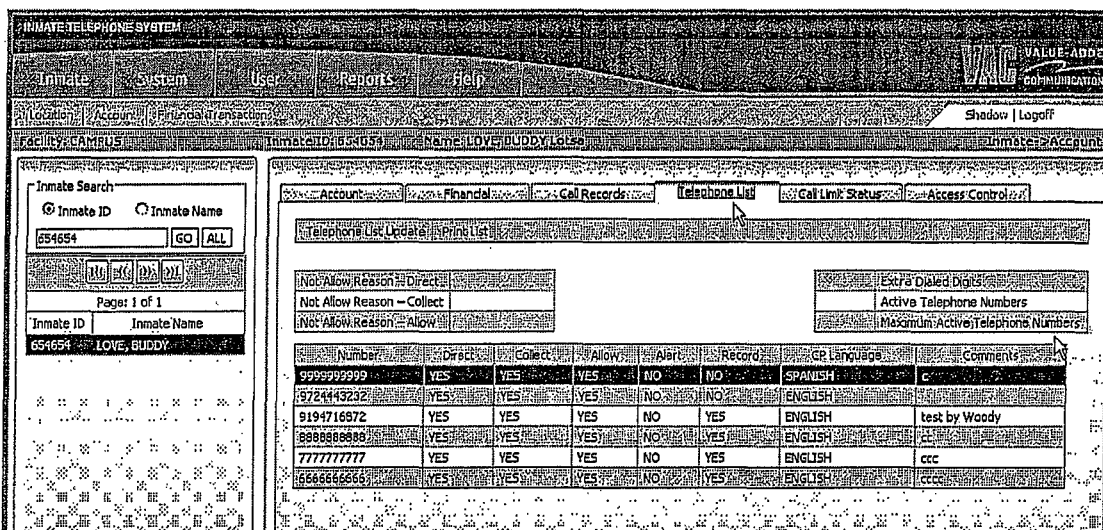
The Focus 100 is set up with customized user friendly voice prompts reflecting the name of the facility, the inmate's name, and instructions for accepting the call, etc. This announcement also states that the call will be monitored and recorded and that the use of 3-way or call waiting will disconnect the call. The announcement can be customized to meet the Commonwealth's current announcement. When the called party answers, both the inmate and called party will hear an announcement similar to the following:

"This is a MCI Collect Call from "Inmate Name" at the "Facility Name". This call will be monitored and recorded. The use of 3-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now.

The Focus 100 will provide the option of either English or Spanish voice messages or prompts selectable on the individual inmate's account information. The default setting will be English and will be settable by DOC personnel only. A total of 10 different languages may be programmed. MCI will work with the Commonwealth in providing any additional foreign language for inmate use.

When a call is placed, the inmate will be provided with the option of either English or Spanish voice prompts. "For English, press one (1), Para Espanol, marque dos (2). Once

the selection is made, all voice prompts for the balance of the call in progress are given in the desired language. If desired, the inmate's language preference can be provided by the DOC with his PIN and automatically selected for all further conversations. When PINs are in use, a language preference may also be selected for each allowed number on their call allow list, as detailed in the image below. Calls placed to that number would utilize the specified language automatically for the called party announcements. The inmate is never allowed to affect the language selection of the called party during the call.



Number	Direct	Collect	Allow	Alert	Record	GR Language	Comments
999999999	YES	YES	YES	NO	NO	SPANISH	
972443232	YES	YES	YES	NO	NO	ENGLISH	
9194716972	YES	YES	YES	NO	YES	ENGLISH	test by Woody
888888888	YES	YES	YES	NO	YES	ENGLISH	
777777777	YES	YES	YES	NO	YES	ENGLISH	ccc
666666666	YES	YES	YES	NO	YES	ENGLISH	ccc

Inmate's Allow List

ss. If the location processor or system control device fails, the inmate stations at that SCI shall continue to be operative, line powered, if possible, using the automated attendant and all call restrictions.

MCI Response:

MCI has read, understands and will comply.

MCI recommends that in the event of a system control device such as the Inmate Telephone System, that all inmate calls are not allowed to process. Reasons being that it may be impossible to validate calls, and a call may be allowed to an individual that has either requested that their call be blocked, or the call may not be on the call allow list since the sever is down and can not be validated. Additionally, if the call control system is down, the calls would not be recorded and it is therefore the recommendation of MCI that the inmate calls not be allowed to process in the event of a system control device outage. The workstations would however be able to function.

tt. The system shall be capable of limiting the dollar charges to a specific telephone number during a telephone service provider-billing period. The system shall not complete and shall disconnect calls to that number when the dollar limit is reached. An appropriate announcement



shall be given to the caller in the case of a no-completion. In the case of a disconnection, a warning tone or appropriate announcement shall be given to the caller prior to the call being terminated.

