

Call Detail Record Browser

REG	ARC	PRY	ARR	DATE	TIME	SEVER	STATUS	PHON#	NUMBER	DIS	NUMBER	STATUS	SEVER	STATUS	REASON	REASON
				09/01/2002	09:05:36	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:05:36	9	Completed call	
				09/01/2002	12:11:31	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		12:11:31	0	Fling no answer	
				09/01/2002	12:14:54	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		12:14:54	0	Fling no answer	
				09/01/2002	12:18:21	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		12:18:21	0	Fling no answer	
				09/06/2002	09:47:29	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:47:29	0	Fling no answer	
				09/06/2002	09:50:54	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:50:54	9	Completed call	
				09/06/2002	09:55:13	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:55:13	11	Completed call	
				09/06/2002	09:58:09	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:58:09	27	Completed call	
				09/06/2002	10:01:30	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:01:30	69	Completed call	
				09/06/2002	10:03:27	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:03:27	0	Call blocked (Nat	
				09/06/2002	10:15:57	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:15:57	5	Completed call	
				09/06/2002	15:46:14	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		15:46:14	16	Completed call	
				09/06/2002	15:47:49	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		15:47:49	9	Completed call	
				09/06/2002	15:49:36	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		15:49:36	7	Completed call	
				09/07/2002	08:24:51	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		08:24:51	0	Fling no answer	
				09/08/2002	09:19:28	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:19:28	11	Completed call	
				09/08/2002	09:21:42	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		09:21:42	0	Fling no answer	
				09/08/2002	10:01:24	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:01:24	7	Completed call	
				09/08/2002	10:02:07	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:02:07	0	Fling no answer	
				09/08/2002	10:02:16	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:02:16	0	Fling no answer	
				09/08/2002	10:30:04	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:30:04	0	Fling no answer	
				09/09/2002	10:31:31	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:31:31	13	Completed call	
				09/09/2002	10:33:21	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		10:33:21	9	Completed call	
				09/14/2002	14:28:35	NO PIN LU	LINE #2	9728083483	000000002		NO PIN, T.W.O. LINE		14:28:35	0	Inmate PIN is by	
				09/15/2002	16:19:42	NO PIN LU	LINE #2	9728083435	000000002		NO PIN, T.W.O. LINE		16:19:42	21	Completed call	
				09/19/2002	16:20:43	NO PIN LU	LINE #2	9728083435	000000002		NO PIN, T.W.O. LINE		16:20:43	21	Completed call	
				09/19/2002	16:21:43	NO PIN LU	LINE #2	9728083435	000000002		NO PIN, T.W.O. LINE		16:21:43	21	Completed call	
				09/19/2002	16:22:44	NO PIN LU	LINE #2	9728083435	000000002		NO PIN, T.W.O. LINE		16:22:44	21	Completed call	
				09/19/2002	16:23:45	NO PIN LU	LINE #2	9728083435	000000002		NO PIN, T.W.O. LINE		16:23:45	21	Completed call	

CDR Browser Data Screen

The Data screen allows the user to view call records within a facility, select parameters, view call details, play recordings, select/hide columns, and sort data.

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.

Suspension

Suspension
 Number of Days:
 Begin Date: End Date:
 Begin Time: End Time:

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.

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 (inmates ID number)
- Inmate name
- Start Date (suspension will began)
- 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: 12:54:09

Currently Suspended Telephone Accounts

Page 1 of 1

Report Site: CCF
 Terminal Making Request: AIDEMO WS01
 User ID: testadmin

Selected Site(s): ALL

Facility Name: DEMO		Facility Code: CHA	
ID#	010000002	Start Date	08/08/2002
Last Name	ATWO	Days to be Suspended	0
First Name	NOYH	Days Already Suspended	0
Middle Name	PTNE	End Date	08/13/2002
		Suspended Days Left	0

Total Number of Suspended Accounts: 1

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.
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The Alert Notification report displays all accounts or telephone numbers placed on Alert status by the facility staff. This is regardless of whether the alert was for all calls by a particular inmate or calls to a particular number. An alert placed on an account occurs if the inmate does not have a phone list and places a call to a telephone number that has an alert. The ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate Name
- Dialed Digits
- Alert
- Date/Time (of call)
- Station
- Cost (of call)
- Total Number of Alerted Calls for the Facility



Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:44:40

Alert Notification

Page 1 of 1

Report ID: CCF
Terminal Making Request: ALBEMO 07501
User ID: testadmin

From: 08/01/2002 00:00:00
Thru: 08/08/2002 23:59:59

ID	Inmate Name	Dialed Digits	Alert	Date/Time	Station	Cost
00000000	TWO NC PIN LINE	9728083483	BOTH	08/01/2002 16:06:29	2	\$100
00000000	TWO NC PIN LINE	9728081002	BOTH	08/01/2002 12:11:31	2	\$100
00000000	TWO NC PIN LINE	9728083313	BOTH	08/01/2002 12:14:34	2	\$100
00000000	TWO NC PIN LINE	9728083313	BOTH	08/01/2002 12:18:21	2	\$100
00000000	TWO NC PIN LINE	9728083483	PHONE	08/06/2002 09:47:23	2	\$100
00000000	TWO NC PIN LINE	9728083483	PHONE	08/06/2002 09:51:34	2	\$100
00000000	TWO NC PIN LINE	9728083483	PHONE	08/06/2002 09:53:02	2	\$100
00000000	JOHNSON JOHN RAY		PHONE	08/07/2002 14:24:00	D	\$100

Total Number of Alerts Calls for the Facility: 8

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.
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The Telephone Numbers Called by More Than One Inmate report displays telephone numbers called by user-defined inmates within a user-defined range of dates and times. The records are grouped by telephone number. The Telephone Numbers Called by More Than One Inmate report displays the following information:

- Phone Number
- ID (inmate's ID number)
- Inmate Name
- Date (of call)
- Station (originating station)
- Facility
- Total Calls



Run Date : 10/10/2003

Inmate Phone System

Run Time : 10:26:03 Telephone Numbers Called by More Than One Inmate Page 2 of 2

Report Site: COF From: 01/01/2003 - 00:00:00
Terminal Making Request: COTB2 WS02 Thru: 10/10/2003 - 23:59:59
User ID: llcuse Minimum Number of Inmate(s): 2

ID	Inmate Name	Date	Station	Facility
500000000	BONZI, ELOY, NADA	10/06/2003		1 COTB3

Total Calls : 2

Total Inmates : 3

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.
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The Telephone Numbers Listed in More Than One Account report lists all telephone numbers listed on more than one inmate's list of Allowed numbers. The Telephone Numbers Listed in More Than One Account report displays the following information:

- Phone Number
- ID (inmates ID number)
- Inmate Name
- Date Activated (date phone number was placed on the list)
- Facility (facility code of inmate)
- Telephone Number X Appeared on 'X' Inmates Lists



Run Date: 02/08/2002

Inmate Phone System

Run Time: 03:12:00

Telephone Numbers Listed in More Than One Account

Page 1 of 1

Report Site: CCF

Terminal Making Request: AHDENMO VZ801

User ID: hdbasmdn

Phone Number: 2143211234

ID	Inmate Name	Date Activated	Facility
000000009	JOHNSON JOHN RAY	07/25/2002	CHA
012345678	GUY NEW TEST	08/07/2002	CHA
TD0000002	GUY TEST	08/07/2002	CHA

Telephone Number: 2143211234 Appeared on 3 Inmate's Lists

Phone Number: 074803443

ID	Inmate Name	Date Activated	Facility
000000001	ONE HOUR LINE	07/31/2002	CHA
000000002	TWO HOUR LINE	08/08/2002	CHA
TD0000002	GUY TEST	09/01/2002	CHA

Telephone Number: 074803443 Appeared on 3 Inmate's Lists

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.
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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: COF
Terminal Making Request: COTB2 WSG2
User ID: Jkrouse

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, DEEL	8
5435425435	ONE, TAMPGUY	3

Total Number of Inmates that Made at Least 2 Calls: 2

Facility Name: COTB3 Facility Code: COTB3

ID	Inmate Name	# of Calls
500000000	BONZ, ELROYNADA	6
500000001	WHATEVER, ALERT	5

Total Number of Inmates that Made at Least 2 Calls: 2

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.
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The Quantity of Minutes Called report lists calls placed by the inmate that has exceeded the user-defined total amount of minutes for a specified range of time. Debit calls. Collect calls. or both may be selected for the report. The Quantity of Minutes Called report displays the following information sorted by the total number of minutes called in descending order.



Run Date: 10/10/2003

Inmate Phone System

Run Time: 10:15:07

Quantity of Minutes Called

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Report Site: COF
Terminal Making Request: COTB2_WS02
User ID: Jkrouse

From: 10/01/2003
To: 10/10/2003
For Both Debit and Collect Calls:
Minimum Minutes: 1

Facility Name: COTB2 Facility Code: COTB2

ID	Inmate Name	# of Minutes
000000012	HARMAN, DELL	3
5435435435	ONE LAMP GUY	
8571829556	ELDRIDGE, G	

Total Number of Inmates that Called for at Least 1 Minute(s): 3

Facility Name: COTB3 Facility Code: COTB3

ID	Inmate Name	# of Minutes
300000001	WHALEVER, ALBERT	9
500000000	BONZELEROY, NADA	6

Total Number of Inmates that Called for at Least 1 Minute(s): 2

Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.
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The Facility Blocked Telephone Numbers report generates a list of phone numbers locally blocked in the system for the local facility- When an inmate attempts to call a number on this list, a Completion Code #2 is issued. The Facility Blocked Telephone Numbers report displays the following information.



Run Date: 05/25/2005

Inmate Phone System

Run Time: 17:03:15

Facility Blocked Telephone Numbers

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Report Size: 608

Blocked Size: 608

608

Facility Code: 00000000

Ward: 00000

ID	Inmate Name	Facility	Ext. Allow Reason
00000000	ALL INMATE	00000	00000000

Number Of Inmates With This Number: 1

ID	Inmate Name	Facility	Ext. Allow Reason
00000000	ALL INMATE	00000	00000000

Number Of Inmates With This Number: 1

Facility Wide Block:

Phone	Block Type	Description	Block Date	User ID
0100000000	Block	BLOCKED BOTH OLD WIRE	07/05	00000000
0100000000	Block	BLOCKED COLLECT WIRE	07/05	00000000
0100000000	Block	BLOCKED COLLECT WIRE, CHANGE TEST	07/05	00000000
0100000000	Block	BLOCKED W/ALERT	07/05	00000000
0100000000	Block	BLOCKED BOTH OLD WIRE	07/05	00000000
0100000000	Block	BLOCKED COLLECT WIRE	07/05	00000000
0100000000	Block	BLOCKED COLLECT WIRE	07/05	00000000
0100000000	Block	BLOCKED UNREG. BOTH WIRE	07/05	00000000
0100000000	Block	BLOCKED ALL UNREG. COMMENTS ADDED	07/05	00000000

Local Exchanges	Provides area codes and exchanges that are designated for the local calling area.
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The Local Exchanges report provides a list of all area codes and exchanges, which are designated within the local calling area for that particular facility. This is the local calling area for pay phones, which may be different from the local calling area for residential or business use. The Local Exchanges report contains the following:

- Facility Code
- Area Code

- Exchange (associated with the area code)
- Total Number of Local Exchanges

Run Date: 10/10/2003

Inmate Phone System

Run Time: 08:56:44

Local Exchanges

Page 5 of 5

Report Site: COF
 Terminal Making Request: COIB2_WSO2
 User ID: lrbuse

Facility Code: COIB2

Area Code	Exchange
843	906
843	937
843	953
843	958
843	961
843	963
843	964
843	965
843	967
843	971
843	972
843	973
843	974
843	991

Total Number of Local Exchanges: 182

State By NPA (area code) Search	Provides the state for a particular NPA
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The Non Area Code/Exchange Attempts report lists call attempts to invalid area codes. The Non Area Code/Exchange Attempts report displays the following information:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate Name



Run Date: 10/10/2003

Inmate Phone System

Run Time: 09:04:08

State By NPA Search

Page 1 of 1

Report Site: COF
Terminal Making Request: COTE2_WS02
User ID: kkruse

NPA	State
918	OK

As mentioned, VAC provides robust investigative and administrative reporting capabilities. This centralized reporting capability produces immediate, real-time reports. The system has 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:

An overview of each standard report is 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 by 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 (area code) Search	Provides the state for a particular NPA

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. 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.
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 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 by users with appropriate security authority as well as exported to a CD

2.5.1 Revenue and Commission Reports plus other Reports: Revenue and commission reports shall be provided by the Contractor to the Commonwealth as specified by the Office of Administration each month. As a minimum, the reports shall include the following:

a. Telephone Generated Revenues:

1. Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

2. Monthly gross revenue generated by each telephone by sent-paid and non sent-paid categories, summarized by location.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

3. 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 comply.

Sample copies of various reports can be found at the end of this Tab 6.

b. Telephone Generated Commissions:

1. Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

2. 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.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.

3. 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 comply.

Sample copies of various reports can be found at the end of this Tab 6.

- 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:

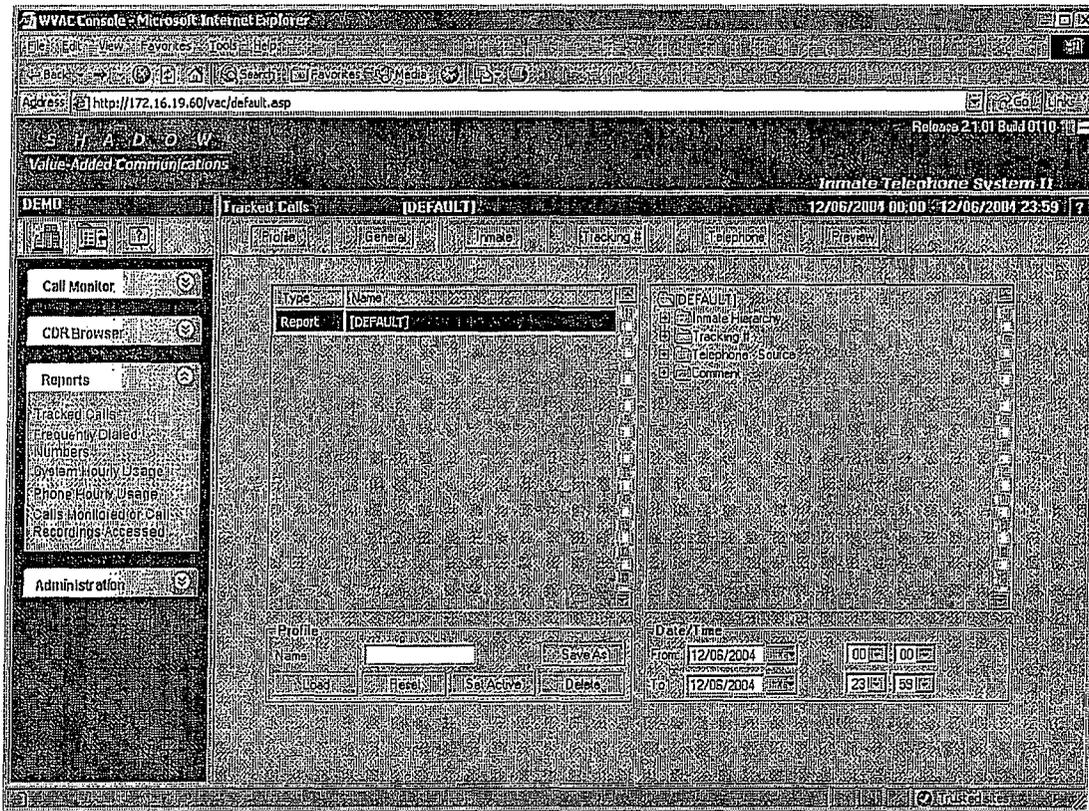
MCI has read, understands and will comply.

MCI agrees to develop additional reports as may be reasonably required by the Commonwealth and shall provide such reports to the commonwealth at a frequency to be mutually agreeable to both parties.

As mentioned in earlier sections, in addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The report 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.

- d. Variance Reports: The Contractor shall agree to develop a monthly variance report that reports monthly figures different by 5% from the previous month, i.e., collect and prepaid revenues on local, IntraLata, and InterLata.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a monthly variance report that reports monthly figures different by 5% from the previous month, i.e., collect and prepaid revenues on local, IntraLata, and InterLata.

- e. Inmate Calling System Software: The contract shall provide a robust system that can produce various iterations of the data captured and produce customizable reports that meet DOC requirement for numerous situations related to security and investigations, as well as evaluation and planning. The software shall be capable of reporting real time and delayed call record reporting by time of day, date, duration, calls longer than a time parameter (calls longer than a time parameter shall be terminated), most frequently called number, personal identification number (PIN), dialed number, telephone, inmate name, area code, telephone



number prefix, or any combination thereof, and be sufficiently flexible to provide reports in DOC format requirements. Contractor shall describe proposed system capabilities of meeting these requirements.

MCI Response:

MCI has read, understands and will comply.

Each of the above mentioned reporting requirements will be met and the system can produce reports in real-time and delayed call record reporting. Additional exporting capabilities exist that will afford the Commonwealth the opportunity to extract valuable investigative results into formats that can be easily used to import into Microsoft or other applications on the Commonwealth's State network.

f. Monthly Inventory and Summary Report: A monthly report summarizing the statistics for stations in all DOC-SCIs shall be supplied electronically to the OA and the DOC within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 4-B SCI's Inmate Inventory and Attachment 24-D Messages and Minutes Billed Summary Monthly Statistic Report.

MCI Response:

MCI has read, understands and will comply.

MCI shall supply an electronic report monthly detailing to the OA and the DOC the statistics for each station. Provided here below is an example of such a report that is used today and can be modified to meet the requirements of the Commonwealth.

JCCB520-01		MCI.				DATE:
09/16/2005		STATION LEVEL ACCOUNT SUMMARY REPORT LEVEL I				AUG05 USAGE
TOTAL	INTER	INTRALATA	INTERLATA	INTL	LOCAL	

ACCOUNT NUMBER:	44649092		CORRECTIONAL FACILITY NAME, STATE			
SITE PREFIX #117 WITH 109 STATIONS						
CALLS	1,676	1,210	510	0	31,846	
35,242						
MINUTES	18,580	12,378	5,805	0	422,165	
458,928						
CALLCHRG	\$5,637.01	\$2,475.60	\$1,161.00	\$0.00	\$58,915.10	
\$68,188.71						
SURCHRG	\$3,369.50	\$1,815.00	\$765.00	\$0.00	\$0.00	
\$5,949.50						
REVENUE	\$9,006.51	\$4,290.60	\$1,926.00	\$0.00	\$58,915.10	
\$74,138.21						
COMM.	\$4,503.25	\$2,145.30	\$963.00	\$0.00	\$29,457.25	
\$37,068.80						

107010001						
CALLS	37	205	329	0	54	
625						
MINUTES	469	2,527	4,310	0	719	
8,025						
CALL CHRG	140.70	505.40	862.00	.00	99.90	
1,608.00						



SURCHARGE	74.00	307.50	493.50	.00	.00
875.00					
REVENUE	214.70	812.90	1,355.50	.00	99.90
2,483.00					
COMM.	107.35	406.45	677.75	.00	49.95
1,241.50					
107010002					
CALLS	13	42	49	0	2
106					
MINUTES	127	545	587	0	30
1,289					
CALL CHRG	38.10	109.00	117.40	.00	3.70
268.20					
SURCHARGE	26.00	63.00	73.50	.00	.00
162.50					
REVENUE	64.10	172.00	190.90	.00	3.70
430.70					
COMM.	32.05	86.00	95.45	.00	1.85
215.35					
107010003					
CALLS	16	75	75	0	16
182					
MINUTES	192	870	940	0	197
2,199					
CALL CHRG	57.60	174.00	188.00	.00	29.60
449.20					
SURCHARGE	32.00	112.50	112.50	.00	.00
257.00					
REVENUE	89.60	286.50	300.50	.00	29.60
706.20					
COMM.	44.80	143.25	150.25	.00	14.80
353.10					
107010004					
CALLS	12	102	124	0	19
257					
MINUTES	129	1,262	1,587	0	261
3,239					
CALL CHRG	38.70	252.40	317.40	.00	35.15
643.65					
SURCHARGE	24.00	153.00	186.00	.00	.00
363.00					
REVENUE	62.70	405.40	503.40	.00	35.15
1,006.65					
COMM.	31.35	202.70	251.70	.00	17.57
503.32					

g. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied monthly to the OA and the DOC commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the reports in Attachment 22 Revenue Commissions Prepaid Summary Report and Attachments 23 Inmate Monthly Usages and Commissions Collect Report.

MCI Response:

MCI has read, understands and will comply.

Sample copies of various reports can be found at the end of this Tab 6.



h. Monthly Performance Log Reports: A monthly system administrators (SA) report summarizing and detailing all DOC-SCIs of the SA's activities. Examples of the categories to be included in the report; inmate complain form, inmate special request, add on/ removal DC8B, new account DC8A, inmates released, inmate paroled, inmate transferred in/out, custody level changes, open tickets, can't hear issue, test calls made, attorney number verification, miscellaneous DOC inquires, IPIN look up, number change, stored voice, record retention; run reports, IPIN issued, etc.

MCI Response:

MCI has read, understands and will comply.

MCI will provide the monthly Performance Log Reports as requested. Taking the monthly performance log reports a step further, the Commonwealth will be provided with a link into MCI's customized Ticket management system thereby viewing daily open and closed tickets for any facility within the Commonwealth. Ticket search criteria can be limited to a single facility, multiple facilities, or all facilities. View the current open tickets, closed tickets, or any and all tickets.

MCI's custom on-line Ticket Manager System was designed and created specifically for MCI's Law Enforcement Segment. This tool provides MCI and various DOCs with immediate access to all maintenance, repair, and network issues. A ticket is created at the time the original service call is received and a trouble ticket is opened. The Ticket Manager System assigns a ticket number, time of call, date of call, state, and facility, as well as a summary of the issue. The Ticket Manager System is updated as new information and progress is made on the issues. Once a ticket is closed the system stores the data, at any time MCI or DOC can access the archives and retrieve every ticket using search criteria such as state, correctional institution, date, ticket priority, or trouble description. With Ticket Manager Massachusetts DOC will have a complete trouble ticket history available at all times and MCI will provide a full listing of all troubles to Massachusetts DOC when requested.

Trouble Tracking - When equipment-related trouble is reported by any of the methods described earlier, the MCI Support Office or the MCI Ticket Manager Help Desk will open a trouble ticket in its Ticket Manager tracking system.

List Ticket Criteria

You are logged in as (TC) Philip Jones

Contract: KYDC	Ticket #:	Vendor: TMSI	Priority:
Alt:	Location: MA	Status: All Active Tickets	New Ticket Site Monitor
			Press F5 for submit query

Row count: 2

Contract	Ticket No	Age	Last Upd	Alt	Location	Equipment	Trouble	Status	Open Date	Owner	Vendor	Vendor Tel
KYDC	2004101100112	8	27/10/05	3	EVN(03) Essex Westbury	Caribee	Failure	REP	10/14/2005	TRACY BIR	Bruce	603-211-2011
KYDC	2004102100311	9	0/10/05	Info Only	CCPV(18) Community Correctional Complex (CCC)	Inmate Phone	Other	REP	10/20/2005	(TMO) Jason	Down	603-211-2011

MCI's Ticket Manager Tracking System

Ticket Manager - Ticket Details - Microsoft Internet Explorer provided by MCI

Ticket Details

Contract: GAPH

Ticket ID: 20050831001	Priority: 2	Status: Refer
ANI: 4042599223	Location: GAPH-Allenta TC	
Trouble Code: No Dial Tone - NDT	Subcategory:	
Fix Code: -	Subcategory:	
Equipment: Coin Phone	Quantity:	Team: A
Reported By: Eddie Worthm	Callback No: 404-206-5108	
Date Time Opened: 8/31/2005 9:52:09 AM EST	Date Time Closed:	
Opened by: (TMO) Liese Crosby	Closed by: -	
Owner: (TMO) Liese Crosby	Vendor: InTouch	Vendor: TMO
		Jason Slarks (tech)
Estimate Completion: -	Estimate Time of Arrival: -	

Add Remarks:
 Update Ticket

Remarks History: Please do not type here.

Last Updated by (TMO) Eric Batson [9/2/2005 10:41:06 AM EST]
 John shipped 3 relays to Intouch yesterday.
 Last updated by (TMO) Eric Batson [9/1/2005 1:43:17 PM EST]

The ticket opened in this Ticket Manager system will become the master ticket and will be tracked until completion. In order to resolve the problem, it may be necessary for the MCI Support Staff to work with MCI's World-wide Customer Service Center (who manages all facets of the MCI network and interfaces with local telephone companies) vendors/subcontractors, and the Ticket Manager Help Desk. Each of these groups may have their own ticket tracking system, but MCI will own the master ticket and ultimately see the trouble to complete resolution. Once the ticket is ready for closure, MCI will seek approval from the customer that the problem has been rectified, and only then when the ticket be closed. MCI feels that this approval process is necessary to ensure customer satisfaction.

- i. Weekly Conference Calls and Reporting: The project manager shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. The bridge may be a non-toll free telephone number. Prior to the weekly conference calls, the project manager or staff shall be responsible for sending an electronically emailed report to OA and DOC staff with actions/issues of current issues to discussed and include closed issues on same report.

MCI Response:

MCI has read, understands and will comply.

MCI's project manager will schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. MCI's conference bridge service will be utilized providing for Toll Free and Non-Toll Free access. Prior to the weekly conference calls, the project manager or staff shall will forward an emailed report to OA and DOC staff with actions/issues of current issues to discussed and include closed issues on same report.

j. Weekly Maintenance Trouble Ticket Report: The project manager shall be responsible for emailing a weekly report of the current maintenance trouble ticket report to the OA and the DOC staff. The report will be reviewed during the weekly conference call. Minimum elements of the spreadsheet, trouble ticket report 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.

MCI's will utilize its Ticket Manager program to provide the requested Weekly Maintenance Trouble Ticket Report. The report can be reviewed during the weekly conference call or on line via PA DOC access. The system can provide trouble ticket report 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.

k. Route Cause Analysis Log: The project manager shall be responsible to report through telephone and/or email to the OA and the DOC 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.

MCI's project manager will report all major incidents/outages directly to the OA and the DOC and provide a Route Cause Analysis Log inclusive of the elements provided above.

l. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The Contractor's 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.

MCI's program manager will facilitate Bi-monthly executive staff meeting to be held in the Harrisburg area. An agenda will be provided prior to the meeting.

- m. End User Forum Meetings: The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.

MCI Response:

MCI has read, understands and will comply.

The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.

As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's approach to training is fivefold.

First, on-site training is conducted immediately upon the installation and cutover to the new ICS of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day and the curriculum is designed to cover the use and operation of the system from the inmate's perspective, basic system administration (Call Processing, Blocks, etc.) as well as a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, Reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

MCI recognizes the need to provide system administration training to those responsible for day-to-day operations. While the System operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. In our opinion, a successful installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation. To this end, MCI recommends that training be conducted on site as each facility is installed.

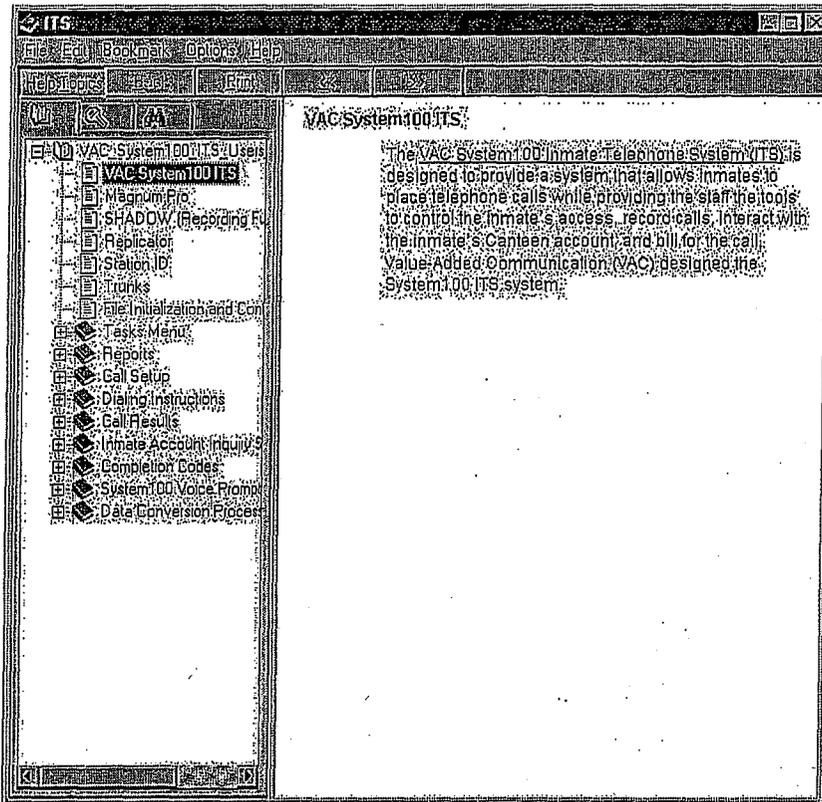
The comprehensive training curriculum is designed to cover complete system administration and all investigative tools described below. Additional training will be provided to the Commonwealth DOC at its request and at no additional charge.

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

Second; to further support the initial training sessions, the workstation offers context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the workstation function in use.



Third; user manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

Fourth; a refresher training session can be conducted remotely through WebEx, or as directed by the Commonwealth DOC.

The fifth and final source of training is VAC's Technical Assistance Center which is staffed with live technical reps that can assist the DOC with any question, 24 hours a day, 7 days a week, 365 days a year as well as the MCI Help Desk in Albany, NY which is available 24 x 7 to offer assistance.

- n. Yearly Quality Assurance Reviews (YQAR): Yearly quality assurance reviews will be made at each State Correctional Institution and the two (2) separate Central Office staff operations for the Headquarters Security Office and the Office of Professional Responsibility. YQAR will ensure that the technology, product, software are working properly. Including testing all inmate phones (handset, jacks dial tone, set and features both collect and prepaid messages), inmate billing, monitoring and recording, inmate exceeding the time limit on a call, check rate quote provided for every prepaid call, call list and blocked numbers, inmates' PIN

deactivated (can they still make prepaid calls), wiring, TTYs, procedures, documentation, operations, etc.

MCI Response:

MCI has read, understands and will comply.

MCI will support and facilitate Yearly Quality Assurance Reviews (YQAR).

6. 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. If an air-conditioned environment for the equipment is recommended, the description shall include the specific air-conditioning requirement. See Attachment 12 for the content and format of information required. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.

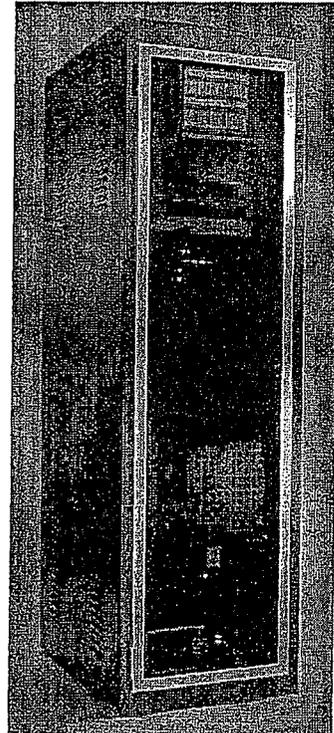
MCI Response:

MCI has read, understands and has complied below with the proposed Focus 100 environmental requirements. Additionally MCI has provided a completed PA Attachment 12 in this proposal form also providing the requested data.

The Focus 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system wiring.

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.

VAC will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the Commonwealth. Both MCI's and VAC's team of seasoned professionals will install and test the system and will provide training to appropriate facility personnel. In addition, MCI and VAC will provide both remote and local technical support as needed throughout the project duration.



Optional Features
Headquarters Server for Multi-Site WAN Applications
Shadow Archive Manager (SAM) – Automated Recording Archive Unit
Multiple User Workstations
SNITCH – Alert Notification System
Custom Voice Prompts

Specifications	
Inmate Telephone Capacity	Up to 270 stations x 216 trunks
Dimensions	23.5" x 31" x 76"
Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps
FCC Certification	Meets the requirements of FCC Part 68 and Part 15
Voice Network Interface	Digital & Analog
Operating System	Windows XP

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.

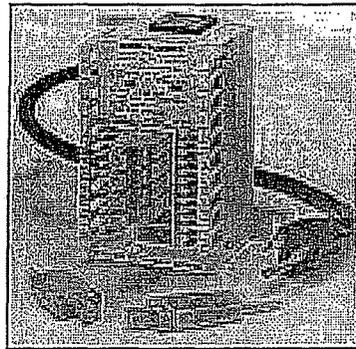
MCI understands the value of Surge/Lighting Protection and considers it one of the most important aspects of the install.

It is also important to note that surge protection goes far beyond just providing a surge protector. Ground Resistance Testing – Ground resistance testing will be performed to

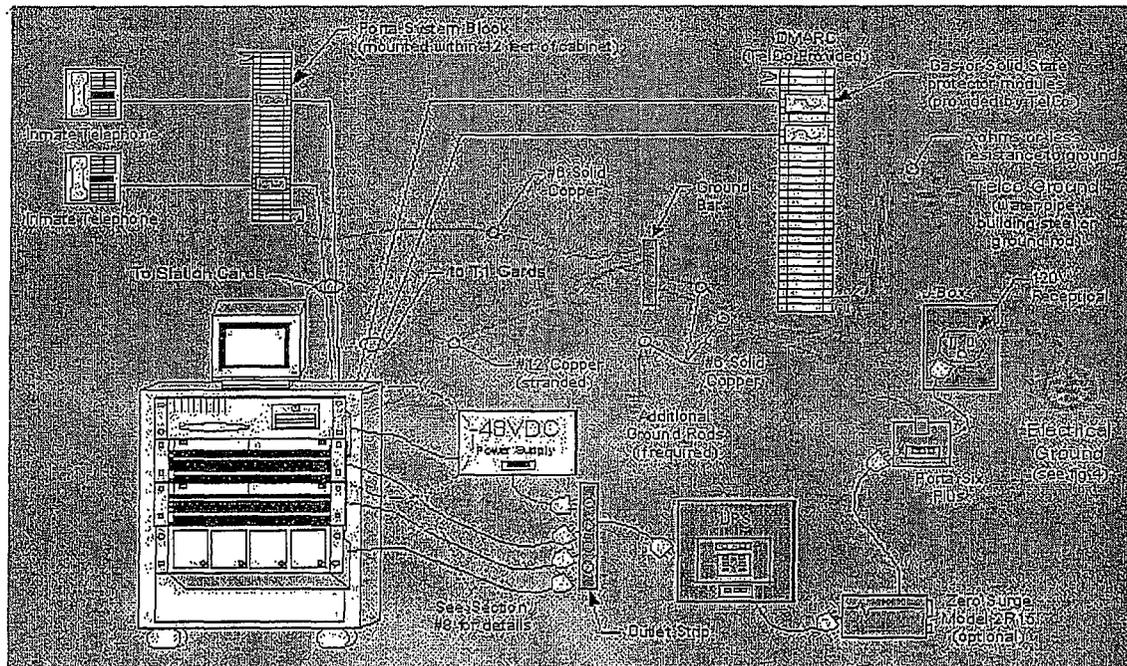
verify the Telco Ground is good and properly bonded (electrically connected at a single point) with the Electrical Ground.

Equipment Bonding - All processors (controller units) will be grounded to the "Ground Bar" using a #12 copper ground wire secured to the chassis with a "star" washer. All computer cards will be firmly mounted to the controller chassis.

The "Ground Bar" (typically wall mounted) will be bonded to Telco Ground using #6 solid copper ground wire. If multiple ground bars are used (i.e.: 2 - 25 port blocks), MCI will use a #6 ground wire to bond each unit. The figure below illustrates the ground bar that MCI will install on each system as well as MCI's Equipment Grounding Plan.



Ground Bar





MCI Equipment Grounding Plan.

MCI will install the following Grounding Equipment

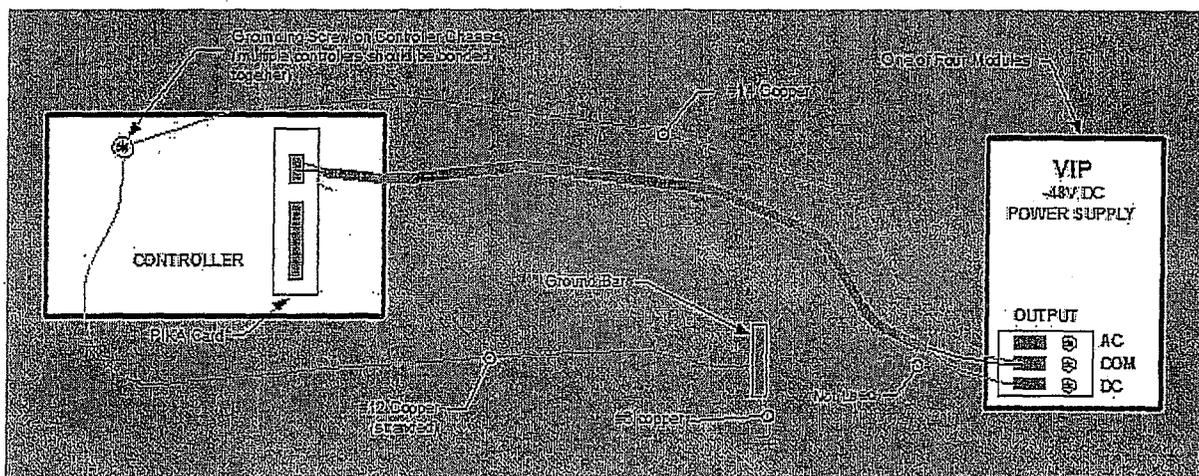
Porta Six Plus w/ 110 Termination – Model 504PX/AC prevents damage to equipment from lightning, sneak currents, electrostatic discharge and EMI/RFI noise reduction and isolation on the AC circuit. Has a single grounding point to eliminate the danger of ground potential difference that exists when AC and telephone lines are protected separately. Transient clamp response time < 5 nSec, Peak surge current = 20,000 A Max, total energy rating = 520 Joules, Maximum clamping voltage at 50A = 310 V peak. <http://www.portasystems.com/cpd/cpp/sixplus.html>

Zero Surge Protector - Model 2R15 surge suppressor will front-end the UPS. Unit offers Grade A Endurance, Class 1 Performance, Mode 1 Applications - 1,000 surges, 3,000 amperes, SVR = 330, actual Suppressed Voltage = 280 Volts, no failures, L-N (ground wire protection) mode. This product will enhance protection of the servers by placing in series between the wall plug (or Porta Six Unit) and the UPS, since the UPS has limited surge suppression abilities. <http://www.zerosurge.com/index.html>

Unison SmartOnLine UPS – Tripp Lite Unison SmartOnLine 1000 / 2200 / 6000 Rack-Tower UPS System. On line, double conversion UPS operation keeps output voltage within 2% of 120VAC at all times. Maintains full battery charge when line voltage is between 85 and 138VAC (60 to 138VAC at loads less than 70%). Note, unit must be registered for Ultimate Lifetime Insurance which protects connected equipment from damage due to surges up to \$100,000. <http://tripplite.com/products/family/ups/index.cfm>

Telco Side Protection - All Telco facilities must be protected with Gas or Solid State protector modules – typically provided by Telco, before the DMARC. This is to be verified by the site survey.

Station Side Protection - All Station (inmate/ward phone) facilities must have over-voltage and over-current primary protection, mounted no more than 12 feet from the ICS System.



Power Side Grounding for Station Card.

It will be the MCI Project Manager's responsibilities to work with the facility's Electrician staff to measure and insure that the AC outlet ground and common "Ground Bar" is good. Maximum resistance to ground (by Telco standards) is 5 ohms. If it is not good it is then the technical consultant's responsibility to see that it gets corrected.

7. Customer In Put to System Development Effort:

The Contractor shall provide information explaining how customer opinions about the systems being proposed are used in the development of improvements.

MCI Response:

Virtually all of MCI's existing systems as well as the Focus 100 system features were design based upon customer input. MCI's Program Manager will take any customer recommended system improvement directly to MCI and VAC's Sr. Management for review. The Program Manager may inform Sr. Manager upon notice or during MCI's Weekend Warrior Staff Call that takes place each Monday morning. During the weekly meetings program managers from across the US discuss meet to discuss various topics to include system improvements. If enough customers see value in the recommendation, MCI and VAC will consider for development.

- a. If a user forum exists, the Contractor shall provide the name, address, telephone number of the group's contact person.

MCI Response:

MCI has read, understands and will comply.

MCI actively supports a variety of user forum groups such as the American Corrections Association (ACA) and many regional organizations. If the PA DOC has any other groups that they would like MCI's support contact should be made to:

Keith R. Eismann
Sr. Manager, MCI Government Markets
20855 Stone Oak Parkway
San Antonio, Texas 78261
Office - 210-484-3177
Fax - 210-484-5208
Cell - 210-385-2350

8. Desirable Information: The Contractor shall provide information describing those overall and application-specific features and capabilities which, in the Contractor's opinion, differentiate the system(s) being proposed from those offered by competitors.

MCI Response:

MCI has read, understands and has provided below the requested information.

MCI's has listed below the key facts that MCI's feels differentiates MCI from the systems and services being proposed by our competitors.

MCI History in the Inmate Telephone System (ITS) Business

MCI has more experience as a Prime Contractor providing ITS services to Commonwealth 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.

We have drawn on this experience to design the technical and management solution for the Commonwealth of Pennsylvania that is described in this proposal. Nor have we forgotten that new technologies and procedures can augment—but never replace—solid customer service.

MCI desires to demonstrate its commitment to meeting and exceeding your requirements by our performance willingness. We have implemented solutions that benefit both the inmates, by improving customer service, and the Department of Corrections, by reducing its administrative workload.

Successful Sub Contractor Partnerships

As stated throughout this RFP response, MCI has chosen Value Added Communications (VAC) and ShawnTech Communications as its subcontractors.

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.

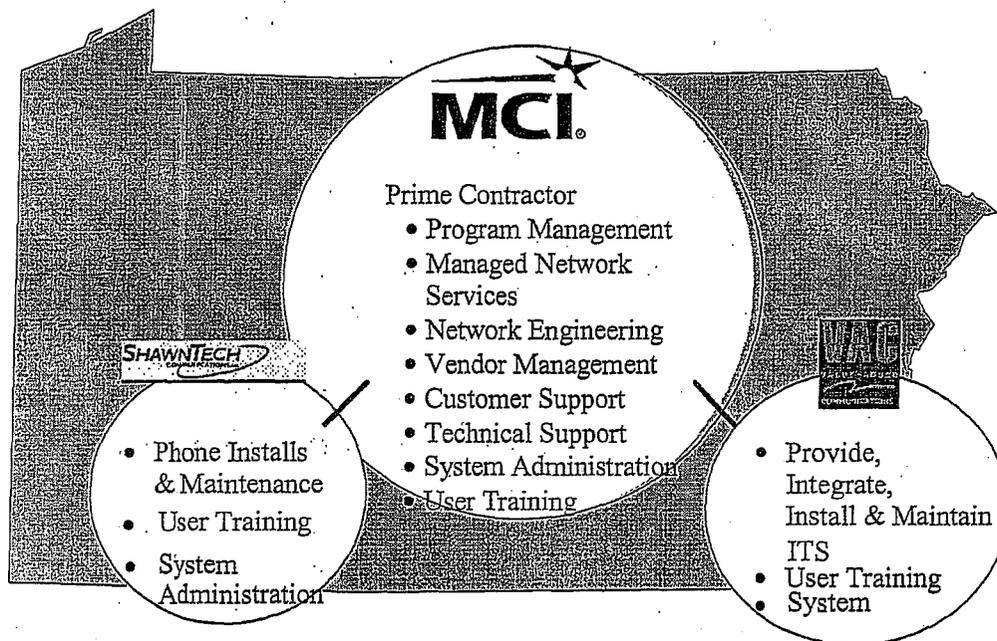
Value Added Communications (VAC)

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 Communications

ShawnTech is one of the premiere State Dept. 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.



Proven ITS Technology

With successful installations in each of the Federal Bureau of Prisons and Colorado, The VAC Focus 100 system has one of the most proven Inmate PrePaid Platforms on the market today. The system's feature and functionality was developed over several years and based upon customer input.

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 call 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.

A premised based platform also avoids a single point of failure problem that may exist with the centralized storage of recordings. Although there may be backup array drives and off site storage, the maximum amount of risk associated with a centralized system's hard disk failure is potentially all recordings for all sites, and at a minimum all recordings for all sites generated after the last backup was conducted. For the on-premise solution proposed by MCI, the maximum risk to the department would be for only the sites having the hard disk problem and at the minimum no loss of any data due to the MCI redundant backup approach.

Network Infrastructure and Back Office Redundancy

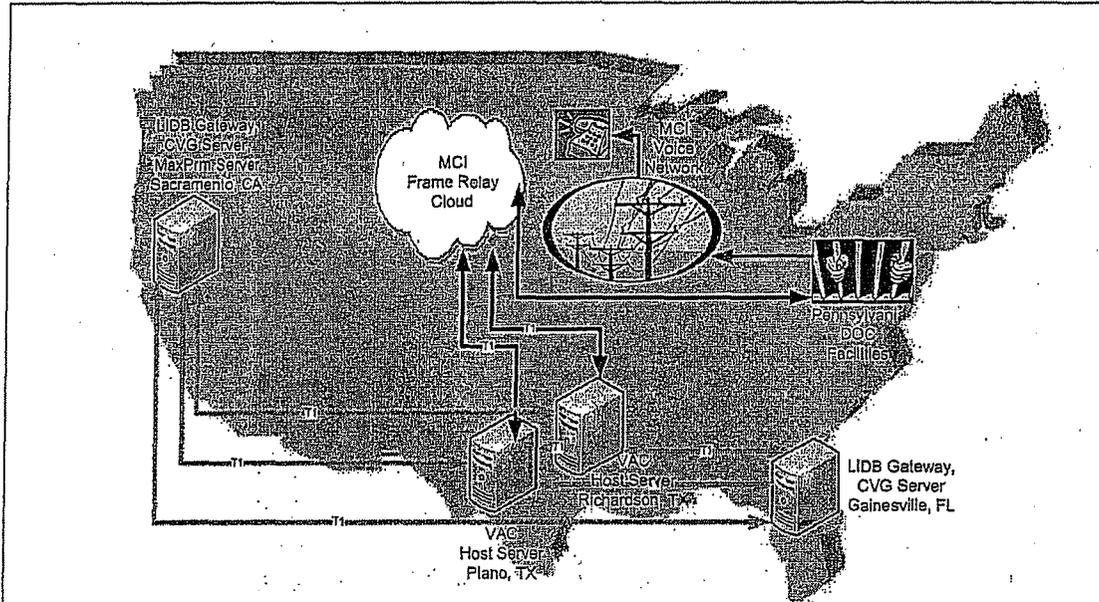
Because of MCI's large customer base, MCI has significant network and back office infrastructure in place today. MCI is also the only vendor that utilizes its own private owned and operated Network to support its ITS customers. This means that MCI can control all calling systems from the Inmate to the called party.

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 a WAN offers significant improvements over the platform in use today.

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.

The MCI private network will also be used to allow investigators and staff to access calls being placed from one facility, multiple facilities, or all facilities. The Focus 100

solution provides a web-based, GUI user friendly, robust system with administrative screens while providing the most technologically advanced features and functionality.



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 lightning 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.

MCI Value Added Service Solutions

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 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 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 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: a list of the gang members and their gang affiliation, and a list of active employees at each institution. 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.

Gang Reporting Module

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.

Employee Reporting Module

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. The following (sanitized) screen shots are from a working IMS.

Error! Reference source not found. Gang Query Search Results

http://localnas/InmateDB/gang/ViewSavedResults.asp?QueryID=15114663920120050711740153:Microsoft:Internet:Explorer

State: demo Query Criteria:
 Query: demo Called Number: Begin Date: 07/11/2005 End Date: 07/12/2005 STG Code:
 Duplicates Count: 703 set(s) Facility Code: Inmate ID:
 Show/Hide: [Show] [Print]

Security Threat Group Management System
 demo last ran on 07/20/2005 11:48 AM

STG Code	Called Number	Facility	Last Name	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration
1	2013331111	TRABA	JANNA	2491111	TRABA	Y	07/12/2005	08:57:47	0005:31 Min:Sec
2	2014321111	TRABA	JANNA	2491111	TRABA	Y	07/12/2005	21:44:01	0015:00 Min:Sec
3	2016181111	TRABA	JANNA	2491111	TRABA	Y	07/12/2005	18:02:11	0005:53 Min:Sec
4	2023891111	TRABA	JOHN	3051111	TRABA	Y	07/12/2005	20:36:33	0000:42 Min:Sec
5	2024841111	TRABA	JANNA	2491111	TRABA	Y	07/11/2005	18:52:01	0014:54 Min:Sec
6	2028211111	TRABA	JANNA	2291111	TRABA	Y	07/11/2005	18:50:57	0008:43 Min:Sec
7	2029241111	TRABA	JANNA	2491111	TRABA	Y	07/12/2005	22:59:32	0014:52 Min:Sec
8	2032211111	TRABA	JANNA	2491111	TRABA	Y	07/11/2005	13:41:34	0008:48 Min:Sec
9	2056521111	TRABA	JANNA	2491111	TRABA	Y	07/11/2005	18:32:16	0002:10 Min:Sec
10	2054211111	TRABA	JOHN	2211111	TRABA	Y	07/11/2005	18:14:04	0011:53 Min:Sec
11	2055621111	TRABA	JANNA	2391111	TRABA	Y	07/12/2005	09:51:25	0016:00 Min:Sec
12	2057811111	TRABA	JANNA	3051111	TRABA	Y	07/11/2005	18:52:04	0014:14 Min:Sec
13	2057811111	TRABA	JANNA	3051111	TRABA	Y	07/11/2005	12:05:21	0014:45 Min:Sec
14	2057811111	TRABA	JANNA	3051111	TRABA	Y	07/11/2005	22:31:50	0014:37 Min:Sec
15	2059311111	TRABA	JANNA	2271111	TRABA	Y	07/12/2005	18:24:28	0004:36 Min:Sec
16	2059311111	TRABA	JANNA	2271111	TRABA	Y	07/11/2005	14:58:03	0002:07 Min:Sec
17	2059311111	TRABA	JANNA	2271111	TRABA	Y	07/12/2005	17:00:06	0015:00 Min:Sec
18	2077731111	TRABA	JANNA	2281111	TRABA	Y	07/12/2005	18:44:13	0015:00 Min:Sec
19	2079511111	TRABA	JANNA	2481111	TRABA	Y	07/12/2005	20:33:00	0015:00 Min:Sec
20	2087211111	TRABA	JANNA	2481111	TRABA	Y	07/12/2005	13:54:29	0010:49 Min:Sec
21	2097411111	TRABA	JANNA	2481111	TRABA	Y	07/11/2005	14:15:32	0013:03 Min:Sec
22	2097411111	TRABA	JANNA	2481111	TRABA	Y	07/11/2005	14:41:41	0014:39 Min:Sec
23	2097411111	TRABA	JANNA	2481111	TRABA	Y	07/11/2005	15:17:26	0005:32 Min:Sec
24	2105411111	TRABA	JANNA	2421111	TRABA	Y	07/11/2005	21:02:43	0016:00 Min:Sec
25	2107761111	TRABA	JANNA	2291111	TRABA	Y	07/11/2005	11:42:51	0002:10 Min:Sec
26	2108811111	TRABA	JANNA	2491111	TRABA	Y	07/11/2005	17:50:34	0014:49 Min:Sec

Employee Query Results

State: demo Query Criteria:
 Query: demo Called Number: Begin Date: 07/21/2005 End Date: 07/23/2005 STG Code:
 Duplicates Count: 6 set(s) Facility Code: Inmate ID:
 Show/Hide: [Show] [Print] [Export]

Security Threat Group Management System
 demo last ran on 07/20/2005 11:48 AM

STG Code	Called Number	Facility	Last Name	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration	Emp ID/Name
1	7407731111	TRABA	CHARRIS	2451111	TRABA	N	07/22/2005	17:19:29	0000:00 Min:Sec	BERR
2	7407731111	TRABA	CHARRIS	2451111	TRABA	Y	07/23/2005	13:15:55	0016:00 Min:Sec	BERR
3	8372811111	TRABA	JANNA	2491111	TRABA	N	07/21/2005	18:25:27	0000:00 Min:Sec	JARR
4	7409271111	TRABA	JANNA	2241111	TRABA	N	07/21/2005	13:32:34	0000:00 Min:Sec	CHARRIS
5	8372811111	TRABA	JANNA	2341111	TRABA	N	07/21/2005	13:28:37	0000:00 Min:Sec	TERR
6	8184231111	TRABA	JANNA	2491111	TRABA	N	07/21/2005	18:27:32	0000:00 Min:Sec	JARR
7	7407671111	TRABA	JANNA	2401111	TRABA	N	07/22/2005	19:12:04	0000:00 Min:Sec	JERR
8	7407731111	TRABA	CHARRIS	2451111	TRABA	N	07/22/2005	13:35:42	0000:00 Min:Sec	BERR
9	8142391111	TRABA	JANNA	2411111	TRABA	N	07/21/2005	12:51:32	0000:00 Min:Sec	CHARRIS
10	8304491111	TRABA	JANNA	2451111	TRABA	N	07/23/2005	14:07:51	0000:00 Min:Sec	DERR
11	7409691111	TRABA	JANNA	9051111	TRABA	N	07/21/2005	20:04:32	0000:00 Min:Sec	VILL
12	8304491111	TRABA	JANNA	2451111	TRABA	N	07/21/2005	18:08:07	0000:00 Min:Sec	DARR
13	8304491111	TRABA	JANNA	2451111	TRABA	N	07/23/2005	12:02:05	0000:00 Min:Sec	DARR
14	7409691111	TRABA	JANNA	9051111	TRABA	N	07/21/2005	20:37:13	0000:00 Min:Sec	VILL
15	8309391111	TRABA	JANNA	2251111	TRABA	N	07/22/2005	18:32:27	0000:00 Min:Sec	JARR
16	8372711111	TRABA	JANNA	2481111	TRABA	N	07/23/2005	13:52:29	0000:00 Min:Sec	SERR
19	8304491111	TRABA	JANNA	2451111	TRABA	N	07/21/2005	08:01:44	0000:00 Min:Sec	DARR
21	8184231111	TRABA	JANNA	2491111	TRABA	N	07/21/2005	19:25:28	0000:00 Min:Sec	THOM
22	8184231111	TRABA	JANNA	2491111	TRABA	N	07/22/2005	18:41:20	0000:00 Min:Sec	THOM
23	8304491111	TRABA	JANNA	2451111	TRABA	N	07/22/2005	17:01:42	0000:00 Min:Sec	DARR
24	8194881111	TRABA	JANNA	2451111	TRABA	N	07/22/2005	17:04:41	0000:00 Min:Sec	THOM
25	8195221111	TRABA	JANNA	2481111	TRABA	N	07/21/2005	20:00:41	0000:00 Min:Sec	BERR



Gang Query Results (Duplicate Gang Members Detected in Red)

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	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.

Phone No: 9163918886
Lee Ivan
6749 21st
SACRAMENTO, CA
95622

LATA	LEC (based on CADB NPAHX)	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

Site Monitor Tool

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?cboState=CADC - Microsoft Internet Explorer

File Edit View Favorites Tools Help Links FireFox Manager JIMOB Dela vcduality Interphons alcentral asporoline DVD Review

Address http://maxprm.mclink.com/site_activity/FullStateView.asp?cboState=CADC

Site Monitor : CADC			
AC00-GLOB.CA43 - Acton Conservation Camp	AD00-GLOB.CA44 - Alder Conservation Camp	AV00-GLOB.CA01 - Avenal State Prison	BL00-GLOB.CA45 - Baseline Camp
BR00-GLOB.CA41 - CYA Ben Lomond Camp	CA00-GLOB.CA05 - CSP Corcoran II	CA00-GLOB.CA07 - CSP Corcoran I	CA00-GLOB.CA42 - CYA Washtenaw Blvd
CN00-GLOB.CA12 - Centinela State Prison	CP00-GLOB.CA11 - Calipatria State Prison	CR00-GLOB.CA36 - CYA El Paso De Robles	CAW00-GLOB.CA14 - Chukarville Valley SP
DI00-GLOB.CA21 - North Kern State Prison	DT00-GLOB.CA48 - Delta Camp	FT00-GLOB.CA71 - Folsom Transitional Treat	HDD00-GLOB.CA18 - High Desert State Prison
HW00-GLOB.CA19 - Inwood State Prison	IT00-GLOB.CA27 - Sierra Conservation Ch	MP00-GLOB.CA23 - Valley SP for Women	MA00-GLOB.CA13 - Central CA Women's Res
MC00-GLOB.CA20 - Mule Creek State Prison	NC00-GLOB.CA34 - CYA North Youth Corr. Ctr.	NFD00-GLOB.CA09 - CSP Sacto	NO00-GLOB.CA06 - CA Rehab. Ctr. Norco
OF00-GLOB.CA17 - Folsom SP	PR00-GLOB.CA37 - CYA Preston	PV00-GLOB.CA23 - Pleasant Valley SP	SA00-GLOB.CA25 - Salinas Valley SP
SD00-GLOB.CA24 - El Dorado State Prison	SL00-GLOB.CA03 - CA Monte Colony	SO00-GLOB.CA15 - Corr. Training Facility	SO00-GLOB.CA26 - San Quentin State Prison
SR00-GLOB.CA66 - Salt Creek Camp	ST00-GLOB.CA22 - No. Cal. Women's Facility	SH00-GLOB.CA07 - CA Corr. Ctr. (Susanville)	TR00-GLOB.CA02 - CA Transient Inlet
TR00-GLOB.CA16 - Dental Vocational Inst.	YN00-GLOB.CA04 - CA Medical Facility	VS00-GLOB.CA10 - CSP Solana	WS00-GLOB.CA29 - Wasco State Prison

Login Page

Site Monitor Report / State View

VADC Refresh

State: NMIS

WS01-GLOB:9156

AP01-GLOB-9102
APP-Appalachian
Det. Ctr

Completed=0 (Bill=0, UnBill=0, Blk=0), Failed=0, Cached=0.
Prev weeks avg call attempts = 0/hr.
(LastFileUpdate: 10/29/04 10:00aPST)

AU01-GLOB-9103
AUG-Augusta
Con. Ctr

Completed=60 (Bill=16, UnBill=21, Blk=23), Failed=0, Cached=0.
Prev weeks avg call attempts = 49/hr.
(LastFileUpdate: 10/29/04 10:00aPST)

Bill Unbill/Blk

Complete/UnComplete

Failed/Attempt

Open/Blocked

Validation Blocked

HP-OpenView

Repon

Acknowledge

Show Tickets

Completed=60 (Bill=16, UnBill=21, Blk=23), Failed=0, Cached=0. Prev weeks avg call attempts = 49/hr.
(LastFileUpdate: 10/29/04 10:00aPST)

CODE	TOTAL	DESCRIPTION
0050	4	Passed - DIME 0 call accepted/station hung up

Refresh

[Max-Sec Home](#) [CVG](#) [App Status](#) [POC](#)

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-Greenville 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: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

MaxPrm Daily Performance Report

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 bases, or at other predetermined intervals.

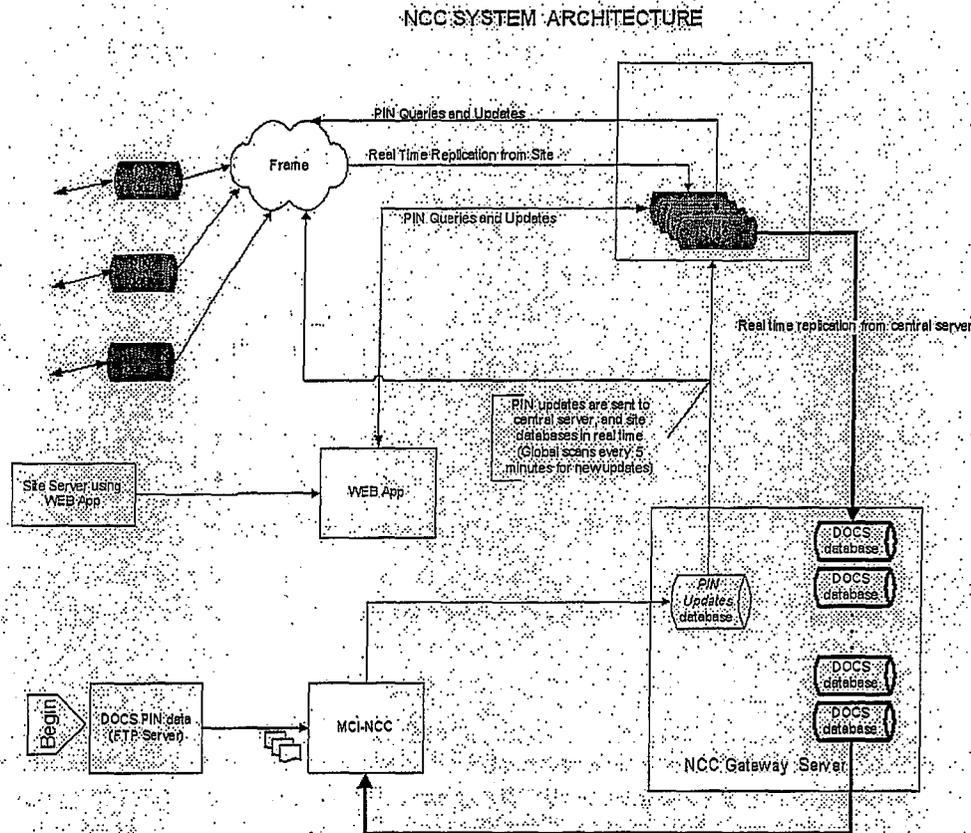
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- 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.

tb PinChanges	tb AllowListChanges
[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.

2.5-B. System C: Monitoring and Recording Equipment/System:

1. **General Conditions - Monitoring and Recording Capability:** System C is composed of equipment to monitor and record telephone calls made using the inmate stations at the SCI's. There shall be no charge to the Commonwealth by the Contractor for the telephone lines, cabling, Contractor work, associated wiring or any other cost to install and maintain the monitoring and recording system. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.

MCI Response:

MCI has read, understands and will comply.

a. Monitoring and recording equipment shall be installed within the administrative building(s) of the SCI's. The system shall be configured so that real time monitoring can not only be accomplished from each SCI Security Office and potentially from any new SCI location(s) but also from each SCI Superintendent's office, the DOC Central Office Security Office, and/or the DOC Office of Professional Responsibility. All DOC-SCIs will have monitoring and record equipment/systems in each Security Office. Each DOC-SCI security office monitors and investigates their facility. The two (2) organizations as stated are 5-C Investigation Staff Operations 1). Headquarter Security Office 2). Office of Professional Responsibility. Both staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording system and their associated databases as well as the central processor and its databases. The Contractor shall explain how this remote monitoring requirement shall function with its proposed systems.

MCI Response:

MCI has read, understands and will comply.

Investigators with the appropriate access level may silently monitor calls in progress using the Integrated Call Recording and Call Monitoring Spy function of the Focus 100. Monitoring occurs via the investigative workstation using built-in or external 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 called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress.

In addition to standard live call monitoring, the investigator may scan all active conversations in a rotating sequence, hands free with the option of stopping on any call that requires further attention. As shown below, the user may select an interval of seconds for which a live call is played before moving to the next sequential call in progress. Most other vendors do not offer this hands free, auto scanning feature of live calls in progress.

Live Calls may be displayed in sequential order of preference by double clicking the user mouse on the preferred field heading. For example, if you desire to have the calls displayed in order of start time, simply double click the mouse on the "Start" field. To

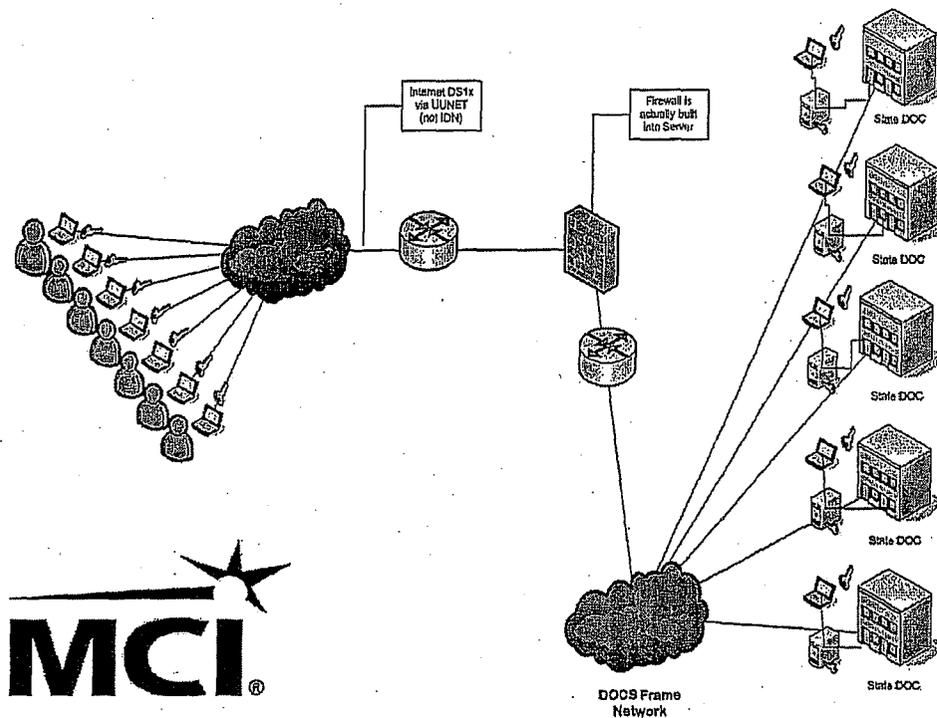
have the calls displayed in order of Inmate PIN / ID, simply double click the mouse on that field.

Line#	Living Unit	Phone #	Called Party	Start	Duration	ID
79	DEFAULT LU	51A3	6022630242	10:17:36	0:0	A931376
85	DEFAULT LU	61A1	6239327811	10:17:27	00:10	A947989
263	DEFAULT LU	1T22	9497576057	10:17:21	00:15	0000263
180	DEFAULT LU	62B3	6023688976	10:17:18	00:15	A977544
74	DEFAULT LU	32B3	6239741708	10:17:06	00:30	A947493
95	DEFAULT LU	MES2	4809873831	10:16:55	00:40	0000354
258	DEFAULT LU	1C13	623960517	10:16:51	00:45	0000258
68	DEFAULT LU	69C1	6022435500	10:16:45	00:50	A973614
5	DEFAULT LU	72B2	6022697079	10:07:46	08:50	A898469
101	DEFAULT LU	123C2	6022747950	10:13:05	04:30	A942897
196	DEFAULT LU	23B1	4808376523	10:13:23	04:10	A788913
301	DEFAULT LU	1NT32	6029563125	10:15:56	01:40	0000301
296	DEFAULT LU	1NT13	6239749427	10:10:02	07:35	0000296
297	DEFAULT LU	1NT11	6022684884	10:15:59	01:35	0000297
295	DEFAULT LU	1T23	6022678070	10:14:49	02:46	0000295
266	DEFAULT LU	1NT12	6238464579	10:16:29	01:05	0000266

Call Monitor in Progress

Additional monitoring by PIN can be provided by using the Alert Groups to identify the inmate PIN, when attempting to place a call will alert the user of such.

A Focus 100 workstation will be installed at each facility which can be used by DOC personnel. Additional workstations will also be provided for Administration and Investigation. As mentioned, each workstation consists of a Windows 2000 (or later) PC platform, keyboard, and mouse, along with a 17" color monitor and printer. All administrative and investigative functions, including processing of reports and ad-hoc queries, can be controlled through this workstation, based on the user's established level of security within the system.



Virtual Private Network / WAN

The system will be connected via an MCI provided 128kb Frame Relay Wide Area Network (WAN) that is secured through a Virtual Private Network (VPN) that only DOCs resides. Via this WAN, remote administration may be performed by those individuals that have adequate password access. Remote administration may be performed by MCI technicians to facilitate the upgrade of software or for simple means of providing remote training to those that are on-site. Additionally, administration duties as detailed above in earlier sections may be performed either remotely or onsite. The 128kb Frame Relay network is considerably faster than the network most vendors provide (56kb) to allow for quicker access and download capabilities when you may want to download and record calls and recordings from other facilities.

MCI's overriding commitment is to the operational excellence of all installed ICS systems. Support of all systems continues after installation through extensive 24x7 remote diagnostics by both MCI's Site Monitor and VAC's Host Monitor system and 24x7 access to our Technical Assistance Center.

Exemplifying MCI's Total Quality Management mission, installed system performance is periodically monitored and evaluated for possible product and process improvement. A ten month study was conducted on the System 100s installed throughout the Federal Bureau of Prisons. The tabulated results reveal less than one minute of down time per month. The study results summary is as follows:

Average Downtime per site per month	35 seconds
System Availability Percentage	99.9988%

The proposed system will be equipped with diagnostic capabilities that can be utilized on-site or accessed via remote communications. Remote diagnostics include the ability to test trunks, telephones and make test calls from a remote site. Systems are constantly monitored using these internal diagnostic capabilities. Performance outside the "normal" range of operations will trigger an alarm to notify facility personnel, MCI Help Desk, the Technical Consultant or Project Manager and other key employees. In addition, each system is polled nightly through an automated process. Any service condition encountered during this polling process, triggers an alarm to both MCI's Help Desk and VAC's Technical Assistance Center for immediate investigation and resolution, as appropriate, usually without the facility's intervention, or even the facility being aware that there may have been a problem.

- b. RAID (Redundant Array of Inexpensive Disks) storage technology is required in response to this RFP.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 was engineered to provide cost effective solutions to ensure data protection and continuous call processing in all but the most extreme circumstances. The following protections are provided with the current release of the Focus 100.

The Focus 100 storage of the call detail records, the inmate account database, and the call recordings is maintained on RAID5 (Redundant Array of Independent Disks) HSS (Hot Swap Spare) SCSI disk arrays. RAID5 HSS SCSI disk arrays provide the optimum method of magnetic disk storage and reliability. This high availability is accomplished by using highly reliable SCSI disk drives to provide enterprise level reliability at the disk level. Data is written to the disk array with parity striping across all drives in the array in such a way that any drive can fail and the data will not be affected. By using the HSS (Hot Swap Spare) disk technology, if a disk drive fails it will be replaced in the disk array with the "spare" drive which insures the disk array again has the full compliment of drives available in-case another drive failure were to occur before the failed disk can be replaced. This effectively allows for two drives to fail in a disk array without affecting data stored on the disk array.

In addition, an uninterrupted power supply will be configured into each system providing power for up to four (4) hours of continuous power to the servers and the workstation should commercial power be lost.



c. The recording system shall include the capability to simultaneously record calls from all inmate telephone stations in each SCI while providing audio outputs for monitoring randomly selected, or preselected, circuits.

MCI Response:

MCI has read, understands and will comply.

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. This allows the investigators to monitor call attempts which is a major breakthrough for the investigators that other vendors do not support or offer.

MCI will work with VAC to ensure that the Focus 100 ITS is configured to handle all traffic in a 1:1 ratio that will afford the system the ability to process each call at a facility utilizing 100% of all inmate phones at the exact time and will have enough disk space to permanently store all records (CDR & Recordings) for one (1) year, or longer if negotiated with the DOC. Each inmate telephone will be independently wired to the Focus 100 ICS and the outbound trunks will provide for a 1:1 ratio allowing each phone to be processed simultaneously.

*** SENSITIVE-LIMITED OFFICIAL USE ***

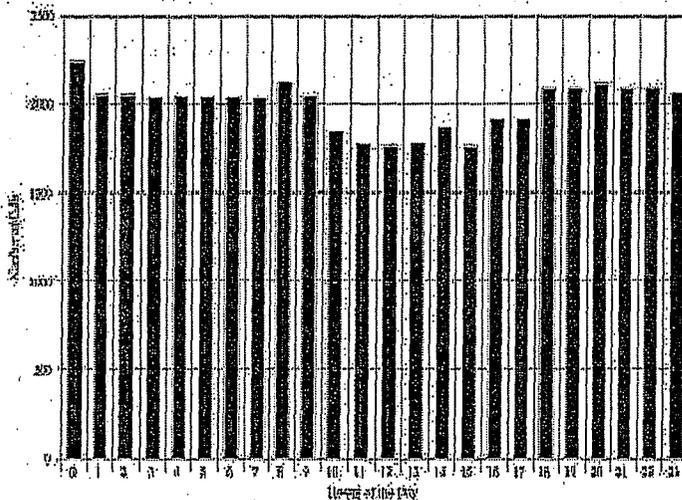
Run Date: 06/11/2003
Run Time: 13:25:10

Inmate Telephone System
Phone Activity Usage

Page 1 of 1

Report Site: BOPCOU
Terminal Making Request: SHADOWNL MFS
User ID: erwin

From: 06/11/2003 - 00:00:00
Thru: 06/11/2003 - 23:59:00
Selected Stations: All



Phone Usage Report

- d. The recording system shall include the capability to record at the DOC Central Security Office and at the DOC Office of Professional Responsibility in both live and re-record modes. Re-record mode is to record a conversation previously recorded at an institution. Operation shall be manual as required or by preprogrammed instruction.

MCI Response:

MCI has read, understands and will comply.

The workstation at the DOC Central Security Office and at the DOC Office of Professional Responsibility has the capability to record both live and re-record previously recorded conversations. Such recordings may be made to Cassette or to CD Rom, or optionally stored on the workstations hard drive. Operation may be manual or may be preprogrammed by using Microsoft's built in task manager.

2. Operational Standards: The system for monitoring and recording inmate calls shall have the following operational standards:

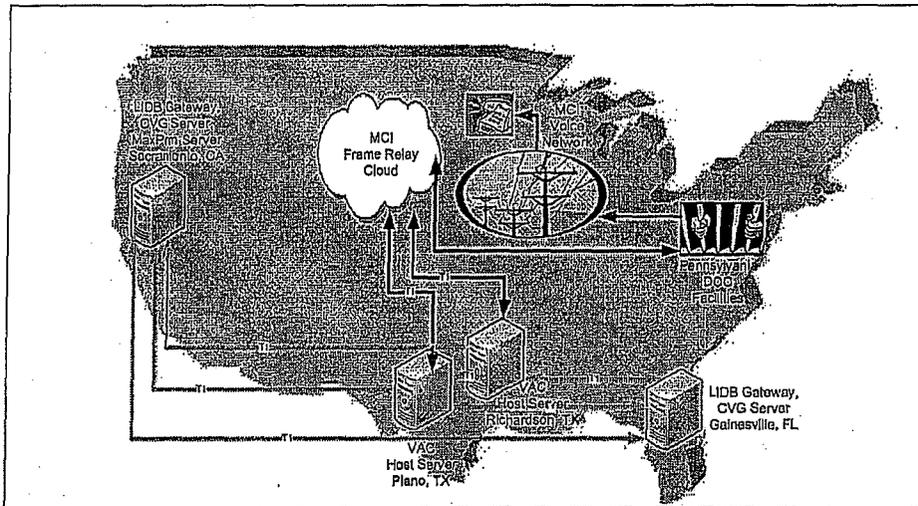
a. A software package that includes, but is not limited to, the following items:

1. Software capable of maintaining an unlimited number of call records (based on storage media). A call record is who made the call, date and time the call was made, the length of the call and why the call was terminated.

MCI Response:

MCI has read, understands and will comply.

As calls are processed, the call detail records (CDR) is stored locally on the RAID Array hard drive and 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. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients. The CDR contains all pertinent information about each call attempt such as who made the call / PIN number, date and time the call was made and disconnected, the length of the call, why or how the call was terminated, the estimated cost of the call, etc.



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 lightning 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 the onsite backup device

2. All call records shall be stored on site and available to the SCI on demand.

MCI Response:

MCI has read, understands and will comply.

As explained in the previous section, all CDRs are stored on site and redundantly at the VAC and MCI offices. All CDRs are available to the SCI on demand.

3. Software capable of maintaining one full year of call records on site (based on storage media). System management of these records shall be completely automatic and records available on demand.

MCI Response:

MCI has read, understands and will comply.

RAID array mass storage drives will store one (1) full year of all recordings on site, and additionally stored on a backup device at each facility. Records that are part of an investigation may be marked so that they are not deleted until such time as the block is

removed. All records are available on demand automatically using the GUI applications provided.

4. All call records shall be stored.

MCI Response:

MCI has read, understands and will comply.

All call records are stored both locally and off-site for redundant backup purposes.

5. The system operator at each SCI shall only need to set the initial parameters of the number of months to archive (up to 12) and the number of days to maintain on-line (up to 12) and then management shall be automatic. After 12 months the oldest record shall be deleted with the exception of records pertaining to on going investigations. Contractor must always obtain permission from the SCI Security Officer prior to deleting any records.

MCI Response:

MCI has read, understands and will comply.

As required within this RFP, twelve (12) months of storage will be provided for storing of all recordings. CDR records are stored and maintained for the life of the contract and an additional 7 years for historical purposes. There is no need to set any initial parameters as all parameters will already be set to these values. Archives will be created daily of both the CDR and the Recordings for backup purposes. Both CDR and recordings are always online and readily available on demand.

6. Selection of archived months for on-line use shall be accomplished from a menu selection. Contractor shall explain the procedure for retrieval.

MCI Response:

MCI has read, understands and will comply.

There is no need to select from archives as the data is always online and readily available. The only need for retrieval would be to restore a damaged RAID array in which case the MCI technician will take care of restoring all data.

7. The user shall be able to search and locate call records by any or all of the following search fields in any combination:
- a. Area code
 - b. Prefix
 - c. Suffix
 - d. Date or date range
 - e. Time or time range

- f. Length of call
- g. Channel location on voice recording system
- h. Inmate station location code
- i. PIN

MCI Response:

MCI has read, understands and will comply.

All requested search parameters are available using the Focus 100 ITS workstation. Additional search capabilities do exist.

- "Search Feature" – CDR Browser Ad-Hoc Query - This ad-hoc query function enables administrative users of the 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.

DATE	TIME	INMATE	CALLER	STATUS	LINE #	EXTENSION	AREA	LOCATION	REMARKS	REASON
03/01/2002	10:05:38	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		03:05:29	0	Completed call
03/01/2002	12:11:31	NO PIN LU	LINE #2	97260831002	000000002	NO PIN, TWD, LINE		12:11:31	0	Ring no answer
03/01/2002	12:14:54	NO PIN LU	LINE #2	9726083319	000000002	NO PIN, TWD, LINE		12:14:54	0	Ring no answer
03/01/2002	12:18:21	NO PIN LU	LINE #2	9726083319	000000002	NO PIN, TWD, LINE		12:18:21	0	Ring no answer
03/05/2002	09:47:23	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:47:23	0	Ring no answer
03/06/2002	09:51:03	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:52:53	6	Completed call
03/06/2002	09:55:13	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:55:02	11	Completed call
03/06/2002	09:59:09	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:57:42	27	Completed call
03/06/2002	10:01:30	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:00:28	55	Completed call
03/06/2002	10:03:27	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:03:27	0	Call blocked (No
03/06/2002	10:15:57	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:15:52	5	Completed call
03/06/2002	15:46:14	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		15:45:55	19	Completed call
03/06/2002	15:47:43	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		15:47:34	9	Completed call
03/06/2002	15:49:36	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		15:49:28	7	Completed call
03/07/2002	09:24:51	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:24:51	0	Ring no answer
03/06/2002	09:19:28	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:19:17	11	Completed call
03/06/2002	09:21:32	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		09:21:42	0	Ring no answer
03/06/2002	10:01:24	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:01:17	7	Completed call
03/06/2002	10:02:07	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:02:07	0	Ring no answer
03/06/2002	10:03:15	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:02:16	0	Ring no answer
03/06/2002	10:30:04	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:30:04	0	Ring no answer
03/09/2002	10:31:11	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:30:58	13	Completed call
03/09/2002	10:33:21	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		10:33:12	9	Completed call
03/14/2002	14:28:35	NO PIN LU	LINE #2	9726083483	000000002	NO PIN, TWD, LINE		14:28:35	0	Transfer PIN to in
03/15/2002	16:19:42	NO PIN LU	LINE #2	9726083435	000000002	NO PIN, TWD, LINE		16:19:21	21	Completed call
03/16/2002	16:20:43	NO PIN LU	LINE #2	9726083435	000000002	NO PIN, TWD, LINE		16:20:22	21	Completed call
03/15/2002	16:21:43	NO PIN LU	LINE #2	9726083435	000000002	NO PIN, TWD, LINE		16:21:23	21	Completed call
03/15/2002	16:22:44	NO PIN LU	LINE #2	9726083435	000000002	NO PIN, TWD, LINE		16:22:23	21	Completed call
03/15/2002	16:23:45	NO PIN LU	LINE #2	9726083435	000000002	NO PIN, TWD, LINE		16:23:24	21	Completed call

CDR Browser Data Screen

- The Data screen allows the user to view call records within a facility, select parameters, view call details, play recordings, select/hide columns, and sort data.
- Web Shadow Investigator - VAC's latest enhancement to the System 100 investigative toolkit is the Web Shadow Investigator. Browser-driven, this multi-functional tool permits workstation users to:
 - Create user-defined Ad Hoc Queries to isolate suspect call records & recordings
 - Customize results display to include most critical data
 - Monitor live inmate conversations
 - Playback recorded conversations
 - Select various recordings for export to CD (with or without encryption)
 - Save time with quick recording download and CD creation
 - Mark selected recordings as protected for long-term on-line storage
 - Create and store investigator notes with each recording file
 - Define multiple user-specific query "profiles" for on-going investigations or tasks
 - View full call detail for each recording with a single click
 - Control recording playback speed
 - Create user-defined target excerpts from a recording and loop playback

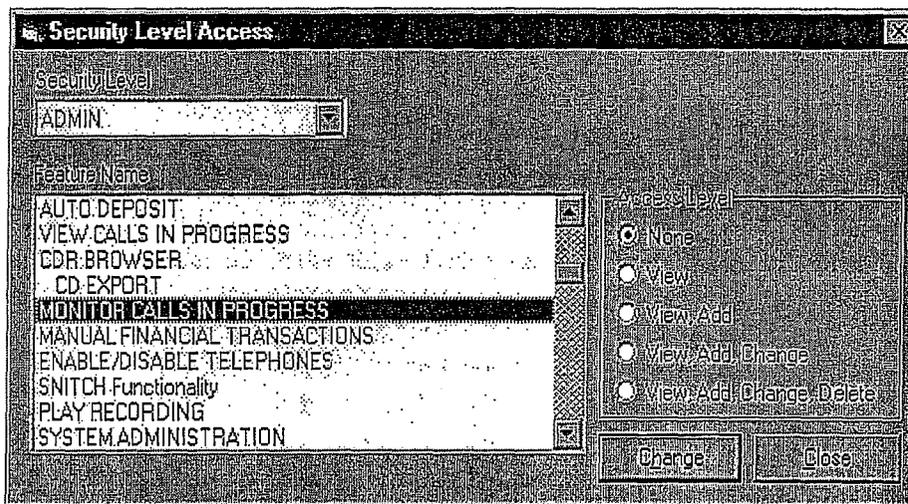
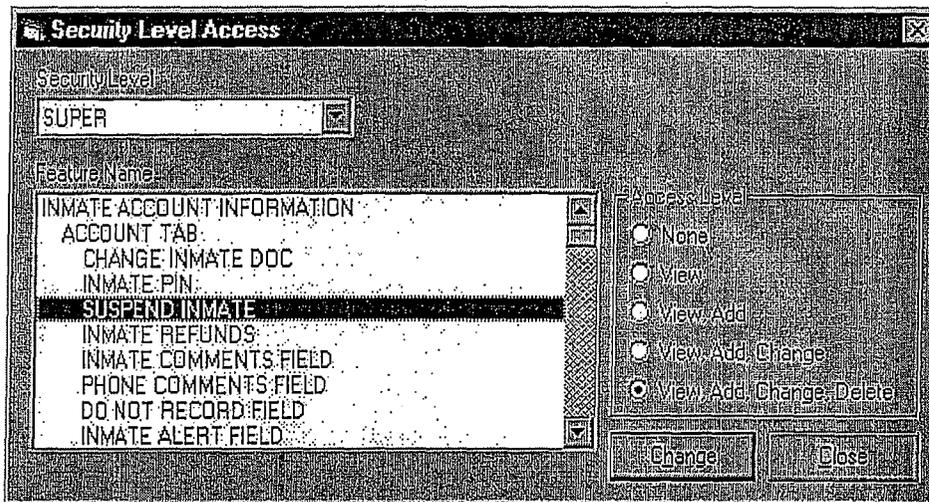
8. Password protection at the database and report levels.

MCI Response:

MCI has read, understands and will comply.

The workstation provides user-specific, multi-level access control of all system functions. The Security Level Access screen (shown below) is used to determine the access level for each facility staff member. For each security level, the access capabilities can be set for each feature, as indicated by the radio button. This access ranges from 'None' to 'Full' access. Full access allows the user to 'View, Add, Change, Delete' records or settings within the feature. Individual password protection levels do exist for both the databases and the report levels and are fully customizable. The following levels are standard:

- CIPS OPR – Facility Operators
- MON – Monitors
- INTEL – Facility Intelligence Officers
- CID – Investigators
- CHIEF INV – Investigative Supervisor
- TECH – Technical support, remote and on-site
- SUPER – Facility HQ Supervisors
- FACILITY HQ – Facility HQ Operators
- ADMIN – VAC



9. City, and state of any call shall be displayed with the call record by an area code and prefix system. Any call recorded shall be able to be selected and the information displayed on the screen.

MCI Response:

MCI has read, understands and will comply.

Any and all information contained within each CDR is readily viewable on the workstation monitor thus displaying the City, State, area code and prefix along with all other CDR information.

10. The software shall generate a report of any call to a number under surveillance and automatically generate an alarm to the system operator. The information associated with that telephone number shall be automatically linked to any call to that number.

MCI Response:

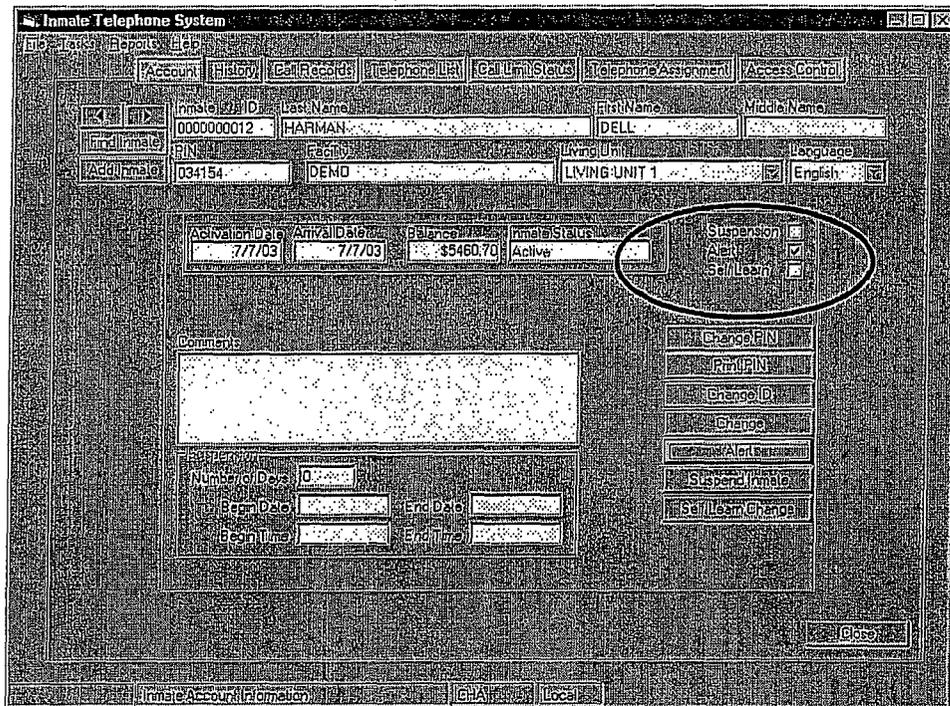
MCI has read, understands and will comply.

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, 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.

MCI's Value Added 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.



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.

11. The inmate ID database shall be able to contain the name, DOC Number, background information, and free form notes about the inmate. Total flexibility shall be given to the user to keep the type of information, which is deemed important. Reference 1-34 for the definition of DOC Number. The user may deem specific PIN settings, information or restrictions important. Examples (other than DOC Number, background information, and free-form notes) include:

- Time of day and/or days of week that a number may be called by PIN, group of PINs, facility or system wide.
- Maximum duration of a call from that number and/or PIN, group of PINs, facility or system wide.
- Maximum number of calls to a number or from a PIN, group of PINs, facility or system wide per day/week/month/amount, etc.
- Suspension of phone privileges by PIN or group of PINs.

- Approved phone number lists by PIN.
- Assignment of inmates by PIN to an individual telephone or group of phones.
- Ability to access multiple inmate IDs.

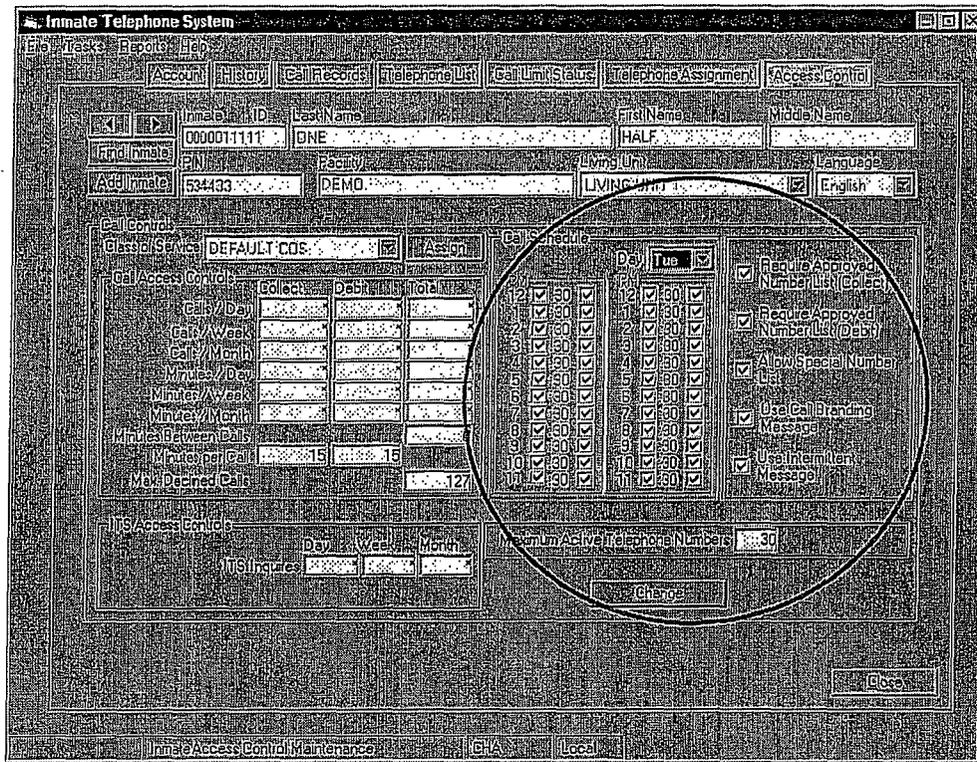
MCI Response:

MCI has read, understands and will comply.

As required, each of the above parameters are provided within the Focus 100 ITS platform. Time of Day and Velocity for allowing call limitations, Max duration of calls on the allow list or system wide. Max number of calls to a number as with velocity limits. The ability to place phone privilege suspensions on inmates, requirement for phone allow lists, assignment of inmates to specific phones or group of phones, and the ability to access multiple IDs. Some of the details in performing these functions is detailed here below.

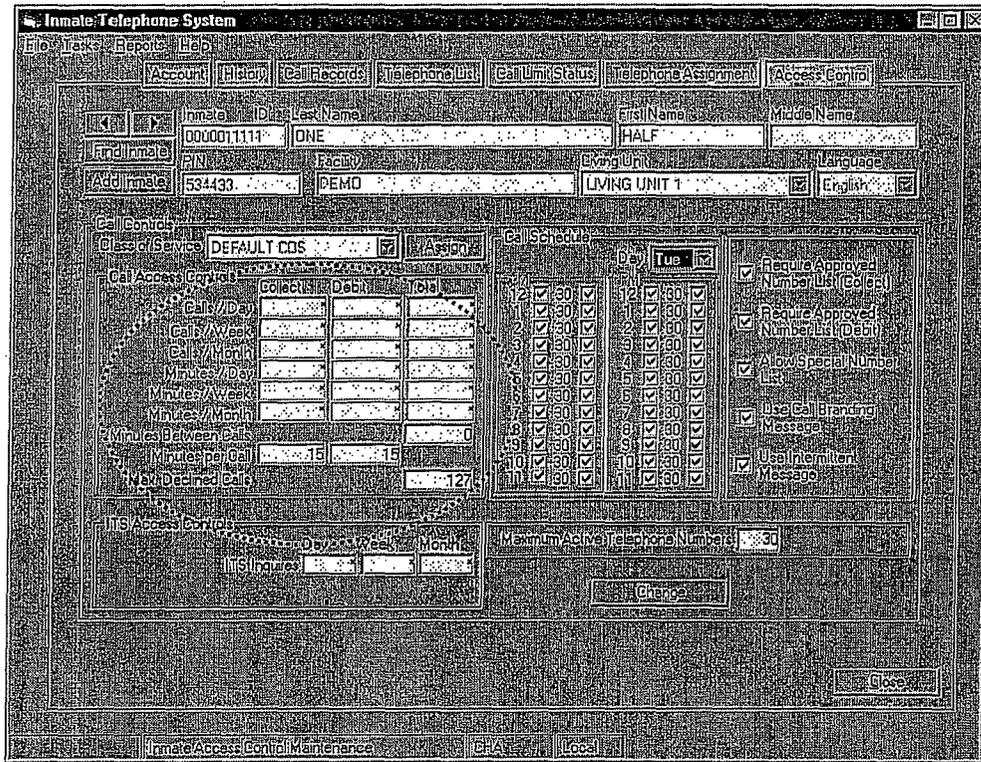
As required, the VAC Focus 100 will require a PIN authorization code to identify each inmate using the inmate telephones. Each time an inmate places a call, the inmate would enter their assigned PIN, thereby tying all Call Detail Records and call recordings to their PIN. Furthermore, each inmate's PIN account will have a defined list of allowed numbers ("calling list") which they are permitted to call. 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.