MCI Response:

MCI has read, understands and will comply.

Such capabilities do exist with the Focus 100 system. Such limits are programmable.

uu. The Contractor shall explain from its company experience information related to putting dollar limits on inmate's families and/or businesses to prevent an inmate family member or a business that could be running scams. Contractor will recommend dollar limit and any additional information on running scams.

MCI Response:

MCI has read, understands and will comply.

It has been the past experience of MCI in managing 17 State Department of Corrections contracts the due diligence in setting financial limits on individual telephone numbers helps both parties. It reduces the damage of high scam or fraudulent activities and reduces the financial burden on families. After a few months of calling patterns and the proof of paying such bills, increased limits can be established, or alternate payment methods can be established.

vv. The Contractor shall provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed must permit the first call attempt to complete and must provide the called party with immediate access to a customer service representative for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.

MCI Response:

MCI has read, understands and will comply.

In today's diverse telecommunications industry, there are situations when collect calls cannot be billed to the called party's phone bill, or they wish to establish alternative billing options. For these customers, MCI has a variety of alternate billing options that allow the inmate to stay in touch with their family and friends. Since it is in the best interest of all parties; the Commonwealth of Pennsylvania, MCI, VAC, and the inmates and their families to allow every possible call to complete, MCI offers families with CLEC or other un-billable local exchange service, V- CONNECT, VAC's advanced pay product. The V-Connect application will automatically be implemented upon receipt of a non-billable response from MCI's validation services.

Here's how the process works:



- The inmate places a call to a non-billable number.
- Voice prompts are played to the inmate and the called party stating "You have a collect call from (name), an inmate at (facility name). This telephone will not allow collect calls to be billed from this location. To receive calls, you can be connected to our account center and set up an account immediately by dialing 9 now. If not, to receive future calls from this location, please call 1-800-XXX-XXXX and establish an account.
- To repeat this message dial 3,
- To talk to this inmate for a one minute one-time courtesy call dial 4 now.

Once the called party elects to be transferred to a Customer Service Representative, an account can immediately be set up through a variety of payment options including credit cards, direct billing, or through secured payments such as money orders and cashier's checks. Credit card transactions will be applied immediately and inmate calls allowed within approximately a half hour. Secured payments such as money orders and cashier's checks are accepted at VAC's payment processing center and inmate calling is allowed immediately upon receipt. Both MCI and VAC are continually working to establish payment outlets that are convenient and accessible to the inmate's friends and family, including web payments.

Once the party that the inmate called selects the option to set up an account now, they will be immediately transferred to a Call Center that is staffed with live customer service representatives. At the call center, the friend or family member path will be similar to the following:

- Customer will be greeted with "Welcome to Value-Added Communications. For English, press one (1), Para espanol, marque dos (2).
- The billing telephone number will be requested in the requested language.
- The facility from which calls will be placed is confirmed.
- The telephone number block will be confirmed in both MCI and VAC's RMS database.
- The agent will offer the customer the option to establish the account immediately using Visa or MasterCard. In the alternative a Cashier's check or Money Order can be mailed and the account will be set up upon receipt.
- The credit card will be validated and upon approval,
- The account will be established.
- Inmate calling will be activated within fifteen (15) minutes of credit card approval.

3. Station Equipment Standards: The inmate telephones shall have physical and design characteristics that include the following:
- Chrome plated DTMF tone dial that is water, flame and shock resistant.
 - Hearing aid compatible.
 - Manual volume control.
 - Noise suppression transmitter.
 - A steel housing that protects the electronic components of the telephone.
 - Paint/finish is mar, mark and scratch resistant.
 - Operating ease with concise instructions on the faceplate.
 - A weatherproof housing design that resists the most severe weather conditions. Some of the DOC inmate phones are located in outside recreational areas.
 - Industry standard design.
 - An armored handset cord at least 18 inches long, but no more than 24, that is resistant to stretching and breaking to eliminate out-of-service conditions.
 - Tamper proof housing and handset.
 - Installation reinforced by security studs to prevent easy removal of the telephone.