The System Timer feature is controlled using the Workstation offering complete flexibility by day of week and hour as seen below. In addition to general operating hours control for the entire facility, VAC offers the option to control a group of phones or individual inmates calling hours. For example, an inmate who is a trustee may have extended calling hours while an inmate who has abused phone privileges may be restricted to limited calling hours. A separate holiday schedule may also be established in order to offer alternate calling on these defined days. Once these schedules are established, calling is automatically controlled by the system. No administrative intervention is required.



Access Control

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 and velocity 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

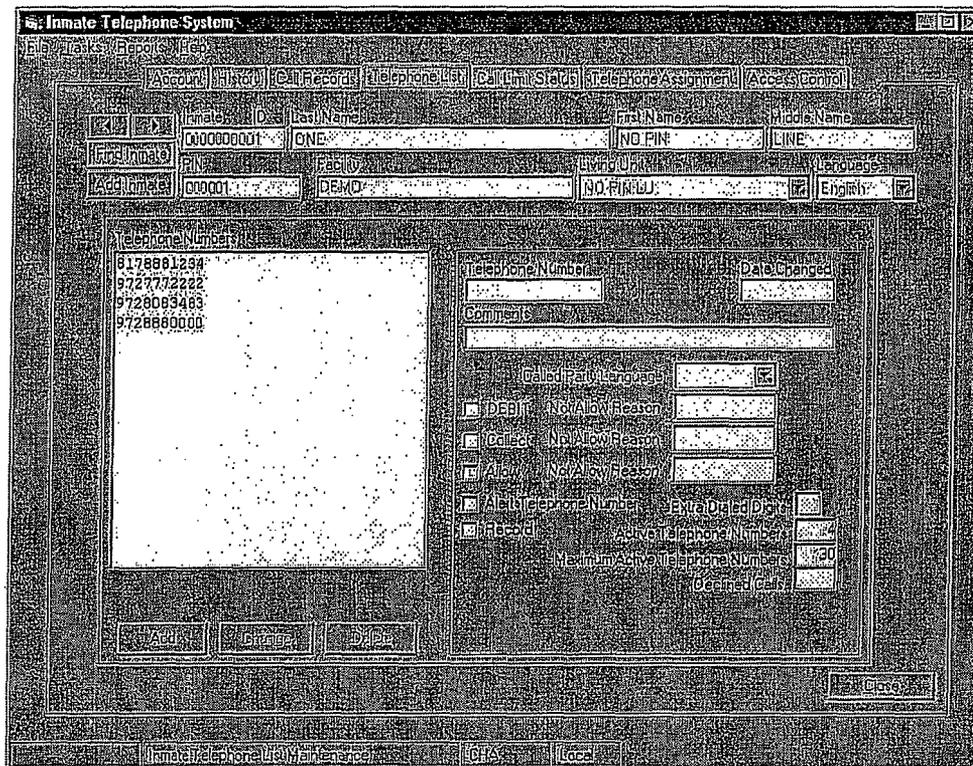
Standard languages provided on the Focus 100 platform are English and Spanish, but additional languages may be configured as warranted. As desired, the inmate's language preference can be provided by the DOC with his PIN and automatically selected for all further conversations. When PINs are in use, a language preference may also be selected for each allowed number. 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. The Focus system is capable of handling additional languages at the request of the Commonwealth and upon mutual agreement of MCI.

Number	Comments	Max Digits	Direct	Collect	Allow	Alert	Record	Lang	Action
9999999999		10	YES	YES	YES	NO	NO	SPAN	[Edit]
372409232		6	YES	YES	YES	NO	NO	ENGL	[Edit]
9194716872	test by Woody	4	YES	YES	YES	NO	YES	ENGL	[Edit]
8888888888		2	YES	YES	YES	NO	YES	ENGL	[Edit]
777777777	ccc	3	YES	YES	YES	NO	YES	ENGL	[Edit]
8888888888	ccc	4	YES	YES	YES	NO	YES	ENGL	[Edit]
011111111111	this is a test	4	YES	YES	YES	NO	YES	ENGL	[Edit]

Allow List Detail

The Focus 100 will utilize an authorization code 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 all allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.



The screenshot shows a software window titled "Inmate Telephone System" with a menu bar (File, Tools, Reports, Help) and a toolbar (Account, Inmate, Call Records, Telephone List, Call Limit Status, Telephone Assignment, Access Control). The main area is divided into several sections:

- Account Information:** Inmate ID (00000001), Last Name (ONE), First Name (NO PIN), Middle Name (LINE).
- Identification:** PIN (00000001), Facility (DEMO), Living Unit (NO PIN), Language (English).
- Telephone Numbers List:** A list of numbers: 8178881294, 9727772222, 9728069489, 9728880000.
- Telephone Number Details:** Fields for Telephone Number, Date Changed, and Comments.
- Options:**
 - DEBIT No Allow Reason
 - Collect No Allow Reason
 - Allow No Allow Reason
 - Allow Telephone Number Extra Digits
 - Allowed Active Telephone Numbers
 - Maximum Active Telephone Numbers: 20
 - Allowed Calls: 30

Allow List Detail Specifications

The Inmate Phone List Self-Learn feature allows an inmate to place calls until its phone list contains the maximum allowed telephone numbers. This is a 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 shows the 'Inmate Telephone System' interface. At the top, there are menu options: File, Links, Reports, Help. Below that are sub-menus: Account, History, Call Records, Telephone List, Call Line Status, Telephone Assignment, Access Control. The main form contains the following fields:

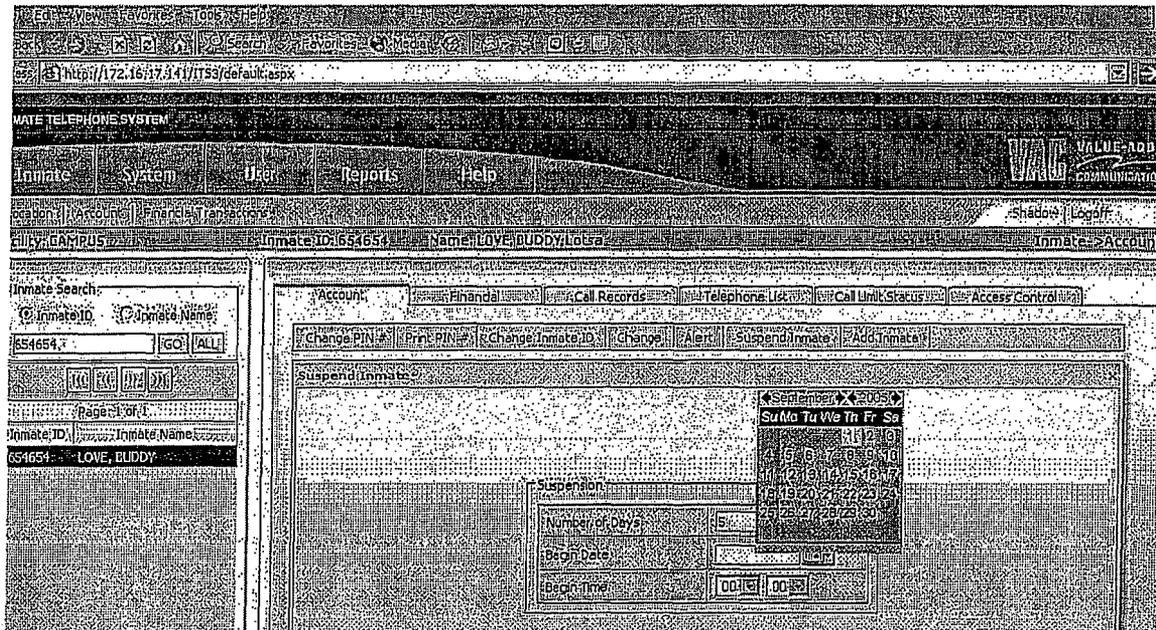
- Inmate ID: 000000012
- Last Name: HARMAN
- First Name: DELL
- Middle Name: (empty)
- Pin: 034154
- Facility: DEMO
- Living Unit: LIVING UNIT 1
- Language: English (checked)
- Activation Date: 7/7/03
- Arrival Date: 7/7/03
- Balance: \$5460.70
- Inmate Status: Active
- Suspension: (unchecked)
- Self-Learn: (checked and circled in red)

Below these fields is a 'Comments' text area. At the bottom left, there are fields for 'Number of Days' (0), 'Begin Date', 'End Date', 'Begin Time', and 'End Time'. On the right side, there are buttons for: Change PIN, Print PIN, Change ID, Change, Alert, Suspend Inmate, and Self-Learn Change. A 'Close' button is at the bottom right. The status bar at the very bottom shows 'Inmate Account Information', 'CHA', and 'Local'.

Self-Learn Option Selected

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.



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 began)
- 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: 12:22:09

Currently Suspended Telephone Accounts

Page

1 of 1

Report Site: COF
 Terminal/Modem Request: AIDEMO WS01
 User ID: testadmin

Selected Sites:

ALL

Facility Name: DEAMO Facility Code: CHA

ID#	000000002	Start Date	08/08/2002	Days to be Suspended	
Last Name	TWO	End Date	08/13/2002	Days Already Suspended	0
First Name	NO PIN			Suspended Days Left	5
Middle Name	LIVE				

Total Number of Suspended Accounts: 1

Suspended Telephone Accounts Report

The TELEPHONE ASSIGNMENT function within the Inmate's Account Information (profile settings) allows the Commonwealth to assign inmates to an individual telephone or a group of telephones for example in their assigned living unit or pod. As well as the ability to set a phone schedule for an individual inmate.

Inmate Phone Schedule

Inmate Phone Schedule

Inmate Call Limitations

Remaining Limits		Maximum	Used	Remaining					
Dedined Calls		99	12	87					
Number of Calls	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	4	0	0	0	0	0	0	0	0
Number of Minutes	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	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

Inmate Call Limitations

12. The directory and filing system of the software shall have the ability to maintain all the various types of data files for future use.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 system operates upon the Microsoft software platforms, thus affording the opportunity to be robust and expandable for future use of various types of data files. The system currently affords one the opportunity to export search results that is capable of being imported into other applications.

13. The software package shall contain the ability to generate reports. Copies of current standard reports shall be supplied with the proposal. The package shall be capable of generating these reports at a preprogrammed time and upon demand. These reports shall be sent to a printer, a screen or to a disk. Automatic reports shall include inmate, using agency, staff and group reports generated from the information stored in specific databases. These reports shall be able to be manually produced at any time as well. Contractors shall delineate standard reports offered by the proposed system.

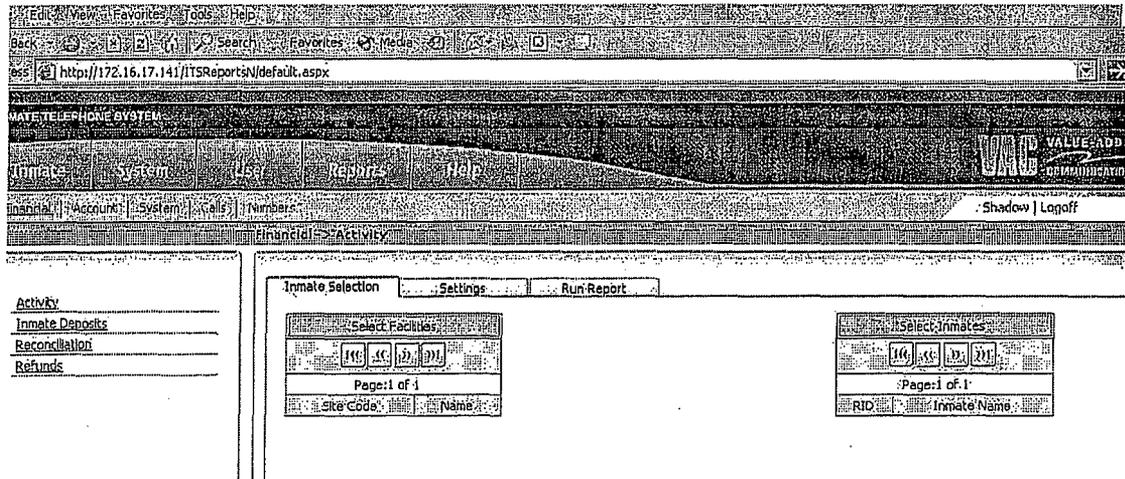
MCI Response:

MCI has read, understands and will comply.

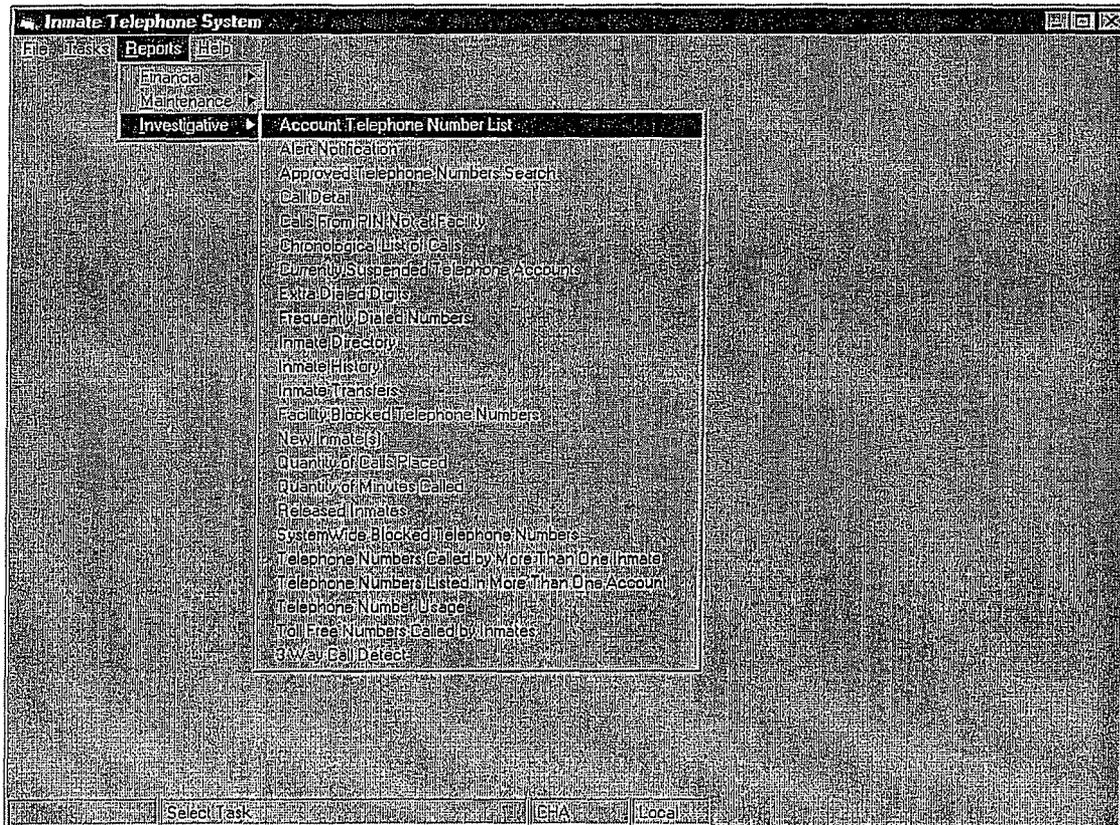
Reporting features are listed below. Reports are provided in a WYSIWYG (What You See Is What you Get) format on the provided workstation monitors. Each report may be viewed and / or printed or exported to disk, diskette or any attached storage device. Copies of sample reports are provided at the end of this Tab 6.

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 Menu



Investigative Reports Menu



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
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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.

Investigative Reports	Description
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.
Locally Blocked Telephone Numbers	Provides a list of all phone numbers blocked by the local facility.

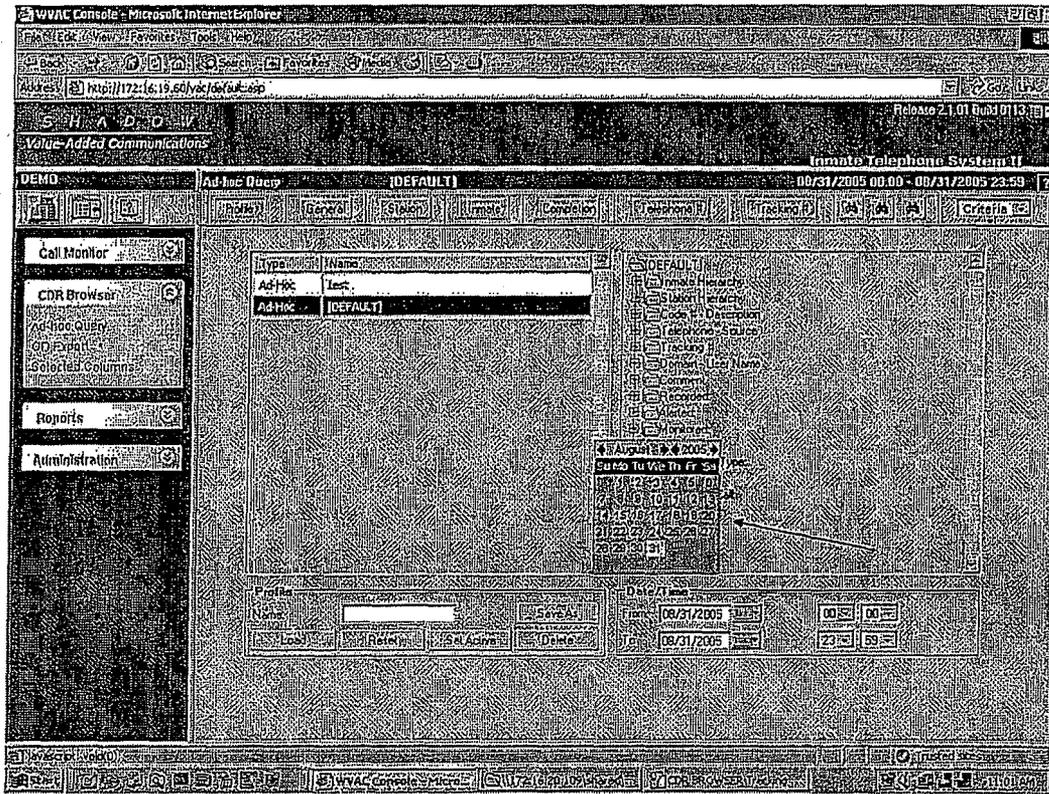
Investigative Reports	Description
New Inmate(s)	Provides all inmate telephone accounts added during the specified time period. The report can be obtained by entering the desired report period.
Quantity of Calls Placed	Provides a list of all inmates that have placed calls in excess of the user-defined 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.
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	Provides a list of all calls made to a user specified telephone

Investigative Reports	Description
Usage	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.

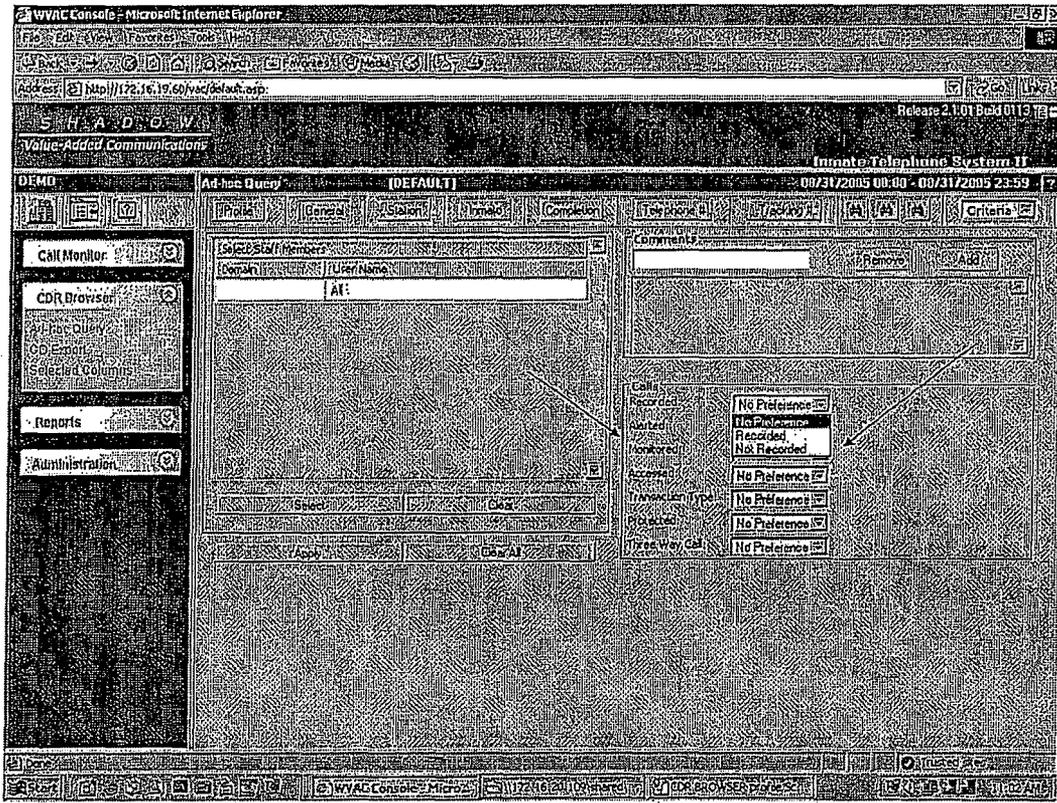
In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- 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.

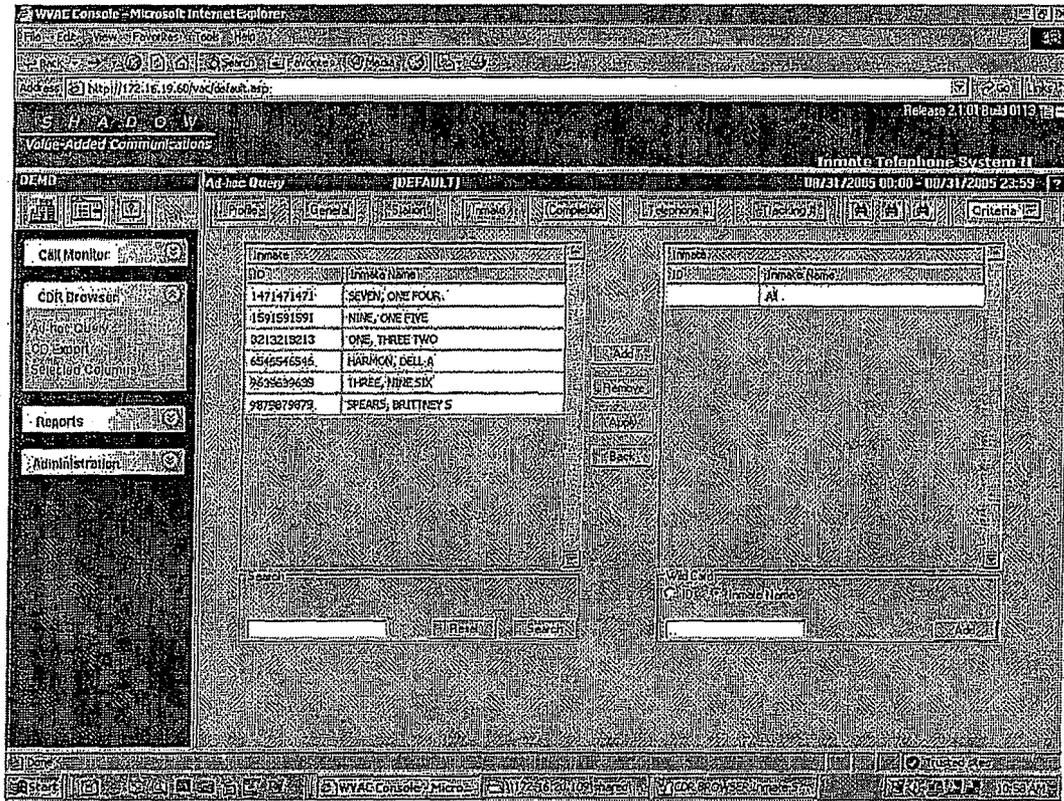
The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results. A screen shot of the system interface GUI depicts how the user is allowed to define the parameters to be applied to produce the customized report:



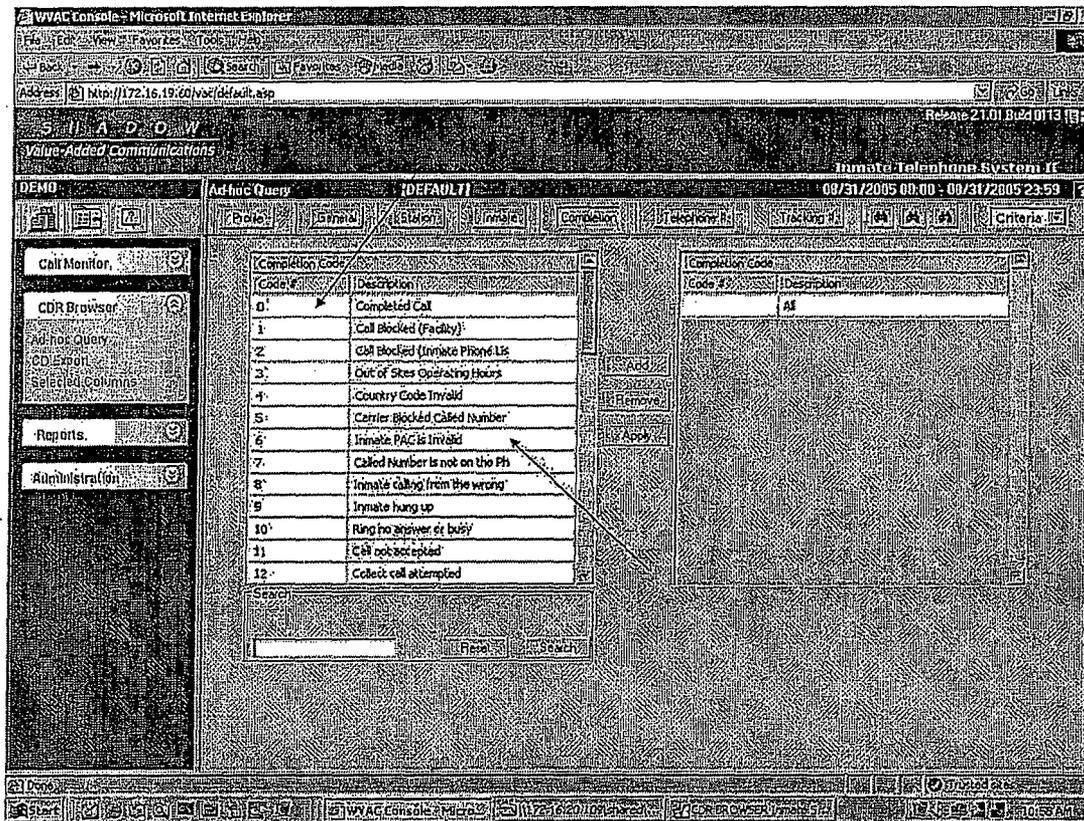
AdHoc Report Screen 2



AdHoc Report Screen 3



AdHoc Report Screen 4



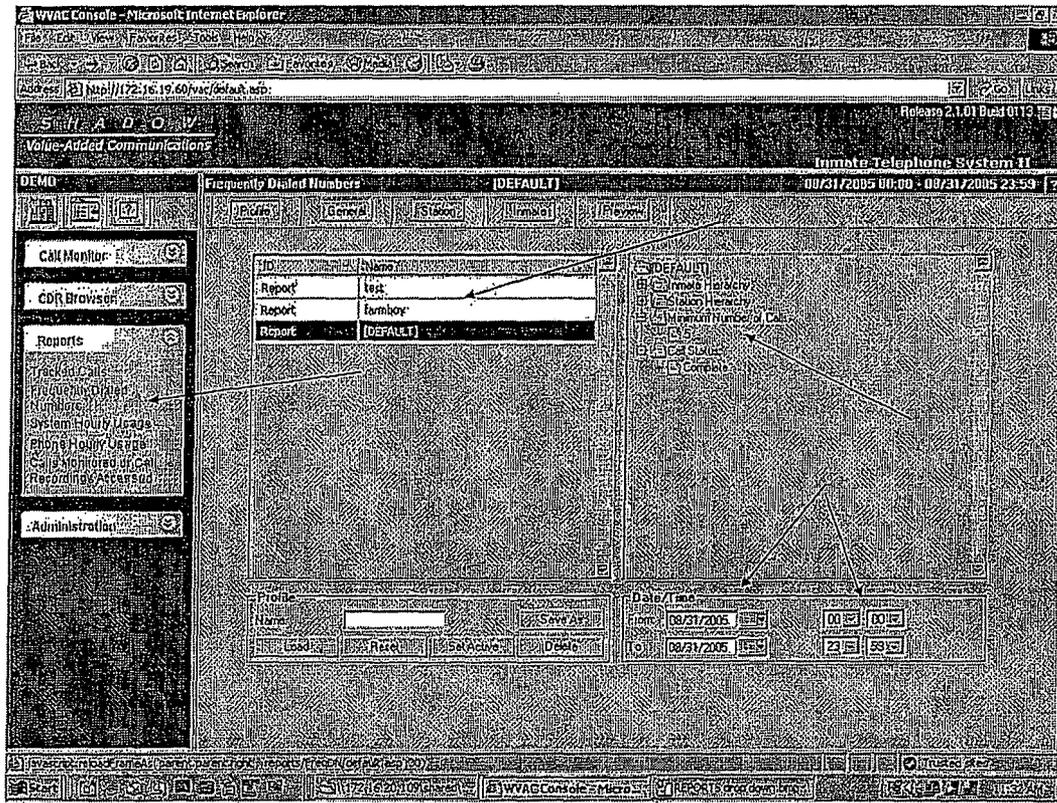
AdHoc Report Screen 5

14. The system shall make available to the operators of the system a selection of informational viewing screens. For example, the telephone summary screen shall provide a listing by PIN of all outside numbers called, and a listing by called telephone number showing what PIN's are calling it. Copies of standard reports shall be supplied with the proposal.

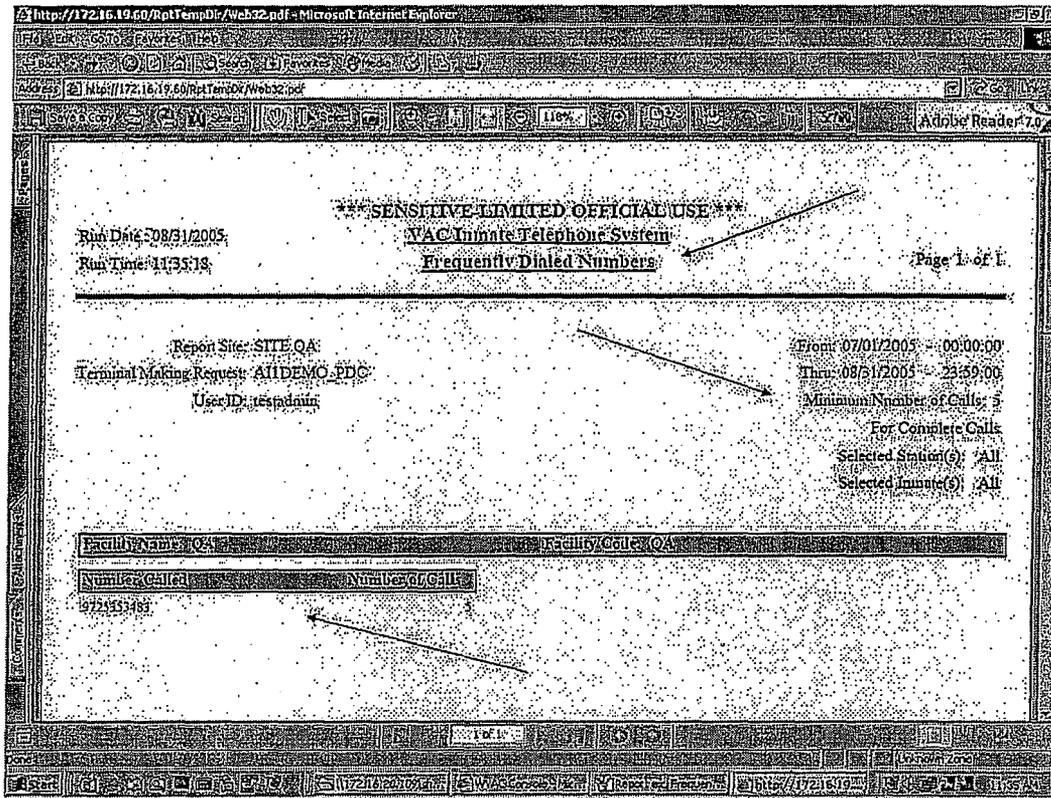
MCI Response:

MCI has read, understands and will comply.

Copies of sample reports are provided at the end of this Tab 6. The Focus 100 system provides the features requested. The flexibility of the search screen allows for the operator to enter any search criteria desired to find the results you are looking for, including but not limited to a listing by PIN of all outside numbers called and a listing by called telephone numbers showing what PIN's are calling it. An additional report that may be of use in the same line of requests would be the report showing the most frequently dialed numbers and the inmates that are dialing these numbers.



Frequently Dialed Numbers, Parameter Screen



Frequently Dialed Numbers, Report Screen

Completion Time	Site	Phone	QA	LIVING UNIT	ID
07/11/2005 13:02:25	SITE 3540	PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:59:51	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:59:26	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:58:02	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:57:49	SITE 3540	PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:49:37	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 12:21:00	SITE 3540	PHONE 2	DEMO	LIVING UNIT	6546546546
07/11/2005 11:39:40	SITE 3540	PHONE 3	QA	QA LIVING UNIT	6546546546
07/11/2005 11:37:21	SITE 3540	PHONE 2	QA	QA LIVING UNIT	6546546546
07/11/2005 11:34:31	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 11:23:15	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 11:21:39	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 11:20:46	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 11:20:20	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/11/2005 11:21:25	SITE 3540	PHONE 3	QA	QA LIVING UNIT	6546546546
07/11/2005 11:23:57	SITE 3540	PHONE 1	QA	QA LIVING UNIT	6546546546
07/06/2005 13:20:02	SITE 3540	PHONE 1	QA	QA LIVING UNIT	1591591591
07/09/2005 13:16:46	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/05/2005 17:11:33	SITE 3540	PHONE 1	DEMO	DEFAULT LU	6546546546
07/05/2005 17:00:59	SITE 3540	PHONE 1	DEMO	DEFAULT LU	3213213213

CDR Browser Screen

15. The system shall provide a case summary screen to include all numbers called that are under investigation and linked through the same case number. Copies of current standard screens shall be supplied with the proposal.

MCI Response:

MCI has read, understands and will comply.

Copies of current screens are provided at the end of Tab 6. The Alert Notification report displays all accounts or telephone numbers placed on an Alert Status indicating that they are under investigation and can be linked together with an ID Number. A copy of such report is listed here below.



The Alert Notification report displays all accounts or telephone numbers placed on Alert status by the facility staff. This is regardless of whether the alert was for all calls by a particular inmate or calls to a particular number. An alert placed on an account occurs if the inmate does not have a phone list and places a call to a telephone number that has an alert. The ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate Name
- Dialed Digits
- Alert
- Date/Time (of call)
- Station
- Cost (of call)
- Total Number of Alerted Calls for the Facility

Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:44:40

Alert Notification

Page 1 of 1

Report Site: COF
 Terminal Making Request: ANDEMO_W/S01
 User ID: lssadmin

From: 08/01/2002 00:00:00
 To: 08/08/2002 23:59:59

ID	Inmate Name	Dialed Digits	Alert	Date/Time	Station	Cost
00000002	TWO, NO PIN LINE	9728033433	BOTH	08/01/2002 18:05:29	2	\$1.00
00000002	TWO, NO PIN LINE	9728033100	BOTH	08/01/2002 12:11:31	2	\$1.00
00000002	TWO, NO PIN LINE	9728033315	BOTH	08/01/2002 12:14:54	2	\$1.00
00000002	TWO, NO PIN LINE	9728033315	BOTH	08/01/2002 12:19:21	2	\$1.00
00000002	TWO, NO PIN LINE	9728033453	PHONE	08/06/2002 09:47:23	2	\$1.00
00000002	TWO, NO PIN LINE	9728033423	PHONE	08/06/2002 09:51:54	2	\$1.00
00000002	TWO, NO PIN LINE	9728033423	PHONE	08/06/2002 09:53:02	2	\$1.00
00000002	JOHNSON, JOHN RAY		PHONE	08/07/2002 14:44:02	0	\$1.00

Total Number of Alerted Calls for the Facility: 8

16. The system shall provide a 98/NT/Windows 2000 compatible operating system.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 operates on the Windows 2000 or later operating system.

b. A hardware package that includes, but is not limited, to, the following items:

1. The recording system shall be an archival storage/retrieval system designed to provide recording of the total number of inmate stations, plus 30% for growth. The equipment proposed shall be designed for continuous recording operation, including silent periods, i.e., 24 hours per day, 365 days per year. Silent periods are when the phone is opened and operational, however when the phone is not in use no recording would occur.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS has a state of the art integrated recording system built with a RAID-5 Mass Storage array with hot swappable power supplies and hard drives. This allows for the upgrade of the mass storage drives at anytime without loss of data. The system will be provided with enough mass storage to record all phones simultaneously with more than 30% of growth potential.

2. All equipment supplied under this RFP shall be completely operational when installed.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS will be built to the specifications required for each facility and will have a burn in period that will ensure that the system will be fully operational when installed.

3. Service technicians trained by the equipment manufacturer shall be available to respond daily in the event service is required.

MCI Response:

MCI has read, understands and will comply.

In conjunction with VAC, ShawnTech and the lead MCI technician dedicated to the Commonwealth will be responsible for managing the installation and maintenance of all call control, call processing, and call recording equipment. ShawnTech will also be responsible for the installation and maintenance of the inmate phones. All technicians will be certified in training of all VAC equipment and systems that are to be installed within the Commonwealth.

Our proposed maintenance solution will give a single vendor, ShawnTech Communications, the responsibility for all on-site equipment and system maintenance. ShawnTech will also maintain the inmate telephones, station cabling, inmate communications access lines, and the call control, recording and monitoring systems equipment at each DOC institution. By using a single on-site maintenance vendor, we

have eliminated the potential for confusion and finger pointing that can occur with multiple vendor maintenance solutions.

ShawnTech will maintain an in-state presence and maintenance with five (5) fully trained technicians that will be strategically located within the state that will be able to provide overlapping territories. ShawnTech also has additional field technicians in neighboring states that could provide assistance if required.

VAC and MCI also have maintenance facilities and staff throughout the United States that could be made available for assistance and dispatched to any of the DOC sites, should the need arise.

4. The selected Contractor shall supply a comprehensive operational manual to each location monitoring and recording equipment/system is installed.

MCI Response:

MCI has read, understands and will comply.

A complete set of reference manuals that details installation specifications will be provided by facility which includes not only comprehensive operational and reference manuals, but copies of the actual site surveys performed, matrix of phone installations, PINs, CDRs, etc.

5. The Contractor shall be responsible for the installation of all equipment proposed.

MCI Response:

MCI has read, understands and will comply.

It is understood that all of our installation and support staff will be responsible for the installation of all equipment proposed.

6. Equipment covered by this RFP shall be supported by a service response network consisting of a 24 hour on line system diagnostic center, accessed by a toll free services 800/888/877/etc number, to provide system monitoring, service alert and rapid service dispatch, if required.

MCI Response:

MCI has read, understands and will comply.

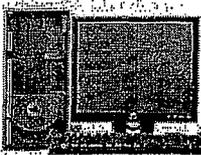
Anytime there is a question as to maintenance issues, support of any kind, the DOC will have a list of all contact numbers. There will be a primary contact that will be dedicated to the Commonwealth of Pennsylvania, and there will be a list of additional contacts that the DOC may contact at any time. In addition to the dedicated Technical Consultant for the DOC, the 24 hour Help Desk can always be contacted directly to answer questions, report problems, or any other technical assistance. Voice Telephone (Toll Free Number): MCI Ticket Desk (800) 743-4569.

7. A master control module/workstation shall be supplied that can fully control the proposed system.

MCI Response:

MCI has read, understands and will comply.

MCI will provide workstations as required within this RFP. Each workstation will have the same feature and functionality limited by each user's access / password level. With the proper password authentication, a user can control any system within the Commonwealth's Wide Area Network that is provided by MCI.

**OptiPlex 170L MT Celeron D****MicroTower Celeron:**

Intel® Celeron® D Processor 320 (2.40GHz, 256KB, 533MHz FSB)

OPERATING

SYSTEM(s):

Microsoft® Windows® XP Professional, SP2, with MediaFile system: NTFS File System for all Operating Systems

MEMORY: 512MB DDR Non-ECC SDRAM, 400MHz, (1DIMM)

Hard Drive: 40GB EIDE 7200RPM

Floppy: 1.44MB 3.5 Inch Floppy Drive

Mouse Pad

KEYBOARD: Dell USB Keyboard, No Hot Keys

Mouse: Logitech USB 2-Button Optical Mouse with Scroll

Monitors: Dell 17 inch E773s (16.0 inch viewable) Conventional CRT

Audio Solutions: Integrated Audio

Speakers: Dell™ A215 Speakers

Removable Media Storage Devices: 48X CDRW

Graphics Cards: Embedded Intel® Extreme® Graphics

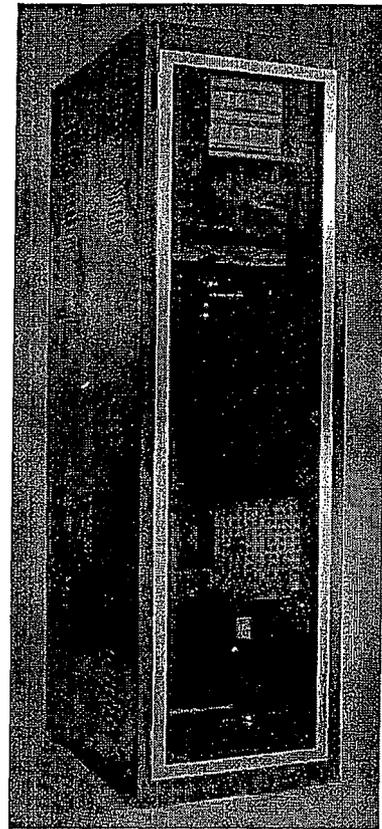
Integrated Network Adapter (NIC): Integrated Intel 10/100Mb LOM w/ remote wake-up

Energy Star Setting: Energy Star Enable

8. The control unit shall act as a system controller and shall provide all control and monitoring for the proposed system.

MCI Response:

MCI has read, understands and will comply.



The System 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system. The focus 100 is an integrated system controller which controls, records, and allows for monitoring of all inmate calls from a single unit.

VAC and MCI will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the CUSTOMER. 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. This record is the cornerstone to the system's investigative capabilities. VAC 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.

MCI will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the Commonwealth. Both MCI's and VAC's team of seasoned professionals will install and test the system and will provide training to appropriate facility personnel. In addition, VAC will provide both remote and local technical support to (Prime) as needed throughout the project duration.

Optional Features	
Headquarters Server for Multi-Site WAN Applications	
Shadow Archive Manager (SAM) – Automated Recording Archive Unit	
Multiple User Workstations	
SNITCH – Alert Notification System	
Custom Voice Prompts	

Specifications	
Inmate Telephone Capacity	Up to 270 stations x 216 trunks
Dimensions	23.5" x 31" x 76"

Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps
FCC Certification	Meets the requirements of FCC Part 68 and Part 15
Voice Network Interface	Digital & Analog
Operating System	Windows XP

9. The control unit shall provide a channel audio activity monitor. This monitor shall provide visual indication of active audio recording or active playback audio by channel.

MCI Response:

MCI has read, understands and will comply.

As detailed in previous sections, remote access is available to investigators and DOC personnel for the purpose of monitoring calls. The VPN network and Frame Relay capabilities that MCI is offering, will allow remote and local users to access the entire network and any facility within that network as though they were physically attached to that ICS server at the facility. Monitoring of the audio activity is performed from the workstation by viewing the Live Monitor Screen.

SHADOW Value-Added Communications Inmate Telephone System II

Madison St. Jail Call Monitor Call on Line #79

Interval: 20 Sec

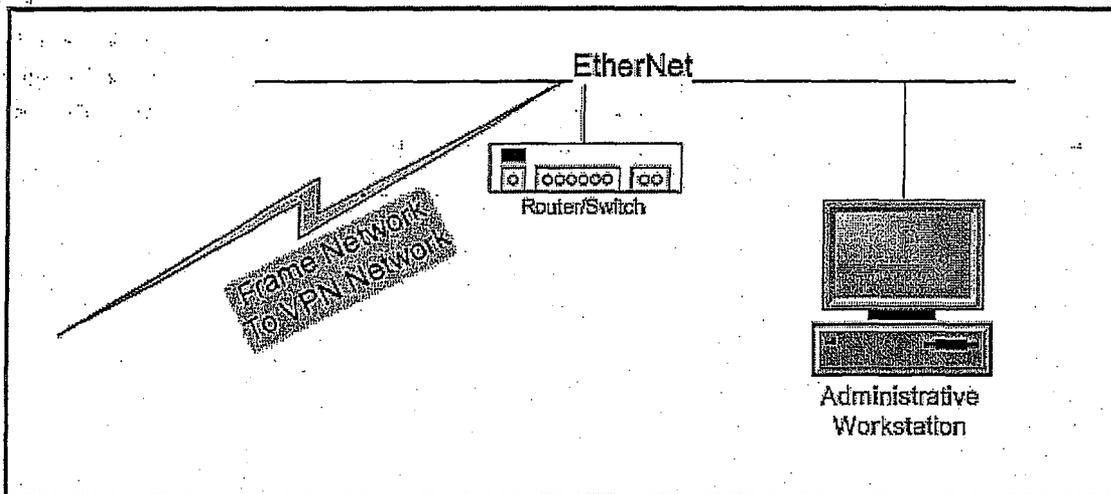
Line#	Living Unit	Phone #	Called Party	Start	Duration	ID
793	DEFAULT-LU	51A3	6022630242	10:17:36	00:00	A831376
785	DEFAULT-LU	61A1	6239327811	10:17:27	00:10	A947989
263	DEFAULT-LU	1T22	9497576067	10:17:21	00:15	0000263
180	DEFAULT-LU	62B3	6023688976	10:17:19	00:15	A977544
774	DEFAULT-LU	32B3	6239741708	10:17:08	00:30	A947493
854	DEFAULT-LU	MES-2	4809873831	10:16:55	00:40	0000354
258	DEFAULT-LU	1C13	6239860517	10:16:51	00:45	0000258
788	DEFAULT-LU	63C1	6022435500	10:16:45	00:50	A973614
75	DEFAULT-LU	23B2	6022697073	10:07:46	09:50	A898469
101	DEFAULT-LU	23C2	6022747960	10:19:05	04:30	A942897
196	DEFAULT-LU	23B1	4808376623	10:13:23	04:10	A788913
301	DEFAULT-LU	1INT32	6029569125	10:15:56	01:40	0000301
298	DEFAULT-LU	1INT13	6239749427	10:10:02	07:35	0000298
297	DEFAULT-LU	1INT11	6022694884	10:15:59	01:35	0000297
295	DEFAULT-LU	1T23	6022678070	10:14:49	02:45	0000295
266	DEFAULT-LU	1INT12	6238454573	10:16:29	01:05	0000266

Connected to Internet Trusted Sites

Start WVA Console - Mid

10/17/AM

Live Monitor Screen



Remote Monitoring via VPN

Remote monitoring is performed just like any other monitoring at a facility whether live playing back a recorded call. Simply select the call to listen to, and with the click of a button, you are monitoring that call.