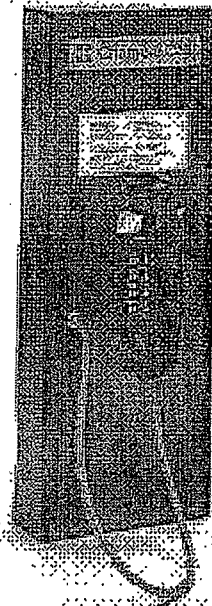
MCI Response:

MCI has read, understands and will comply.

MCI is proposing to provide and utilize Wintel ITC7042 inmate telephone station instruments. Wintel formerly known as Phillips and Brooks/Gladwin (PBG) is the leading manufacturer of inmate telephone station equipment utilized through the Commonwealth and County Correctional markets. The Wintel ITC7042 inmate telephone set is a proven product providing security, reliability and durability despite the harsh correctional and jail inmate facility environments. The telephone instrument utilizes pin in head security screws that can only be removed with a special screwdriver to protect access to the inner workings of the phone. This phone instrument utilizes line power, is UL approved, and complies with the applicable NEC requirements. Please refer to the specifications allocated in the following illustration.

- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Facilities nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear® Technology
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- All telephone stations are equipped with a compact tamper resistant window card holder.
- All telephone station features, including size, mounting hardware, meet telephone industry standards.
- All telephone stations are equipped with armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance. Handset has a sealed transmitter and receiver caps, suitable to withstand heavy use and abuse.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)



ITC7042 Full Size Blue

4. Station Installation Standards:

- a. Station Code Identification: The selected Contractor shall establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.

MCI Response:

MCI has read, understands and will comply.

MCI will establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.

- b. Standard Pattern for Code Assignment: Not only shall each inmate station have its own code identifier, but the pattern of code assignment shall be the same in each cell block, yard area, etc. in a SCI. In the process of identifying a station, and therefore an inmate, while a call



is in progress, several Corrections Officers working different elements of the control system need to be able to quickly coordinate the identification of the station in question.

MCI Response:

MCI has read, understands and will comply.

Not only shall each inmate station have its own code identifier, but the pattern of code assignment shall be the same in each cell block, yard area, etc. in a SCI and will use the same code identifier in setting up the inmate phone stations on the Call Control system to help identify where a particular phone call is being made.

5. Required Reports: The following system and usage reports are required on a monthly basis. A copy of the report for each specific SCI shall be delivered to each SCI and to the Department of Corrections Central Office.

- a. Record, by day, of PIN adds or deletes by SCI.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly report to identify the record by day, of PIN adds or deletes. by each SCI shall be provided.

- b. Total billed revenue and commission by SCI.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly report for total billed revenue and commission by SCI shall be provided.

- c. Frequently called number report - weekly by PIN and SCI.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly report for frequently called number report - weekly by PIN and SCI shall be provided.

- d. PIN numbers in use.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly report for PIN numbers in use shall be provided.



e. Station Message Detail (SMD) reports.

1. Specific numbers called by PIN.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for specific numbers called by PIN numbers shall be provided.

2. Duration of all calls.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for duration of all calls shall be provided.

3. Date and time of all calls.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for date and time of all calls shall be provided.

4. Call charge - local, IntraLata and InterLata.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for call charge by Local, IntraLata, and InterLata shall be provided.

5. Inmate telephone being used by location code.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly SMD report for Inmate telephone being used by location code shall be provided.

f. Reports on inmate calling activity by DOC inmate number or inmate name on request.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly Reports on inmate calling activity by DOC inmate number or inmate name on request

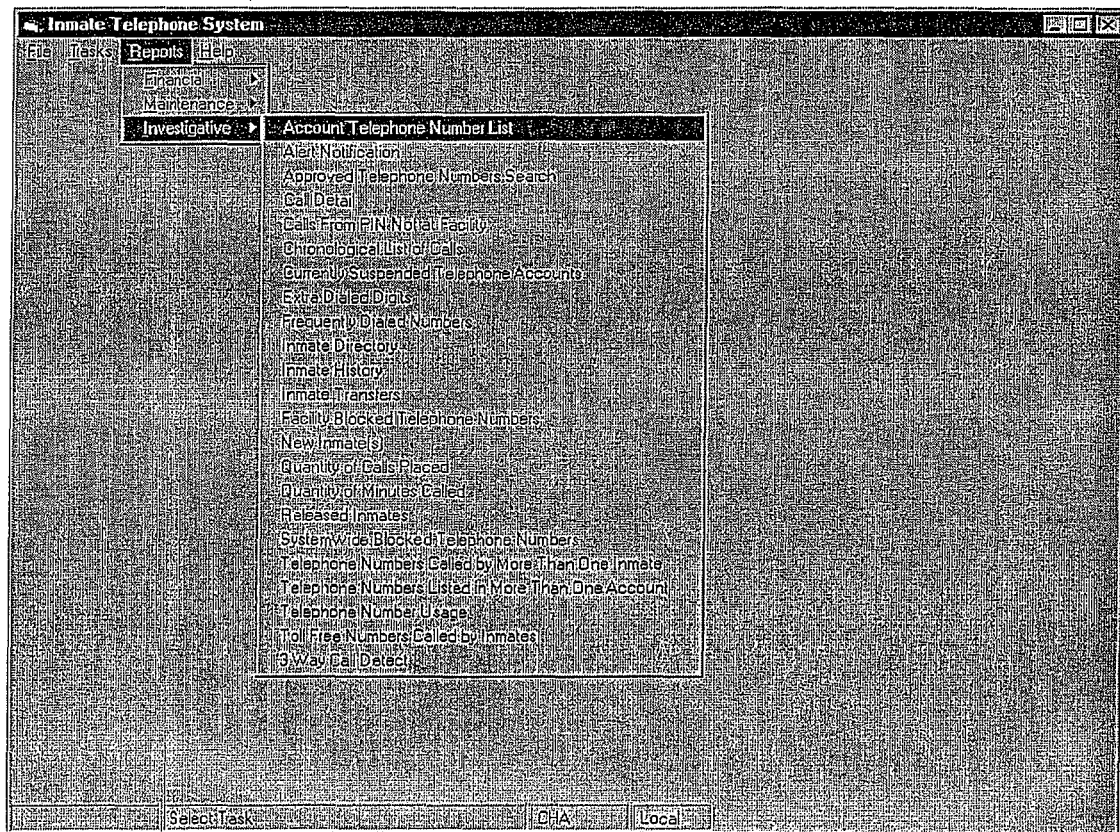
- g. Include in the proposal copies of the Contractor's current standard reports.

MCI Response:

MCI has read, understands and will comply.

In compliance with reporting requirements is as depicted below from the list of standard reports in conjunction with the ad-hoc query that allows virtually any permutation of the Call Detail Record information to be searched and reported.

Standard reports are as follows:



Chronological List of Calls

Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.



The Chronological List of Calls report displays a log of calls from a facility in the order that they were placed. This report displays all attempted calls. The Chronological List of Calls report displays the following information in chronological order.

Run Date: 12/08/2002

Inmate Phone System

Run Time: 12:49:31

Chronological List Of Calls

Page 1 of 1

Facility Site: CCF
Terminal/Making Request: ALL DEMO/MS01
User ID: vladimir

From: 03/01/2002 - 10:00:00
Thru: 03/08/2002 - 23:59:59

Facility Name: DEMO				Facility Code: CHA			
ID	Date/Time	Duration	Dial# Digits	Call Type	Line#	Station	Cost
000000002	03/01/2002 08:05:29		0720085423	IntraState	1	2	\$0.00
000000001	03/01/2002 12:11:51		0720081001	IntraState	1	2	\$0.00
000000002	03/01/2002 12:14:54		0720083313	Local	1	2	\$0.00
000000001	03/01/2002 12:18:31		0720083313	IntraState	2	2	\$0.00
000000002	03/02/2002 09:47:22		0720085423	IntraState	1	2	\$0.00
000000001	03/03/2002 09:50:54		0720085423	IntraState	1	2	\$0.00
000000002	03/04/2002 09:55:02		0720085423	IntraState	1	2	\$0.00
000000002	03/05/2002 09:57:21		0720085423	IntraState	1	2	\$0.00
000000002	03/06/2002 10:01:21		0720085423	IntraState	1	2	\$0.00
000000002	03/07/2002 10:03:21		0720085423	IntraState	1	2	\$0.00
000000002	03/08/2002 10:11:52		0720085423	IntraState	1	2	\$0.00
000000002	03/09/2002 15:45:55		0720085423	IntraState	1	2	\$0.00
000000002	03/09/2002 15:47:24		0720085423	IntraState	1	2	\$0.00
000000002	03/09/2002 15:49:29		0720085423	IntraState	1	2	\$0.00
000000002	03/07/2002 08:24:31		0720085423	IntraState	2	2	\$0.00
000000002	03/08/2002 09:19:11		0720085423	IntraState	1	2	\$0.00
000000002	03/08/2002 09:21:44		0720085423	IntraState	1	2	\$0.00
000000002	03/08/2002 10:01:11		0720085423	IntraState	1	2	\$0.00
000000002	03/08/2002 10:02:07		0720085423	IntraState	2	2	\$0.00
000000002	03/08/2002 10:02:18		0720085423	IntraState	1	2	\$0.00

Facility Calls: 20
Facility Minutes: 12
Facility Cost: \$0.00

Total Number Of Calls: 20
Total Minutes: 12
Total Cost: \$0.00

Daily Call Volume Summary

The Chronological List of Calls and the Quantity of Calls Reports, both illustrated below, will provide cumulative call statistics.



Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:49:51

Chronological List Of Calls

Page 1 of 1

Report File: COT
Terminal Making Request: ATTENDANCE
User ID: testadmin

From: 08/01/2002 - 00:00:00
To: 08/08/2002 - 23:59:59

Facility Name: DEMO		Facility Code: CHA					
ID	Date/Time	Duration	Diald Digits	Call Type	Times	Station	Cost
000000002	08/01/2002 00:05:29		0 972085482	InterState	1	2	\$0.00
000000002	08/01/2002 00:10:24		0 972085482	InterState	1	2	\$0.00
000000002	08/01/2002 00:14:54		0 972085482	Local	1	2	\$0.00
000000002	08/01/2002 00:18:21		0 972085482	InterState	2	2	\$0.00
000000002	08/06/2002 07:47:23		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 09:20:54		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 09:53:01		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 09:57:43		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 10:00:23		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 10:03:27		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 10:13:12		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 11:43:53		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 13:47:34		0 972085482	InterState	1	2	\$0.00
000000002	08/06/2002 15:40:20		0 972085482	InterState	1	2	\$0.00
000000002	08/07/2002 08:24:51		0 972085482	InterState	2	2	\$0.00
000000002	08/08/2002 09:19:17		0 972085482	InterState	1	2	\$0.00
000000002	08/08/2002 09:21:42		0 972085482	InterState	1	2	\$0.00
000000002	08/08/2002 10:01:17		0 972085482	InterState	1	2	\$0.00
000000002	08/08/2002 10:22:07		0 972085482	InterState	2	2	\$0.00
000000002	08/08/2002 10:24:10		0 972085482	InterState	1	2	\$0.00

Facility Calls: 20
Facility Minutes: 12
Facility Cost: \$0.00

Total Number Of Calls: 20
Total Minutes: 12
Total Cost: \$0.00

Sample Chronological List of Calls Report



Report Date: 10/01/03	Transit Phone System	
Report Time: 10:05:10	Duration of Calls Placed	Page: 1 of 1
Report ID: 1001		From: 10/01/03
Transit Phone System: 1001		To: 1001
Report Name: 1001		For: 10/01/03 and 10/01/03
		Duration: 10/01/03

Sample Quality of Calls Placed Report		
ID	Transit Phone System	Call Date
1001	1001	10/01/03
1002	1002	10/01/03
Total Number of Calls Placed: 2		
Report Name: 1001		
ID	Transit Phone System	Call Date
1001	1001	10/01/03
1002	1002	10/01/03
Total Number of Calls Placed: 2		

Sample Quality of Calls Placed Report

Chronological List of Calls	Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.
-----------------------------	---

Reports may be represented in graphical usage also as shown below with the Phone hourly usage report showing the number of calls and attempts by hour.