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.

Call ID	Time	Site	Phone	Call Type
1591591591	07/11/2005 11:29:48	SITE 3540	PHONE 4	QA
1591591591	07/11/2005 11:29:20	SITE 3540	PHONE 4	QA
1591591591	07/11/2005 11:24:29	SITE 3540	PHONE 4	QA
1591591591	07/11/2005 11:23:37	SITE 3540	PHONE 4	QA
1591591591	07/06/2005 13:20:02	SITE 3540	PHONE 4	QA
1591591591	07/06/2005 13:18:46	SITE 3540	PHONE 3	QA
1591591591	07/05/2005 17:11:33	SITE 3540	PHONE 1	DEMO
1591591591	07/05/2005 17:00:56	SITE 3540	PHONE 1	DEMO

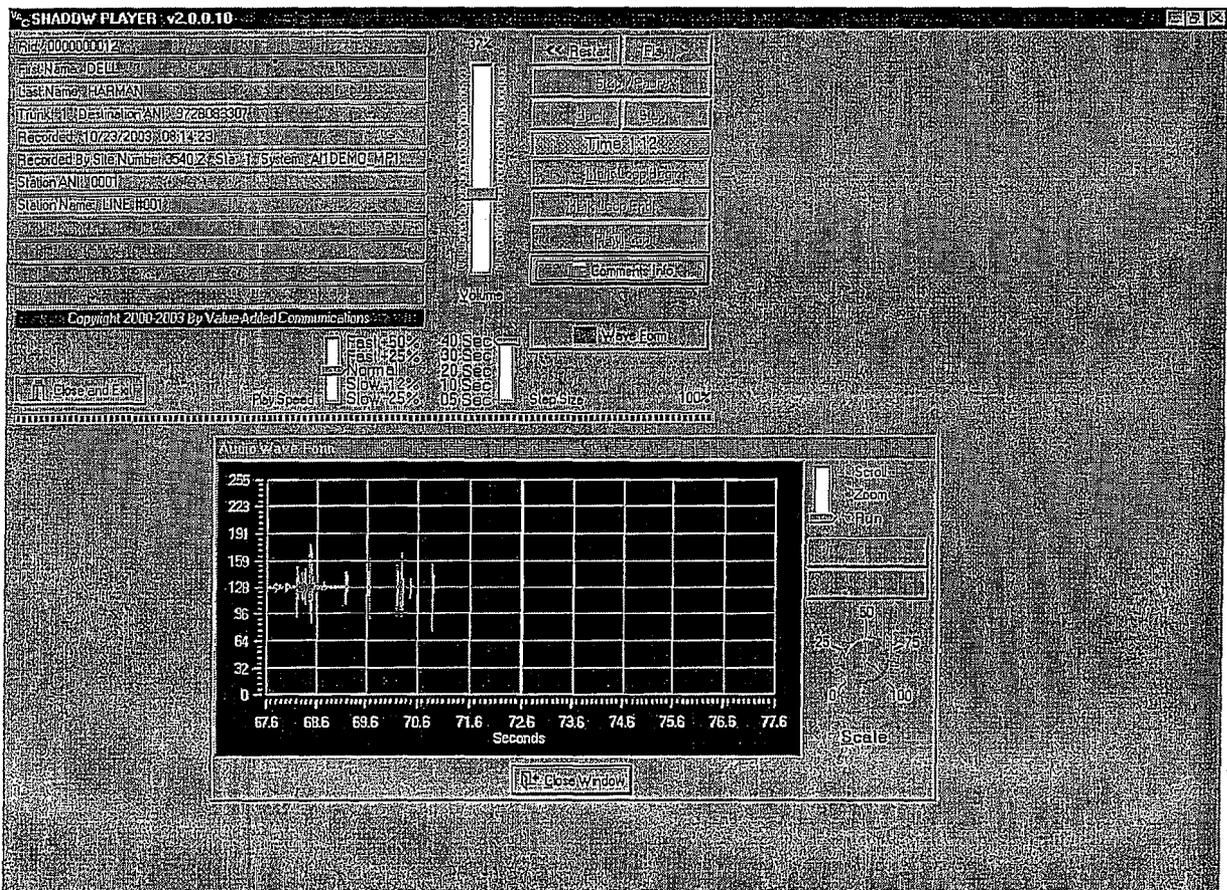
Call Monitor in Progress

10. The control unit shall provide the ability to automatically search any previously recorded media. The date/time desired shall be displayed. The unit shall be able to search at a high speed to a specific point in time/date and stop with no overshoot and begin playing.

MCI Response:

MCI has read, understands and will comply.

If you will note the screen snapshot below, you have the ability to scan through and play a previously recorded call with full feature functionality. This entails the ability to fast forward at 25% or 50% the normal speed, or slow the playback down at 12% to 25%. The full details of the call are displayed including but not limited to the person making the call, the trunk from which the call was sent to the called party on, the date and time in which it was made, and the phone station that it was made from. You may additionally convert the encapsulated call into a Wave format for playback on other media.



Call Monitor in Progress

11. The system shall have an audio search mode that allows search for audio on any selected channel.

MCI Response:

MCI has read, understands and will comply.

Searching by channel is old school as today's technology records digitally with call control that indicates which digitally recorded file is associated with each CDR (call detail record). If you want to listen to a specific recording from a certain date / time, or from a specific inmate, you simply search for those specifics and select to play the recording and the digitally recorded file is played back for you immediately. There is no need to search for a specific channel of audio.

12. Working in conjunction with the search for audio function, the control unit shall provide the ability to auto re-record.

MCI Response:

MCI has read, understands and will comply.

Auto re-record is a function of the workstation software that allows the user to re-record, or transfer is a better word to describe the transference of the digital call recording from the server to another medium, weather it be to cassette, CD ROM, USB Memory stick, or whatever. But yes, the re-record feature is readily available.

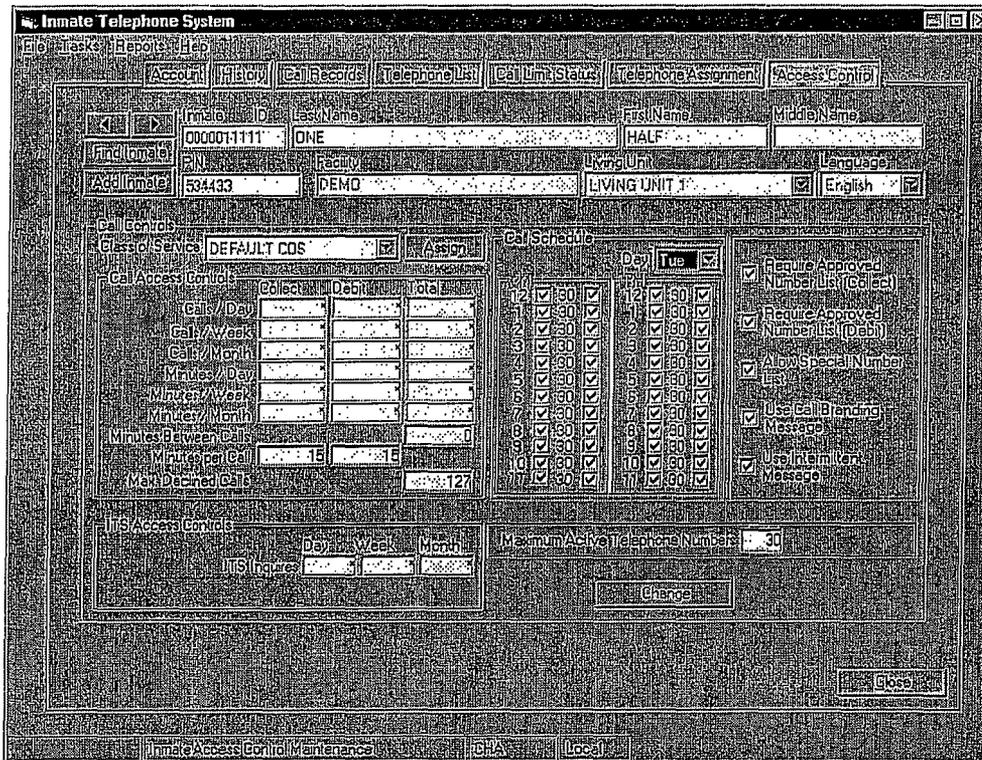
13. The control unit shall be capable of being programmed to provide automatic start up and automatic shut down of the entire system at each SCI at preset times on preset days.

MCI Response:

MCI has read, understands and will comply.

The System Timer feature is controlled using the Workstation offering complete flexibility by day of week and hour as seen below and can be programmed to turn off all phones on the system at each facility at a predetermined time, as well as turning the phones on at a certain time. General operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. In addition to general operating hours control for the entire facility, the workstation application offers the option to control a group of phones or individual inmates calling hours. For example, an inmate who is a trustee may have extended calling hours while an inmate who has abused phone privileges may be restricted to limited calling hours.

The DOC may also choose to control a group of phones' calling hours, such as the infirmary. A separate holiday schedule may also be established in order to offer alternate calling on these defined days. Once these schedules are established, calling is automatically controlled by the system. No administrative intervention is required.



14. The control unit at each SCI shall offer complete system security and allow only operators with the appropriate level clearance to access specific functions. This shall be accomplished by multiple levels of access by programmed passwords.

MCI Response:

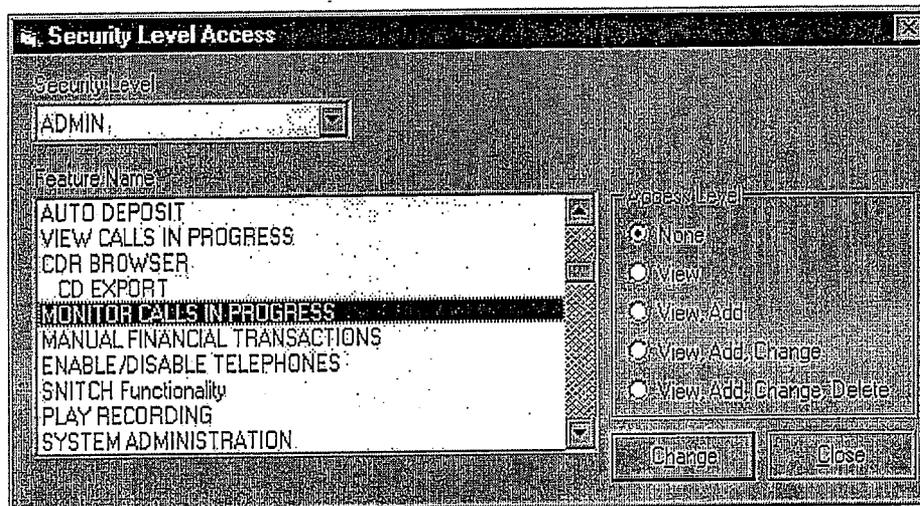
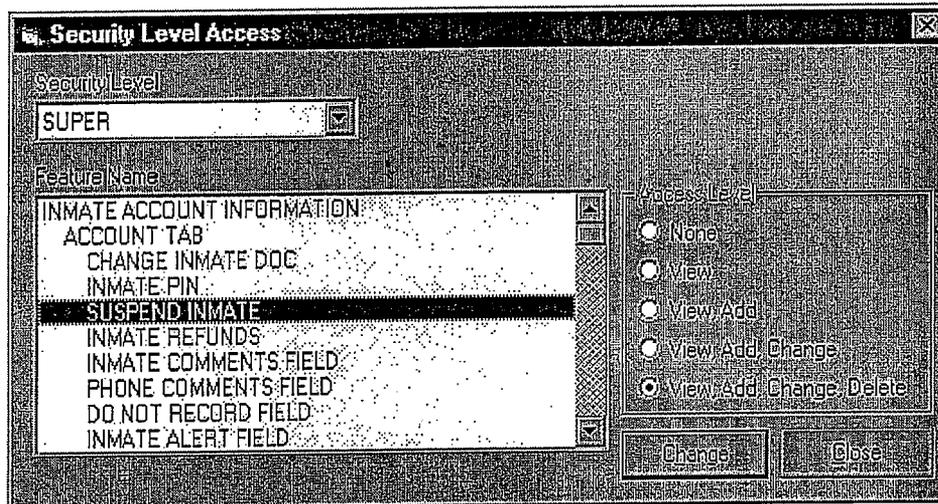
MCI has read, understands and will comply:

As discussed earlier in section 2.5-B. 2.a.8, security is not taken lightly. Operators with security password protection and authentication is required for each specific function.

The workstation provides user-specific, multi-level access control of all system functions. The Security Level Access screen (shown below) is used to determine the access level for each facility staff member. For each security level, the access capabilities can be set for each feature, as indicated by the radio button. This access ranges from 'None' to 'Full' access. Full access allows the user to 'View, Add, Change, Delete' records or settings within the feature. Individual password protection levels do exist for both the databases and the report levels and are fully customizable. The following levels are standard:

- CIPS OPR – Facility Operators
- MON – Monitors
- INTEL – Facility Intelligence Officers

- CID – Investigators
- CHIEF INV – Investigative Supervisor
- TECH – Technical support, remote and on-site
- SUPER – Facility HQ Supervisors
- FACILITY HQ – Facility HQ Operators
- ADMIN – VAC

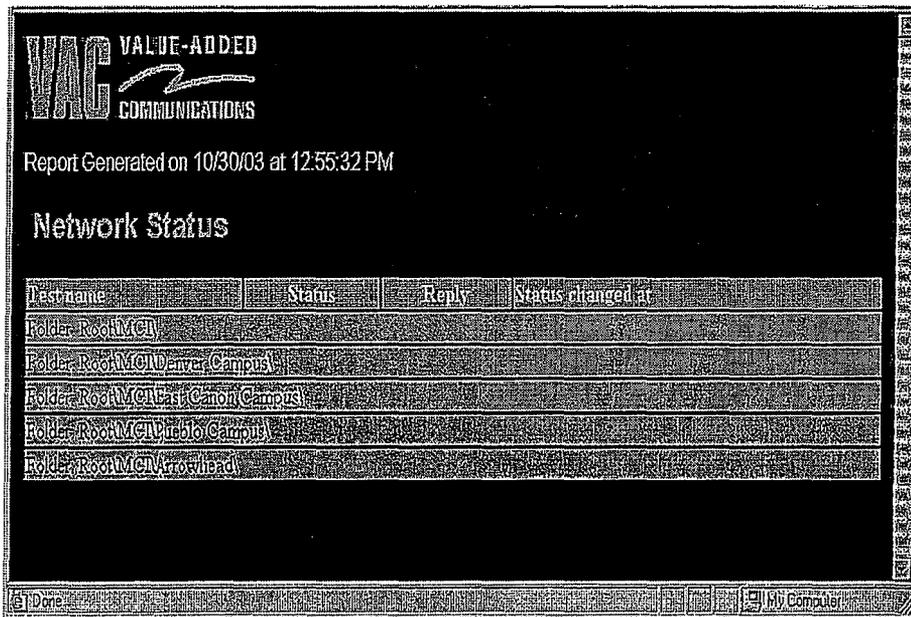


15. The control unit shall immediately display visual alarms and sound audible alarms when any system malfunction is detected. These visual alarms shall appear on the operator console and indicate where the failure occurred.

MCI Response:

MCI has read, understands and will comply.

As part of MCI's Value Added Services, the DOC will be provided a network monitoring feature that will present all network and equipment problems as they occur on a customer accessible Web page. Alarm updates occur via an alarm monitoring agent that runs on the Site Server in the Centralized Platform. The agent monitors all equipment and processes for proper operations and, when a problem is detected, sends an alert to a server at VAC and MCI that in-turn alerts the Project Manager, VAC technicians and the MCI help Center and updates the Web page. Customers that are viewing the Network Status web page will see the alarm status change on the scheduled refresh cycle of the Web page. Depending on when the alarm status change occurs, there can be a 1 to 2 minute delay before the alarm is updated on the web page.



Network Status Screen

Site Monitor Tool

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.

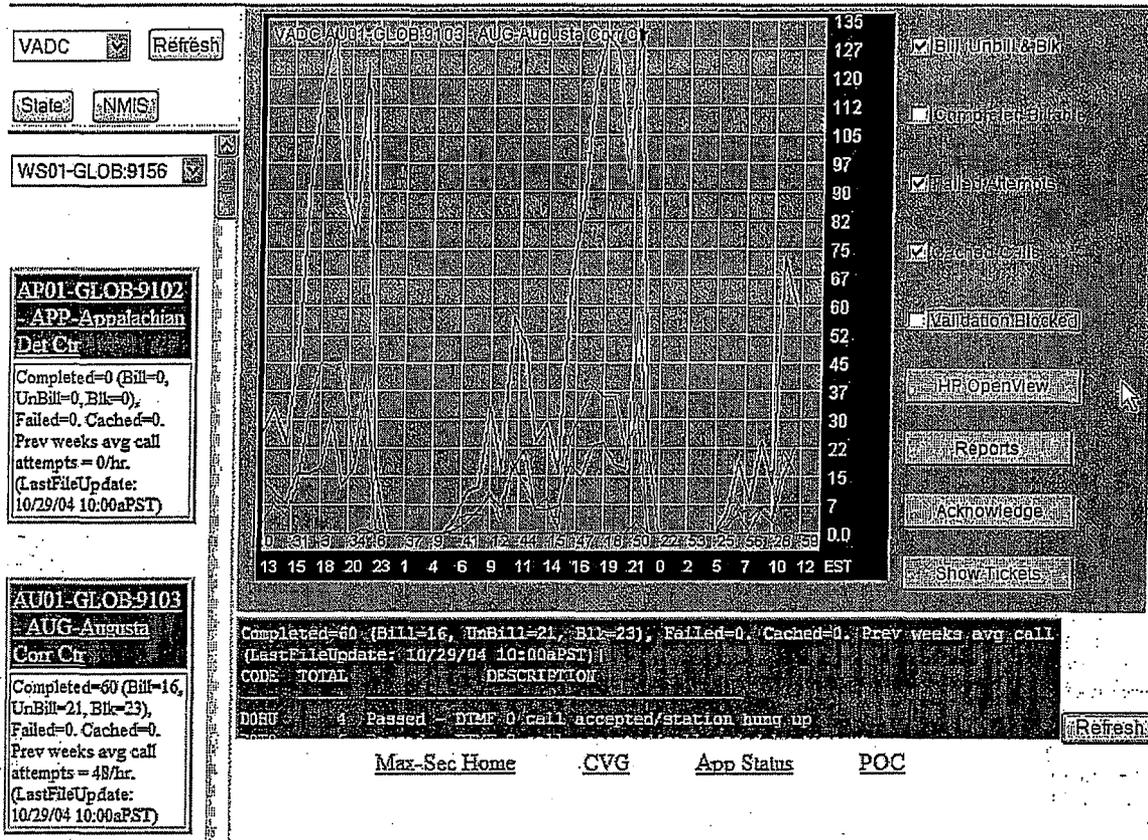
http://maxprm.mclink.com/site_activity/FullStateView.asp?cboState=CADC - Microsoft Internet Explorer

Address http://maxprm.mclink.com/site_activity/FullStateView.asp?cboState=CADC

Site Monitor : CADC			
ACT0-GLOB.CA43 - Acton Conservation Camp	ADD0-GLOB.CA44 - Alder Conservation Camp	AV01-GLOB.CA01 - Avenal State Prison	BL00-GLOB.CA45 - Baseline Camp
BN01-GLOB.CA31 - CYA Ben Lomond Camp	CC01-GLOB.CA03 - CSP Corcoran II	CD01-GLOB.CA02 - CSP Corcoran I	CI01-GLOB.CA42 - CYA Washton Ridge
CN01-GLOB.CA12 - Centinela State Prison	CP01-GLOB.CA11 - Calipatria State Prison	CR01-GLOB.CA36 - CYA El Paso De Robles	CW01-GLOB.CA14 - Chuckawalla Valley SP
DL01-GLOB.CA21 - North Kern State Prison	DT00-GLOB.CA48 - Delta Camp	ET01-GLOB.CA71 - Folsom Transitional Treat	HD01-GLOB.CA18 - High Desert State Prison
IW01-GLOB.CA19 - Ironwood State Prison	IT01-GLOB.CA27 - Sierra Conservation Ctr	ME01-GLOB.CA33 - Valley SP for Women	MA01-GLOB.CA13 - Central CA Women's Prsn
MC01-GLOB.CA30 - Mule Creek State Prison	NC01-GLOB.CA34 - CYA North Youth Corr Ctr	NFD1-GLOB.CA09 - CSP Sacto	NO01-GLOB.CA06 - CA Relab Ctr Norco
OF01-GLOB.CA17 - Folsom SP	PR01-GLOB.CA37 - CYA Preston	PV01-GLOB.CA23 - Pleasant Valley SP	SA01-GLOB.CA25 - Salinas Valley SP
SD01-GLOB.CA24 - Reddick State Prison	SL01-GLOB.CA03 - CA Monte Colony	SO01-GLOB.CA15 - Corr Training Facility	SO01-GLOB.CA26 - San Quentin State Prison
SIR00-GLOB.CA66 - Salt Creek Camp	ST01-GLOB.CA22 - No. Cal. Women's Facility	SH01-GLOB.CA07 - CA Corr Ctr (Susanville)	TE01-GLOB.CA02 - CA Correctional Inst
TR01-GLOB.CA16 - Daniel Vocational Inst	VN01-GLOB.CA04 - CA Medical Facility	VS01-GLOB.CA10 - CSP Solano	WS01-GLOB.CA29 - Wasco 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	470	1110	17	FLU-Fluvanna Corr Ctr
#1					
VADC:GN01-9122	1	1012	2073	18	GNV-Greenville Corr
Ctr					
VADC:HA01-9126	1	447	1031	3	HVN-Haynesville Corr
Ctr					
VADC:HL01-9124	1	92	226	1	HLF-Halifax Corr Ctr
VADC:HR01-9125	1	79	162	2	HRR-Harrisonburg Dent
Ctr					
VADC:HV01-9162	1	35	70	2	HAN-Hanover Juvenile
Just					
VADC:HY01-9127	1	41	94	0	HYV-Haynesville Corr
Unit					
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	1	336	827	11	SHN-Southampton Corr
Ctr					



VADC:ST01-9147	1	55	89	1 STF-Stafford Det Ctr
VADC:ST01-9149	1	563	1602	22 SUX-Sussex II St.
Prison				
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	1	52	154	2 WHP-White Post Corr
Unit				
VADC:WR01-9155	1	255	660	13 WRD-Wallens Ridge Corr

MaxPrm Daily Performance Report

16. The multi-channel recorder shall allow for the preprogramming of the transfer to and from daylight saving time automatically.

MCI Response:

MCI has read, understands and will comply.

The multi-channel recorder is replaced by a state of the art digitally recorder that is built within the Focus 100 server that is maintained on a RAID-5 Array mass storage unit. The recorder is a part of the server which operates with Microsoft Server software and is configured to transfer to and from daylight savings time automatically.

17. Each transport shall be capable of recording the total number of inmate telephones, plus 30% for growth.

MCI Response:

MCI has read, understands and will comply.

The system will be preconfigured to digitally record all phones simultaneously for 1 year with an excess of 30% growth factored in. Additionally, all recordings and CDRs are backed up daily to an onsite external backup device for redundancy.

18. The system shall have the ability to playback the audio at the location of the call records software system.

MCI Response:

MCI has read, understands and will comply.

Playback of all recordings is provided at any workstation within the WAN at the provided workstations, again with the proper access and password security level.

19. A complete back up UPS power supply of a minimum of four (4) hours shall be provided at each SCI that shall automatically switch on upon any failure of the primary unit.

MCI Response:



MCI has read, understands and will comply.

MCI is offering a 4 hour battery back-up UPS device for each facility. Such device automatically switches on upon any failure of the primary unit.

20. All clocks for the system shall be synchronized to System B.

MCI Response:

MCI has read, understands and will comply.

As with all MCI install ITS systems, all system clocks will be synchronized with the atomic clock for accuracy.

21. Headphones and hands free headsets shall be supplied for monitoring each workstation.

MCI Response:

MCI has read, understands and will comply.

Headphones and hands free headsets will be supplied for each monitoring workstation.

22. Two playback units shall be supplied to each SCI. The purpose of these units is to duplicate for purposes of court appearances, etc. Currently, this is done in the same room in which the recording unit is located.

MCI Response:

MCI has read, understands and will comply.

Two (2) playback units will be provided for each SCI.

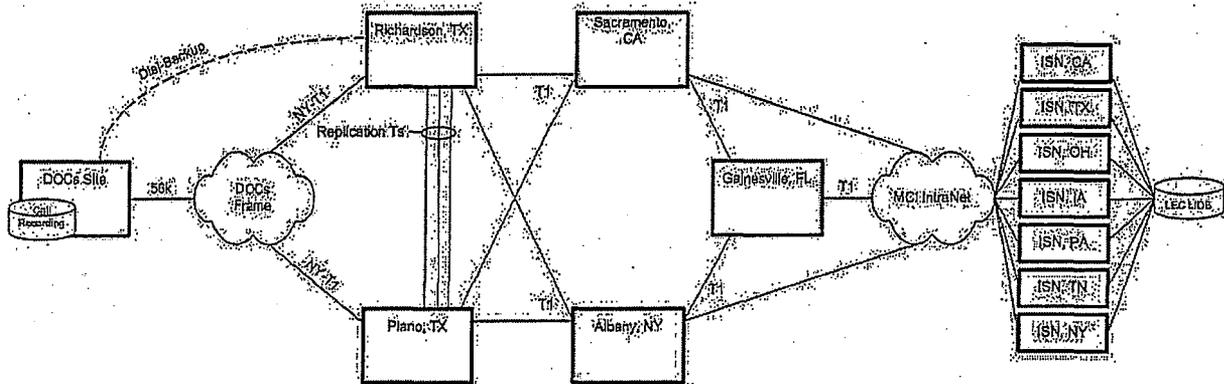
23. System C shall be integrated with System B so that call detail records are easily and expeditiously matched. The Contractor shall explain how this interface shall function.

MCI Response:

MCI has read, understands and will comply.

The Call Recording and Call Monitoring functions are an integrated part of the Focus 100 system. System B and System C are comprised of the same Focus 100 ITS controlling server and are integrated within one another for a single state of the art controller. Each server or Focus 100 ITS is connected via the WAN / Frame Relay network that MCI is supplying. Synchronization between the two systems is automatically accomplished since they are a single unit. The CDR from the ITS is copied on the WAN for redundancy purposes and ensures that adequate record keeping is maintained and backed up.

Network Overview:



24. Remote monitoring and recording of selected inmate conversations shall be provided to the Headquarters Security and Professional Responsibility Offices. The Contractor shall explain how these interfaces shall function.

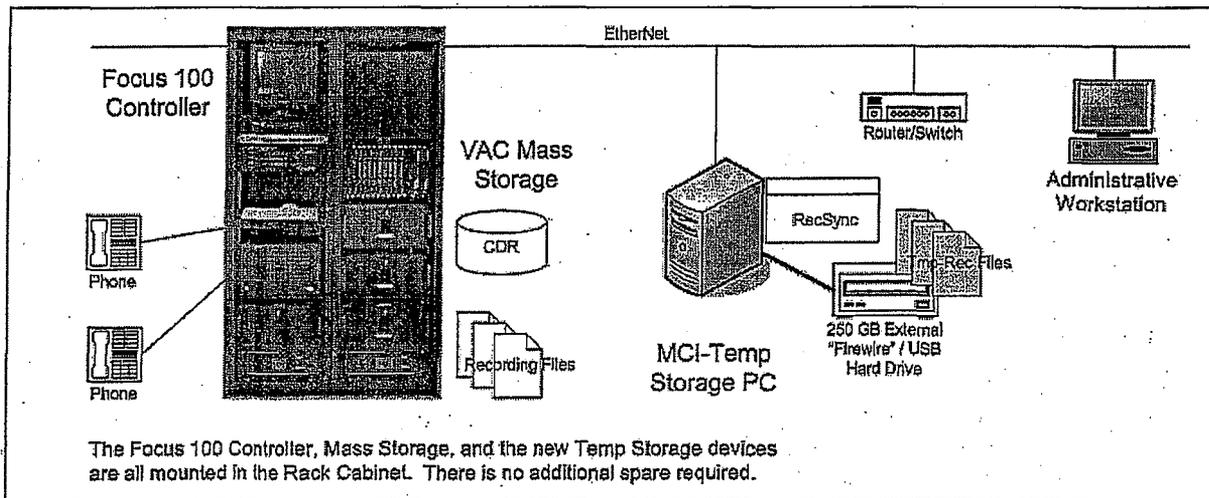
MCI Response:

MCI has read, understands and will comply.

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 will install a secure private WAN network to connect all Focus 100 systems (and Headquarters) together. This WAN network will allow investigators at any facility the ability to access all calls and any call at any other facility; with proper system access, authorization, and password(s). Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings.

In addition, Call Detail Records (CDR) will be stored for the life of the contract plus 7 additional years. MCI is also proposing to install a fully redundant onsite and offsite backup of all recordings.

1. Focus 100 writes all recordings to Mass Storage within seconds of call completion.
2. RecSync application (on MCI-Temp Storage PC) pulls recording files from Mass Storage within minutes of call completion. RecSync also pulls any recording files missing from MCI-Mass Storage Data Warehouse Server.
3. "Firewire"/USB Drive is swapped once a week, by field techs and sent to MCI for downloading to MCI-MASS Storage.
4. In the event of a server's mass storage unit crashing, MCI could provide the call recordings to be restored.



Fully Redundant Call Recording Backups Onsite and Offsite

The MCI private network will also be used to allow investigators and staff to access calls being placed from one facility, multiple facilities, or all facilities. The Focus 100 solution provides a web based, GUI user friendly, robust system with administrative screens while providing the most technologically advanced features and functionality.

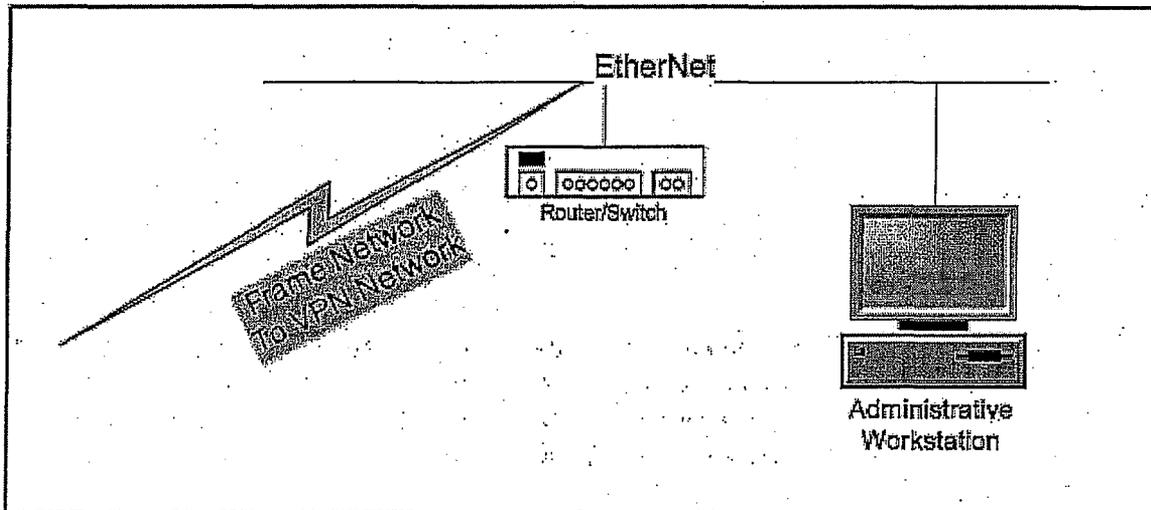
The hallmark of VAC's products and services is its unique software control system, Focus 100, one of the most advanced—yet user-friendly—inmate calling systems on the market today. MCI selected the VAC Focus 100 platform for our solution because it:

- Meets or exceeds the RFP's functional requirements
- Is a proven, fully integrated call processing, monitoring and recording solution
- Provides superior reliability and performance, continuously executes self diagnostics, and automatically performs system software maintenance upgrades
- Can be upgraded easily to accommodate inmate population growth.

- Ease of feature and functionality updates and technological advancements via remote system downloading.
- Superior administrative and investigative support through special control and reporting features
- Export function for investigative support and importing into other special applications like "i2 – Investigative Analysis Software"

The Focus 100 solution will be protected from unauthorized access by secure passwords, and all offender call data will be secured against loss or corruption by redundant system components and data back-up processes.

Remote monitoring is easily accomplished by means of the WAN / Frame Relay circuit that MCI is providing. Any workstation, even those at the Headquarters Security and Professional Responsibility Offices have the ability, with the proper password or security level can monitor any call, live or recorded, within the Commonwealth's WAN.



c. Clear Audio Recording:

DOC staff is involved in many technology committees investigating the newest and future technologies. In a typical inmate telephone system located in SCI facility, the problem exists in providing clear audio recording for investigators, because from outside the system, the only available speech is a combination of both the caller (station side) and the called party (trunk side). The result is a speech signal that sounds natural, but is almost impossible to use in most audio/signal processing systems. Some technologies evolve, in which the individual, incoming speech signals on the station side and trunk side can be recorded individually. The Contractor shall explain how clear audio recording is provided or when available with its proposed inmate telephone system,

MCI Response:

MCI has read, understands and submits that The Focus 100 will be configured with the Shadow Full Channel Monitoring and Recording feature. Shadow is an integrated feature of the ITS and is a digital recording and monitoring solution with the highest possible quality in recording digitally. MCI will be ordering T1 lines for each facility to handle the outbound traffic from the Focus 100 ITS to the called party. Part of the installation process is to verify the clarity of the outbound trunks to ensure that there is no static or hum on the lines from either party. 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. This ensures the quality of the recording of both the inmate and the called party.

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. This allows the investigators to monitor call attempts which is a major breakthrough for the investigators that other vendors do not support or offer.

MCI will work with VAC to ensure that the Focus 100 ITS is configured to handle all traffic in a 1:1 ratio that will afford the system the ability to process each call at a facility utilizing 100% of all inmate phones at the exact time and will have enough disk space to permanently store all records (CDR & Recordings) for one (1) year, or longer if negotiated with the DOC. Each inmate telephone will be independently wired to the Focus 100 ICS and the outbound trunks will provide for a 1:1 ratio allowing each phone to be processed simultaneously.

- d. Contractor will provide when required inmate notices/letters in English and Spanish, videos in English and Spanish, plus when new enhancements are added and/or when other languages are required in the future.

MCI Response:

MCI has read, understands and will comply.

Inmate notifications are currently offered in both English and Spanish and MCI will work with the DOC to provide additional languages as deemed necessary in the formats requested.



Attachment 5 – Section 2 Department of Corrections Inmate Telephone Cutover Schedule

The inmate control system technical requirements are listed in Section 5-B 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 inmate telephone systems shall be installed using a procedure such that there shall be no interruption of inmate telephone service. The installation schedule below is alphabetical listed and will be used to evaluate the Contractor's cutover schedule. The order of the installations at the DOC-SCIs will be determined by the DOC after the award has been made. 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.

The following timetable will be completed by the Contractor and is to start with the signing of the contract:

Time of Installation including tests Test & Acceptance Date State Correctional Institution (SCI)

MCI Response:

Inmate Phone Installation – System-Wide Activities

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1 st implementation meeting held	1-2	3
3	Obtain security clearances for site survey and install staff	2	6
4	Schedule site surveys - Group 1	4	7
5	Equipment orders placed for all facilities and the central server location	7	11
6	Begin detailed site surveys – Group 1	8	8
7	Schedule site surveys - Group 2	4	8
8	Begin detailed site surveys – Group 2	8	11
9	Schedule site surveys – Group 3	4	9
10	Begin detailed site surveys – Group 3	8	15
11	Schedule site surveys – Group 4	4	11
12	Begin detailed site surveys – Group 4	8	23
13	Schedule site surveys – Group 5	4	23
14	Begin detailed site surveys – Group 5	8	28
15	Order access circuits for all DOC sites	45	5
16	Build inmate PIN & Attorney telephone number database	30	25



Item	Description	Duration	Day
17	Begin pre-install activities for ITS system	95	30
18	Install and turn up central server equipment	10	35
19	2 nd implementation meeting held	1	65
20	Deliver equipment to Group 1 sites	5	40
21	Begin installation - Group 1	20	40
22	Test and turn-up system - Group 1	20	60
23	Deliver equipment to Group 2 sites	5	45
24	Begin installation - Group 2	20	45
25	Test and turn-up system - Group 2	20	70
26	Deliver equipment to Group 3 sites	5	65
27	Begin installation - Group 3	20	65
28	Test and turn-up system - Group 3	20	85
29	Deliver equipment to Group 4 sites	5	70
30	Begin installation - Group 4	20	70
31	Test and Turn-up system - Group 4	20	90
32	Deliver equipment to Group 5 sites	5	75
33	Begin installation - Group 5	20	75
34	Test and turn-up system - Group 5	20	100
35	Post cutover meeting	1	115
36	Installation and conversion complete	1	120

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**

MCI Response:

MCI has read, understands and has provided below and on the pages to follow a complete listing of MCI's customers as well as five (5) customer references for MCI and VAC.

MCI has more than sixteen (16) years experience in providing fully managed ITS services (equipment, maintenance, network, training, billing, reporting, and commissioning) as a prime contractor. All of MCI's sixteen (16) years experience has come from our focus on providing fully managed ITS services to the state/commonwealth department of corrections marketplace. State/Commonwealth department of correction fully managed ITS services is what we do, and what we do well. No other vendor has the depth of MCI knowledge, expertise, and experience in managing a state/commonwealth-wide ITS system and meeting the needs and requirements of state/commonwealth department of corrections, its staff, and Inmate families and friends for ITS services.

MCI provides fully managed ITS services to more state/commonwealth department of corrections and correctional facilities than any other company in the industry today. MCI handles more than 50% of state/commonwealth institutional Inmate calling nationwide, facilitating over 47 million calls from approximately 600,000 Inmates. MCI provides fully managed ITS services to 16 state/commonwealth departments of correction agencies consisting of more than 542 correctional facilities and over 22,040 Inmate phones.

MCI feels it is important for the Department to understand the breath of MCI's experience in the state/commonwealth ITS marketplace as compared to other providers. The below table provides the Department with a list of all state/commonwealth department of corrections customers currently supported by MCI, including the number of facilities and approximate number of telephones supported under the existing contract. MCI provides a complete managed service to each of these customers, which includes call control systems, system installations and upgrades, features and functionality, investigative tools, recording and monitoring needs, field support maintenance services, staff training, trouble desk and customer service call centers, called party billing and collection, and overall quality customer service.

**MCI's Current Inmate Telephone Service (ITS) Customers**

Project Name	Project Description
State of Arkansas Department of Corrections	Prime Contractor providing fully managed ITS services since 1995. Facilities: 20 Phones: 555
State of California Department of Corrections	Prime Contractor providing fully managed ITS services since 1992. Facilities: 82 Phones: 2,500
State of Colorado Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 23 Phones: 861
State of Connecticut Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 21 Phones: 1,283
State of Florida Department of Corrections	Prime Contractor providing fully managed ITS services since 1995. Facilities: 74 Phones: 2,303
State of Georgia Department of Corrections	Prime Contractor providing fully managed ITS services since 2001. Facilities: 58 Phones: 1,803
State of Idaho Department of Corrections	Prime Contractor providing fully managed ITS services since 2001. Facilities: 8 Phones: 391



Project Name	Project Description
Commonwealth of Kentucky Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 18 Phones: 878
State of Louisiana Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 15 Phones: 980
State of Minnesota Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 9 Phones: 622
State of Missouri Department of Corrections	Prime Contractor providing fully managed ITS services since 1989. Facilities: 21 Phones: 1,545
State of Nevada Department of Corrections	Prime Contractor providing fully managed ITS services since 2000. Facilities: 19 Phones: 509
State of New York Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 70 Phones: 3,409
State of Ohio Department of Corrections	Prime Contractor providing fully managed ITS services since 1989. Facilities: 33 Phones: 1,649
Commonwealth of Virginia Department of Corrections	Prime Contractor providing fully managed ITS services since 1993. Facilities: 60 Phones: 2,247
State of Wyoming Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 4 Phones: 109



References

MCI provides the following Five (5) MCI departments of correction references, and associated detail of the ITS system services provided and two (2) Value Added Communications (VAC) customer reference.

It is important to note that although no separate references have been provided for ShawnTech, ShawnTech is MCI's primary subcontracted service provider and is the current provider of PIN Administration Personnel in the Commonwealth of Pennsylvania. The below table provides a view of all references provided and their applicability as references to MCI and each of the two subcontractors being proposed.

Upon request MCI can provide Reference contact for any of MCI's other customers provided within this section.

REFERENCE	MCI's Prime Contractor Fully Managed Solution	VAC Call Processing Equipment	ShawnTech Equipment and Field Support Services
State of Colorado, Department of Corrections	X	X	
State of New York, Department of Corrections	X		X
Commonwealth of Virginia, Department of Corrections	X		X
State of Missouri, Department of Corrections	X		X
State of Idaho, Department of Correction	X		
Federal Bureau of Prisons (FBPO)		X	



Commonwealth of Delaware, Department of Corrections		X	
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**STATE OF COLORADO**

(Customer since 1996)

State of Colorado Department of Corrections
275 West Hwy 50
Canon City, CO 81212

Prime Contractor: MCI
Call Processing System Provider: VAC
System Maintenance Provider: VAC

Facilities: 23
Phones: 880
Inmates: 15,000
Workstations/Monitor Stations: 24

Contact Person

Mrs. Sue Grisenti, Inmate Telephone Operations Manager
(719) 269-4262

CO DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the State of Colorado Department of Corrections Inmate telephone service since 1996 and is currently providing prime contractor service to CO DOCS under its second contract. Since 1996 MCI has installed two separate ITS systems through out the state at all contracted CO DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any CO DOC system workstation location.

4. Installation and management of network access to CO DOCS facilities to allow for completion of collect and debit calls, and all call types (local, intra-lata, inter-lata, inter-state, and debit international calls) made by Inmates to called parties.
5. Installation and management of TIPS service that allows Inmates to call into a voice messaging server and leave messages (TIPS) with the inspector about crimes that have occurred within and outside of the facility walls.
6. Installation of imaging system for electronic storage of all Inmate correspondence, Inmates allowed call lists etc. with online access to these documents by any authorized user.
7. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
8. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
9. Collect and debit call processing, billing of the called party, call and commission report generation to CO DOCS, and accurate and timely payment of commission payments to CO DOCS.
10. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
11. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**STATE OF NEW YORK**

(Customer since 1996)

State of New York Department of Corrections
1220 Washington Avenue
Albany, NY 12226

Prime Contractor: MCI**Maintenance Service Provider: ShawnTech**

Facilities:	88 (including 18 Non-Core sites)
Phones:	3,409
Inmates:	64,000
Workstations/Monitor Stations:	85

Contact Person

Mr. Ed Koberger, Supervisor of Data Processing/Inmate Services
(518) 457-4414

NY DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the State of New York Department of Corrections fully managed Inmate telephone service since 1996 and is currently providing prime contractor service to NY DOCS under its second competitive contract. Since 1996 MCI has installed two separate ITS systems through out the state at all contracted NYDOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, and any other associated equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any NY DOC system workstation location.
4. Installation and management of network access to NY DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata,

- interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
 6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
 7. Collect call processing, billing of the called party, call and commission report generation to NY DOCS, and accurate and timely payment of commission payments to NY DOCS.
 8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
 9. ITS and private WAN proactive network management of circuits, routers, and any other network components.
 10. Management and provision of video conferencing and bridging network to support NY DOCS provided video arraignment, NY DOCS administrative video conferences, and video remote training.
 11. Management and provision of network and facilities to carry all administrative Department telecommunications calls, including facility-to-facility (On-Network) calling, and external departmental long distance calling.
 12. Management and provision of frame relay network to carry all NY DOCS administrative data traffic. Including proactive network management of circuits:

**COMMONWEALTH OF VIRGINIA**

(Customer since 1996)

Commonwealth of Virginia Department of Corrections
6900 Atmore Drive
Richmond, VA 23225

Prime Contractor: MCI**Maintenance Service Provider: ShawnTech**

Facilities: 54 (including juvenile)
Phones: 2,265
Inmates: 30,250
Workstations/Monitor Stations: 102

Contact Person

Mr. John Jabe, Deputy Director – Operations
(804) 674-3010

VA DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the Commonwealth of Virginia Department of Corrections fully managed Inmate telephone service since 1993 and is currently in final negotiations to provide prime contractor service to the Commonwealth under its third competitive contract. Since 1993 MCI has installed and upgraded the ITS systems through out the state at all contracted VA DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any VA DOC system workstation location.



4. Installation and management of network access to VA DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to VA DOCS, and accurate and timely payment of commission payments to VA DOCS.
8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
9. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**MISSOURI**

(Customer since 1989)

Missouri Department of Corrections
2729 Plaza Drive
Jefferson City, MO 65109

Prime Contractor: MCI**System Maintenance Provider: ShawnTech (through subcontract with DVBE vendor)**

Facilities:	20
Phones:	1,533
Inmates:	30,416
Workstations/Monitor Stations:	24

Contact Person

Ms Theresa Roedel, Communications Manager
(573) 522-2783

MO DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing the Missouri Department of Corrections fully managed Inmate telephone service (ITS) since 1989. Since 1989 MCI has installed and upgraded the ITS systems through out the state at all contracted MO DOCS correctional facilities. Under the current contract, MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any MO DOC system workstation location.



4. Installation and management of network access to MO DOCS facilities to allow for completion of collect calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.
5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to MO DOCS, and accurate and timely payment of commission payments to MO DOCS.
8. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
9. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**IDAHO DEPARTMENT OF CORRECTION**

(Customer since 2001)

**Idaho Department of Correction
1299 N. Orchard, Suite 110
Boise, Idaho 83706**

Prime Contractor: MCI

Facilities:	13
Phones:	487
Inmates:	6,526
Workstations/Monitor Stations:	9

Contact Person

Ms. Tammy Majors, Contract Manager/Grants Officer
(208)658-2129

ID DOC Inmate Telephone System Project Description and Technical Environment

MCI has been providing a fully managed Inmate telephone service since 2001. MCI has installed a collect/debit ITS system through out the state at all contracted ID DOC correctional facilities. MCI provided and continues to provide services consisting of but not limited to:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones/enclosures, TDDs, and any other associated equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any ID DOC system workstation location.
4. Installation and management of network access to ID DOC facilities to allow for completion of collect and debit calls, and all call types (local, intralata, interlata, interstate, and limited international calls) made by Inmates to called parties.