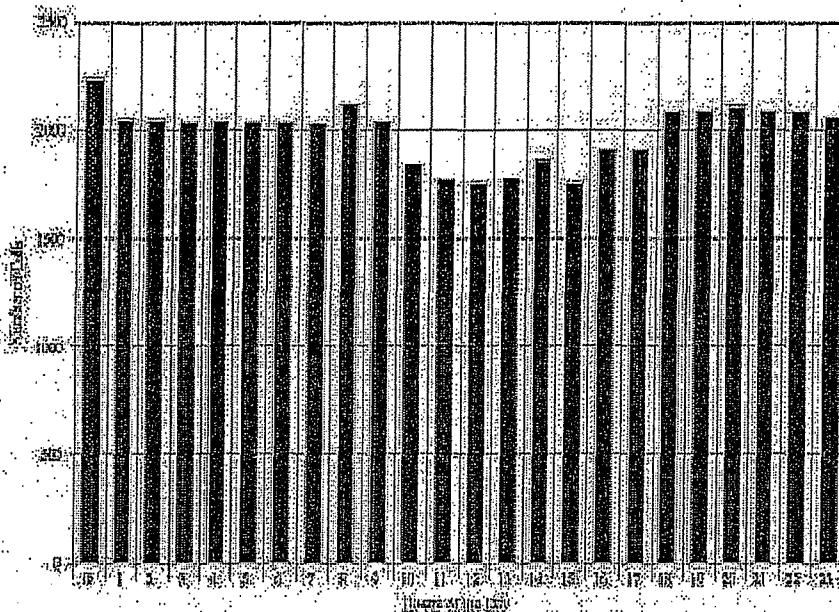
Run Date: 05/14/2003
Run Time: 12:23:10

*** SENSITIVE LIMITED OFFICIAL USE ***
Inmate Telephone System
Phone Hourly Usage

Page 1 of 1

Report Size: 100000
Technical Making Request: SHELLEY MRS
User ID: admin

From: 05/01/2003 - 05/03/03
To: 05/17/2003 - 22:59:00
Select Database: ALL



Inmate Account Summary

Call Detail	Provides the completed calls by inmate (in the order that they were placed) over a specified time. The report can be obtained by entering the inmate and a specified time frame. Total number of calls will be summarized.
-------------	--

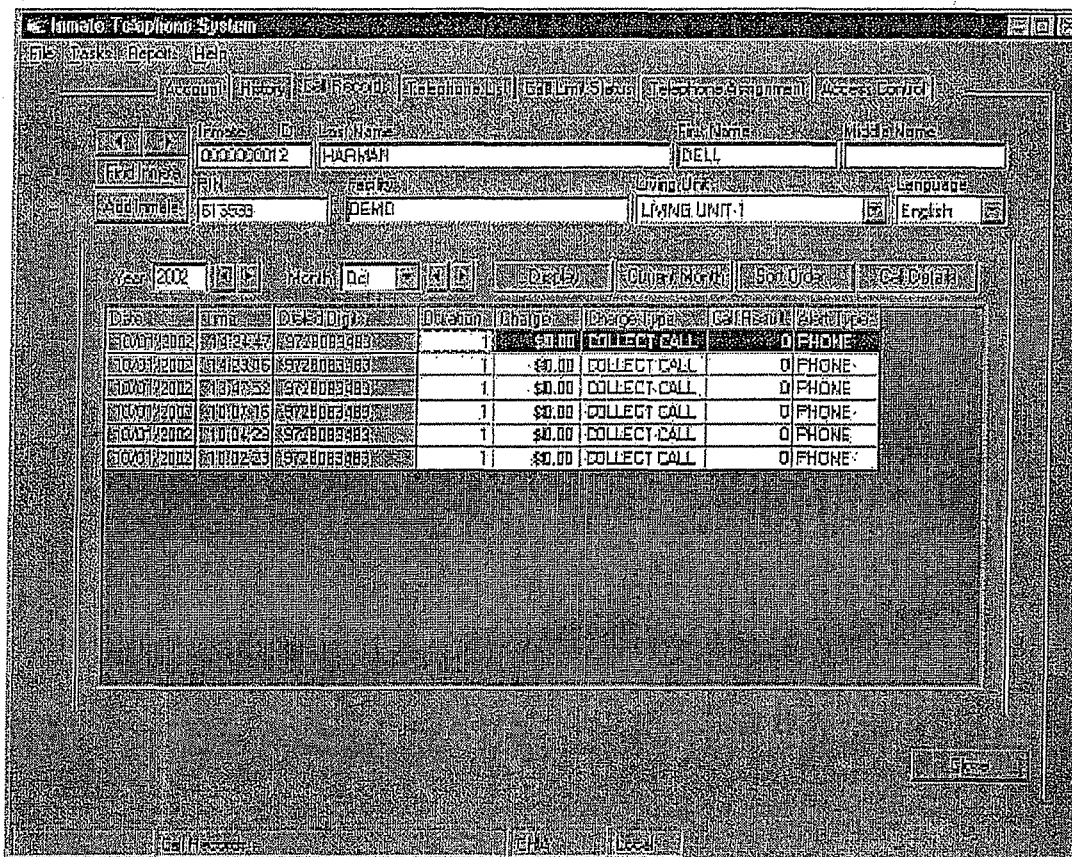
The Account Summary additionally displays an inmate's ITS account information. This information is stored locally on the site server as well as at the HQ server and VAC's Server

When an inmate is transferred from one facility to another, the inmate's account information, including ITS balance, Class of Service (COS) and phone lists is transferred to the new facility. The inmate's previous ITS data is available from the HQ Archives. Inmate information available from the Account Tab screen includes:

- Account Activation Date
- Arrival Date
- ITS Account Balance
- Inmate Status
- Suspension status (box checked indicates currently suspended)
- Alert status (box checked indicates all calls from this inmate triggers an Alert)
- Comments
- Information regarding the inmate's suspension
- User ID

[illegible]

The Call Records Tab screen displays record information for each call placed. The range of dates displayed is determined by the year and month selected. Other information on the Call Records screen includes the date, time of the call, the digits dialed, duration in minutes, the cost of the call, the call type (Debit or Collect), the call result as shown by the Completion Code, and alert type.



Inmate Telephone System

File Edit Report Help

Account: H1554 Inmate ID: 00000002 Last Name: HARKAN First Name: DELL Middle Name:

Room: 1023 PIN: 613533 Term: DEMO Div/Unit: LIVING UNIT-1 Language: English

Year: 2002 Month: 04 Day: 23

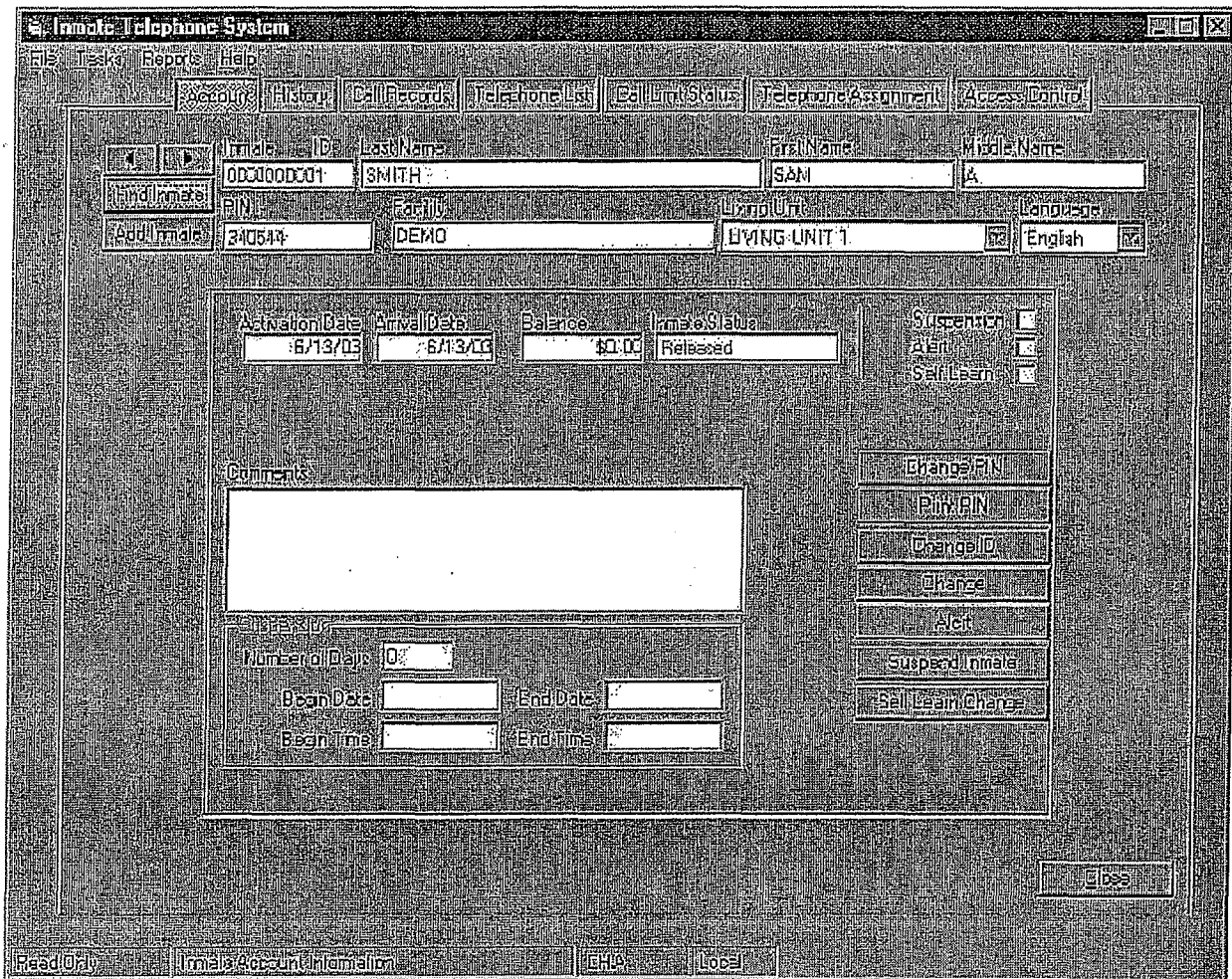
Date	Time	DEBIT/DEPOSIT	Description	Change	Charge Type	Call Type
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE
04/23/2002	14:24:47	\$972.00	DEBIT	\$0.00	COLLECT CALL	O PHONE

Print

Inmate History

Provides all transactions associated with an inmate telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The report can be obtained by entering the inmate and a specified time frame.