5. Field support services and trouble desk call center service for trouble ticket management, and system, phone, network repair.
6. Called party call center services for handling billing and payment questions, customer block and contract rate information, and call party MCI direct billing account creation and account/call management.
7. Collect call processing, billing of the called party, call and commission report generation to ID DOC, and accurate and timely payment of commission payments to ID DOC.
8. Hybrid inmate/pay telephone services for Inmates retained at the ID DOC low security Correctional Work Centers (CWCs). Inmates are allowed to make allocated calls utilizing collect and coin call origination.
9. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
10. ITS and private WAN proactive network management of circuits, routers, and any other network components.

**FEDERAL BUREAU OF PRISONS**

(Customer since 1990's)

Federal Bureau of Prisons (FBOP)320 First Street, NW
Washington, DC 20534**Call Processing System Provider: VAC****System Maintenance Provider: VAC**

Facilities:	104
Phones:	6000
Inmates:	145,000

Contact PersonMaster Chief David Casillas, FBOP Trust Fund Branch
(202) 616-2060**FBOP Inmate Telephone System Project Description and Technical Environment**

VAC has provided the call processing equipment and system maintenance to FBOP since the 1990's in support of a federal prime contractor. VAC will be installation the Focus 100 system, the same system offered to PA DOC under this proposal, under a new ITS service contract recently awarded. In support of the FBOP nation-wide, multi-site, WAN-based Inmate Call Control System, VAC provides the following:

1. Collect and debit call processing equipment features and functionalities, investigative features and functionalities, workstations, etc.
2. Collect and debit call Completion for all call types (local, intra-lata, inter-lata, inter-state, and debit international calls) made by inmates to called parties.
3. ITS and private WAN proactive network management of circuits, routers, and any other network components.
4. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
5. Field support services and trouble desk call center service for trouble management, and system and network repair.



6. Call processing system initial user training, system refresher training, system upgraded training and new user training on call processing systems and features.
7. Back Office support, consisting of call polling, formatting, and CDR transmission



STATE OF DELAWARE
(Customer since 2004)

State of Delaware Department of Corrections

801 Silver Lake Blvd.
Dover, DE 19904

Call Processing System Provider: VAC
System Maintenance Provider: VAC

Facilities:	7
Phones:	516
Inmates:	15,000
Workstations/Monitor Stations:	7

Contact Person

Kay Buck, Inmate Phone Specialist
(320) 739-9649

DE DOC Inmate Telephone System Project Description and Technical Environment

VAC has provided the call processing equipment and system maintenance to the State of Delaware since 2004. In support of a prime contractor to the State of Delaware with VAC providing the following support services the FBOP nation-wide, multi-site, WAN-based Inmate Call Control System, VAC provides the following:

1. Overall prime contract responsibility for all contractual and operational requirements, including single point of contact for all subcontractors and associated subcontractor activities.
2. Installation and upgrades of call processing systems, workstations, phones, TDDs, and any other associated ITS equipment.
3. Installation and management of a fully integrated private WAN data network allowing for secured access to system wide data (i.e. CDR, call recordings, live call monitoring capabilities, etc.) from any DEL DOC system workstation location.

4. Installation and management of network access to DEL DOCS facilities to allow for completion of collect and debit calls, and all call types (local, intra-lata, inter-lata, inter-state, and debit international calls) made by inmates to called parties.

Attachment 12 – Section 2 Environmental Requirements

1. Control system type and model: VAC Focus 100 Inmate Telephone System
2. Size: H: 76" W: 24" L: 37"
3. Weight: Approx. 500 lbs. for a 144x144 system.
4. Power Requirements: 115 Volts @ 100 %
20 Amps @ 100 % for a 144x144
system
60 Hz @ 100 %
5. Power Consumption: 1725 Watts for a 144x144 system
6. Operating Environment: 2 to 32 C to C
2 to 98 % Rel.Hum. (non-
condensing)
7. Specify UPS dimensions: **Included with equipment.**
8. Specify long term and short term source voltage regulation limits: **Commercial power.**
9. Specify emergency power provisions: **UPS backup provided.**
10. Special considerations: (i.e. HAVAC Requirements: **None.**
11. Specify space required for storage of spare parts: ~20
cu.ft.
12. Maximum cable distance allowable between system controller and
most distant inmate station: 6000 ft.
13. Are isolation transformers required? **No.**
14. Are constant voltage supplies recommended? If so, please describe:
No.



15. Is gas tub protection recommended? **Yes on buried or aerial copper Telco circuits leaving the building.**

16. What is the recommended size for the room, which will house the equipment? **Recommended Space for single frame system = H:84" W:48" D:72"**

RFP SECTION 2 – TAB 6

**SAMPLE COMMISSION REPORTS
COLLECT AND INMATE PREPAID**

Value-Added Communications, Inc.
Principal Summary Report
From 09/01/2005 To 09/30/2005

Included Call Statuses: COLLECT-LEC BILL
Included Tariff Types: ALL

PRINCIPAL: PENNSYLVANIA DOC
1234 MAIN STREET
PENNSYLVANIA CITY, PA 19373
(610) 358-2000

Property	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
PENNSYLVANIA DOC - FACILITY #1	47,217	736,502	\$207,845.90	\$4.40	\$0.28	15.60
PENNSYLVANIA DOC - FACILITY #2	22,142	381,021	\$52,467.33	\$2.37	\$0.14	17.21
PRINCIPAL TOTAL:	69,359	1,117,523	\$260,313.23	\$3.75	\$0.23	16.11

Local	37,094	620,074	\$80,111.75	\$2.16	\$0.13	16.72
Intra-Lata	29,770	462,234	\$148,697.14	\$4.99	\$0.32	15.53
Intra-State	619	10,488	\$7,116.42	\$11.50	\$0.68	16.94
Inter-State	1,868	24,588	\$24,272.52	\$12.99	\$0.99	13.16
International	0	0	0	0	0	0
Canadian	8	139	\$115.40	\$14.43	\$0.83	17.38
Caribbean-Domestic	0	0	0	0	0	0
Caribbean-International	0	0	0	0	0	0
Mexican	0	0	0	0	0	0

10/11/2005 11:31:33 AM

Value-Added Communications, Inc.
Principal Summary Report
From 09/01/2005 To 09/30/2005

Page 2 of 2

Included Call Statuses: COLLECT-LEC BILL
Included Tariff Types: ALL

	<u>Calls</u>	<u>Minutes</u>	<u>Charges</u>	<u>Avg Chg Per Call</u>	<u>Avg Chg Per Min</u>	<u>Avg Min Per Call</u>
REPORT TOTAL:	<u>69,359</u>	<u>1,117,523</u>	<u>\$260,313.23</u>	<u>\$3.75</u>	<u>\$0.23</u>	<u>16.11</u>

*** END OF REPORT ***

Value-Added Communications, Inc.
Property Summary Report
From 09/01/2005 To 09/30/2005

BY CARRIER OF RECORD: ALL
INCLUDED CALL STATUSES: COLLECT-LEC BILL
INCLUDED TARIFF TYPES: ALL

PROPERTY: 9371
PENNSYLVANIA DOC - FACILITY #1
4567 ANY STREET
TOWN #1, PA 19373
(610) 361-3000 ANI: (610) 358-8972

PRINCIPAL: 8001
PENNSYLVANIA DOC
1234 MAIN STREET
PENNSYLVANIA CITY, PA 19373
(610) 358-2000

Date	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
09/01/2005	1,960	29,464.0	\$8,706.42	\$4.44	\$0.30	15.03
09/02/2005	1,922	29,688.0	\$8,520.29	\$4.43	\$0.29	15.45
09/03/2005	1,846	28,764.0	\$8,163.31	\$4.42	\$0.28	15.58
09/04/2005	1,790	29,047.0	\$8,011.29	\$4.48	\$0.28	16.23
09/05/2005	1,877	30,020.0	\$8,417.09	\$4.48	\$0.28	15.99
09/06/2005	1,779	25,804.0	\$7,589.29	\$4.27	\$0.29	14.50
09/07/2005	1,474	22,171.0	\$6,554.64	\$4.45	\$0.30	15.04
09/08/2005	1,512	23,856.0	\$6,628.73	\$4.38	\$0.28	15.78
09/09/2005	1,543	23,202.0	\$6,519.74	\$4.23	\$0.28	15.04
09/10/2005	1,403	22,928.0	\$6,425.66	\$4.58	\$0.28	16.34
09/11/2005	1,439	23,402.0	\$6,257.66	\$4.35	\$0.27	16.26
09/12/2005	1,479	21,921.0	\$6,231.63	\$4.21	\$0.28	14.82
09/13/2005	1,488	22,240.0	\$6,239.38	\$4.19	\$0.28	14.95
09/14/2005	1,553	25,169.0	\$7,096.63	\$4.57	\$0.28	16.21
09/15/2005	1,511	23,786.0	\$6,496.74	\$4.30	\$0.27	15.74
09/16/2005	1,470	23,790.0	\$6,596.80	\$4.49	\$0.28	16.18
09/17/2005	1,408	22,185.0	\$6,290.91	\$4.47	\$0.28	15.76
09/18/2005	1,395	23,602.0	\$6,624.33	\$4.75	\$0.28	16.92
09/19/2005	1,630	25,300.0	\$7,232.84	\$4.44	\$0.29	15.52
09/20/2005	1,508	23,213.0	\$6,564.62	\$4.35	\$0.28	15.39
09/21/2005	1,453	23,250.0	\$6,562.16	\$4.52	\$0.28	16.00
09/22/2005	1,532	23,383.0	\$6,572.38	\$4.29	\$0.28	15.26
09/23/2005	1,529	24,001.0	\$6,697.23	\$4.38	\$0.28	15.70
09/24/2005	1,453	22,637.0	\$6,431.08	\$4.43	\$0.28	15.58
09/25/2005	1,515	25,082.0	\$6,999.29	\$4.62	\$0.28	16.56
09/26/2005	1,693	26,305.0	\$7,408.16	\$4.38	\$0.28	15.54
09/27/2005	1,588	24,099.0	\$6,854.09	\$4.32	\$0.28	15.18
09/28/2005	1,481	22,269.0	\$6,216.79	\$4.20	\$0.28	15.04
09/29/2005	1,562	23,710.0	\$6,844.54	\$4.38	\$0.29	15.18
09/30/2005	1,424	22,214.0	\$6,092.18	\$4.28	\$0.27	15.60
PROPERTY TOTAL:	<u>47,217</u>	<u>736,502.0</u>	<u>\$207,845.90</u>	<u>\$4.40</u>	<u>\$0.28</u>	<u>15.60</u>
Local	17,855	283,816.0	\$47,405.45	\$2.66	\$0.17	15.90
Intra-Lata	28,220	436,551.0	\$143,750.20	\$5.09	\$0.33	15.47
Intra-State	278	4,999.0	\$3,366.41	\$12.11	\$0.67	17.98
Inter-State	864	11,136.0	\$13,323.84	\$15.42	\$1.20	12.89
International	0	0	0	\$0.00	\$0.00	0.00
Canadian	0	0	0	\$0.00	\$0.00	0.00
Caribbean-Domestic	0	0	0	\$0.00	\$0.00	0.00
Caribbean-International	0	0	0	\$0.00	\$0.00	0.00
Mexican	0	0	0	\$0.00	\$0.00	0.00

Value-Added Communications, Inc.
Property Summary Report
From 09/01/2005 To 09/30/2005

BY CARRIER OF RECORD: ALL
INCLUDED CALL STATUSES: COLLECT-LEC BILL
INCLUDED TARIFF TYPES: ALL

PROPERTY: 9372
PENNSYLVANIA DOC - FACILITY #2
1234 ELM STREET
PENNSYLVANIA CITY, PA 19303
(814) 451-3000 ANI: (814) 455-4926

PRINCIPAL: 8001
PENNSYLVANIA DOC
1234 MAIN STREET
PENNSYLVANIA CITY, PA 19373
(610) 358-2000

Date	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
09/01/2005	744	11,336.0	\$1,686.40	\$2.27	\$0.15	15.24
09/02/2005	781	12,854.0	\$1,944.97	\$2.49	\$0.15	16.46
09/03/2005	721	13,055.0	\$1,744.77	\$2.42	\$0.13	18.11
09/04/2005	793	15,118.0	\$1,872.21	\$2.36	\$0.12	19.06
09/05/2005	756	14,264.0	\$1,920.84	\$2.54	\$0.13	18.87
09/06/2005	836	13,558.0	\$2,050.87	\$2.45	\$0.15	16.22
09/07/2005	681	10,995.0	\$1,553.60	\$2.28	\$0.14	16.15
09/08/2005	831	12,860.0	\$1,906.00	\$2.29	\$0.15	15.48
09/09/2005	775	12,700.0	\$1,778.69	\$2.30	\$0.14	16.39
09/10/2005	752	13,835.0	\$1,695.07	\$2.25	\$0.12	18.40
09/11/2005	779	13,935.0	\$1,665.54	\$2.14	\$0.12	17.89
09/12/2005	784	13,209.0	\$1,852.64	\$2.36	\$0.14	16.85
09/13/2005	783	13,202.0	\$1,932.08	\$2.47	\$0.15	16.86
09/14/2005	716	11,907.0	\$1,887.98	\$2.64	\$0.16	16.63
09/15/2005	717	11,980.0	\$1,878.93	\$2.62	\$0.16	16.71
09/16/2005	719	12,117.0	\$1,949.20	\$2.71	\$0.16	16.85
09/17/2005	730	13,517.0	\$1,657.22	\$2.27	\$0.12	18.52
09/18/2005	751	13,680.0	\$1,749.56	\$2.33	\$0.13	18.22
09/19/2005	753	12,911.0	\$1,750.29	\$2.32	\$0.14	17.15
09/20/2005	700	12,240.0	\$1,680.47	\$2.40	\$0.14	17.49
09/21/2005	731	11,921.0	\$1,812.37	\$2.48	\$0.15	16.31
09/22/2005	694	11,735.0	\$1,712.00	\$2.47	\$0.15	16.91
09/23/2005	691	11,873.0	\$1,672.36	\$2.42	\$0.14	17.18
09/24/2005	690	11,974.0	\$1,592.97	\$2.31	\$0.13	17.35
09/25/2005	686	13,068.0	\$1,651.94	\$2.41	\$0.13	19.05
09/26/2005	728	12,299.0	\$1,710.11	\$2.35	\$0.14	16.89
09/27/2005	725	12,545.0	\$1,621.09	\$2.24	\$0.13	17.30
09/28/2005	715	12,182.0	\$1,522.16	\$2.13	\$0.12	17.04
09/29/2005	742	13,219.0	\$1,645.66	\$2.22	\$0.12	17.82
09/30/2005	638	10,932.0	\$1,369.34	\$2.15	\$0.13	17.13
PROPERTY TOTAL:	22,142	381,021.0	\$52,467.33	\$2.37	\$0.14	17.21
Local	19,239	336,258.0	\$32,706.30	\$1.70	\$0.10	17.48
Intra-Lata	1,550	25,683.0	\$4,946.94	\$3.19	\$0.19	16.57
Intra-State	341	5,489.0	\$3,750.01	\$11.00	\$0.68	16.10
Inter-State	1,004	13,452.0	\$10,948.68	\$10.91	\$0.81	13.40
International	0	0	0	\$0.00	\$0.00	0.00
Canadian	8	139.0	\$115.40	\$14.43	\$0.83	17.38
Caribbean-Domestic	0	0	0	\$0.00	\$0.00	0.00
Caribbean-International	0	0	0	\$0.00	\$0.00	0.00
Mexican	0	0	0	\$0.00	\$0.00	0.00

Value-Added Communications, Inc.
 Property Summary Report
 From 09/01/2005 To 09/30/2005

BY CARRIER OF RECORD: ALL
 INCLUDED CALL STATUSES: COLLECT-LEC BILL
 INCLUDED TARIFF TYPES: ALL

	<u>Calls</u>	<u>Minutes</u>	<u>Charges</u>	<u>Avg Chg Per Call</u>	<u>Avg Chg Per Min</u>	<u>Avg Min Per Call</u>
REPORT TOTAL:	69,359	1,117,523.0	\$260,313.23	\$3.75	\$0.23	16.11
Local	37,094	620,074.0	\$80,111.75	\$2.16	\$0.13	16.72
Intra-Lata	29,770	462,234.0	\$148,697.14	\$4.99	\$0.32	15.53
Intra-State	619	10,488.0	\$7,116.42	\$11.50	\$0.68	16.94
Inter-State	1,868	24,588.0	\$24,272.52	\$12.99	\$0.99	13.16
International	0	0	0	\$0.00	\$0.00	0.00
Canadian	8	139.0	\$115.40	\$14.43	\$0.83	17.38
Caribbean-Domestic	0	0	0	\$0.00	\$0.00	0.00
Caribbean-International	0	0	0	\$0.00	\$0.00	0.00
Mexican	0	0	0	\$0.00	\$0.00	0.00

*** END OF REPORT ***

Value-Added Communications, Inc.
Principal Summary Report
From 09/01/2005 To 09/30/2005

Included Call Statuses: DEBIT
Included Tariff Types: ALL

PRINCIPAL: PENNSYLVANIA DOC
1234 MAIN STREET
PENNSYLVANIA CITY, PA 19373
(610) 358-2000

Property	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
PENNSYLVANIA DOC - FACILITY #1	313	2,826	\$1,026.97	\$3.28	\$0.36	9.03
PRINCIPAL TOTAL:	313	2,826	\$1,026.97	\$3.28	\$0.36	9.03

Local	169	1,764	\$471.77	\$2.79	\$0.27	10.44
Intra-Lata	109	826	\$358.97	\$3.29	\$0.43	7.58
Intra-State	29	199	\$150.05	\$5.17	\$0.75	6.86
Inter-State	3	21	\$28.38	\$9.46	\$1.35	7.00
International	0	0	0	0	0	0
Canadian	2	15	\$15.80	\$7.90	\$1.05	7.50
Caribbean-Domestic	0	0	0	0	0	0
Caribbean-International	0	0	0	0	0	0
Mexican	1	1	\$2.00	\$2.00	\$2.00	1.00

Value-Added Communications, Inc.
Principal Summary Report
From 09/01/2005 To 09/30/2005

Included Call Statuses: DEBIT
Included Tariff Types: ALL

	<u>Calls</u>	<u>Minutes</u>	<u>Charges</u>	<u>Avg Chg Per Call</u>	<u>Avg Chg Per Min</u>	<u>Avg Min Per Call</u>
REPORT TOTAL:	<u>313</u>	<u>2,826</u>	<u>\$1,026.97</u>	<u>\$3.28</u>	<u>\$0.36</u>	<u>9.03</u>

*** END OF REPORT ***

Value-Added Communications, Inc.
Property Summary Report
From 09/01/2005 To 09/30/2005

BY CARRIER OF RECORD: ALL
INCLUDED CALL STATUSES: DEBIT
INCLUDED TARIFF TYPES: ALL

PROPERTY: 9383

PRINCIPAL: 8001

PENNSYLVANIA DOC - FACILITY #1

PENNSYLVANIA DOC

4567 ANY STREET

1234 MAIN STREET

TOWN #1, PA 19373

PENNSYLVANIA CITY, PA 19373

(610) 361-3000

ANI: (610) 422-9807

(610) 358-2000

Date	Calls	Minutes	Charges	Avg Chg Per Call	Avg Chg Per Min	Avg Min Per Call
09/01/2005	7	41.0	\$17.44	\$2.49	\$0.43	5.86
09/02/2005	23	189.0	\$93.35	\$4.06	\$0.49	8.22
09/03/2005	17	102.0	\$50.24	\$2.96	\$0.49	6.00
09/04/2005	11	77.0	\$32.68	\$2.97	\$0.42	7.00
09/05/2005	7	43.0	\$20.72	\$2.96	\$0.48	6.14
09/06/2005	9	78.0	\$27.77	\$3.09	\$0.36	8.67
09/07/2005	3	22.0	\$8.00	\$2.67	\$0.36	7.33
09/08/2005	11	65.0	\$33.10	\$3.01	\$0.51	5.91
09/09/2005	20	221.0	\$63.78	\$3.19	\$0.29	11.05
09/10/2005	18	155.0	\$57.63	\$3.20	\$0.37	8.61
09/11/2005	11	101.0	\$33.14	\$3.01	\$0.33	9.18
09/12/2005	10	121.0	\$45.49	\$4.55	\$0.38	12.10
09/13/2005	13	141.0	\$41.84	\$3.22	\$0.30	10.85
09/14/2005	14	119.0	\$43.84	\$3.13	\$0.37	8.50
09/15/2005	1	15.0	\$3.20	\$3.20	\$0.21	15.00
09/16/2005	4	26.0	\$10.14	\$2.54	\$0.39	6.50
09/17/2005	19	224.0	\$72.92	\$3.84	\$0.33	11.79
09/18/2005	9	99.0	\$31.83	\$3.54	\$0.32	11.00
09/19/2005	9	69.0	\$27.16	\$3.02	\$0.39	7.67
09/20/2005	8	83.0	\$23.97	\$3.00	\$0.29	10.38
09/21/2005	5	52.0	\$13.93	\$2.79	\$0.27	10.40
09/22/2005	4	31.0	\$15.27	\$3.82	\$0.49	7.75
09/23/2005	1	15.0	\$3.20	\$3.20	\$0.21	15.00
09/24/2005	21	198.0	\$62.64	\$2.98	\$0.32	9.43
09/25/2005	7	109.0	\$27.37	\$3.91	\$0.25	15.57
09/26/2005	10	109.0	\$28.61	\$2.86	\$0.26	10.90
09/27/2005	5	45.0	\$18.89	\$3.78	\$0.42	9.00
09/28/2005	6	32.0	\$21.15	\$3.53	\$0.66	5.33
09/29/2005	6	35.0	\$14.64	\$2.44	\$0.42	5.83
09/30/2005	24	209.0	\$83.03	\$3.46	\$0.40	8.71
PROPERTY TOTAL:	<u>313</u>	<u>2,826.0</u>	<u>\$1,026.97</u>	<u>\$3.28</u>	<u>\$0.36</u>	<u>9.03</u>

Local	169	1,764.0	\$471.77	\$2.79	\$0.27	10.44
Intra-Lata	109	826.0	\$358.97	\$3.29	\$0.43	7.58
Intra-State	29	199.0	\$150.05	\$5.17	\$0.75	6.86
Inter-State	3	21.0	\$28.38	\$9.46	\$1.35	7.00
International	0	0	0	\$0.00	\$0.00	0.00
Canadian	2	15.0	\$15.80	\$7.90	\$1.05	7.50
Caribbean-Domestic	0	0	0	\$0.00	\$0.00	0.00
Caribbean-International	0	0	0	\$0.00	\$0.00	0.00
Mexican	1	1.0	\$2.00	\$2.00	\$2.00	1.00

Value-Added Communications, Inc.
 Property Summary Report
 From 09/01/2005 To 09/30/2005

BY CARRIER OF RECORD: ALL
 INCLUDED CALL STATUSES: DEBIT
 INCLUDED TARIFF TYPES: ALL

	<u>Calls</u>	<u>Minutes</u>	<u>Charges</u>	<u>Avg Chg Per Call</u>	<u>Avg Chg Per Min</u>	<u>Avg Min Per Call</u>
REPORT TOTAL:	313	2,826.0	\$1,026.97	\$3.28	\$0.36	9.03
Local	169	1,764.0	\$471.77	\$2.79	\$0.27	10.44
Intra-Lata	109	826.0	\$358.97	\$3.29	\$0.43	7.58
Intra-State	29	199.0	\$150.05	\$5.17	\$0.75	6.86
Inter-State	3	21.0	\$28.38	\$9.46	\$1.35	7.00
International	0	0	0	\$0.00	\$0.00	0.00
Canadian	2	15.0	\$15.80	\$7.90	\$1.05	7.50
Caribbean-Domestic	0	0	0	\$0.00	\$0.00	0.00
Caribbean-International	0	0	0	\$0.00	\$0.00	0.00
Mexican	1	1.0	\$2.00	\$2.00	\$2.00	1.00

*** END OF REPORT ***

**Per request of the Department of Corrections, the
Administrator of this Contract,**

Redacted 59 pages from

Value Added Communications entitled:

4.4 Investigative Reports



Tab 7 – Training Requirements

Contractors must submit a complete and detailed description of the training that it will provide for systems B and C as requested in RFP Section 2.5-E.

MCI Response:

MCI has read, understands and has complied in the pages to follow.

2.5-E. Training:

- c. Training General: The selected Contractor shall be required to provide sufficient training to adequately orient selected Commonwealth employees on the proper use of Systems B, and C as identified in the RFP.

Systems B and C: For Systems B and C, all training shall be accomplished at a mutually agreeable location in each of the three (3) Department of Corrections Regions, which are located in the Eastern, Western and Central areas in Pennsylvania. Approximately twenty-six (26) DOC personnel would attend the training at each of the three (3) Regions. Training for a second group, specialized facilities, shall be conducted at a central site selected by the Department of Corrections. Approximately fifty-two (52) DOC personnel would attend that training.

MCI Response:

MCI has read, understands and will comply.

All training will be conducted immediately upon installation and cutover of each system at no cost to the DOC. MCI will work with the Docs to select 3 mutually agreed upon locations to conduct system training. MCI will train all Doc personnel during the training sessions for group one. MCI will also work with the Docs to conduct the training session for group number two which will be conducted in the central region of PA. Again, MCI will train all Doc personnel on all aspects of the ICS.

d. Training Description:

- a. Complete Detailed Description: The Contractor must include in its proposal a complete and detailed description of the training to be provided for each of the Systems: B and C. 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 will comply.

MCI will train any and all PA DOC staff that wish to be trained on the ITS. In most cases the training audience is made up Investigative Staff that will be either using the system on a day to day basis for investigative purposes, Wardens or officers that may monitor phone calls, whether it be in guard towers, control centers, and supervisors or staff that has responsibilities that may involve reporting for various call activity, or those that would provide phone restrictions and finally any administration personnel that may have involvement with the ITS.

MCI and VAC will prove a complete set of documentation and a user's manual for those in attendance. Training will be provided regardless of the system type, B or C especially give that both systems are integrated into the proposed Focus 100 ITS. Most training will be workstation based.



As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's recommend on-site training at the completion of a system transition or installation is highly recommended, and in addition to this initial training session, MCI will provide follow-up training, on a bi-annual basis at no cost to the Commonwealth as required by the Commonwealth.

MCI's approach to training is fivefold.

First, on-site training is conducted immediately upon the installation and cutover to the new ITS of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day, depending on the size and participation of the class. We generally recommend that the size of the class be limited to under 10 individuals so that they can be provided individual instruction and not allow for distractions from others in the class. The curriculum is designed to cover the use and operation of the system from a) the inmate's perspective, b) basic system administration (Call Processing, Blocks, etc.) as well as c) a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, Reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

MCI recognizes the need to provide system administration training to those responsible for day-to-day operations. While the System operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. In our opinion, a successful installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation. To this end, MCI recommends that training be conducted on site as each facility is installed.

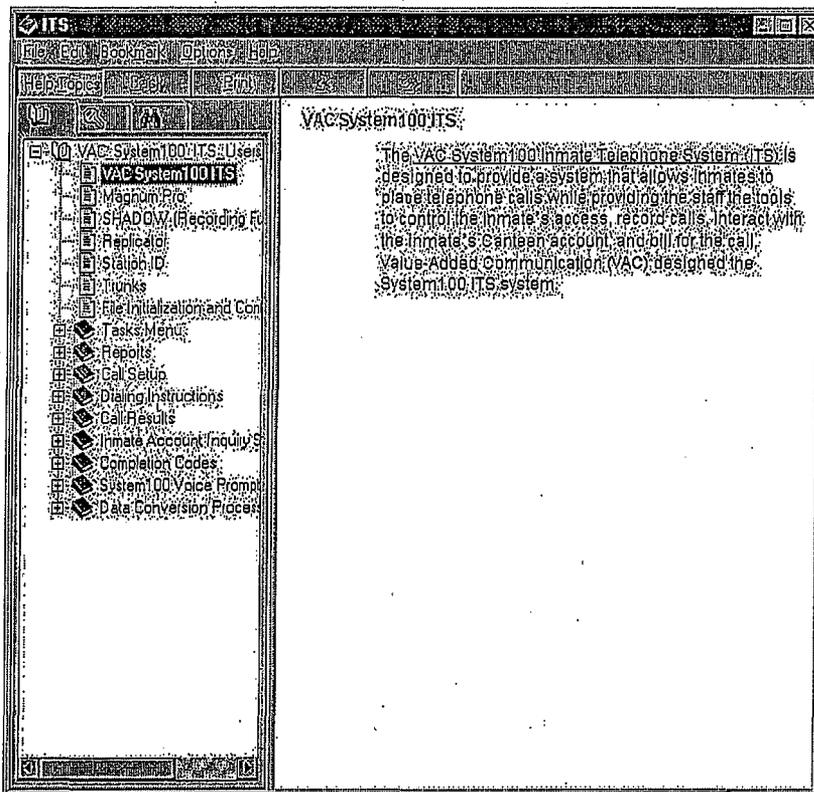
The comprehensive training curriculum is designed to cover complete system administration and all investigative tools described below.

Training Course Outline	
Introduction	Overview of the Inmate Telephone System functions and features
Workstation Access Control	Overview <ul style="list-style-type: none"> • Basic Computer Overview • Windows Login / Security Features • Printing and Page Setup Features • Basic Windows Applications • GUI explanation • Web Application Interface 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 PIN Administration <ul style="list-style-type: none"> • Adding New Inmates • Modification to Inmate PIN • PIN Allow Lists • Identifying PIN Attributes / Limits • Phone Scheduling (On / Off Times)

Reporting/Investigative Functions	View Calls in Progress SPY – Monitoring <ul style="list-style-type: none"> • Live Monitoring • Live Monitor Scrolling Option 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 (PREPAID) (If applicable) Collect Calls Local Calls International Calls (If applicable) Call Results Announcements / Prompts

Second; to further support the initial training sessions, the workstation offers context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the workstation function in use.



Third; user manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

Fourth; a refresher training session can be conducted remotely through WebEx, or as directed by the DOC. WebEx is the ability to train remotely and to an unlimited number of users. A trainer can be located anywhere with connectivity via the WAN Network. The trainer's PC is shared so that others can view what the trainer is performing on their pc. This is a great tool that can be used to assist users when they are having problems performing a certain task, or to simply provide a refresher class or to demonstrate new features and functionality of a planned rollout of a product upgrade.

The fifth and final source of training is VAC's Technical Assistance Center which is staffed with live technical reps that can assist the DOC with any question, 24 hours a day, 7 days a week, 365 days a year as well as the MCI Help Desk in Albany, NY which is available 24 x 7 to offer assistance.

- b. 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 will comply.

MCI will provide ongoing system training at any time the DOC requires at no cost to DOC. As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's initial training session is designed to cover all aspects of the call processing system. Should additional training be necessary, resulting either through a software upgrade or other system upgrade, VAC will work with MCI and the Commonwealth to coordinate subsequent training sessions as required and appropriate.

Some examples of follow up training would be expansion of investigative units, turnover in such departments, remote or on-site training is available. MCI will also provide training to all staff in the event of the addition of new value added features added to the ICS subsequent to installation.

- c. Systems B and C - Site Oriented Training: For Systems B and C, training shall be provided at each SCI for the on-site Department of Corrections project coordinator and his/her support staff of approximately ten (10) individuals. Training shall be scheduled to coincide with all work shifts. As a minimum, training shall consist of the operational functions of the systems, software and programming and any other information the Contractor deems important which shall assist in a better understanding and operation of the proposed systems.

It is important that special training be provided to facility investigators as well as headquarters security staff regarding investigative reports and other special features of the proposed systems. The Contractor shall provide the materials and a trainer for this type of specialized training for the life of the contract. Requests for other training information will be required if new enhancements are added.

MCI Response:

MCI has read, understands and will comply.

The System Administration segment of the training session detailed above will specifically cover these aspects of the Focus 100 System. Users with the appropriate security access level will be fully trained on how to establish the call control parameters associated with calling hours, maximum length of calls, and all other standard features of the Focus 100 system.

The Reporting and Investigative Functions segment of the training session detailed above will specifically cover in detail all standard reports available on the system as well as the Ad Hoc query function which allows investigators to create a myriad of reports with the fields from the Inmate Call Detail Records that the investigator himself deems critical.

The Workstation Access Control segment of the training session detailed above will cover the ability to establish, maintain, and respond appropriately to a user alert.

The comprehensive training program that MCI and VAC have developed will leave each facility's administrative personnel and investigators fully equipped to monitor and manage the call processing system. In the event that questions arise after the training has been conducted, user specific help is available from the Workstation, Quick Reference Guides are provided that cover the most frequently used functions, and VAC's 24x7 TAC center is always available for any questions or assistance that the Commonwealth may need. Additionally, the MCI Call Center is available 24 x 7 for assistance.

First on site training is conducted at installation of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day. Second, On-line context specific help is coded in the software. Third user manuals with provide detailed step-by-step documentation (see user manual provided on CD-ROM within this proposal). Finally, MCI's Technical Assistance Center can assist Doc personnel 24 hours a day, 7 days a week, 365 days a year.

The traditional training curriculum is designed to cover these topics:

I. Workstation Access Control

- Overview
- Basic Computer Overview
- Windows Login / Security Features
- Printing and Page Setup Features
- Basic Windows Applications
- GUI explanation
- Web Application Interface
- User ID Management
- Security Level Access Management
- User Alerts

II. 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
- PIN Administration
- Adding New Inmates
- Modification to Inmate PIN
- PIN Allow Lists
- Identifying PIN Attributes / Limits
- Phone Scheduling (On / Off Times)

III. Reporting/Investigative Functions

- View Calls in Progress
- SPY – Monitoring
- Live Monitoring
- Live Monitor Scrolling Option
- 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

IV. Calling Process

- Placing a Call
- Dialing Instructions
- Direct Dialed Calls
- Collect Calls
- Local Calls
- International Calls (as applicable)
- Call Results Announcements (Successful, Blocked, and Terminated calls.)

The Reporting and Investigative Functions segment of the training session will provide concise information on how to monitor inmate calls, playback recorded calls and transfer calls to other media for playback. All of these features are available through the Workstation through either the calls in progress screen, or through a simple CDR query for the appropriate call recordings.

The System Administration segment of the training session detailed above will cover the Class of Service which serves to control inmates calling privileges. Any changes for restrictions or privileges awarded an inmate would be effectuated here.

During the System Administration segment of training, the process of enabling and disabling phones will be covered. This feature provides the capability to shut down a phone, a group of phones or the entire facility, either gracefully by shutting the phone off

as the inmate completes his call, or a flash cut of all calls immediately upon initiation from the workstation.

MCI's initial training session is designed to cover all aspects of the call processing system. Should additional training be necessary, resulting either through a software upgrade or other system upgrade, VAC will work with MCI and the Commonwealth to coordinate subsequent training sessions as required and appropriate.

3. Trainer: The Contractor shall include the name and title of the person who shall have the overall responsibility for training on all systems. 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 B and System C.

MCI Response:

MCI has read, understands and will comply.

The VAC employee that will have overall responsibility for training is Brian Galke - Installation Engineer - Bachelor degree from Texas Tech University, 6 years technical work experience, MCSE (MCP+Internet), TCP/IP, IIS 4.0 certifications. Brian has been VAC's lead trainer on numerous installations including but not limited to the Commonwealth of Delaware, the Commonwealth of California, the Commonwealth of New Jersey (during initial trial), and many county sites.

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.

User manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

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 every six months to once a year depending on the Department of Corrections needs. The forums are held at the DOC Training Academy in Elizabethtown, Pennsylvania. The end user forums are presentations to the DOC Security Officers who are located throughout the DOC-SCIs. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc.

The Contractor shall also be responsible for the travel expenses for approximately one hundred twenty (120) representatives of the Commonwealth DOC-SCIs Security Officers for traveling expenses and attending the training at the DOC Training Academy in Elizabethtown, Pennsylvania. See 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. DOC will provide the morning snacks and drinks,

lunch, and afternoon snacks and drinks for all parties attending the forums including the Contractor's staff and DOC staff. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

For an approximate number of attendees traveling from the DOC-SCIs refer to Attachment 2. Four to five DOC Security Offices would travel by a vehicle from the 26 DOC-SCIs and any new DOC-SCIs not listed on Attachment 2 to attend the end user forum meeting at DOC Training Academy in Elizabethtown, Pennsylvania. All Officers, with the exception of the Camp Hill Officers, would be staying over one (1) nights lodging. Attachment 13 Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling for Reviewing New Technologies was provided for the Contractors so they could figure the expenses for its budgeting purposes. Commonwealth personnel will process travel documents through the Comptrollers Office who reviews the document and supporting documentation. The DOC Central Office will obtain the approved dollar amounts from all DOC SCI that attended the End User Forum Meetings and will issue a document to the Contractor with the dollar amount that the Contractor must reimburse to the Commonwealth.

MCI Response:

MCI has read, understands and will comply.

MCI's project manager and its staff will assume responsibility for User Group Forum meeting to be held every six months to one year. MCI will assume all travel expenses costs for all attending PA DOC personnel.



Tab 8 – Maintenance Requirements

Contractor must submit a complete and detailed description of the maintenance services that it will provide for systems B and C as requested in RFP Section 2.5-F, include Attachment 20 Maintenance Center Information (System B – System C).

MCI Response:

MCI has read understands and has complied in the pages that follow with detailed responses to RFP Section 2.5-F. MCI has also utilized Attachment 20 of the RFP in its response where appropriate.

2.5-F. Maintenance Requirements:**1. General Provisions:**

a. Requirement: The selected Contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed equipment, inmate telephone call control equipment, monitoring equipment, recording equipment, and all software in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.

MCI Response:

MCI has read understands and will comply.

MCI will provide all the necessary labor, materials, etc. to maintain the proposed Focus 100 Inmate Telephone System to include inmate telephones, call control equipment, monitoring equipment, recording equipment and all software. MCI will maintain all proposed equipment in good working order in compliance with the equipment manufacture's specifications for the life of the contract.

b. No Charge to the Commonwealth: No charge shall be made to the Commonwealth or its using agencies for maintenance on Systems B, or C.

MCI Response:

MCI has read understands and will comply.

MCI will assume all charges related to maintenance of the ITS for the term of the contract with no cost to the Commonwealth or its using agencies.

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.

MCI will certifies that all equipment whether hardware or software will be in good working order on the day of testing and acceptance. MCI also certifies that any equipment that is not working or performing in accordance with the requirements of this RFP will be replaced and/or repaired during the term of the agreement.

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 Systems B and C. 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. Attachment 20 provides the content and format required.

MCI Response:

MCI has read understands and will comply.

As the largest provider of Inmate Telephone Systems to Commonwealth Departments of Corrections, MCI's experience in providing large scale ITS support deployment and management is second to none. Many of the proposed approaches to providing maintenance of the ITS to the Commonwealth have been derived from providing maintenance to Commonwealth Corrections customers of similar size and scope such as the States of Florida, Ohio, Virginia, California and New York Departments of Corrections to name a few.

In response to the Commonwealth's RFP, MCI has proposed to contract the ITS system maintenance personnel to ShawnTech Communications. Because of MCI's existing relationship with ShawnTech as a service provide to many of MCI's other State Corrections customers and ShawnTech's experience as the existing PIN administration service provider in the Commonwealth of Pennsylvania, MCI's proposed maintenance solution offers the Commonwealth a solution based upon experience and a proven track record.

To support the proposed ITS systems B and C, MCI, through ShawnTech, has proposed to hire five (5) full time Field Technicians. Additionally, MCI will provide a full time in-Commonwealth MCI Technical Consultant.

It is important to note that the processes and procedures described below as well as the personnel listed within this section are in addition to the PIN Administration Staff and Commonwealth PIN Administration Manager.

Field Technicians:

The Field Technicians will work from home offices strategically located throughout the Commonwealth. It is MCI's intent to locate the Technicians in the following Cities. The listed cities have been chosen as they will allow for an even split of the territory and will insure that upon dispatch, the Technicians will meet the required response times.

- Crawford, PA
- Westmoreland, PA



- Centre, PA
- Luzerne, PA
- Berks, PA

The Field Technicians will be seasoned professionals and be fully trained on the proposed VAC System 100. These individuals will be directly responsible for performing all on-site ITS system repair and maintenance activities to include inmate telephone repair and maintenance. Each of the Technicians will be provided with the spare parts and tools necessary to accomplish virtually any system repair. Additionally, the Technicians will be provided with home office Workstations and high speed internet for remote diagnostic capability as well as trouble ticket review and comment and communications with the help desk and network operations centers.

MCI utilizes above Field Technician home office placement in each of its existing DOCs contracts and has been proven to be a successful design in responding to ITS maintenance requirements. MCI is confident that this approach will also work for the PA DOC and will ensure that all response time frames are met.

MCI Dedicated Technical Consultant (MCI TC)

As stated above, in addition to the Field Technicians, MCI will provide a full time MCI Technical Consultant. This person will oversee the activities of the 5 ShawnTech Field Technicians and will assist the Commonwealth PIN Administrative Manager in fulfilling the reporting requirements associated with ITS maintenance. The MCI TC will also attend all customer meeting and arrange for training of the Field Technicians. The TC will also arrange report direct to the MCI's Northeastern Technical Manager Pat Pline located in Albany New York.

Dispatch and Trouble Ticket Reporting Process

Customer trouble reports will be called directly into MCI's Albany New York Maintenance Center via the Toll Free number 800-743-4569. The Albany center is backed by MCI's Maintenance Center in Gainesville Florida. The two centers support only MCI Corrections Customers and will provide a live operator available 24x7x365.

Upon notice of a trouble, the operator will open a Trouble Ticket in MCI's Ticket Manager System stating the time of the ticket and description of the trouble reported. In house technicians will immediately remote log into the system to determine if the trouble can be repaired remotely. If the trouble can be repaired remotely, the ticket will be updated with the repair notes, the customer will be notified and the ticket will be closed. If the trouble cannot be repaired remotely, the Maintenance Center will contact the appropriate Field Technician for dispatch to the facility as well as the Dedicated Commonwealth TC. The help desk will notify the customer of the Technicians ETS as well as gain clearance for the Technician into the DOC facility.

All Ticket will be presented to the DOC in the Weekly meetings are required by the RFP. As displayed below, the PA DOC will also have access into MCI's Ticket



Manager System. This access will allow the PA DOC to track tickets from any WorkStation connected to the ITS.

Ticket Manager Login

Login ID:
 Password:

[E-mail: T/M Manager](#)

Main Security Home	Ticket Manager Login	TM Documents	Print Of Contact
Admin Page	List Tickets	Search	Advanced Reports

List Ticket Criteria

You are logged in as (TC) Philip Jones

Contract: <input type="checkbox"/> GAPF	Ticket No: <input type="text"/>	Vendor/Ticket ID: <input type="text"/>	<input type="button" value="Print"/>
ANI: <input type="text"/>	Location: <input type="text"/>	Status: <input type="text"/> All Active Tickets	<input type="button" value="New Ticket"/> <input type="button" value="Site Monitor"/> <input type="button" value="Reset to Submit Query"/>

Row count: 3

Contract	Ticket No	Age	Last Used	Pr	ANI	Location	Equipment	Trouble	Status	Open Date	Owner	Vendor	Vendor TM ID			
GAPF	2005081001	0	1/18/05	1	2540123	Sec 11	Admin 10	Cell Phone	No User	1/18/05	3:22:59 AM	(TM)	Lead	Crissy	In Tech	Jason Sharke (usa)

Ticket No: 2005081001 for GAPF

Remarks history: Please do not type here.

Last Updated by: (TMO) : EPIE-BAYDEN 1/18/2005 10:41:06 AM EST

Unit shipped 3 days to In Tech yesterday

TMO: EPIE-BAYDEN 1/27/2005 2:43:17 PM EST

ADD REMARKS:

Example Completion:

Ticket Details

Contract: GAPE

Ticket ID: 20050831001	Priority: 2	Status: Refer
AV: 4042539223	Location: GAPE/Atlanta TC	
Trouble Code: No Dial Tone - INT	Subcategory:	
FW Code:	Subcategory:	
Equipment:	Quantity:	Term:
Cell Phone:		
Reported By: Eddie Worhin	Callback No: 404-206-5108	
Date Time Opened: 9/1/2005 9:52:09 AM EST	Date Time Closed:	
Opened by: (TMO) Lisa Crosby	Closed by:	
Owner: (TMO) Lisa Crosby	Vendor: nTouch	Vendor TMO: Jason Starke (Tech)
Estimate Completion:	Estimate Time of Arrival:	

Remarks:

Last Updated By: (TMO) Eric Barton (9/2/2005 10:43:06 AM EST)
 John shipped 3 relays to nTouch yesterday.
 Last updated by (TMO) Eric Barton (9/1/2005 1:43:17 PM EST)

Ticket Manager Screen Display

Additional MCI Maintenance Support

It is important to note that MCI's Division of Corrections, either directly or indirectly through subcontracts, employees over a 100 field technicians across the US. The Technicians will be available as resources to the PA DOC in-Commonwealth Technicians.

- 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 Systems B and C. Attachment 20 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 will comply.

In response to the Commonwealth's RFP, MCI has proposed to contract the ITS system maintenance personnel to ShawnTech Communications. As stated above in response to



item a, ShawnTech will provide 5 Field Technicians. As also stated above, MCI will provide a full time MCI Dedicated Technical Consultant to assist and manage the ShawnTech personnel. It is important to note that the personnel listed within this section are in addition to the PIN Administration Staff and Commonwealth PIN Administration Manager.

Upon contract award ShawnTech with the assistance of MCI will begin the hiring process of the Field Technicians. The field technicians will be seasoned professionals and be fully trained on the proposed VAC System 100. These five technicians will be highly skilled and trained in all aspects of field service, maintenance and support. The five technicians will be interchangeable throughout the Commonwealth with the ability to not only assist each other but also to act as a backup in times of vacations, sick or other cases of absence may occur.

Listed below are the minimum requirements of each Field Technician.

MCI Field Technical Engineer, DEPARTMENT OF CORRECTIONS

- Provided by ShawnTech Communications, Inc. -

POSITION, ROLES, AND REQUIRED EXPERIENCE

The role of the FTE is to support the overall maintenance of the inmate call control system for the WA DOCS contract. Responsibilities include, but are not limited to the following:

- Routine testing of connectivity to insure all sets are operational with dial tone;
- Diagnostic testing and physical phone surveys to isolate out-of-service conditions;
- Perform necessary follow-up testing to insure resolution and closeout of trouble tickets;
- Perform system upgrades and monitoring to insure performance levels.
- Maintain inside cable plant.
- Resolve all system issues within the specified response time stated in the RFP.
- Initiate a preventive maintenance program to keep systems in optimal condition.

EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS

Associate Degree plus minimum of seven (7) years overall technical experience.

Degree program requirement may be substituted with 3 year minimum of US Armed Services electronics and/or communications training.

Possess minimum of three (3) years experience in telecommunications or computer telephony troubleshooting.



The hiring of new personnel will NOT affect the implementation of the system of the or the initial maintenance during implementation. MCI's Implementation Manager Mike Spadoni will oversee all installation and initial maintenance. MCI's Division of Corrections, either directly or indirectly through subcontracts, employees over a 100 field technicians across the US supporting its existing customer base. These personnel are unquestionably some of the most experienced installation and maintenance technicians in the industry with literally hundreds of ITS system installations completed. Mr. Spadoni will put together an installation and maintenance team using these personnel. The personnel will also play a key roll in the training of the new field technician team. MCI currently manages the Commonwealth ITS Contracts for New York, Connecticut, Ohio and Virginia. Each of these States are in close proximately to the Commonwealth of Pennsylvania and will offer excellent secondary coverage for the five (5) field technicians and field training.

Listed below MCI has completed a Maintenance Center Information sheet as provided in Attachment 20 – Section 2 of the RFP. One form has been completed for each of the five (5) field technicians.

Field Technician 1:

a. Maintenance Office Location:

Crawford, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

- e. Number of Maintenance Personnel at this location: **1**
- f. Number trained on maintenance of inmate stations: **1**
- g. Number trained on inmate telephone control system: **1**
- h. Number trained on monitoring and recording equipment: **1**
- i. Number of inmate stations maintained from this location: **227**
- j. Number of inmate telephone control system maintained: **1**
- k. Number of monitoring and recording systems maintained: **2**
- l. Distance from maintenance center to the locations where

System B, or System C is to be maintained:

Less than 90 miles to most distant facility.



m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Albion, Cambridge Springs, Forest and Mercer facilities.

Field Technician 2:

a. Maintenance Office Location:

Westmoreland, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

- e. Number of Maintenance Personnel at this location: **1**
- f. Number trained on maintenance of inmate stations: **5**
- g. Number trained on inmate telephone control system: **5**
- h. Number trained on monitoring and recording equipment: **5**
- i. Number of inmate stations maintained from this location: **463**
- j. Number of inmate telephone control system maintained: **1**
- k. Number of monitoring and recording systems maintained: **2**
- l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Pine Grove, Pittsburgh, Greensburg, Fayette, Laurel Highlands, Greene and Somerset facilities .



Field Technician 3:

a. Maintenance Office Location:

Centre, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

- e. Number of Maintenance Personnel at this location: 1
- f. Number trained on maintenance of inmate stations: 5
- g. Number trained on inmate telephone control system: 5
- h. Number trained on monitoring and recording equipment: 5
- i. Number of inmate stations maintained from this location: 270
- j. Number of inmate telephone control system maintained: 1
- k. Number of monitoring and recording systems maintained: 2

l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Boot Camp, Rockview, Houtzdale, Creeson, Smithfield, and Huntingdon facilities.

Field Technician 4:

a. Maintenance Office Location:

Luzerne, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365



d. Person in Charge:

Will report initially to MCP's Mike Spadoni and later to the State Technical Consultant.

- e. Number of Maintenance Personnel at this location: 1
- f. Number trained on maintenance of inmate stations: 5
- g. Number trained on inmate telephone control system: 5
- h. Number trained on monitoring and recording equipment: 5
- i. Number of inmate stations maintained from this location: 129
- j. Number of inmate telephone control system maintained: 1
- k. Number of monitoring and recording systems maintained: 2

l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Waymart, Muncy, Dallas and Retreat facilities.

Field Technician 5:

a. Maintenance Office Location:

Berks, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

- e. Number of Maintenance Personnel at this location: 1
- f. Number trained on maintenance of inmate stations: 5
- g. Number trained on inmate telephone control system: 5
- h. Number trained on monitoring and recording equipment: 5
- i. Number of inmate stations maintained from this location: 496
- j. Number of inmate telephone control system maintained: 1
- k. Number of monitoring and recording systems maintained: 2

- l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

- m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Coal, Mahanoy, Frackville, Graterford, Chester and Camp Hill facilities.

4. Standards For Repair: The Contractor(s) for the non-coin collect-only and prepaid inmate telephones, inmate telephone call control equipment/systems, and the monitoring and recording equipment/systems 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 inmate telephones, inmate telephone call control equipment/systems, and monitoring and recording equipment/systems located throughout Pennsylvania. Refer to Attachment 3 for SCI locations.

MCI Response:

MCI has read understands and will comply.

As noted in throughout this Section, MCI has proposed five (5) field support technicians that will be geographically located throughout the Commonwealth. These support technicians will also be supported by MCI Technical Consultant and the PIN Administrative Manager and Staff as well as MCI and VAC's Network Operations Centers. In the unlikely event that these 5 personnel and the listed additional support are not sufficient to provide cover for any multiple repair event, MCI currently has contracts with the State of New York and State of Connecticut. Field support technicians that provide support for these States could be called upon to help in these situations.

- 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 will comply.

MCI will provide a 24x7x365 operation for all DOC issues. The toll free number is 800-743-4569 and will be answered by a live attendant with vast and extensive knowledge of the PA DOC ITS and or its components.

c. Out-of-hours and weekend repair service for stations other than those noted in 5. a. (1) below shall be limited to essential repairs only, as determined by the Commonwealth. 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 DOC-SCI involved in the case of inmate stations, the control equipment, and the monitoring and recording equipment. 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 Office of Administration and Department of Correction, 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.

MCI will limit any non-essential repairs to normal business hours and keep the DOC-SCI informed of and gain approvals for the performance any necessary out-of-hours and weekend repair services that may be required during the term of the agreement.

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 mean-time-to-repair for each of the major systems, B and C. 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 comply.

Rather than state MCI's standards for repair, MCI accepts each of the required mean-time-to-respond and mean-time-to-repair standards as set forth by the Commonwealth in this RFP. MCI will perform and complete all equipment maintenance within eight (8) business hours after receiving notification from DOC that maintenance is required or an ITS outage. All maintenance services performed or provided will meet if not exceed all of the various standards and requirements contained in this RFP. This also includes any and all preventative maintenance activities in accordance with the ITS hardware and software manufacturer's specifications.

e. Each Contractor shall include a cleaning schedule for the inmate stations as part of the proposal.

MCI Response:

MCI has read understands and has complied with the following cleaning schedule.

MCI's technicians will, as a normal part of their field service maintenance, perform a cleaning on any of the phones they have been dispatched to repair and will periodically review all phones for cleaning and minor repair.

In response to this RFP requirement, the field technicians will perform a quarterly cleaning of all phones at all facilities. This will include a wipe down of each phone

with a sanitized cleaning agent. The cleaning will be noted within a maintenance log sheet and provided to the PA DOC at the end of each quarter.

In addition to the above, at any point during the contract should a PA DOC employee notice that any phone or phones is in need of cleaning he/she may open a trouble ticket that will be treated as a minor repair.

It is important to note that MCI will be installing all new or like new phones at the beginning of the contract term.

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. The inmate stations, location processors, the central processor, and the monitoring and recording equipment shall be repaired 24-hours a day, seven days a week, 365 days a year. Reference Attachment 3 for locations. Included in the repair of the inmate stations is the repair of the software, cards, etc. that control the operation of the inmate telephones. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$300.00 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 (DOC), 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 \$200.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Minor repair guidelines as set forth in 5.a.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

(2) For the purpose of this proposal, a minor emergency shall be defined as, or all of the following:

(a) A failure of between 10% and 49% of the inmate stations in a bank of telephones to function as they are normally intended.

- (b) A failure that incapacitates the monitoring and recording capability on up to 49% of the inmate lines at an SCI.
- (c) A failure of any peripheral equipment which renders it incapable of functioning as it was intended.
- (d) Indication of minor alarm condition in any of the processor equipment.

MCI Response:

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8.

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 (i.e., processor failure) to the equipment/software 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 \$300.00 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 \$300.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Major repair guidelines as set forth in 5.b.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section:

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

- (2) For the purpose of this RFP, a major emergency shall be defined as, but not be limited to, an occurrence of any or all of the following:
 - a. Any failure of a processor or the common equipment which renders the system at a SCI incapable of performing normal functions.

- b. A failure that incapacitates the monitoring and recording capability on 49% or more of the inmate lines at a SCI.
- c. A failure of 50% or more of the inmate stations in a bank of telephones to function as they are normally intended.

MCI Response:

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8

- 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 agrees.

- 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 and the Department of Corrections. The Contractor shall provide report design in response for Systems B and C. 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 will comply.

As stated within this Section, MCI will open a trouble ticket for each and every Major and Minor trouble reported by the Commonwealth. The Ticket Manager system offers a very comprehensive suite of reports. Each month MCI will present the Commonwealth with a management report detailing each of the above requested items to include dispatches, maintenance and calculated liquidated damages.

In addition to the monthly reporting, MCI will provide selected PA DOC personnel with access to MCI's Ticket Manager System. At any time, the PA DOC can view active tickets ticket, view history reports or a host of other helpful and informative information. MCI will provide training of the DOC staff at any time during the contract term.

Ticket Manager Login

Login ID:
 Password:

List Ticket Criteria

You are logged in as (TC) Philip Jones

Contract:
 Ticket No:
 Vendor Ticket ID:

Row 00011-1

Contract	Ticket No	Age	Cost	Up	By	Alt	Location	Equipment	Trouble	Status	Open Date	Owner	Vendor	Vendor TID
2005081001	103315	2	1401253224	AUS	11/16/2005	10:41:06 AM	PALEST							

Ticket No: 2005081001 for GAP1

Remarks, history: Please do not type here

ISSUE REPORTED BY: (TMO) ERIC BARSON 11/27/2005 10:41:06 AM PST
 WORK ASSIGNED: SERVICE IS THROUGH YESTERDAY
 (TMO) ERIC BARSON 11/27/2005 10:41:17 AM PST

ADD Remarks

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.

As the Prime Contractor, MCI will assume all responsibility of preventive maintenance on the propose ITS as necessary to maintain the requested mean-time-to-fail criteria.



b. Develop Maintenance Logs: The Contractor shall develop a log for inmate station inspections, and for maintenance work performed on all stations, location processors or system control devices, the central processor, and the monitoring and recording equipment. The log is to be submitted to the Office of Administration and the DOC monthly or to be included in the weekly Maintenance Trouble Ticket Report requested in Part 2.5-5.1.h. Weekly Maintenance Trouble Ticket Report. A sample log must be submitted with the proposal.

MCI Response:

MCI has read understands and will comply.

MCI utilizes its Ticket Manager System for the logging and tracking of all maintenance activities performed on the systems to include those listed in 5.6.b above. The logs may be viewed directly by the DOC utilizing the Ticket Manager as described in MCI's response to 5.2d of this section or MCI can provide the log with the monthly Trouble Ticket Report. A sample log report is provided below. If the below listed log is unacceptable to the PA DOC, MCI would be willing to duplicate and conform to any format that is currently in use.

Contract: NYDC

Ticket ID: 20050914011	Priority: 3	Status: Open
ANI:	Location: NYDC:WY(NY67) Wyoming CF	
Trouble Code: Inmate phone/handset	Subcategory:	
Fix Code: -	Subcategory:	
Equipment: -	Quantity:	Team: A
Reported By:	Callback No:	
Date/Time Opened: 9/14/2005 3:08:26 PM	Date/Time Closed:	



Opened by: <input type="text" value="Scott Dillenbeck"/>	Closed by: <input type="text" value="-"/>	
Owner: <input type="text" value="Scott Dillenbeck"/>	Vendor: <input type="text" value="MCIW-DOCS"/>	Vendor Tkt ID: <input type="text" value="150653"/>
Estimate Completion: <input type="text"/>	Estimate Time of Arrival: <input type="text"/>	
Add Remarks: <input type="text"/>		
Update Ticket: <input type="button" value="Update Ticket"/>		
Remarks History: Please do not type here		
<input type="text" value="Last updated by Scott Dillenbeck [9/14/2005 3:09:03 PM EST] m2 rt phone 67 hs bad."/>		

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.

As stated throughout this RFP response, MCI currently manages 16 State Departments of Corrections contracts to provide inmate telephone services. The experience MCI has gained though the management of these contracts has allowed MCI to build a very detailed Contract Cost Schedule. MCI details all items required to provide the service over the term of the agreement within this Cost Schedule. MCI has included each of the items listed above within the cost schedule and understands that the Commonwealth or any using agencies will not and can not be accessed any additional cost for the listed items.

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.

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 inmate telephone service.

MCI Response:

MCI has read understands and will comply.

MCI will work on all maintenance issues until completely resolved to the satisfaction of the Commonwealth. MCI's success in the Inmate Telephone Market is a direct reflection of its excellent working relationship with each of its service suppliers. MCI will ensure that all suppliers are involved with the mutual obligation to restore system operability in the event that MCI cannot immediately or unequivocally diagnose any system malfunctions. At no time, will a system malfunction whether inmate phone or ITS ever go unresolved. All issues will be managed and addressed until closure and satisfaction of the Commonwealth.

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.

As the Prime Contractor, MCI assumes all responsibility for all levels of maintenance responsibilities to include the serving telephone lines. All access lines are ordered under MCI's name to ensure that MCI has the ability to work directly with the LEC. All long distance service is provided by MCI on MCI's owned and operated network and as such MCI has complete control of trouble maintenance and repair of the services. In the unlikely event that an agency ordered line has an impact on the ITS, MCI will represent the agency.

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 2.5-F Maintenance Requirements. Mean time to repair is located in 2.5-F 5 Maintenance Liquidated Damages a Minor Emergency b. Major Emergency. Installation in Part 6, 31 Liquidated.

MCI Response:

MCI has read understands and will comply.

MCI will meet each of the performance requirements listed within this RFP to include the on line up time requirement of 99.999%.

10. Project Manager and Implementation Plan:

The Contractor shall appoint a project manager to oversee the total installation of service for the overall 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 inmates' 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.

As the largest provider of Inmate Telephone Systems to State Departments of Corrections in the US today, MCI is clearly the most experienced vendor with regard to system installation. MCI has managed the installation of Inmate Telephone Systems in the State's of California, New York, Florida, Ohio and Virginia just to name a few.

Mike Spadoni is one of MCI's most experienced installation and maintenance managers and will be assigned as the project manager for this procurement. He has personally managed the installation of systems equivalent to the size and scope of the Commonwealth of Pennsylvania. As the Project Manager, Mike will oversee all aspects of the installation of services at each PA DOC SCI. Mike's responsibilities will include but not limited to interacting with the LEC's for circuit ordering and installation and maintenance of inmate phones. Mike will also have a team of experienced professionals at his disposal to assist in the installation task. He will have the option assigning tasks to other MCI personnel with similar experience. This team approach to installation has allowed MCI to successfully install tens of thousands of inmate phones.

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.

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 total system wide interoperability for any or all services provided to the DOC. This plan shall be reviewed and approved by the DOC and OA prior to implementation of service.

MCI Response:

MCI has read understands and will comply.

As stated in MCI's response to item 10.a above, MCI is one of the most, if not the most experienced vendor with regard to system implementation. MCI will develop and submit for approval by DOC and OA a finalized installation time line, much like the one provided in MCI response to item 10.e of this section, that will ensure minimal interruptions during installation and normal maintenance of each correctional facility. MCI will keep customer impact to a non-existent, or minimal. MCI's field service technicians will be highly trained and well versed in the ITS as well as in inmate and coin phone repair. Down time on full scale systems will be kept to an extreme minimum.

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.

MCI will provide detailed time line schedules for all in service and / or change of service activity. And critical Patch/GANTT charts to the end testing on all telephones.

e. The inmate telephone services project 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.

MCI proposes that a System-wide installation and conversion is estimated to take approximately 90 to 120 days, and includes site surveys, ordering of telephone facilities, installation of new inmate telephone station equipment, installation and testing of ICS system equipment and platform, cutover to the new system and ICS user training of DOC facility staff. The following timeline provides a more detailed account of the steps necessary to perform the system-wide installation.

Although the listed below timeline has been built based upon MCI's experience, this same experience tell us that no schedule is firm until the Project Manager has met with the customer to understand the customer's specific requirements and needs. MCI is confident that it can complete the process in the projected 90 to 120 days; however specific PA DOCs and Commonwealth requirements may add time to this schedule. MCI will work with PA DOC and Commonwealth to develop a customized implementation plan and specific time schedule that takes into account these special requirements.



Inmate Phone Installation – System-Wide Activities.

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1 st implementation meeting held	1-2	3
3	Obtain security clearances for site survey and install staff	2	6
4	Schedule site surveys - Group 1	4	7
5	Equipment orders placed for all facilities and the central server location	7	11
6	Begin detailed site surveys – Group 1	8	8
7	Schedule site surveys - Group 2	4	8
8	Begin detailed site surveys – Group 2	8	11
9	Schedule site surveys – Group 3	4	9
10	Begin detailed site surveys – Group 3	8	15
11	Schedule site surveys – Group 4	4	11
12	Begin detailed site surveys – Group 4	8	23
13	Schedule site surveys – Group 5	4	23
14	Begin detailed site surveys – Group 5	8	28
15	Order access circuits for all DOC sites	45	5
16	Build inmate PIN & Attorney telephone number database	30	25
17	Begin pre-install activities for ITS system	95	30
18	Install and turn up central server equipment	10	35
19	2 nd implementation meeting held	1	65
20	Deliver equipment to Group 1 sites	5	40
21	Begin installation - Group 1	20	40
22	Test and turn-up system - Group 1	20	60
23	Deliver equipment to Group 2 sites	5	45
24	Begin installation - Group 2	20	45
25	Test and turn-up system - Group 2	20	70
26	Deliver equipment to Group 3 sites	5	65
27	Begin installation - Group 3	20	65
28	Test and turn-up system - Group 3	20	85
29	Deliver equipment to Group 4 sites	5	70
30	Begin installation – Group 4	20	70
31	Test and Turn-up system – Group 4	20	90
32	Deliver equipment to Group 5 sites	5	75
33	Begin installation – Group 5	20	75
34	Test and turn-up system – Group 5	20	100
35	Post cutover meeting	1	115
36	Installation and conversion complete	1	120

The following numbered paragraphs provide a detailed description of the tasks listed in Table 1.

1. **Formal contract award and execution:** DOC and MCI execute contract for ICS and related services.
2. **First implementation meeting:** The first of several meetings held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of the first meeting is to establish an overall implementation plan, including a schedule for each site, and any special requirements.
3. **Obtain security clearances for site survey and installation staff:** MCI will provide DOC with personal information for all team members who will perform on-site activities at a DOC facility. MCI assumes and agrees that all persons must obtain a security clearance from DOC prior to being allowed to enter any DOC facility, and that DOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at DOC's sole discretion.
4. **Schedule site surveys - Group 1:** DOC correctional facilities will be divided into five groups. Group 1 will consist of the 5 Commonwealth Correctional Institutions.
5. **Equipment orders placed for all DOC facilities and the central server locations:** MCI will submit formal orders to the equipment manufactures (i.e. VAC and *Wintel*).
6. **Begin detailed site surveys - Group 1:** The MCI implementation team will perform site surveys of the Group 1 DOC facilities.
7. **Schedule site surveys - Group 2:** MCI will schedule site surveys of the Group 2 locations with DOC. Group 2 will consist of the 4 Commonwealth Correctional Institutions.
8. **Begin detailed site surveys - Group 2:** The MCI implementation team will perform site surveys of the Group 2 facilities.
9. **Schedule site surveys - Group 3:** MCI will schedule site surveys of the Group 3 locations with DOC. Group 3 will consist of the 4 Commonwealth Correctional Institutions.
10. **Begin detailed site surveys - Group 3:** The MCI implementation team will perform site surveys of the Group 3 facilities.
11. **Schedule site surveys - Group 4:** MCI will schedule site surveys of the Group 4 locations with DOC. Group 4 will consist of the 7 Commonwealth Correctional Institutions.
12. **Begin detailed site surveys - Group 4:** The MCI implementation team will perform site surveys of the Group 4 facilities.

13. **Schedule site surveys - Group 5:** MCI will schedule site surveys of the Group 5 locations with DOC. Group 5 will consist of the 7 Commonwealth Correctional Institutions.
14. **Begin detailed site surveys - Group 5:** The MCI implementation team will perform site surveys of the Group 5 facilities.
15. **Order access circuits:** MCI will issue the necessary internal and external telephone access circuit orders to support the inmate phones, Wide Area Network (WAN) connections, and remote system dial-up lines for all DOC facilities. The typical lead time for orders for digital access loops and frame relay WAN circuit connections is 18-25 calendar days, and 5 to 12 days for individual analog business lines.
16. **Build inmate PIN and Attorney Telephone Number Database:** MCI will begin working with DOC staff to identify and develop a process and procedure for building MCI's ITS data base of inmate PINs and attorney do not record telephone numbers data base.
17. **Begin pre-install activities for ITS system:** MCI's installation and implementation team will perform pre-installation cabling and related activities to ensure sites are ready for ITS equipment when it is shipped to the site.
18. **Install and turn up primary and secondary central server equipment:** MCI implementation team will receive the data base equipment for the primary and secondary central server locations and will perform the installation activities.
19. **Second implementation meeting:** A second implementation meeting will be held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose on this meeting will be to review the completed installation and turn-up activities of the two central server sites and the first DOC facilities, and the current status of the detailed site surveys being performed on the other sites. The meeting will also provide an opportunity to discuss any significant issues that have been identified.
20. **Deliver equipment to Group 1 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the five (5) Group 1 facilities.
21. **Begin installation - Group 1:** Installation activities begin for the Group 1 facilities.
22. **Test and turn-up system - Group 1:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and

- functionality. MCI will provide training and system operations manuals to class participants.
23. **Deliver equipment to Group 2 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 2 facilities.
 24. **Begin installation - Group 2:** Installation activities will begin for Group 2 facilities. At this point MCI is looking to having 2 installation and turn-up teams working in 2 facilities simultaneously throughout the remaining implementation project.
 25. **Test and turn-up system - Group 2:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
 26. **Deliver equipment to Group 3 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 3 facilities.
 27. **Begin installation - Group 3:** Installation activities will begin at Group 3 facilities.
 28. **Test and turn-up system- Group 3:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
 29. **Deliver equipment to Group 4 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the seven (7) Group 4 facilities.
 30. **Begin installation - Group 4:** Installation activities will begin at Group 4 facilities.
 31. **Test and turn-up system- Group 4:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and

functionality. MCI will provide training and system operations manuals to class participants.

32. **Deliver equipment to Group 5 facilities:** The inmate call control system, inmate telephones, and associated hardware; software, and wiring materials will be delivered to the seven (7) Group 5 facilities.
33. **Begin installation - Group 5:** Installation activities will begin at Group 5 facilities.
34. **Test and turn-up system- Group 5:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
35. **Post cutover meeting:** A post cutover meeting will held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of this meeting will be to discuss additional ITS system testing activities (if required) and DOC system acceptance. The meeting will also provide a forum to identify any unresolved issues and establish a plan and time frame for resolution.
36. **Complete installation and conversion:** All activities—including installation, testing, inmate orientation, initial DOC staff training, cutover and system acceptance—are complete.

Inmate Phone System Installation - Per Each Site

Many activities, such as training, will take place on a site level as described in MCI's response to TAB 7 of this RFP response. Table 2 lists the activities that may be required to implement the new ITS at each of the DOC facilities. The list includes steps that may or may not be performed at a particular site. Also, the time duration given is a conservative estimate, and may be longer than the actual time necessary to complete a given task.

Table 2. Inmate Phone Installation

Item	Description	Duration
1	Issue service orders	1
2	Order MCI call processing access circuits	1

Item	Description	Duration
3	Order WAN frame relay network access circuits	10
4	Site implementation meeting	1
5	System location requirements set	1
6	Call processing & recording equipment manufactured	30
7	Site survey completed	1
8	Site name branded announcement call recording developed	10
9	Cable installations scheduled	1
10	Employee security check	2
11	Establish conversion plan	2
12	Train facility staff	1
13	Develop inmate user information literature	5
14	Begin cable installation	5
15	Oversee TELGO installation	1
16	Equipment delivered to the site	1
17	Installation begins	3-5
18	Software installed and system programmed	3
19	Site Staff System Users trained	2
20	System testing and certification completed	2
21	System cutover	1
22	Final acceptance	30

The following numbered paragraphs provide a detailed description of the tasks listed in Table 2.

1. **Issue service orders:** Begins the installation process.
2. **Order MCI access circuits:** Access circuits serving the inmate phones are ordered.
3. **Order frame relay network access:** Frame relay network access circuits that will connect the site to the WAN and central server locations are ordered.
4. **Site Implementation meeting with facility staff:** MCI installation team will meet with facility staff to review installation activities required, and identify any escort requirements.
5. **System location requirements set:** This addresses the verification of where the facility ITS equipment is to be located.
6. **Call processing and recording equipment manufactured:** The normal interval is 30 days.

7. **Site survey completed:** The site survey allows the MCI implementation team to assess the specific needs of the installation. This may include additional cabling and other site preparations.
8. **Site name branded call announcement recording developed:** This refers to the recorded message heard by the called party which identifies that the call is coming from the Commonwealth of Pennsylvania <facility name>.
9. **Cable installations scheduled:** As needed, cabling within the prison from the inmate call processor to the inmate phones.
10. **Employee security check:** MCI will supply all information on employees and subcontractors who will participate on-site in the installation for the purpose of a security check and clearance.
11. **Establish conversion plan:** MCI will establish a plan to ensure that conversion to the new service goes smoothly and without interruption of service.
12. **Train DOC facility staff:** Each individual facility's employees who will be working with the system will set-up with a User ID and password and will be trained on operating the ITS system.
13. **Develop inmate user information literature:** The information will provide instructions to inmates on how make calls with the new ITS system(s).
14. **Begin cable installation:** If required.
15. **Oversee TELCO installation:** This is part of site preparation to assure that the installation and testing of the access circuits go smoothly.
16. **Equipment delivered to the site:** Equipment will be delivered directly to the facility via common carrier or by the installation team prior to the installation time frame.
17. **Installation begins:** This includes inmate telephone station equipment, on-premise ITS systems, computers, frames, and other equipment.
18. **Software installed and system programmed:** This includes installation of the station and trunk line cards, programming configuration of the ICS and call announcement scripting/branding.
19. **Site DOC user training:** DOC ITS users will be trained to operate the system and the particular needs of the DOC.
20. **System Testing and certification completed:** Refers to MCI's installation team successfully completing a full system testing and certification process to insure that all system features and functionality are operating correctly and are ready for system cutover.
24. **System Cutover:** Inmate phones are cutover to new ITS system and test calls placed from each physical inmate telephone to assure that each is functional and operating correctly.

25. **Final acceptance:** Installation is complete and site DOC staff takes charge of the system.

The project of installing a new inmate calling system throughout the DOC involves several critical paths. The above schedules show examples of the activities and milestones for several critical paths for typical installations and cutovers. Actual critical paths for the cutover will be developed after the first implementation planning meeting.

Equipment for the ITS will be ordered directly following final contract signature, and will be assembled, tested, and shipped to the installation teams beginning 30 to 45 days after contract award. MCI has a close working relationship with its equipment manufacturers (VAC and *Wintel*), and will work with them to ensure that the equipment is delivered in a timely fashion. MCI will assume the risk of loss and/or damages during shipment, unloading, and installation for all the proposed equipment to be provided by MCI. MCI's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials at MCI's expense.

The proposed inmate call control systems and all other related hardware, software, inmate telephones, and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the DOC. It is agreed that any delay in the schedule caused by DOC personnel will increase MCI's time allowed to cutover by the length of such a delay.

MCI has dedicated corrections market specialists who have extensive experience successfully installing and maintaining inmate call control systems. Upon contract award, MCI will provide a dedicated implementation and installation team, including a dedicated project manager who will oversee all installation, testing, turn-up, and conversion activities. Each member of MCI's installation team will adhere to and follow all related DOC policies and procedures. They will also see that all activities are performed in such a manner that any disruptions are minimal, and that installation and cut over time frames are met.

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 and Operations, Office of Administration, with the consultation from the Department of Corrections.

Product/service meets or exceeds performance of the original; and

Product/service is compatible with the original.

Contractors must cooperate with the Commonwealth if DOC desires to introduce third party technology.

MCI Response:

MCI has read understands and will comply.

MCI and VAC's extremely knowledgeable and trained staff is always looking into new and more advanced ways on improving our current ITS platforms with new ideas and new technology. MCI and VAC are dedicated to being on the cutting edge of current developments in both voice and data advancements.

At anytime MCI believes to have a tested, and proven new enhancement to the ITS it will get approval from the Director, Bureau of Telecommunications Services, Office of Administration, and with consultation from the Department of Corrections. All of our new services will either meet or exceed the current applications in place, and at no cost to the DOC. They will perform and/or exceed the original services according to the contract.

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).

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.

Any new or enhanced service that MCI introduces during the contract after initial award will be considered an addition or enhancement to the original services. These new services will fall under the same terms and conditions as all other services requested and purposed in the original contract. MCI will make a written request to the Director, Bureau of Commonwealth Telecommunications Services, Office of Administration, on any and all new services. All new services provided to the PA DOC will perform equal



to or better than the original services installed. If any costs are incurred by the PA DOC for travel during testing and demonstration of such new services, MCI will fully reimburse the DOC for such costs. MCI understands that all new services are subject to be reviewed by the Commonwealth and DOC.

12. Disaster Recovery Plan: The Contractor shall have an alternative detailed plan for resolution of service during a major outage including the availability of redundancy of each DOC SCI location.

MCI Response:

MCI has read understands and has complied with a copy of its proposed disaster recovery plan included in this proposal response.

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 21.

MCI Response:

MCI has read understands and will comply.



Tab 9 – Financial Requirements

Contractors must submit a complete and detailed description of the financial requirements that it will provide for system B and C as requested in RFP Section 2.5-G Financial.

MCI Response:

MCI has read, understands and has complied in the pages to follow. Per Commonwealth requirements no cost data has been included in the responses.



2.5-G. Financial:

1. Best Offer Commission Percentages:

a. A percentage of the gross 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. For inmate collect and prepaid telephone service, all accepted calls would be considered "billable, therefore, "billed" and commissionable," which includes all surcharges and taxes. (Removed per September 9, 2005 amendment 3)

MCI Response:

MCI has read understands and will comply.

MCI agrees that all 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 billed at the rates and per call surcharges as proposed by MCI within the Commissions Section of this RFP and accepted by the Commonwealth of Pennsylvania under any resulting contract.

"Commissionable Revenue," is to be defined as 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.

b. Contractors shall submit proposals based upon their best offer commission percentages.

MCI Response:

MCI has read understands and has complied in the separately sealed Commission Section with its best offer commission percentages.

2. Commission Data Submission: Contractors shall provide the commission data in a separately sealed section of the proposal. Refer to Part 2, Paragraph 2.2-2.

MCI Response:

MCI has read understands and has complied with a separate sealed Commission Section as described in Part 2, Paragraph 2.2-2.

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, which includes all surcharges and taxes (removed per September 9, 2005)



amendment 3) on non-coin inmate 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 will comply.

MCI agrees to process commission payments based upon a percentage of gross billed revenue. MCI further offers that "Commissionable Revenue" is the revenue derived from the "billed and commissionable" calls billed at the rates and per call surcharges as proposed by MCI within the Commissions Section of this RFP and accepted by the Commonwealth of Pennsylvania under any resulting contract.

"Commissionable Revenue," is to be defined as 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.

- a. Only the following payment options and service shall be available to the inmates when placing calls from the inmate stations: collect station-to-station and prepaid. The system must be capable of handling both collect and prepaid calling.

MCI Response:

MCI has read understands and will comply.

MCI's proposed solution will allow for Station-to-Station Collect and Prepaid calling. Due to the fact that there are many industry terms used to describe the various payment options available in the market today, it is important to note that for the purposes of this RFP the term "Prepaid", is being used to describe a payment option that would allow the Inmate, not the called party, the ability to advance purchase minutes of use through the Department of Corrections canteen. It is also important to note that as described throughout this RFP response, MCI will offer its V-Connect solution. This solution is a Called Party PrePaid billing option.

- 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 25-A and 25-B – Section 2 only.

MCI Response:

MCI has read understands and has provided the requested data in the separately sealed Commission Section.

- c. Each Contractor shall explain in detail, on Attachment 25-A and 25-B –Section 2 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 with the requested data in its financial response document.

- d. The Contractor must maintain complete and accurate call accounting records for the initial five (5) years of the contract, plus any extensions to it, which shall be available for audit at the request of the Office of Administration and the Department of Corrections or designees. 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 data may not be proprietary.

MCI Response:

MCI has read understands and will comply.

MCI will retain this information for the requested five (5) years of the contract plus an additional seven (7) years following contract termination.

- e. 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 collect calling and for prepaid call.

MCI Response:

MCI has read, understands and has provided below the call flow of a standard Collect and Prepaid call process.

The proposed Focus 100 ITS provides fully automated operator services. The automated operator gives dialing instructions, call-type and language options, error prompts, makes initial contact with the called party and provides information about the call, including the inmate's name and the name of the correctional facility. The automated operator does not connect the call until the called party positively accepts it.

The Focus 100 provides clear voice prompts to assist and instruct an inmate from the time he or she lifts the receiver until the call is completed and disconnected. The inmate never has access to a live operator. The System requires that all calls must return to the equivalent of a primary dial tone, by hanging up the phone before another call can begin. Following are the default prompts and events that occur during an inmate call. Wording of prompt messages may be changed at the Commonwealth's request.

The standard "Call Flow" for dialing a station-to-station call is as follows:

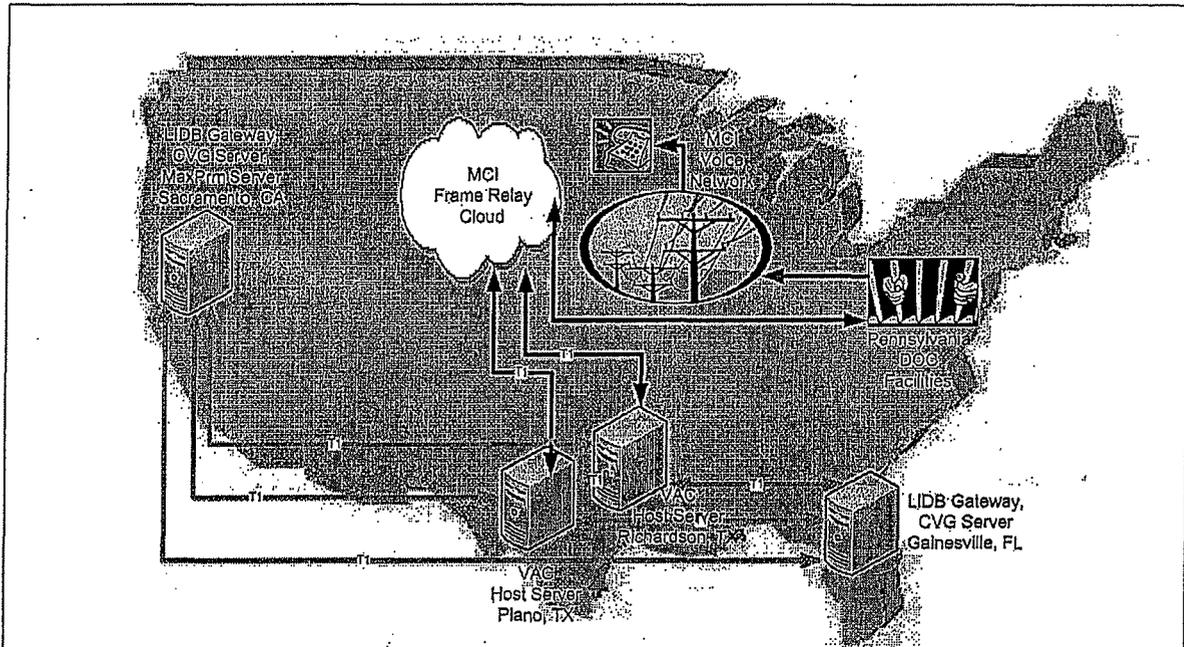
1. Pick up the telephone handset
2. Return dialtone.
3. Dial "0" + the AREA CODE + NUMBER for collect calls.
Dial "1" + the AREA CODE + NUMBER for debit calls.
4. At Prompt, Dial Inmate Identification Code (PIN) If the inmate dials an incorrect PIN number the system prompt will state ""The PIN you have entered is invalid. Please hang up and try your call again."
5. At Prompt State YOUR FULL NAME (for first time users only, all proceeding calls will play stored recorded name)
6. The system will prompt the inmate with the message
7. "Your call is being processed." The inmate does not hear the called party

until the call is accepted.

If installed Voice Verification (V-PIN) will provide an additional level of verification at the PIN input level item 4 above.

Upon completion of the above process, MCI will begin the call validation process. All calls are validated using the following procedure.

1. The destination number is checked first against the Focus 100's facility-wide Call Block, Call Schedule, and Call Allow lists. (Collect and PrePaid)
2. The number is checked against the inmate's personal Call Block, Call Schedule, and Call Allow lists associated with his / her PIN. (Collect and PrePaid)
3. For Collect Calls, The destination number is passed to MCI CVG application which checks, for billing blocks, call party request blocks, and Line Information Database (LIDB) blocks. If the destination number is valid, a signal is returned to the phone to authorize the call. If the destination number is not valid, the automated operator will inform the inmate of this and terminate the call. The listed below diagram shows that MCI provides redundant links to the CVG. This extra added connection ensures for call completion. (Collect Only).
4. For Pre Paid Calls, the system will ping the inmates account balance to insure that enough funds exist to complete a 1minute call.



If the called number fails any of the above listed validation procedures, the inmate will be prompted with an appropriate message stating that the call could not be completed. A complete listing of validation error messages is as follows:

- A. Insufficient Funds in Prepaid Account. *"You have insufficient funds to place this call."*
- B. Casual Block Denied, Or LIDB Block. *"This number has been blocked at the customers request."*
- C. No number associated with the speed dial bin selected *"The speed dial number selected does not have a phone number assigned."*
- D. Global Block, E.g. Director DOC, Governor etc. *"The phone number you have dialed is not allowed."*
- E. Unable to Validate for LIDB *"The system is not available for collect calling. Please try your call again later."*
- F. Denied Phone Privileges by the D.O.C. *"Your account has been restricted by the correctional facility."*
- G. Problem with Debit Server. *"The system is not available for debit calling. Please try your call again later."*
- H. Number Blocked by MCI *"The number you are calling is blocked by MCI."*
- I. Inmates PIN is currently in use. *"You have a call already active."*



If the call passes each of the above listed validation processes the call is then processed to the called party for acceptance. It is important to not that all calls completed will be station-to-station announced calling (collect and prepaid calls). Station-to-station calling is the placement of calls from one telephone number to another telephone; not to a specific person at a telephone number, known as person-to-person.

The Focus 100 is set up only to call a specific telephone number. Connection of the call is based on the positive acceptance of the offenders call by whoever answers the phone at the offender dial telephone number. Until the call is accepted by the called party, no communications are allowed to take place between the offender and the individual who answers the call on the other end. The guarantee of station-to-station calling is set up with customized voice prompts reflecting the name of the facility, the offender'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 most any customized announcement requirements that the PADOC may have.

When the called party answers an offender placed collect call, both the offender and called party will hear an announcement similar to the following:

"This is an MCI Collect Call from "Offender Name" at the "Commonwealth DOC 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. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now."

For offender paid prepaid calling the same answer applies. The only thing that changes within the automated announcement is the call type, and any call cost related information as the called party is not responsible for the costs associated with an offender prepaid call. When the called party answers an offender placed debit call, both the offender and called party will hear an announcement similar to the following:

"This is an MCI Prepaid Call from "Offender Name" at the "Commonwealth DOC Facility Name". This call will be monitored and recorded. The use of 3-way or call waiting will disconnect the call. If you wish to block any future collect calls dial, 7. To refuse this call, hang up. If you wish to accept this call, dial 5 now."

If the call is accepted by the called party the connection is made and the recording and billing process is started.

During the above Call Setup process several factors can occur that will keep the call from completing a connection. The following is a listing with the automated system prompt.

- A. Ring No Answer. "Your call has not been answered. Please try your call again later." <Hang up >



- B. Busy. "The line is busy. Please try your call again later." <Hang up>
- C. S.I.T Tone "Your call cannot be completed as dialed. Please check the number and dial again." <Hang up>
- D. Inmate hung up during hold. "No system response"
- E. All lines busy (Outbound Circuits). "All lines are busy. Please try your call again later."
- F. called party hangs up. "Your call was not accepted."

During the call process the Department of corrections may choose to implement overlay message to be played at random times during the call. The message will state that *"This call Originates from a Pennsylvania Correctional Facility."*

- f. The Contractor, shall explain in detail, and diagram, how IntraLata and InterLata calls shall be handled.

MCI Response:

MCI has read and understands.

The call procedures listed in response to item F above are the procedures for all call types Local, IntraLata and InterLata:

- g. 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 complied with MCI billing procedures below.

For the processing of billing Called Party Paid Collect Calls, MCI will utilize the following billing methods.

Local Exchange Carrier (LEC) Billed: The most common billing method, this process allows the called party to receive his/her billing on their LEC invoice. The LEC must have a billing arrangement with MCI. All collection is processed on a monthly basis between MCI and the Billing LEC.

Competitive Local Exchange Carrier (CLEC) Billing: MCI currently has several billing arrangements with CLECs across the US. In cases where MCI does have a billing arrangement in place, calls will be billed on the customer's CLEC invoice. All collection of funds is processed on a monthly basis between MCI and the Billing CLEC.



It is important to note that the lack of a billing arrangement with MCI for the above two billing options above, will not impact the called party's ability to accept an offender call as detailed below.

Called Party Prepaid (V-Connect) Billing: For called parties that are in a LEC or CLEC that does not have a billing agreement with MCI, the called party will be able to accept offender collect calls via MCI's proposed VAC V-Connect program. Further information regarding this program is provided in MCI response to Tab 6.

MCI Direct Remit Billing: For any customer that does not meet any of the above billing methodologies, MCI will direct bill this customer. MCI invoices each customer on a monthly basis and the customer remits payment back to MCI.

In each of the above billing processes the customer's invoice will be noted with a Toll Free number that will direct customer to MCI's Dedicated Inmate Customer Service Center located in Gainesville Florida. This call center supports only MCI's Corrections customers and can assist the customer in payment arrangements, billing options and general billing or service questions.

h. The Contractor shall provide commission checks on a monthly basis to the Department of Corrections. Checks will be accepted from one Contractor who is the prime contractor. The checks shall be sent to the Department of Corrections and shall be accompanied by a report in paper that as a minimum includes 1-5 below. Contractor shall also provide monthly the inmate collect and prepaid call records sent electronically.

For reference, see Attachments 22 and 23, the current Contractor's reports for the DOCs monthly usage of prepaid (monthly-prepaid details, site codes, deposits, velocity, debit calls and collect cut off reports) and collect commission reports.

- Total Commission
- Total Revenue
- Total Messages
- Total Minutes
- Total Stations

MCI Response:

MCI has read, understands and will comply.

As the prime contractor, MCI will be solely responsible for the calculation and delivery of all commissions checks to Department of Corrections. Each check will be accompanied with a report providing, at a minimum, the above listed information in a format acceptable to the Department of Corrections.

In addition to the requested monthly reports, the proposed Focus 100 system's Shadow application provides robust investigative and administrative reporting



capabilities, producing immediate, real-time reports. The Shadow application has approximately forty standard reports that are available and are easily accessible using a user friendly GUI interface on the system workstation or via the web browser. Listed below are the available financial reports that can be utilized at any time by an authorized user.

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 offender.
Offender Deposit	Provides a record of individual offender debit deposits.
Offender Reconciliation	Offers a detailed reconciliation of an individual offender's debit account.

- i. 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.

- j. 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 maintain an accurate recording and tracking system for substantiating commission payments.



MCI maintains several levels of call detail storage offering the ability to Audit and Substantiate the "Commissionable Revenue". This data is stored within Value Added Communications (VACI) and MCI redundant systems located in Richardson and Plano Texas as well as Sacramento California. The data is provided to the Commonwealth each month in the form of paper Commission Reports. MCI can make arrangements to have the data provided to the Commonwealth on a monthly basis to be stored on Commonwealth maintained systems. Additionally, the Commonwealth can access any and all call detail information directly from the ITS via any Administrative WorkStation.

MCI understands the Commonwealth's desire to have access to this data and will work with the Department of Corrections to insure the data is provided in an acceptable format.

.k It is solely the Contractor's responsibility to collect the revenue on the billed calls generated through the non-coin collect-only inmate 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 has complied with MCI billing procedures below.

As the prime contractor, MCI will be solely responsible for the collection of billed calls generated through the non-coin inmate telephones. Uncollected or uncollectible calls will not be subtracted from the "Commissionable Revenue" for the purposes of determining the commission payments to the Commonwealth.

With regard to billing actions taken by MCI for customers that refuse to pay for billing, MCI will block the person's ability to receive calls. In a LEC BILLED environment this occurs upon notification from the LEC to MCI and is generally 6 to 9 months after the original calls were made. These customers will be sent to a collections agency for handling at that time.

Direct Remit and V-Connect billed customers are considered past due 30 days past the invoice due date. Customers will be blocked at that time and if no payment is made within 120 days the account will be sent to a collections agency.

Any customer who has had their account blocked for non payment can contact MCI's Florida Customer Service to make payment arrangements and have their account unblocked.

- l. The Commonwealth shall bear no responsibility for fraudulent calls.

MCI Response:

MCI has read, understands and agrees.

- m. 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.

- n. 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 Department of Corrections policy on inmate use of the inmate telephones.

The Commonwealth of Pennsylvania cannot guarantee the rate of usage of the inmate telephone system, or the number of calls to be processed because of fluctuation in inmate usage, inmate population or sound correctional practices.

See Attachment 24-A through 24-D for the monthly number of messages and minutes billed by the incumbent InterLata carrier, IntraLata and local carrier. Changes occurred in long distance services from the original carrier AT&T in a transition to T-Netix during February 6, 2002 through February 21, 2002, when the inmate services at all DOC-SCIs were changed to T-Netix. In May, 2003 the inmate services were changed from T-Netix long distance (LD) carrier service to Verizon Select Services, Inc. (VSSI) LD services. The figures are provided in Attachments 24-A through 24-D is for calendar years 2001, 2002, 2003 and 2004.

Contractors are also urged to refer to Attachment 9, the Department of Corrections Inmate Policy, pertaining to inmate access to the inmate telephone system. To some extent, this policy statement, limits the minutes of calling for specific classes of inmates as noted. Again, refer to the statistics in Attachments 22, 23 and 24. Contractors should note that the DOC inmate access-to-telephone policy is an issue of periodic review.

MCI Response:

MCI has read, understands and has reviewed the provided data. MCI understands that the Commonwealth of Pennsylvania makes no guarantees to the rate of usage of the ITS.

- b. The Commonwealth retains the right to audit the calling data and revenues resulting in commissions for System B. 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.

MCI will support the Commonwealth's right to audit the calling data and understands that the MCI will be responsible for the Commonwealth's expense associated with the Audit less travel.

5. Commission Data: Attachment 25-A Section 2 and 25-B Section 2 establishes the content and format of the commission data required to be included in the proposal.

MCI Response:

MCI has read, understands and has provided the requested data in the Financial Response to the RFP.

6. Commission Payments: Each Contractor shall make commission payments to the Commonwealth or to the designated using agency in this RFP the Department of Corrections, or organizational elements thereof, which participate in the contract as designated by the Office of Administration.