Additionally, the Inmate Account Information utility/screen allows the facility staff to create or edit an account for the inmate and also perform a search for the inmate. A facility staff member can perform manual transactions in the inmate's Focus 100 ITS account.



The History Tab screen displays ITS transactions for an inmates account for the year and month selected- This includes debit calls, collect calls, deposits, refunds, transfers, and/or changes to the inmates telephone list. For each transaction the follow data displays:

- Date (date the transaction occurred)
- Time (time the transaction occurred)
- Type (type of transaction)
- Amount (amount of the transaction)
- Balance (remaining balance of an account)
- Facility (where transaction occurred)
- Reference Number

Inmate Telephone System

Account History Call Record Telephone Log Call List Search Telephone Assignment Work Control

ID: 000000012 Last Name: HARMAN First Name: DELL Middle Name:

Title: Address: City: State: Zip: Language:

Account: 012345 Phone: 0000 Living Unit: 10 English: 07

Year: 2002 Month: 01 Day: 01 Time: 00:00 Call Type: Collect Call Call Status: On Hold

Date	Time	From	To	Call Type	Call Status	Call Reason	Call Type
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789
01/01/2002	01:02:47	0123456789	0123456789	Collect Call	On Hold	0123456789	0123456789

Frequently Dialed Numbers

Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of calls to the telephone number and the desired report period.



SENSITIVE LIMITED OFFICIAL USE
Federal Bureau of Prisons
Frequently Dialed Numbers

Run Date: 03/28/2008
Run Time: 13:21:55
Page: 1 of 1

Report Title: BOP CDR
Terminal/Calling Number: SHADON2-NIS
User ID: bawm

From: 02/01/2008 - 06/01/08
To: 03/28/2008 - 00:00:00
Minimum Number of Calls: 0
For Both Complete and Incomplete Calls
Selected Station(s): All
Selected Group(s): All

Number Dialed	Number of Calls
07238273	264
07238117	210
07245633	152
07182445	148
07280110	81
07182401	81
07282000	17
07182445	27
07182451	16
07182000	15
07180937	11
07182363	11
07182455	8
07238270	6
07182424	6
07182401	5
07182445	5
07182426	4
07238271	4
07182445	3

The Quantity of Calls Placed report lists calls placed by the inmate that exceeded the user-defined parameters. The facility may optionally select only Debit calls, Collect calls, or both (completed calls ONLY). The Quantity of Calls Placed report displays the following information sorted by the number of calls made in descending order.



Run Date: 10/10/2003

Inmate Phone System

Run Time: 10:13:10

Quantity of Calls Placed

Page 1 of 1

Report Site: COT
Terminal Making Request: COTB2_WS02
User ID: khouse

From: 10/01/2003
To: 10/10/2003
For Both Debit and Collect Calls
Minimum Number of calls: 2

Facility Name: COTB2 Facility Code: COTB2

ID	Inmate Name	# of Calls
000000012	HARMAN, DELL	8
5435435435	ONE LAMP GUY	3

Total Number of Inmates that Made at Least 2 Calls: 2

Facility Name: COTB3 Facility Code: COTB3

ID	Inmate Name	# of Calls
500000000	BONZIE, ELOY, NADA	6
500000001	WHATEVER, ALERT	5

Total Number of Inmates that Made at Least 2 Calls: 2

The flexible, user friendly CDR Browser ad hoc query feature provided allows for specific detailed information to be displayed in report format, including but not limited to specific telephone numbers dialed. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria

CDR Browser Ad-Hoc Query - This ad-hoc query function enables administrative users of the VAC system workstation to generate a virtually unlimited array of inmate call record queries and reports. The user may customize by inmate, called number, date, time, etc. Using one program, gathered calls that fit the specified criteria may be printed, recordings played or archived on CD for evidentiary use. The user may utilize 3-DES encryption for exported calls to provide the highest level of security. Queries of particular value may be saved and named for future use.