Checks from the prime Contractor for payments representing commissions from inmate telephones for collect calls and prepaid calls, shall be paid monthly by the 30th calendar day (or last day of the month if the month has less than 30 days) of the following month to the DOC. These payments shall be accompanied by the management report as noted in paragraph 2.5-G, 3.i. above.

MCI Response:

MCI has read, understands and will comply with the payment time frame listed above and will provide the reports as listed in 2.5-G, 3.i above.

7. System Responsibility: The Contractor shall be responsible for the installation of the complete tested Systems B, and C. Any required interface equipment, although not specifically mentioned in this RFP, must be provided by the Contractor without cost to the Commonwealth. It is to be understood that complete operating systems accepted by the Office of Administration and the Department of Corrections are required in all cases.

MCI Response:

MCI has read, understands and will comply.

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 provided details regarding its participation with Disadvantaged Business Participation and Enterprise Zone Small Business within MCI's response to Disadvantaged Business Participation Tab within this RFP response.

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.

2.5-C. Investigation Staff Operations:

Two (2) separate Central Office staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording systems and their associated databases as well as the central processor and its database. These operations are the Headquarters Security Office and the Office of Professional Responsibility. Both offices are located in Camp Hill, PA.

1. Telecommunications Capabilities:**a. Communication Links:**

- (1) Data: SCIs to the central processor: The SCIs and the Headquarters Security and Professional Responsibility Offices need data link access to allow central database update from SCIs, to allow inquiry into SCI databases from Central Office locations, to allow inquiry into the central processor database from the two SCI locations and to allow backup of SCI inmate telephone control systems.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a high speed connection into the MCI provided frame relay WAN (wide area network). This will allow anyone within these locations and with the proper password / security level to monitor live calls and to download and listen to or re-record previously recorded calls in a matter of seconds.

- (2) Voice: SCIs to 2 Central Office locations: Voice grade links shall be provided from the Security Office and the Office of Professional Responsibility to SCI's to allow real time monitoring and recording of selected remote inmate telephone conversations at each of the central locations. These conversions will have been selected by the inquiring organization based on pre-set parameters such as PIN, called telephone number, etc.

MCI Response:

MCI has read, understands and will comply.

As stated above, MCI will be providing a high speed connection into the MCI provided frame relay wide area network. This will allow both the Security Office and the Office of Professional Responsibility to monitor both live and previously recorded calls. When a user from either of these two facilities wants to monitor a live call or to playback recorded calls the grade will be that of the highest quality made possible which MCI will be installing for the Commonwealth.

D-2

- b. Database Inquiry Capabilities: Up to 3 terminals shall be provided at the Headquarters Security and Professional Responsibility Offices to allow users to inquire into the central relational database, or equivalent, located at the central processor. The functionality accessed from the terminals shall be standard reports and real time SQL like inquiries.

MCI Response:

MCI has read, understands and will comply.

MCI will install the three (3) workstations as required. Each WorkStation will have the same feature functionality as all workstations within the frame relay wide area network. They will have the ability to monitor calls both live and recorded plus have same access to printing and searching for any report capability within the system.

- c. Remote Voice Monitoring Capabilities: Telephone capability shall be provided from the Headquarters Security and Professional Responsibility Offices to each SCI to allow users to monitor and record inmate conversations real time and after the fact. The real time conversations being monitored/recorded may be limited to those associated with a notification based upon pre-set alert parameters. Currently existing voice circuits shall be used for concurrent voice communications between the system operators.

MCI Response:

MCI has read, understands and will comply.

MCI will be installing new T1 circuits that carry traffic from each facility to the called parties. The WAN / Frame Relay circuits that will also be installed at each facility and the Headquarters Security and Professional Responsibility Offices will afford the opportunity to record live calls and to playback previously recorded calls. In addition to these recording capabilities, the alert group feature and functionality of the Focus 100 system will automatically notify investigators on those alert groups of an attempt by either an inmate that is being monitored, or a call from any inmate to a specific telephone number. Such notification can be accomplished using the currently existing voice circuits.

2. Information By Location:

- a. Headquarters Security Office: This office has headquarters responsibility for inmate security matters at all SCI's
- 1) Location: Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011.
 - 2) Function: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.

- 3) Terminals and Equipment: Up to ~~3~~ terminals 1 PC (as amended by addendum #2) and one laser printer; telephones for monitoring; recording device for recording telephone conversations; speaker telephones for conferencing.

MCI Response:

MCI has read, understands and will comply.

MCI will install the workstation at the Headquarters Security Office location noted within this section. This workstation will have full feature and functionality as all other workstations via the MCI provided frame relay WAN. The workstation will allow the ability to monitor and record telephone conversations and playback on the workstation speakers. Additionally, a laser printer will be provided for printing of any report information.

b. Office of Professional Responsibility: This office is responsible for all internal Department of Corrections security matters.

- 1) Location: 1110 Fernwood Avenue, Camp Hill, PA 17011.
- 2) Functions: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.
- 3) Terminals and Equipment: One terminal; and one laser printer; telephones for monitoring; recording device for recording telephone conversations; one speaker telephone for conferencing.
- 4) Move the Office of Professional Responsibility: A new DOC facility is in the planning stages, which will be located in Camp Hill. The Contractor shall relocate all equipment for the Headquarters Security Office and the Office of Professional Responsibility to the new facility when requested by the Commonwealth and this shall be accomplished at no cost to the Commonwealth

MCI Response:

MCI has read, understands and comply.

MCI will install the workstation at the Office of Professional Responsibility location noted within this section. This workstation will have full feature and functionality as all other workstations connected to the MCI provided frame relay WAN. The workstation will allow the ability to monitor and record telephone conversations and playback on the workstation speakers. Additionally, a laser printer will be provided for printing of any report information.

MCI will relocate such workstation and circuit from the old facility to the new facility when requested to do so at no cost to the Commonwealth.



c. Inmate Phones for Testing Purposes for Both Collect & Prepaid Inmate Calls: The Support Services Section (SSS) interfaces with all DOC-SCIs and all future DOC-SCIs. This requirement could expand and additional inmate test phones could be required.

- i. Location: Support Services Section (SSS) located in the Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011 and all DOC-SCIs and all future DOC-SCIs.
- ii. Function: One test phone each for SSS and all DOC-SCIs that will go through the inmate control system for making DOC test inmate calls by a minimum of two (2) DOC personal at each DOC-SCIs & SSS locations. The phone will be located in most cases near the control equipment. The inmate phone will be used for testing the inmate control system and making both collect and prepaid accessed by PIN numbers with a list of twenty (20) telephone numbers each. Contractors will supply these test calls with no charges to the DOC with an average of \$100.00 a month for each DOC-SCI and SSS to make test calls. The majority of the test calls made will be prepaid calling.
- iii. Telephones and Equipment: One inmate telephone or equivalent and any other associated equipment to perform the testing function at each DOC-SCI and the SSS location.

MCI Response:

MCI has read, understands and will comply.

There will be a test phone installed as part of each ITS at the SCI as detailed above. MCI will ensure that a \$100 a month is allowed for testing purposes.

d. Confidential Source of Information (CSI) Telephone Hot Line: All DOC-SCI requires one (1) SCI line to be located in each SCI security area. The line will be answered live or by an answering machine. Each DOC-SCI will determine if the line, which is similar to an attorney line in that it is not recorded or monitored. Each DOC-SCI will decide if the line is to be used globally or inmate specific.

MCI Response:

MCI has read, understands and will comply.

MCI will install an additional phone line at each DOC-SCI. The line will be available to be answered live or routed to an recording platform



2.5-D. Common Requirements: Systems B & C:

1. Call Rate Affordability: The inmate telephones shall be used by inmates incarcerated in the State Correctional Institutions. Therefore, it is essential that the services be provided at reasonable and customary rates and charges.

The Contractor's rates shall be in compliance with the following specifications:

a. Contractor shall guarantee its rates for inmate collect and inmate prepaid with submission of its proposal for the charges associated with inmate collect and prepaid calls on Attachments 25-A – 25-E. Reference Attachments 7 and 8 for the current rates. Also, inmate collect, inmate prepaid telephones rates may not be increased for the life of the contract. In addition, yearly negotiations will take place with the awarded Contractor in reviewing market pricing with a possibility of reducing rates. If any inmate rate change is granted, the Contractor is required to supply sufficient copies of the written and dated notice both in English and Spanish for posting at each inmate telephone station 30 day prior to the effective date of the change. In addition, if possible, notification to inmate family and friends that receive collect call from the inmates.

MCI Response:

MCI has read, understands and will comply.

As a dominant carrier in the telecommunications business, MCI will maintain current and accurate call rating information. Included in this information, but not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates and other information necessary to accurately process and rate calls. Additionally, MCI provides redundant access methods to ensure that this information is provided in a real-time basis.

MCI will only charge the rates and surcharges contained in the contract, plus applicable taxes and regulatory charges and will insure that rates are competitive. MCI will also provide all rate information for all calls upon request by the DOC at any time during the term of this contract. MCI understands that the rates provided in the contract shall remain in effect during the term of the contract and shall not be increased. Yearly negotiations will also take place in reviewing the market pricing.

MCI will supply sufficient copies of the written and dated notice both in English and Spanish for posting at each inmate telephone station 30 day prior to the effective date of the change. In addition, if possible, notification to inmate family and friends that receive collect call from the inmates.

b. Inmate collect local call rates including surcharge from the inmate stations, IntraLata collect call rates including surcharge from the inmate stations, Intrastate collect call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) collect call rates including surcharge from the inmate stations and International (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) collect call rates including surcharge from the inmate stations. The inmate collect rates shall not exceed the charges listed on Attachment 7.

MCI Response:

MCI has read, understands and will comply.

MCI's charged rates will not exceed the rates as listed within Attachment 7 of the original RFP document.

c. Inmate prepaid local call rates including surcharge from the inmate stations, IntraLata prepaid call rates including surcharge from the inmate stations, Intrastate prepaid call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) prepaid call rates including surcharge from the inmate stations and International station prepaid (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) prepaid call rates including surcharge from the inmate stations. The inmate prepaid rates shall not exceed the charges listed on Attachment 8.

MCI Response:

MCI has read, understands and will comply.

MCI's charged rates will not exceed the rates as listed within Attachment 8 of the original RFP document.

d. Contractor shall provide information on the long distance carrier it has chosen to provide the entire inmate collect and prepaid calling.

MCI Response:

MCI has read, understands and submits that it will utilize MCI's owned and operated long distance services to provide the entire proposed inmate collect and prepaid calling services.

e. The Commonwealth shall verify compliance with the inmate collect and prepaid pricing at the time of installation and periodically during the term of the contract.

MCI Response:

MCI has read, understands, acknowledges and agrees.

MCI both welcomes and anticipates working in conjunction with the Commonwealth as it verifies compliance with the inmate collect and prepaid pricing at the time of installation and periodically during the term of the contract.



f. 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 acknowledges.

2. Moves, Changes, Additions, and Deletions: The Department of Correction State Correctional Institutions (DOC SCI) participating under this contract may initiate moves, changes, additions, and/or deletions of components of Systems B, C and the integrated Central Office staff operations. A move is the relocation of existing equipment and its associated wiring/cabling. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the DOC SCIs. The Contractor will be given a minimum of ten (10) working days notice to complete the service order submitted by the DOC. The service order will be sent electronically to the Contractor. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.

MCI Response:

MCI has read, understands and will comply.

It is understood that periodically the Department of Corrections may initiate moves changes and additions and/or deletions of components of the ITS. Moves will be relocating of existing equipment and its associated wiring / cabling. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the DOC SCIs.

It is further understood that a minimum of ten working days notice will be given to complete the services as submitted by the DOC. It is also understood that in some instances MCI will have to supply what is required to complete the project which would be minimal and would be handled on a case by case basis.

3. Conversion of Inmate Call Records: Contractor shall explain how one (1) year of inmates call records from each DOC-SCI and any active inmate cases can be converted from the present prime Contractor Verizon and its subcontractor systems to the Contractor's proposed inmate system. The inmate call records for the active inmate cases will be identified prior to each SCI cutover. The DOC requires voice recordings of one (1) year and the equipment/system to listen to the recorded calls with the ability to search for a desired call. Contractor will explain how it will convert the present call records of one (1) year of archives and how the DOC may listen to and manipulate the data. The current system stores all Call Detail Records in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. Conversion formats available include Oracle, Excel, Paradox, MS Access and html.

MCI Response:

MCI has read, understands and will comply.

MCI will convert one year of recorded call records from each DOC-SCI and any active inmate cases to the proposed VAC ITS either through a separate utility or from the VAC platform itself. In any case the records will be available for review from any MCI provided workstation connected to the VAC ITS.

MCI understands that a proprietary format currently exists and will request that the call records be provided in a uniform file format that can be easily migrated. The playback of the records may be performed in a standard Microsoft Media Player format.

MCI is confident in its ability to provide this requested function and will work with the Commonwealth and the current vendor to ensure that the Commonwealth is satisfied with the conversion and playback process.

4. Installation, Transition and Implementation: Upon award of a contract, the Commonwealth and the Contractor will review the Contractor's installation, transition and implementation schedule with the successful Contractor to ensure a smooth transition. A smooth transition by the awarded Contractor and the Commonwealth will be developed with the incumbent Contractor and its subcontractors. The Contractor must be ready and able to fully perform the required services. 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 will provide upon contract award an installation and transition schedule to be reviewed with the Commonwealth and the existing vendor. MCI is very experienced in installing large transitions and will work with the Commonwealth to ensure a clean and smooth implementation.

5. 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 no institution has a higher installation priority than any other. The inmate telephone system and monitoring and recording equipment/system shall be installed in a manner and under a time frame designed to minimize disruption of the normal functions of the DOC.

MCI Response:

MCI has read understands and will comply.

MCI proposes that a System-wide installation and conversion is estimated to take approximately 90 to 120 days, and includes site surveys, ordering of telephone facilities, installation of new inmate telephone station equipment, installation and testing of ICS system equipment and platform, cutover to the new system and ICS user training of DOC facility staff. The following timeline provides a more detailed account of the steps necessary to perform the system-wide installation.

Although the listed below timeline has been built based upon MCI's experience, this same experience tell us that no schedule is firm until the Project Manager has met with the customer to understand the customer's specific requirements and needs. MCI is confident that it can complete the process in the projected 90 to 120 days; however specific PA DOCs and Commonwealth requirements may add time to this schedule. MCI will work with PA DOC and Commonwealth to develop a customized implementation plan and specific time schedule that takes into account these special requirements.



Inmate Phone Installation – System-Wide Activities.

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1 st implementation meeting held	1-2	3
3	Obtain security clearances for site survey and install staff	2	6
4	Schedule site surveys - Group 1	4	7
5	Equipment orders placed for all facilities and the central server location	7	11
6	Begin detailed site surveys – Group 1	8	8
7	Schedule site surveys - Group 2	4	8
8	Begin detailed site surveys – Group 2	8	11
9	Schedule site surveys – Group 3	4	9
10	Begin detailed site surveys – Group 3	8	15
11	Schedule site surveys – Group 4	4	11
12	Begin detailed site surveys – Group 4	8	23
13	Schedule site surveys – Group 5	4	23
14	Begin detailed site surveys – Group 5	8	28
15	Order access circuits for all DOC sites	45	5
16	Build inmate PIN & Attorney telephone number database	30	25
17	Begin pre-install activities for ITS system	95	30
18	Install and turn up central server equipment	10	35
19	2 nd implementation meeting held	1	65
20	Deliver equipment to Group 1 sites	5	40
21	Begin installation - Group 1	20	40
22	Test and turn-up system - Group 1	20	60
23	Deliver equipment to Group 2 sites	5	45
24	Begin installation - Group 2	20	45
25	Test and turn-up system - Group 2	20	70
26	Deliver equipment to Group 3 sites	5	65
27	Begin installation - Group 3	20	65
28	Test and turn-up system - Group 3	20	85
29	Deliver equipment to Group 4 sites	5	70
30	Begin installation – Group 4	20	70
31	Test and Turn-up system – Group 4	20	90
32	Deliver equipment to Group 5 sites	5	75
33	Begin installation – Group 5	20	75
34	Test and turn-up system – Group 5	20	100
35	Post cutover meeting	1	115
36	Installation and conversion complete	1	120

The following numbered paragraphs provide a detailed description of the tasks listed in Table 1.

1. **Formal contract award and execution:** DOC and MCI execute contract for ICS and related services.
2. **First implementation meeting:** The first of several meetings held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of the first meeting is to establish an overall implementation plan, including a schedule for each site, and any special requirements.
3. **Obtain security clearances for site survey and installation staff:** MCI will provide DOC with personal information for all team members who will perform on-site activities at a DOC facility. MCI assumes and agrees that all persons must obtain a security clearance from DOC prior to being allowed to enter any DOC facility, and that DOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at DOC's sole discretion.
4. **Schedule site surveys - Group 1:** DOC correctional facilities will be divided into five groups. Group 1 will consist of the 5 Commonwealth Correctional Institutions.
5. **Equipment orders placed for all DOC facilities and the central server locations:** MCI will submit formal orders to the equipment manufactures (i.e. VAC and *Wintel*).
6. **Begin detailed site surveys - Group 1:** The MCI implementation team will perform site surveys of the Group 1 DOC facilities.
7. **Schedule site surveys - Group 2:** MCI will schedule site surveys of the Group 2 locations with DOC. Group 2 will consist of the 4 Commonwealth Correctional Institutions.
8. **Begin detailed site surveys - Group 2:** The MCI implementation team will perform site surveys of the Group 2 facilities.
9. **Schedule site surveys - Group 3:** MCI will schedule site surveys of the Group 3 locations with DOC. Group 3 will consist of the 4 Commonwealth Correctional Institutions.
10. **Begin detailed site surveys - Group 3:** The MCI implementation team will perform site surveys of the Group 3 facilities.
11. **Schedule site surveys - Group 4:** MCI will schedule site surveys of the Group 4 locations with DOC. Group 4 will consist of the 7 Commonwealth Correctional Institutions.
12. **Begin detailed site surveys - Group 4:** The MCI implementation team will perform site surveys of the Group 4 facilities.
13. **Schedule site surveys - Group 5:** MCI will schedule site surveys of the Group 5 locations with DOC. Group 5 will consist of the 7 Commonwealth Correctional Institutions.
14. **Begin detailed site surveys - Group 5:** The MCI implementation team will perform site surveys of the Group 5 facilities.
15. **Order access circuits:** MCI will issue the necessary internal and external telephone access circuit orders to support the inmate phones, Wide Area Network (WAN) connections, and remote system dial-up lines for all DOC facilities. The typical lead time for orders for digital access loops and frame relay WAN circuit connections is 18-25 calendar days, and 5 to 12 days for individual analog business lines.
16. **Build inmate PIN and Attorney Telephone Number Database:** MCI will begin working with DOC staff to identify and develop a process and procedure for building MCI's ITS data base of inmate PINs and attorney do not record telephone numbers data base.
17. **Begin pre-install activities for ITS system:** MCI's installation and implementation team will perform pre-installation cabling and related activities to ensure sites are ready for ITS equipment when it is shipped to the site.
18. **Install and turn up primary and secondary central server equipment:** MCI implementation team will receive the data base equipment for the primary and secondary central server locations and will perform the installation activities.

19. **Second implementation meeting:** A second implementation meeting will be held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of this meeting will be to review the completed installation and turn-up activities of the two central server sites and the first DOC facilities, and the current status of the detailed site surveys being performed on the other sites. The meeting will also provide an opportunity to discuss any significant issues that have been identified.
20. **Deliver equipment to Group 1 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the five (5) Group 1 facilities.
21. **Begin installation - Group 1:** Installation activities begin for the Group 1 facilities.
22. **Test and turn-up system - Group 1:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
23. **Deliver equipment to Group 2 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 2 facilities.
24. **Begin installation - Group 2:** Installation activities will begin for Group 2 facilities. At this point MCI is looking to having 2 installation and turn-up teams working in 2 facilities simultaneously throughout the remaining implementation project.
25. **Test and turn-up system - Group 2:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
26. **Deliver equipment to Group 3 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 3 facilities.
27. **Begin installation - Group 3:** Installation activities will begin at Group 3 facilities.
28. **Test and turn-up system- Group 3:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
29. **Deliver equipment to Group 4 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the seven (7) Group 4 facilities.
30. **Begin installation - Group 4:** Installation activities will begin at Group 4 facilities.
31. **Test and turn-up system- Group 4:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
32. **Deliver equipment to Group 5 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the seven (7) Group 5 facilities.



- 33. **Begin installation - Group 5:** Installation activities will begin at Group 5 facilities.
- 34. **Test and turn-up system- Group 5:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
- 35. **Post cutover meeting:** A post cutover meeting will held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of this meeting will be to discuss additional ITS system testing activities (if required) and DOC system acceptance. The meeting will also provide a forum to identify any unresolved issues and establish a plan and time frame for resolution.
- 36. **Complete installation and conversion:** All activities—including installation, testing, inmate orientation, initial DOC staff training, cutover and system acceptance—are complete.

Inmate Phone System Installation - Per Each Site

Many activities, such as training, will take place on a site level as described in MCI's response to TAB 7 of this RFP response. Table 2 lists the activities that may be required to implement the new ITS at each of the DOC facilities. The list includes steps that may or may not be performed at a particular site. Also, the time duration given is a conservative estimate, and may be longer than the actual time necessary to complete a given task.

Table 2. Inmate Phone Installation

Item	Description	Duration
1	Issue service orders	1
2	Order MCI call processing access circuits	1
3	Order WAN frame relay network access circuits	10
4	Site implementation meeting	1
5	System location requirements set	1
6	Call processing & recording equipment manufactured	30
7	Site survey completed	1
8	Site name branded announcement call recording developed	10
9	Cable installations scheduled	1
10	Employee security check	2
11	Establish conversion plan	2
12	Train facility staff	1
13	Develop inmate user information literature	5
14	Begin cable installation	5
15	Oversee TELCO installation	1
16	Equipment delivered to the site	1
17	Installation begins	3-5
18	Software installed and system programmed	3
19	Site Staff System Users trained	2
20	System testing and certification completed	2
21	System cutover	1
22	Final acceptance	30



The following numbered paragraphs provide a detailed description of the tasks listed in Table 2.

1. **Issue service orders:** Begins the installation process.
2. **Order MCI access circuits:** Access circuits serving the inmate phones are ordered.
3. **Order frame relay network access:** Frame relay network access circuits that will connect the site to the WAN and central server locations are ordered.
4. **Site Implementation meeting with facility staff:** MCI installation team will meet with facility staff to review installation activities required, and identify any escort requirements.
5. **System location requirements set:** This addresses the verification of where the facility ITS equipment is to be located.
6. **Call processing and recording equipment manufactured:** The normal interval is 30 days.
7. **Site survey completed:** The site survey allows the MCI implementation team to assess the specific needs of the installation. This may include additional cabling and other site preparations.
8. **Site name branded call announcement recording developed:** This refers to the recorded message heard by the called party which identifies that the call is coming from the Commonwealth of Pennsylvania <facility name>.
9. **Cable installations scheduled:** As needed, cabling within the prison from the inmate call processor to the inmate phones.
10. **Employee security check:** MCI will supply all information on employees and subcontractors who will participate on-site in the installation for the purpose of a security check and clearance.
11. **Establish conversion plan:** MCI will establish a plan to ensure that conversion to the new service goes smoothly and without interruption of service.
12. **Train DOC facility staff:** Each individual facility's employees who will be working with the system will set-up with a User ID and password and will be trained on operating the ITS system.
13. **Develop inmate user information literature:** The information will provide instructions to inmates on how make calls with the new ITS system(s).
14. **Begin cable installation:** If required.
15. **Oversee TELCO installation:** This is part of site preparation to assure that the installation and testing of the access circuits go smoothly.
16. **Equipment delivered to the site:** Equipment will be delivered directly to the facility via common carrier or by the installation team prior to the installation time frame.
17. **Installation begins:** This includes inmate telephone station equipment, on-premise ITS systems, computers, frames, and other equipment.
18. **Software installed and system programmed:** This includes installation of the station and trunk line cards, programming configuration of the ICS and call announcement scripting/branding.
19. **Site DOC user training:** DOC ITS users will be trained to operate the system and the particular needs of the DOC.
20. **System Testing and certification completed:** Refers to MCI's installation team successfully completing a full system testing and certification process to insure that all system features and functionality are operating correctly and are ready for system cutover.
24. **System Cutover:** Inmate phones are cutover to new ITS system and test calls placed from each physical inmate telephone to assure that each is functional and operating correctly.

25. Final acceptance: Installation is complete and site DOC staff takes charge of the system.

The project of installing a new inmate calling system throughout the DOC involves several critical paths. The above schedules show examples of the activities and milestones for several critical paths for typical installations and cutovers. Actual critical paths for the cutover will be developed after the first implementation planning meeting.

Equipment for the ITS will be ordered directly following final contract signature, and will be assembled, tested, and shipped to the installation teams beginning 30 to 45 days after contract award. MCI has a close working relationship with its equipment manufacturers (VAC and *Wintel*), and will work with them to ensure that the equipment is delivered in a timely fashion. MCI will assume the risk of loss and/or damages during shipment, unloading, and installation for all the proposed equipment to be provided by MCI. MCI's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials at MCI's expense.

The proposed inmate call control systems and all other related hardware, software, inmate telephones, and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the DOC. It is agreed that any delay in the schedule caused by DOC personnel will increase MCI's time allowed to cutover by the length of such a delay.

MCI has dedicated corrections market specialists who have extensive experience successfully installing and maintaining inmate call control systems. Upon contract award, MCI will provide a dedicated implementation and installation team, including a dedicated project manager who will oversee all installation, testing, turn-up, and conversion activities. Each member of MCI's installation team will adhere to and follow all related DOC policies and procedures. They will also see that all activities are performed in such a manner that any disruptions are minimal, and that installation and cut over time frames are met.

Option 1
Option 2

**Commonwealth of Pennsylvania
Office of Administration and Department of Corrections**

Disadvantaged Business Information Section

RFP Number No. 2005-081-011



September, 8, 2005

BY FACSIMILE: (937) 898-4447

ShawnTech Communications, Inc.
One ASET Centre, Suite 102
Dayton International Airport
Vandalia, OH 45377

Re: Letter of Intent to Team, RFP No. 2005-081-011 for Section 2, Inmate Telephone System

Dear Sirs:

MCI, Inc. ("MCI") intends to submit a proposal to the Commonwealth of Pennsylvania, Office of Budget and Administration, Bureau of Infrastructure and Operations Department of Corrections in response to RFP No. DOC-1000-Phone2006 for Inmate Telephone Services (the "Pennsylvania DOCS RFP"). MCI and ShawnTech Communications Inc. ("SCI") have begun conducting discussions regarding MCI's potential use of SCI to provide certain portions of the Pennsylvania DOCS RFP work, as more specifically outlined in the Statement of Work ("SOW") document currently being drafted by MCI and SCI.

Provided that MCI and SCI agree to the scope of services and a reasonable price, MCI intends to enter into a Teaming Agreement with SCI. Under the terms of the Teaming Agreement, MCI will agree to offer SCI the portion of work in its proposal relating to the SOW, and SCI will agree to enter into a subcontract with MCI upon award of the Pennsylvania DOCS project and any necessary government approval.

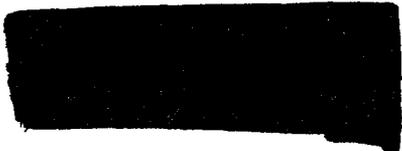
Please sign below and return to me by fax to 636-793-5749 if you agree.

We look forward to working with you on this project. You may contact me at 636-793-3457 if you have any questions.

Sincerely,

Stephen D Viefhaus
Director, Justice Solutions
MCI

AGREED: _____



9/8/05

Commonwealth of Pennsylvania



**DEPARTMENT
OF
GENERAL SERVICES**

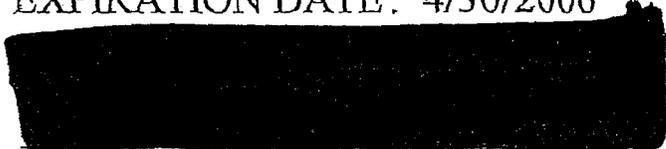
Be it hereby known that
ShawnTech Communications, Inc.

A
Minority Business Enterprise

Is recognized as a certified business enterprise owned and controlled in accordance with the criteria established by Executive Order No. 1996-8 and 4 Pennsylvania Code, Section 68.204.

ISSUE DATE: 3/4/2004

EXPIRATION DATE: 4/30/2006


Tyrone A. Powell, Director
Bureau of Minority and Women
Business Opportunities



Commonwealth of Pennsylvania

Office of Administration and Department of Corrections

Section 1

Disadvantaged Business Information Section

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

2.2-4 Disadvantaged Business Information

To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business, entering into a joint venture agreement with a Small Disadvantaged Business or subcontracting with a Small Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), a company must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal:

MCI Response:

MCI has read, understands and submits that although MCI is subcontracting many of the services necessary to meet the requirements of the Section 1 Coin/Card Public Payphone of RFP 2005-081-011, MCI was unable to find an MBE or WBE subcontractor that could meet MCI's needs. Because of this, MCI has not completed the listed below MBE/WBE information.

- a. Small Disadvantaged Businesses qualifying as a result of MBE/WBE certification from BMWBO must provide a photocopy of their BMWBO certificate.
- b. Disadvantaged Businesses qualifying as a result of certification from the U.S. Small Business Administration as an 8(a) or small disadvantaged business must submit proof of Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.
- c. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, and must attest to the fact that the business has 100 or fewer employees.
- d. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

All companies claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

- a. Be rooted in treatment, which the business person has experienced in American society, not in other countries.
- b. Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.
- c. Indicate that the business person's experience with the racial or ethnic prejudice or cultural bias has negatively impacted on his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Contractor has established that a business is socially disadvantaged by clear and convincing evidence.

In addition to these verifications, the Disadvantaged Business Submittal should include the following information:

- The name and telephone number of the project (contact) person for the Small Disadvantaged Business(s) or Socially Disadvantaged Business.
- The company name, address, telephone number of the prime contact person for each specific Small Disadvantaged Business or Socially Disadvantaged Business included in the proposal. The Contractor must specify the Small Disadvantaged Business(s) or Socially Disadvantaged Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Small Disadvantaged Business or Socially Disadvantaged Business after the contract is awarded or by listing several companies and stating you will select one later.
- The specific work, goods, or services the Small Disadvantaged Business(s) or Socially Disadvantaged Business(s) will perform or provide.
- The location where the Small Disadvantaged Business(s) or Socially Disadvantaged Business will perform these services.
- The timeframe for the Small Disadvantaged Business(s) or Socially Disadvantaged Business to provide or deliver the goods or services.
- The amount of capital, if any, the Small Disadvantaged Business(s) or Socially Disadvantaged Business will be expected to provide.
- The form and amount of compensation each Small Disadvantaged Business or Socially Disadvantaged Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Small Disadvantaged Business or Socially Disadvantaged Business.
- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Disadvantaged Business(s) or Socially Disadvantaged Business.
- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business portion of the proposal.
- Include in the Disadvantaged Business Submittal, any and all information concerning the Contractor's proposed utilization of small businesses located in Designated Enterprise Zone as required by Section II-8, *Enterprise Zone Small Business Utilization Response*.

The Disadvantaged Business Submittal must be clearly identified as Disadvantaged Business information and sealed in an envelope separately from the remainder of the proposal. Only one copy of the Disadvantaged Business Submittal is needed.

The dollar value of the commitment to each Small Disadvantaged Business or Socially Disadvantaged Business must be sealed in the same envelope with the Disadvantaged Business portion of the proposal. The selected Contractor's Disadvantaged Business commitment amount, name of Disadvantaged Business, services to be provided including timeframe for performing services will be included as a contractual obligation when the contract is executed.



Offerors may submit, within the same proposal envelope, alternate proposals for differing utilization of Small Disadvantaged Businesses or Socially Disadvantaged Businesses. For example, a proposal may be submitted by prime contractor with a Small Disadvantaged Business as a subcontractor while an alternate proposal may be submitted by the Small Disadvantaged Business as the prime contractor. If an alternate proposal is offered, it must include separately sealed Technical, Price, and Disadvantaged Business submittals for the alternate. The Alternate proposal will be scored separately. Only the higher-scored proposal (prime proposal or alternate proposal) will be eligible for participation for Best and Final Offers.



Commonwealth of Pennsylvania

Office of Administration and Department of Corrections

Section 2

Disadvantaged Business Information Section

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



2.2-4 Disadvantaged Business Information

To receive credit for being a Small Disadvantaged Business or a Socially Disadvantaged Business, entering into a joint venture agreement with a Small Disadvantaged Business or subcontracting with a Small Disadvantaged Business (including purchasing supplies and/or services through a purchase agreement), a company must include proof of Disadvantaged Business qualification in the Disadvantaged Business Submittal of the proposal:

MCI Response:

MCI has read, understands and requests that MCI be given the appropriate evaluation point credit as part of the evaluation of MCI's response to Section 2 Inmate Telephone Services of RFP #2005-081-011. The requested point credit to be given to MCI and used in the evaluation is due to MCI's proposed subcontract with ShawnTech Communications Inc. (ShawnTech), a Small Disadvantaged Business (MBE) as certified by the Pennsylvania Department of General Services Bureau of Minority and Women business Opportunities (BMWBO). MCI has provided in the pages to follow and attachments, copies of requested documentation as well as response to each of the qualification statements as provided in the RFP.

- a. Small Disadvantaged Businesses qualifying as a result of MBE/WBE certification from BMWBO must provide a photocopy of their BMWBO certificate.

MCI Response:

MCI has read, understands and has provided a copy of ShawnTech's Certification as provided by BMWBO attached to the document.

- b. Disadvantaged Businesses qualifying as a result of certification from the U.S. Small Business Administration as an 8(a) or small disadvantaged business must submit proof of Small Business Administration certification. The owners of such businesses must also submit proof of United States citizenship.

MCI Response:

MCI has read, understands and submits that ShawnTech meets the Small Disadvantaged Business through its certification with BMWBO and not the U.S. Small Business Administration and as such has not provided the requested documentation.



- c. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, and must attest to the fact that the business has 100 or fewer employees.

MCI Response:

MCI has read, understands and submits that ShawnTech has fewer than 100 employees.

- d. All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than \$20,000,000 (\$25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement.

MCI Response:

MCI has read, understands and submits that ShawnTech's gross annual revenues are less than \$25,000,000.00 (ShawnTech is an information technology service business). Proof of annual gross revenues can be obtained through a review of ShawnTech Annual Reports as provided in PA Attachment 26 of the RFP response.

All companies claiming status as a Socially Disadvantaged Business must include in the Disadvantaged Business Submittal of the proposal clear and convincing evidence to establish that the business has personally suffered racial or ethnic prejudice or cultural bias stemming from the business person's color, ethnic origin or gender. The submitted evidence of prejudice or bias must:

- a. Be rooted in treatment, which the business person has experienced in American society, not in other countries.
- b. Show prejudice or bias that is chronic and substantial, not fleeting or insignificant.
- c. Indicate that the business person's experience with the racial or ethnic prejudice or cultural bias has negatively impacted on his or her entry into and/or advancement in the business world.

BMWBO shall determine whether the Contractor has established that a business is socially disadvantaged by clear and convincing evidence.

MCI Response:

MCI has read, understands and submits that BMWBO has established that ShawnTech has met the above qualifications evident though the existing BMWBO Certification attached to the section.



In addition to these verifications, the Disadvantaged Business Submittal should include the following information:

- The name and telephone number of the project (contact) person for the Small Disadvantaged Business(s) or Socially Disadvantaged Business.

MCI Response:

MCI has read, understands and has provided the following contact at ShawnTech Communications Inc.

ShawnTech President
Lance Fancher
One ASET Centre, Suite 102
Dayton International Airport
Vandalia, OH 45377
Phone: 937-898-4900

- The company name, address, telephone number of the prime contact person for each specific Small Disadvantaged Business or Socially Disadvantaged Business included in the proposal. The Contractor must specify the Small Disadvantaged Business(s) or Socially Disadvantaged Business to which it is making commitments. The Contractor will not receive credit by stating that it will find a Small Disadvantaged Business or Socially Disadvantaged Business after the contract is awarded or by listing several companies and stating you will select one later.

MCI Response:

MCI has read, understands and submits that it will subcontract with ShawnTech Communications Inc. Prime contact person for ShawnTech is as provided below.

ShawnTech President
Lance Fancher
One ASET Centre, Suite 102
Dayton International Airport
Vandalia, OH 45377
Phone: 937-898-4900

- The specific work, goods, or services the Small Disadvantaged Business(s) or Socially Disadvantaged Business(s) will perform or provide.

MCI Response:

ShawnTech as a Subcontractor to MCI, under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011, ShawnTech will provide all PIN Administration Personnel and Management as well all Field Technical Support Personnel.

- The location where the Small Disadvantaged Business(s) or Socially Disadvantaged Business will perform these services.

MCI Response:

All subcontracted services, as described above, performed by ShawnTech under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011 will be performed in the Commonwealth of Pennsylvania.

- The timeframe for the Small Disadvantaged Business(s) or Socially Disadvantaged Business to provide or deliver the goods or services.

MCI Response:

All ShawnTech subcontracted services will be provided for the full term of any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011. The RFP states that the contract term would be five (5) years with a non-mutual option to review for a period of two (2) additional one (1) year periods.

- The amount of capital, if any, the Small Disadvantaged Business(s) or Socially Disadvantaged Business will be expected to provide.

MCI Response:

MCI will not expect ShawnTech to expend any amount of capital under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011.

- The form and amount of compensation each Small Disadvantaged Business or Socially Disadvantaged Business will receive. In the Disadvantaged Business portion of the proposal, provide the estimated dollar value of the contract to each Small Disadvantaged Business or Socially Disadvantaged Business.

MCI Response:

As a subcontractor to MCI under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011, ShawnTech will receive the following fixed monthly payment based upon the PIN Administration Option chosen by the Commonwealth. ShawnTech's estimated contract value has also been provided below and is based upon a seven (7) year (five (5) year base with two (2) option years) contract term.



Option 1 – Centralized PIN Administration

Monthly Payment: \$104,583.33
Estimated Contract \$ Value: \$8,785,000.00

Option 2 – De-Centralized PIN Administration

Monthly Payment \$175,000.00
Estimated Contract \$ Value \$14,700,000.00

- The percent of the total value of services or products purchased/subcontracted under the proposal that will be provided by the Disadvantaged Business(s) or Socially Disadvantaged Business.

MCI Response:

Listed below is the estimated percentage of total value of services, by PIN Administration Option, that will be subcontracted to ShawnTech under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011.

Option 1 – Centralized PIN Administration

56.7%

Option 2 – De-Centralized PIN Administration

68.6%

4,924,945

- In the case of a joint venture agreement, a copy of the agreement, signed by all parties, must be included in the Disadvantaged Business Submittal of the proposal. If subcontracting, a signed subcontract or letter of intent must be included in the Disadvantaged Business portion of the proposal.

MCI Response:

MCI has read, understands and has attached to this section a copy of MCI's letter of intent to subcontract PIN Administration Personnel and Field Technician Personnel under any contract awarded to MCI by the Commonwealth as a result of MCI's response to Section 2, Inmate Telephone Service RFP # 2005-081-011.



- Include in the Disadvantaged Business Submittal, any and all information concerning the Contractor's proposed utilization of small businesses located in Designated Enterprise Zone as required by Section II-8, *Enterprise Zone Small Business Utilization Response*.

MCI Response:

MCI has read, understands and submits that MCI has not proposed to utilize any small businesses located in Designated Enterprise Zones.

The Disadvantaged Business Submittal must be clearly identified as Disadvantaged Business information and sealed in an envelope separately from the remainder of the proposal. Only one copy of the Disadvantaged Business Submittal is needed.

MCI Response:

MCI has read, understands and has complied with requested information within this RFP section.

The dollar value of the commitment to each Small Disadvantaged Business or Socially Disadvantaged Business must be sealed in the same envelope with the Disadvantaged Business portion of the proposal. The selected Contractor's Disadvantaged Business commitment amount, name of Disadvantaged Business, services to be provided including timeframe for performing services will be included as a contractual obligation when the contract is executed.

MCI Response:

MCI has read, understands and has complied with requested information within this RFP section.

Offerors may submit, within the same proposal envelope, alternate proposals for differing utilization of Small Disadvantaged Businesses or Socially Disadvantaged Businesses. For example, a proposal may be submitted by prime contractor with a Small Disadvantaged Business as a subcontractor while an alternate proposal may be submitted by the Small Disadvantaged Business as the prime contractor. If an alternate proposal is offered, it must include separately sealed Technical, Price, and Disadvantaged Business submittals for the alternate. The Alternate proposal will be scored separately. Only the higher-scored proposal (prime proposal or alternate proposal) will be eligible for participation for Best and Final Offers.

MCI Response:

MCI has read, understands and has chosen not to submit any alternative proposals.



Inmate Telephone System (ITS)

Disaster Recovery Plan

October 13, 2005

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1.0 Executive Summary

1.1 Plan Purpose

This draft Inmate/Ward Telephone System (ITS) Disaster Recovery Plan addresses the emergency recovery of services in the event a natural or man-made disaster causes damage or service disruption to the ITS.

1.2 Plan Scope

This draft plan sets forth MCI's approach to restoring service in the event a natural or man-made disaster disrupts network service, or service to an ITS site. MCI will provide the PA DOC with a Disaster Recovery Plan for each ITS site on or before the date of acceptance at each installation. Service-affecting disasters comprise two general categories, which are defined as follows:

- **Natural disasters**—disasters that disrupt communications and are caused by earthquakes, flood, hurricane, tornado, or inclement weather. In such instances, the Federal Emergency Management Association (FEMA) also will become involved and restoration procedures will be enacted.
- **Man-made.** Disasters that disrupt communications and are caused by human error or the intentional destruction of a communications path. Included are intentional acts of sabotage, arson, civil disturbance, bombing, or vandalism.

1.2 Plan Outline

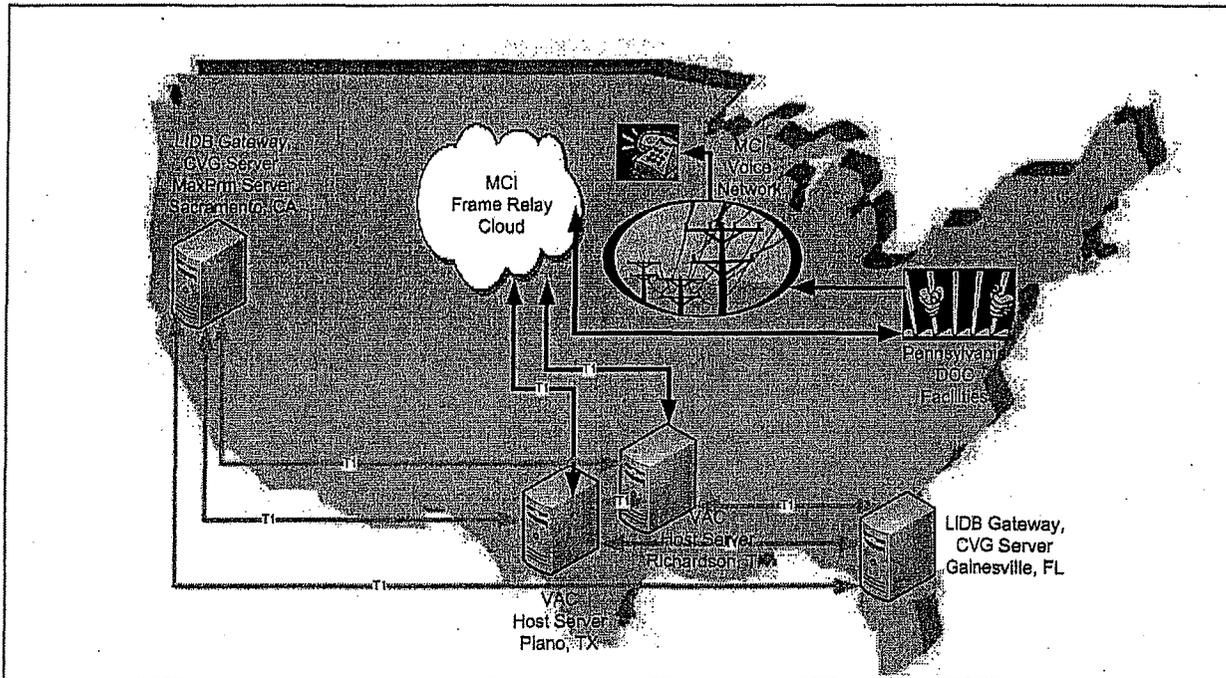
This plan is divided into the following five sections:

- **Section 2.0, Network Disaster Recovery.** This section identifies the network elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 3.0, Site Disaster Recovery for On Site Call Processing Equipment at PA DOC Institutions.** This section identifies the site-specific elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 4.0, Site Disaster Recovery for Off Site Call Processing Equipment at PA DOC Facilities.** This section identifies the site-specific elements of the ITS service, and the disaster avoidance and recovery procedures that are in place to protect those elements from failure or restore service in the event of an outage.
- **Section 5.0, Disaster Recovery Testing.** This section describes the disaster recovery tests that will be used to train MCI and Commonwealth employees. The tests will simulate disaster those elements from failure or restore service in the event of an outage.
- **Section 6.0, Deliverables.** This section describes the program deliverables that will be delivered under this contract.

2.0 Network Disaster Recovery

2.1 Approach

MCI has a robust, redundant network system and an effective disaster recovery protocol in place. It combines the technical standards of the industry with an exceptional engineering design that will enable the company to proactively monitor the Commonwealth's ITS for both service level 1 and service level 2 around the clock and to initiate corrective actions in the event of disaster.



MCI safeguards its network and its customers' services by protecting its facilities, distributing its expertise and equipment, and using event-recognition technology. In regards to the MCI ITS network as depicted in Figure 1, MCI utilizes its state of the art network monitoring tools and built in network redundancy to proactively manage and monitor Inmate/Ward calling. MCI robust network is designed to re-route calls utilizing optional network paths when necessary. This re-routing of traffic allows for calls to take place when there are specific network related events.

In the U.S., MCI operates on an all-fiber, high-capacity, nationwide network with enough fibers to stretch from San Francisco to Washington, D.C. 16 times. The driving force behind the improvement of the network is the Synchronous Optical Network (SONET). More than 97 percent of MCI's traffic travels over SONET-compliant facilities which allows for instant network redundancy.

2.2 Protected Facilities

The network is actively protected through regular ground and aerial surveillance to identify construction and environmental threats. All accessible ground routes are patrolled, and equipment within all regenerator huts is checked regularly. MCI technicians monitor and direct all construction activity occurring near company facilities.

The company also employs passive protection programs nationwide, such as the "on-call" system. This approach encourages farmers, municipal employees, contractors, and others who plan to excavate near MCI routes to call a single number to request assistance and supervision. Signs and markers placed along routes provide the cable-locate service number and a warning of excavation danger.

2.3 MCI Back-Office Systems

MCI back-office systems are designed to recognize an outage and to send all traffic to the systems that are on line. When the offline systems return to service, all other systems will detect their presence and adjust traffic flow accordingly. MCI's systems provide for load balancing and speed. All MCI back office systems are monitored in both Gainesville and Sacramento by highly trained staff using state-of-the-art hardware and software. When an outage occurs, MCI's visual alarms and other notifications alert staff to the issue so that it can be addressed as quickly as possible if it is not resolved automatically.

2.4 Distributed Expertise and Equipment

MCI engineers, technicians, and special equipment are strategically located across the network to reinforce the company's ability to quickly identify and correct network outages. Trained technicians, on call 24 hours a day, are never far from the most remote network location. Spare cable, sophisticated testing and splicing equipment, and fully equipped mobile regenerator units are available to accelerate isolation, repair, and restoration activities.

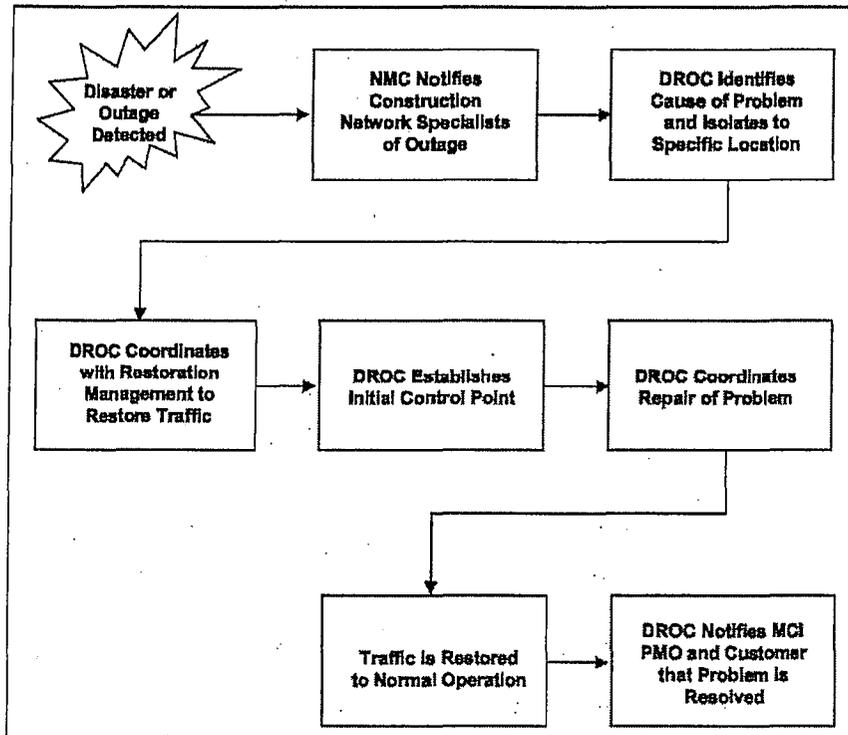
2.5 Event Recognition

MCI's multilevel alarm system encompasses network components, including fiber-optic terminals, microwave stations, power supplies, and environmental systems. This system includes status alarms to identify potential problems such as an open door at a regenerator hut, and system alarms to identify system-level performance problems, such as a deteriorating card in the redundant transmission system. Over 800,000 individual status and system alarms are monitored in real time from MCI's Network Management Centers (NMCs) located in Cary, NC, and Tulsa, OK. When an alarm is triggered, the company's intelligent alarm-filtering system sorts alarms to identify the actual problem.

MCI uses real-time restoration (RTR) to minimize the effects of a large fiber cut. The RTR application is designed to speed restoration of intra-digital cross-connect links into real time. RTR allows rerouting of network traffic~network reconfiguration~in seconds. In the case of a fiber cut or similar occurrence, preplans~scripts~can be uploaded from MCI's NMCs to the RTR application platform. Preplans consist of a string of digital cross-connect commands that automatically reroute traffic to pre-designated alternate paths.

2.6 Recovery Activities

In the event of a catastrophic network outage, MCI's NMC will notify the construction network specialists group, which, in turn, will contact the local network operations group. Together, these groups will form, within one hour of notification, a Disaster Recovery Operations Center (DROC). The DROC will provide a centralized communications structure between the construction network specialists group and the local network operations group. Figure 2 depicts the sequence of events in MCI's disaster recovery process.



MCI will work with facility and Commonwealth managers to ensure continued service or the restoration of service as quickly as possible in light of the disaster conditions.

3.0 Site Disaster Recovery for On-Premise Call Control Equipment (System 100) at all PA DOC Institutions

3.1 Approach

MCI's restoration capabilities and timely recovery at an ITS site will depend on the location, type of equipment, kind of emergency, travel time, and the amount of advance work accomplished on site. The Team recognizes that effective handling of a disaster requires preparation, an ability to quickly collect reliable information, the ability to make effective and timely assessments and decisions, and the capability to execute those decisions by applying the appropriate resources to recovery.

3.2 Diagnostics

Each PA DOC facility, the MCI Service Center, MCI Project Team office and the VACI Network Operations Center (NOC), in Plano, TX, will be connected to MCI's wide area network (WAN). The WAN will allow complete remote visibility into the ITS at each facility

This visibility will enhance the trouble resolution process because the MCI Project Team will not have to rely on PA DOC personnel to identify service-impacting events.

The System 100 platform at each ITS will automatically perform self-diagnostic checks every 2 minutes. During this check, the platform will search for non-compliant events, including possible T-1 board failures and loss of site connectivity to the MCI network. If a failure is detected by the system, an alarm will be generated and a ticket will be simultaneously forwarded to MCI's Customer Service Center and to VACI's NOC. Upon receipt, technical personnel will analyze the ticket to determine the nature and severity of the failure and the appropriate corrective actions.

System Recovery. Typically, remote diagnostics will resolve the problem; on-site assistance will be provided from MCI, if necessary, to determine whether a component or entire system replacement is required to restore service. If an on-site technician is required to restore service, MCI will dispatch a technician. Once on site, the technician will perform diagnostics on the system to determine the extent of the damage. The technician will then work to restore service to the facility using either a spare part kit or a system replacement kit.

MCI has a very robust system with several layers of redundancy built into its system. MCI has vast experience with redundancy and disaster recovery planning. MCI has a very effective disaster recovery protocol in place. It has proven very effective for all our customers. For emergency purposes, please see Attachment 2 for the table that indicates the proper escalation chain.

Data Recovery. A central database, located at the VACI NOC (Network Operations Center), will maintain a duplicate copy of critical information from each facility, including call detail records (CDRs) and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure the most up to date information is stored at the central database and reloaded to the facility in the event of a disaster.

By maintaining a redundant off-site copy of critical information, the Commonwealth will be protected from losing mission critical data. Once the system is repaired or a spare system is installed at the facility and connectivity to the WAN has been established, communications to the central database will resume and the archived database will be populated onto the new or repaired ITS system.

Equipment Call Processing Diagram

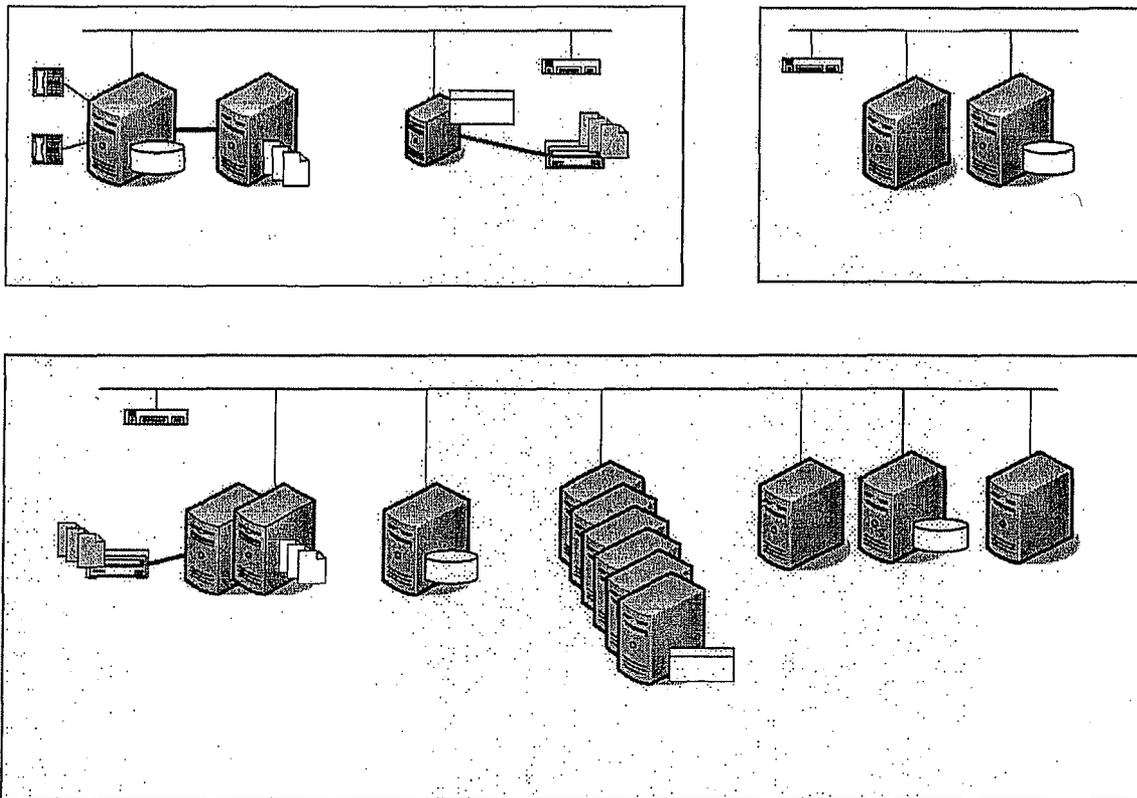


Figure 3

Redundant Call Data Storage:

Call detail records: As depicted in Figure 3, Call detail records are stored on the following locations:

- 1) *On site at each institution on the ITS system*
- 2) *On site at each institution on the MCI temporary storage device.*
- 3) *At the VACINOC in Plano, TX.*
- 4) *Backed up weekly on redundant storage devices at the VACINOC in Birmingham, AL.*
- 5) *At the MCI Data Warehouse in Rancho Cordova, CA.*
- 6) *Backed up weekly on redundant storage devices at MCI in Gainesville, FL. Call*

Recordings: As depicted on Figure 3, Call recordings are stored on the following locations:

- 1) *On site at each institution on the ITS system.*
- 2) *On site at each institution on the MCI temporary storage device*
- 3) *At the MCI Data Warehouse in Rancho Cordova, CA.*
- 4) *Backed up weekly on redundant storage devices at MCI in Gainesville, FL*

3.3 Spare Parts

To ensure the highest level of service during disasters, MCI places technicians throughout the Commonwealth. These technicians carry enough equipment on their service vehicles to completely replace a facility's full ITS suite. Furthermore, both MCI and VACI warehouse additional ITS equipment and can have equipment on site and restored with backup data the day after the disaster if the site is accessible. If the site is not accessible, the equipment will be stored at the closest staging area, with certified technicians available to make all necessary repairs, replacements, or relocation of equipment to maintain total operation of the ITS.

MCI typically can resolve the problem through remote diagnostics; on-site assistance will be provided from VACI to determine whether a component or entire system replacement is required to restore service.

Each of MCI's 5 technicians will be provided with spare parts kits that include critical component parts. The system will have the ability to provide call processing and call recording to an impacted facility. MCI will be able to deliver the spare system and install it at the affected facility within 24 hours.

3.4 Redundant Systems

MCI's approach to disaster recovery of services extends to the VACI NOC. There are several critical functions integral to VACI's System 100 system that provide ready-made solutions to potential disaster situations. The effectiveness of these functions is reflected in the System 100 system reliability rate, which exceeds 99.9 percent. These functions are described in the following subparagraphs.

- **Back-up Power.** Twin uninterruptible power supply (UPS) units will provide back-up power to all NOC systems. If a power failure outlasts the life of the UPS units, an emergency generator will supply power to the NOC to maintain critical network equipment.
- **Redundant Power Supply.** If the NOC becomes inoperable, all network management and control will be routed to the alternate VACI NOC in Birmingham, AL. This rerouting of control will occur immediately after notification of a problem at the NOC.
- **Triple Redundant Computer System.** This computer system will be responsible for archiving all mission-critical data from each PA DOC institution, including information on attempted and completed calls and site-specific calling parameters such as time limits. If the first computer system fails, a second system will automatically assume control. Should the second system fail, a third system will operate exactly as the first and second were intended to operate.
- **Redundant Call Record Data Storage.** Call records will be stored at each facility's call processor and at the NOC's central database. If a disaster occurs at a PA DOC facility and the call records are destroyed, a new System 100 system will be installed and repopulated with the CDRs that have been archived in the NOC's central database.

Redundant Call Record Data Storage.

Call detail records: As depicted in Figure 3, Call detail records are stored on the following locations:

- 1) *On site at each institution on the ITS system*
- 2) *On site at each institution on the MCI temporary storage device.*
- 3) *At the VACINOC in Plano, TX.*
- 4) *Backed up weekly on redundant storage devices at the VACINOC in Birmingham, Al.*
- 5) *At the MCI Data Warehouse in Rancho Cordova, CA.*
- 6) *Backed up weekly on redundant storage devices at MCI in Gainesville, Fl.*

Call Recordings: As depicted on Figure 3, Call recordings are stored on the following locations:

- 1) *On site at each institution on the ITS system*
- 2) *At each institution on the MCI temp call storage devises*
- 3) *At the MCI Data Warehouse in Rancho Cordova, CA.*
- 2) *Backed up weekly on redundant storage devices at MCI in Gainesville, Fl*

- **Redundant Line Information Database Processing.** The System 100 platform will use two separate line information database (LIDB) providers to the NOC for validation purposes to provide redundancy in this critical area. If one LIDB encounters a problem that would affect the System 100 platform, the second will serve as a dedicated alternative.
- **Fault-Tolerant Industrial PC.** The System 100 system uses a fault-tolerant, industrial-grade, rack-mounted computer that includes a redundant power supply and mirrored hard drives. The on-site call processors have been designed with enough intelligence to complete calls in the event of a total central system failure. If the NOC is unavailable through the WAN connection, the phones will have the capability to check their internal databases for number validation and to place the call if the number is valid.
- **MCI's back office systems** for inmates' calls are located in Sacramento, CA, and Gainesville, FL. These systems work in concert for all the company's corrections customers with dedicated equipment for each one. The back-office systems are connected to the customer locations and with each other using high-bandwidth data circuits to offer full redundancy and security.

3.5 Recovery Activities

Much of the recovery of a site's ITS operation after a disaster will be automated by virtue of the sophisticated software in the equipment that senses a problem and initiates corrective actions.

3.6 Data

The central database at the VACI NOC will maintain a duplicate copy of critical information from each facility, including CDRs and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure that current information is stored at the central database and can be reloaded to the facility in the event of a disaster. Once a replacement

system is installed at the facility and connectivity to the WAN has been reestablished, communication with the central database will resume and the archived data will be populated onto the new or repaired ITS.

3.7 Equipment

If a technician is required at a PA DOC institution, MCI will dispatch the assigned technician. Once on site, the MCI technician will perform a complete diagnosis of the system to determine the extent of the damage. The technician will restore service to the facility using either a spare part kit or the system replacement kit. These spare units will be used to replace the damaged units and restore phone or monitoring service to the site. MCI will monitor the quantity of spare units and, as quantities are depleted, will order new units and ship them to the appropriate technician. If requested by the PA DOC, the MCI technician will provide a portable inmate telephone for emergency use. These phone sets can be used in the event an emergency prohibits the use of the standard inmate telephone sets.

MCI's restoration capabilities and timely recovery of the ITS will be depending on equipment type and availability, location and type of emergency, travel time, and the amount of advance work accomplished on site.

In summary, here is the process of restoration of service:

- 1) Based on proactive site monitoring of PA DOC institutions highly trained MCI Service Center personnel will contact the appropriate MCI Technician to report a specific event. MCI Service Center personnel will attempt to resolve the issue remotely. If remote resolution is not accomplished, the MCI Technician will be dispatched to the institution for on-site repair.
- 2) If the site is accessible and depending on the event, the MCI Technician will go on-site to the PA DOC institution. Once on site, the MCI technician will perform a complete diagnosis of the system to determine the extent of the damage. The MCI technician will restore service to the facility using either a spare part kit or the system replacement kit. These spare units will be used to replace the damaged units and restore phone or monitoring service to the site. In addition, MCI will upload call detail and call recording information to ensure PA DOC has the most current inmate calling data. MCI will monitor the quantity of spare units and, as quantities are depleted, will order new units and ship them to the appropriate MCI Technician. If requested by the PA DOC the Team will provide a portable inmate telephone for emergency use. These phone sets can be used in the event an emergency prohibits the use of the standard inmate telephone sets.

4.0 Site Disaster Recovery for Off Premised Centralized Call Control Equipment (LazerNet) at all PA DOC Locations

4.1 Approach

MCI's restoration capabilities and timely recovery at an Off Premise ITS site will depend on the location, type of equipment, kind of emergency, travel time, and the amount of advance work accomplished on site. The Team recognizes that effective handling of a disaster requires preparation, an ability to quickly collect reliable information, the ability to make

effective and timely assessments and decisions, and the capability to execute those decisions by applying the appropriate resources to recovery.

4.3 Diagnostics

Each PA DOC facility will process calls via VAC's ON Premise Call Control Equipment in Plano at a VACI facility. The Premise equipment is monitored by VACI personnel in addition to being monitored by MCI personnel via MCI's wide area network (WAN). The WAN will allow complete remote visibility into the Premise Based platform. This visibility will enhance the trouble resolution process because the MCI Project Team will not have to rely on PA DOC personnel to identify service-impacting events.

The platform automatically performs self-diagnostic checks every 2 minutes. During this check, the platform will search for non-compliant events, including possible T-1 board failures and loss of site connectivity to the MCI network. If a failure is detected by the system, an alarm will be generated and a ticket will be simultaneously forwarded to MCI's Customer Service Center and to VACI's NOC. Upon receipt, technical personnel will analyze the ticket to determine the nature and severity of the failure and the appropriate corrective actions.

System Recovery. On site VACI personnel will perform diagnostics on the system to determine the extent of the damage. VACI will then repair or replace the necessary equipment to restore service.

MCI has a very robust system with several layers of redundancy built into its system. MCI has vast experience with redundancy and disaster recovery planning. MCI has a very effective disaster recovery protocol in place. It has proven very effective for all our customers. For emergency purposes, please see Attachment 2 for the table that indicates the proper escalation chain.

Data Recovery. A central database, located at the VACI NOC (Network Operations Center), will maintain a duplicate copy of critical information from each facility, including call detail records (CDRs) and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure the most up to date information is stored at the central database and reloaded to the facility in the event of a disaster.

4.3 Spare Parts

By maintaining a redundant off-site copy of critical information, the Commonwealth will be protected from losing mission critical data. Once the system is repaired and connectivity to the MCI WAN has been established, communications to the central database will resume and the archived database will be populated onto the new or repaired VAC system.

To ensure the highest level of service during disasters, MCI places technicians throughout a Commonwealth in which MCI provides ITS service. These technicians carry enough equipment on their service vehicles to completely replace a facility's full ITS suite. Since the majority of the Call Processing equipment for PA DOC facilities is off site, the MCI technicians will have the necessary equipment for on site repairs at the PA DOC facilities,

such as handsets and volume controls.

4.4 Redundant Systems

MCI's approach to disaster recovery of services extends to the VACI NOC. There are several critical functions integral to VACI's System 100 system that provide ready-made solutions to potential disaster situations. The effectiveness of these functions is reflected in the System 100 system reliability rate, which exceeds 99.9 percent. These functions are described in the following subparagraphs.

- **Back-up Power.** Twin uninterruptible power supply (UPS) units will provide back-up power to all NOC systems. If a power failure outlasts the life of the UPS units, an emergency generator will supply power to the NOC to maintain critical network equipment.
- **Redundant Power Supply.** If the NOC becomes inoperable, all network management and control will be routed to the alternate VACI NOC in Birmingham, AL. This rerouting of control will occur immediately after notification of a problem at the NOC.
- **Triple Redundant Computer System.** All System 100 controls are housed in a triple redundant SUN system computer at the NOC. This computer system will be responsible for archiving all mission-critical data from each PA DOC facility, including information on attempted and completed calls and site-specific calling parameters such as time limits. If the first computer system fails, a second system will automatically assume control. Should the second system fail, a third system will operate exactly as the first and second were intended to operate.
- **Redundant Call Record Data Storage.** If a disaster occurs at a PA DOC facility and the call records are destroyed, a new VAC system will be installed and re-populated with the CDRs that have been archived in the NOC's central database.

Redundant Call Data Storage.

Call detail records: Call detail records are stored on the following locations:

- 1) *On site at each PA DOC workstation.*
- 2) *At the VACI platform in Plano*
- 3) *Backed up weekly on redundant storage devices at the VACI NOC in Plano*
- 4) *At the VACINOC in Plano*

Call Recordings: Call recordings are stored on the following locations:

- 1) *At the VACI platform in Plano*
 - 2) *Backed up weekly on redundant storage devices at the VACINOC in Plano*
- **Redundant Line Information Database Processing.** The VAC/MCI platform will use two separate line information database (LIDB) providers to the NOC for validation purposes to provide redundancy in this critical area. If one LIDB encounters a problem that would affect the platform, the second will serve as a

dedicated alternative.

- **Fault-Tolerant Industrial PC.** The LazerNet system uses a fault-tolerant, industrial-grade, rack-mounted computer that includes a redundant power supply and mirrored hard drives. The on-site call processors have been designed with enough intelligence to complete calls in the event of a total central system failure. If the NOC is unavailable through the WAN connection, the phones will have the capability to check their internal databases for number validation and to place the call if the number is valid.
- **MCI's back office systems** for inmates' calls are located in Sacramento, CA, and Gainesville, FL. These systems work in concert for all the company's corrections customers with dedicated equipment for each one. The back-office systems are connected to the Platform with each other using high-bandwidth data circuits to offer full redundancy and security.

4.5 Recovery Activities

Much of the recovery of a site's ITS operation after a disaster will be automated by virtue of the sophisticated software in the equipment that senses a problem and initiates corrective actions.

4.6 Data

The central database at the VACI NOC will maintain a duplicate copy of critical information from each facility, including CDRs and system operating parameters. This database will be automatically refreshed each time a call is completed or a call attempt is made from each facility. This automatic archival process will ensure that current information is stored at the central database and can be reloaded to the facility in the event of a disaster. Once a replacement system is installed and connectivity to the WAN has been reestablished, communication with the central database will resume and the archived data will be populated onto the new or repaired LazerNet platform.

4.7 Equipment

Since the majority of the Call Processing equipment for PA DOC facilities is off site, the MCI technicians will have the necessary equipment for on site repairs at the PA DOC facilities, such as handsets and volume controls.

MCI's restoration capabilities and timely recovery of the ITS will be depending on equipment type and availability, location and type of emergency, travel time, and the amount of advance work accomplished on site.

In summary, here is the process of restoration of service:

- 1) Based on proactive site monitoring of PA DOC facilities and the VAC platform highly trained MCI and VACI Service Center personnel will contact the appropriate MCI Technician to report a specific event. MCI/VACI Service Center personnel will resolve the issue by repairing the VAC equipment.
- 2) If the inmate/ward phones are in need of repair, MCI will dispatch an MCI technician to repair the inmate/ward phones.

5.0 Disaster Recovery Testing

Because of the numerous redundancy processes deployed for PA DOC facilities, call detail records and recordings are constantly being backed up and stored. As depicted in Figure 3 (Equipment / Call Processing Diagram for On-Premise Central Call Control Equipment (System 100) at all PA DOC Institutions) and Figure 4 (Equipment / Call Processing Diagram for Off-Premised Central Call Control Equipment at all PA DOC facilities these extensive redundancy process constantly tests the MCI and VACI backup servers and data warehouses.

6.0 Deliverables

The MCI Team will submit the following deliverables related to disaster recovery:

- **Enterprise-Wide Disaster Recovery Plan.** This appendix represents the Team's initial enterprise-wide Disaster Recovery Plan for the ITS project. The Team will update and maintain this plan as agreed during the Project Initiation Meeting with Commonwealth representatives.
- **Site Disaster Recovery Plans.** MCI will provide a Disaster Recovery Plan to each PA DOC facility at which ITS equipment is installed. These plans will be submitted on or before the date of acceptance at each installation and will address the major components of the site's VAC System 100 platform & inmate phones.

ASSIGNMENT OF CONTRACTS

This Assignment of Contracts is made this ME 97-15-2580-011 on the 22 day of March 2006 by and between Verizon Pennsylvania Inc. (Assignor) and T-Netix, Inc. (Assignee).

WITNESSETH:

WHEREAS, Assignor entered into Contract Number ME 97-15-2580-011 with the Commonwealth of Pennsylvania, acting through the Governor's Office of Administration (the Agency), providing for Assignor to perform certain Payphone and Inmate Telephone Services for Commonwealth Agencies; and

WHEREAS, Assignor desires to assign all of its interest in and to the Contracts to Assignee, who shall perform the obligations and responsibilities of Assignor under the Contracts and Assignee desires to accept such assignment; and

WHEREAS, the Commonwealth of Pennsylvania, acting through The Agency, has agreed to permit the assignment of the Contracts as described herein.

NOW THEREFORE, in consideration of the transfer of said Contracts by Assignor and the acceptance thereof by Assignee, the parties hereto, intending to be legally bound, do hereby agree as follows:

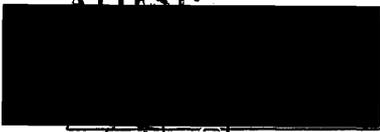
1. Assignor hereby grants, transfers and sets over to Assignee, any and all of Assignor's right, title and interest in and to the Contracts, the duty and responsibility to perform any and all acts and obligations of the Assignor under the Contracts and the benefits arising to the Assignor thereunder and Assignee hereby agrees to accept and assume the same as if Assignee had been an original party to the Contracts.
2. Assignee hereby accepts the assignment of the Contracts, agrees to be bound by all of the terms of the Contracts, including but not limited to the duties, obligations and responsibilities of the Assignor thereunder and further agrees to perform such duties, obligations and responsibilities in accordance with the terms of the Contracts and its attachments.

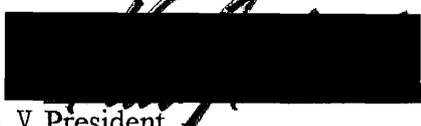
3. Assignee hereby assumes full responsibility and liability for all acts performed directly or indirectly under the Contracts on and after the Effective Date, but not including breaches of the Contracts committed by Assignor prior to the Effective Date of this Assignment. Assignor shall remain liable for all responsibilities and obligations relating to the Contract accruing prior to the Effective Date irrespective of when a claim is made.
4. Assignee agrees to indemnify and hold the Agency harmless from any liability arising under the Contracts related to Assignee's performance, nonperformance or negligent or willful acts.
5. The Agency joins in this Assignment solely for the purpose of acknowledging the Commonwealth's consent to and approval of the assignment of the Contracts to Assignee as provided for hereunder.

IN WITNESS WHEREOF, the Parties to this Assignment of Contracts have executed it through their respective duly authorized officers, as of the date first above written.

This Assignment of Contracts will not be fully executed and binding on the Parties unless and until all signatures are affixed hereto.

ATTEST:


 Asst. Secretary _____
 12/15/08
 Date

Verizon Pennsylvania Inc., Assignor

 S V President _____
 12/17/08
 Date

ATTEST:


 Secretary _____
 11/16/08
 Date

FED ID NO: 23-0397860

T-Netix, Inc., Assignee

 President _____
 Date

FED ID NO: 84-1037352

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION

APPROVED FOR FORM AND LEGALITY:

[REDACTED]

SECRETARY OF ADMINISTRATION (OA)

[REDACTED]

OFFICE OF CHIEF COUNSEL (OA)

[REDACTED]

OFFICE OF GENERAL COUNSEL

[REDACTED]

OFFICE OF ATTORNEY GENERAL

1/13/06

1/26/06

APPROVED:

BY: [REDACTED]

OFFICE OF THE COMPTROLLER DATE

3-21-06

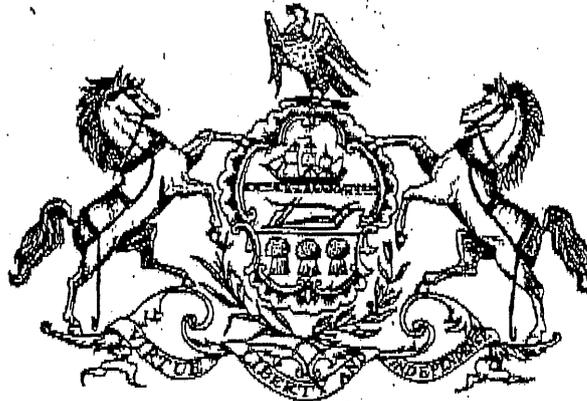
Commonwealth Contractor Responsibility Program Clearance Certificate

Federal Identification Number 84-1037352

Certificate Number HCC 2725

Business Name T-NETIX INC

Trade Name



THE PA DEPARTMENT OF REVENUE CERTIFIES THAT THE INFORMATION ON OUR RECORDS AS OF 3/20/2006 REFLECTS THE FOLLOWING:

- Yes ALL STATE REPORTS HAVE BEEN FILED AND ALL STATE TAXES PAID, AND/OR
- No ALL STATE TAXES ARE SUBJECT TO A TIMELY ADMINISTRATIVE OR JUDICIAL APPEAL, AND/OR
- No ALL STATE TAXES ARE SUBJECT TO A DULY APPROVED DEFERRED PAYMENT PLAN

THIS CERTIFICATE IS BEING ISSUED IN ACCORDANCE WITH MANAGEMENT DIRECTIVE 215.9 BASED ON FACTS PRESENT KNOWN BY THE DEPARTMENT OF REVENUE.

THIS CERTIFICATE CANNOT BE USED AS AN ESTOPPEL AGAINST THE DEPARTMENT IF FURTHER FACTS BECOME KNOWN TO THE DEPARTMENT. THIS CERTIFICATE DOES NOT REPLACE THE REQUIREMENT OF SECURING A "BULK SALE CLEARANCE CERTIFICATE" UNDER THE PROVISIONS OF SECTION 1403 OF THE FISCAL CODE OR ANY OTHER SIMILAR CERTIFICATE OR DOCUMENT ISSUED BY THE DEPARTMENT OF REVENUE.



PA DEPARTMENT OF REVENUE

3/20/2006

ISSUE DATE

137
HERE

OFFICE OF ADMINISTRATION
LEGAL OFFICE
DESK MEMORANDUM

OFFICE OF
ADMINISTRATIVE SERVICES

07 JUN 13 PM 4:02

MP - c/20/07

June 11, 2007

SUBJECT: Assignment of Contract MCI Communications Services, Inc. to Global Tel*Link Corp.	
TO: Secretary Martz	FROM: Nora L. Doyle, Senior Counsel <i>ND</i>

NECESSARY ACTION:

<i>For Information</i>		<i>Approval</i>		<i>See Me</i>
<i>Necessary Action</i>		<i>As Requested</i>		<i>Comment</i>
<i>Prepare Reply/Report</i>	X	<i>Signature</i>		<i>For Payment</i>

RE: The Attached document is an assignment of the phone related to the provision of inmate phones and payphones for the Commonwealth. The document has been executed in counterpart, so you need only sign the first three copies.

The attached document has been reviewed and approved by this office.

Please let me know if you need any further information. I may be reached at 772-0980 or at ndoyle@state.pa.us

ASSIGNMENT OF CONTRACT

This Assignment of Contract is made this ___ day of _____, 2007, by and between *MCI Communications Services, Inc.* (Assignor) and *Global Tel*Link Corp.* (Assignee).

WITNESSETH:

WHEREAS, Assignor entered into Contract Numbers PO 4600010915 with the Commonwealth of Pennsylvania, acting through the Governor's Office of Administration (the Agency), providing for Assignor to provide telecommunications services to the Commonwealth's department of corrections facilities; and

WHEREAS, Assignor desires to assign all of its interest in and to the Contract to Assignee, who shall perform the obligations and responsibilities of Assignor under the Contract and Assignee desires to accept such assignment; and

WHEREAS, the Commonwealth of Pennsylvania, acting through The Agency, has agreed to permit the assignment of the Contract as described herein.

NOW THEREFORE, in consideration of the transfer of said Contract by Assignor and the acceptance thereof by Assignee, the parties hereto, intending to be legally bound, do hereby agree as follows:

1. Assignor hereby grants, transfers and sets over to Assignee, effective upon closing of the transaction between Assignor and Assignee, pursuant to the Asset Purchase Agreement dated as of November 7, 2006 between Assignor and Assignee effective upon closing of the transaction between Assignor and Assignee, pursuant to the Asset Purchase Agreement dated as of November 7, 2006 between Assignor and Assignee (Effective Date) any and all of Assignor's right, title and interest in and to the Contract, the duty and responsibility to perform the Contract.
2. Assignee hereby accepts the assignment of the Contract, agrees to be bound by all of the terms of the Contract, including but not limited to the duties, obligations and responsibilities of the Assignor thereunder and further agrees to perform such duties, obligations and responsibilities in

accordance with the terms of the Contract and its attachments.

3. Assignee hereby assumes full responsibility and liability for all acts performed directly or indirectly under the Contract, including breaches of the Contract committed by Assignor prior to the Effective Date of this Assignment.
4. Assignee agrees to indemnify and hold the Agency harmless from any liability arising under the Contract related to Assignee's performance, nonperformance or negligent or willful acts.
5. The Agency joins in this Assignment solely for the purpose of acknowledging the Commonwealth's consent to and approval of the assignment of the Contract to Assignee as provided for hereunder.

IN WITNESS WHEREOF, the Parties to this Assignment of Contract have executed it through their respective duly authorized officers, as of the date first above written.

This Assignment of Contract will not be fully executed and binding on the Parties unless and until all signatures are affixed hereto.

ATTEST:
Assignor


Secretary 6/5/07
Date

MCI Communications Services, Inc.,


President 6/5/07
Date
SVP and Chief Financial Officer

ATTEST:

Secretary Date

Global Tel*Link Corporation, Assignee

President Date

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION

APPROVED FOR FORM AND LEGALITY:



SECRETARY OF ADMINISTRATION (OA)


OFFICE OF CHIEF COUNSEL (OA)

APPROVED:

BY: _____
OFFICE OF THE COMPTROLLER DATE

OFFICE OF GENERAL COUNSEL

OFFICE OF ATTORNEY GENERAL

IN WITNESS WHEREOF, the Parties to this Assignment of Contract have executed it through their respective duly authorized officers, as of the date first above written.

This Assignment of Contract will not be fully executed and binding on the Parties unless and until all signatures are affixed hereto.

ATTEST:
Assignor

MCI Communications Services, Inc.,

Secretary Date

President Date

ATTEST:

Secretary

6/6/07

Date

Global Tel*Link Corporation, Assignee

President

6/6/07

Date

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ADMINISTRATION

APPROVED FOR FORM AND LEGALITY:

APPROVED:

SECRETARY OF ADMINISTRATION (OA)

BY: _____
OFFICE OF THE COMPTROLLER DATE

OFFICE OF CHIEF COUNSEL (OA)

OFFICE OF GENERAL COUNSEL

OFFICE OF ATTORNEY GENERAL

CONTRACT BETWEEN

COMMONWEALTH OF PENNSYLVANIA
GOVERNOR'S OFFICE OF ADMINISTRATION

AND

MCI COMMUNICATIONS SERVICES, INC.
d/b/a VERIZON BUSINESS SERVICES

CONTRACT NO.

THIS CONTRACT is made and entered into in Harrisburg, Pennsylvania, in the County of Dauphin, Commonwealth of Pennsylvania, by and between the COMMONWEALTH OF PENNSYLVANIA, Governor's Office of Administration ("OA") and MCI Communications Services, Inc. d/b/a Verizon Business Services ("Verizon Business" or "MCI").

WHEREAS, the Department of General Services ("DGS") delegated to OA authority to issue a request for proposal (RFP) for furnishing, installing, and maintaining three related telecommunications systems that will provide payphone service for the Commonwealth of Pennsylvania and control inmate calling from the state correctional institutions; and

WHEREAS, pursuant to the RFP, OA awarded this Contract to MCI.

NOW, THEREFORE, for, and in consideration of, the following is set forth in this Contract, and the parties intending to be legally bound, mutually understand and agree that:

1. This Contract shall be effective for a sixty (60) month period commencing on the Effective Date as defined in Paragraph 1 of the Contract Terms and Conditions for Services, but may be extended beyond that period as set out in Paragraph 1 of the Contract Terms and Conditions for Services.
2. This Contract shall be governed by the laws of the Commonwealth of Pennsylvania and, for all purposes, shall be construed in accordance with those laws and decisions of the courts of the Commonwealth of Pennsylvania, and shall be binding upon the Parties and their respective successors and assigns. No amendment, or modification, of the Contract shall have any force or effect unless it is in writing and signed by the Parties.
3. The following attachments are incorporated by reference and made part of this Contract:

Attachment A:	Contract Terms and Conditions for Services
Attachment B:	RFP, including all addenda issued related thereto
Attachment C:	Final cost submittal, dated August 1, 2006
Attachment D:	

D-1: Contractor's original technical submittal, dated October 13, 2005; and

D-2: Clarifications received May 22, 2006 related to
RFP Sections 2.5-C & 2.5-D

Attachment E: Disadvantages Business Submittal

4. The Parties agree that all legal notices pursuant to the Contract shall be in writing and mailed by certified mail, return receipt requested, and all other communications shall be in writing and mailed, prepaid first-class, to the following addresses of the respective Parties, or to such other addresses as may be designated from time to time by the Parties:

a. OA

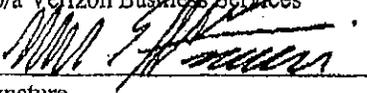
Kristen Miller
Deputy Miller
Office of Administration
209 Finance Building
Harrisburg, PA 17120

b. Verizon Business

Steve Viefhaus
Sr. Director, Government Markets
Verizon Business
500 Technology Drive
Room C2123
Weldon Spring, MO 63304
636-793-3457

IN WITNESS WHEREOF, the Parties to this Contract have executed it, through their respective duly-authorized representatives, as of the dates written below. Execution by OA will be through the issuance of a Purchase Order as described in Paragraph 37 of the Contract Terms and Conditions for Services.

MCI Communications Services Inc.
d/b/a Verizon Business Services



Signature

Suleiman Hessami
VP Pricing/Contract Management

9-28-06

Date

Commonwealth of Pennsylvania
Governor's Office of Administration

Signature

Date

FEIN

SAP Vendor Number

APPROVED FOR FORM AND LEGALITY

Office of Chief Counsel
Governor's Office of Administration

Office of General Counsel

Office of Attorney General

CERTIFICATION OF FUNDS

Comptroller

Date

APPROVED



E-MAILED

2/7/07

ORIGINAL

Page 1 of 3

Contract No. 4600010915

Contract Original Approval Date: 12/28/2006

Contract Change Approval Date: 01/12/2007

Purchasing Agent:

Name: Matthew Phillips

Phone: 717-214-3740

Fax: 717-214-3567

Valid from/to: 12/08/2006 - 12/07/2011

Please Deliver To:

OA

207 Finance Building

HARRISBURG PA 17120

USA

Your SAP Vendor Number With Us: 165236

Supplier Name/Address:

MCI WORLDCOM

COMMUNICATIONS INC

979 E PARK DR

HARRISBURG PA 17111-2810

Supplier Telephone No: 717-565-7500

Supplier Fax No.:

Your Quotation: Date:

Collective No.:

Our Quotation:

Payment Terms:

NET 30

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
10	Phone Instrument Installation - Protel 3	0.00	Each	650.00	1 Each	0.00
20	Phone Instrument Installation - Protel 7	0.00	Each	750.00	1 Each	0.00
30	Phone Instrument Installation - Protel 3	0.00	Each	695.00	1 Each	0.00
40	Phone Instrument Installation - Protel 7	0.00	Each	795.00	1 Each	0.00
50	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00

SEE LAST PAGE FOR ESTIMATED TOTAL VALUE INFORMATION



ORIGINAL
Contract No. 4600010915
Contract Original Approval Date: 12/28/2006

Supplier Name:
MCI WORLDCOM
COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
60	Pedestal Installation - Floor-mount Ped.	0.00	Each	120.00	1 Each	0.00
70	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
80	Pedestal Installation - Wall-mount Ped.	0.00	Each	100.00	1 Each	0.00
90	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
100	Pedestal Installation - Floor-to-wall-mo	0.00	Each	120.00	1 Each	0.00
110	Pedestal Installation - Drive-up PedIndo	0.00	Each	120.00	1 Each	0.00
120	Pedestal Installation - Drive-up PedOutd	0.00	Each	120.00	1 Each	0.00
130	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
140	Pedestal Installation - Back-toback Ped.	0.00	Each	235.00	1 Each	0.00
150	Enclosure Installation - L31A Enc.Indoor	0.00	Each	120.00	1 Each	0.00
160	Enclosure Installation - L31A Enc.Outdoo	0.00	Each	120.00	1 Each	0.00
170	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00
180	Enclosure Installation - Fortec 2000 Enc	0.00	Each	280.00	1 Each	0.00





ORIGINAL Page 3 of 3
Contract No. 4600010915
Contract Original Approval Date: 12/28/2006

Supplier Name:
MCI WORLDCOM
COMMUNICATIONS INC

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
190	Enclosure Installation - PC-1 Enc. Indoor	0.00	Each	215.00	1 Each	0.00
200	Enclosure Installation - PC-1 Enc. Outdoor	0.00	Each	215.00	1 Each	0.00
210	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
220	Enclosure Installation - Sierra 9000 Enc	0.00	Each	165.00	1 Each	0.00
230	Enclosure Installation - MC-101 Enc. Ind	0.00	Each	300.00	1 Each	0.00
240	Enclosure Installation - MC-101 Enc. Out	0.00	Each	300.00	1 Each	0.00
250	Enclosure Installation - 90L Enc.Indoor	0.00	Each	475.00	1 Each	0.00
260	Enclosure Installation - 90L Enc.Outdoor	0.00	Each	475.00	1 Each	0.00
270	Mon. Recurring Coin/Card Cost	0.00	Month	160.00	1 Month	0.00
280	Inmate Telephone Services	0.00		0.00	0	0.00

General Requirements for all Items:

No further information for this contract.

**Estimated Total Value
Not Applicable**

CONSENT TO SUBCONTRACT BY Commonwealth of PA, Governor's Office of Administration:

The undersigned hereby consents to the subcontract of the obligations of MCI Communications Services, Inc. under the Contract to Global Tel*Link Corp., as described above with the exception that the Commonwealth maintains that MCI Communications Services Inc remain the Prime with the associated responsibilities for all agreed upon services until consignment of the contract to GTL is executed.

By: Valerie Long

Title: OA/OIT Enterprise Support + Services Director

Dated: June 28, 2007

cc: Stuart M. Kuntz, Esq.

June [28], 2007

VIA FEDERAL EXPRESS

Ms. Valerie L. Long
Enterprise Network Support Manager
OIT/Bureau of Infrastructure and Operations
Governor's Office of Administration
1 Technology Park
Harrisburg, PA 17110

RE: **NOTIFICATION OF SUBCONTRACT BY MCI COMMUNICATIONS SERVICES, INC. TO GLOBAL TEL*LINK CORP.**

Dear Ms. Long:

Reference is made to that certain agreement, pursuant to RFP No. 2003-081-011, as such agreement may have been amended from time to time (the "Contract"), by and between the Commonwealth of Pennsylvania, Governor's Office of Administration (the "Commonwealth") and the Company. Capitalized terms used herein and not otherwise defined shall have the respective meanings set forth in the Contract. Pursuant to Section 20 of the Contract, the Company shall not subcontract with any person or entity to perform all or any part of the work to be performed under the Contract without the prior written consent of the Contracting Officer. The purpose of this letter is to inform you that the Company intends to subcontract with Global Tel*Link Corp., a Delaware corporation ("GTL"), to perform the obligations of the Company under the Contract. In connection with the Contract, the Company requests that you acknowledge, and consent to, the subcontract of the Company's obligations under the Contract to GTL.

Please acknowledge consent to the subcontract of the Company's obligations under the Contract to GTL by signing this letter and returning a copy via facsimile to Stuart Kuntz, at 908-696-2063, with the original to follow by regular mail to the following address:

Verizon Communications Inc.
Attn: Stuart Kuntz, Esq.
One Verizon Way
VC54S241
Basking Ridge, NJ 07920

For your convenience, please find enclosed a self-addressed, stamped envelope addressed to the above. Thank you for your prompt attention to this matter. Please call Stuart Kuntz at 908-559-5670 if you have any questions.

Very truly yours,
MCI COMMUNICATIONS SERVICES, INC.

By: _____

Title: Director, Business Development



Global Tel*Link Corporation
Area Sales Director
255 Butterfly Road
Jackson, NJ 08527
Work - (732) 928-7600
Fax - (732) 928-5500

August 1, 2008

DELIVERED VIA EMAIL & OVER NIGHT DELIVERY

Ms. Catherine Gontkovic, Director
Commonwealth Telecommunications Services
OA/OIT/Bureau of Infrastructure and Operations
CTC 1 Technology Park
Harrisburg, PA 17110

RE: Change Order Request Documentation – Network Conversion SOW

Ms. Catherine Gontkovic,

Please accept this letter and the attached SOW/SLA to support Global Tel*Link's (GTL) request to convert our existing Network and fulfill commitments to the Office of Administration (OA) and the PA Dept. of Corrections (DOC) in providing detailed documentation to any "Change Order Amendment" to the existing GTL inmate phone contract.

The attached SOW/SLA has been prepared with full agreement from the DOC, PA OA and GTL. The Scope of Work (SOW) outlines the background, Trial results, and VOIP performance. GTL-PA DOC Service Level Agreement (SLA) is embedded into SOW.

All new services provided to the PA DOC meet and/or exceed the performance of the original services installed according to the contract and will be installed at no cost to the Commonwealth.

In addition, the following statement should be added to the Change Order Amendment at time of authorization for VOIP deployment:

"GTL has agreed to eliminate the Federal Universal Fund Surcharges (FUSF) on all debit inmate calls."

Once the Change Order is approved by your office and the DOC, GTL will meet with the DOC to gain their approval for implementation timelines.



Global Tel*Link Corporation
Area Sales Director
255 Butterfly Road
Jackson, NJ 08527
Work - (732) 928-7600
Fax - (732) 928-5500

We wish to thank the Dept. of Corrections and Office of Administration for this opportunity to improve the technology and service on the inmate phone contract and we look forward to a successful conversion.

Please do not hesitate to contact me with any questions or concerns you may have with this documentation. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Timothy Miller". The signature is written in a cursive, flowing style.

Timothy Miller
NE Area Sales Director
Global Tel*link
tmiller@gtl.net

Cc: William Sprenkle, Executive Deputy Secretary
Cathy Consla, PA Distributed Systems Analyst -OA
Denise Cope, Governor's Office of Administration
Tom Sweeney, GTL VP of Sales

STATEMENT OF WORK
PENNSYLVANIA DEPARTMENT OF CORRECTIONS
CONVERSION OF THE EXISTING NETWORK INFRASTRUCTURE TO
IP EDGE TECHNOLOGY FOR INMATE TELEPHONE SERVICES (ITS)
AND DATA CONNECTIVITY

Delivered by: Global Tel*Link

July 31, 2008

INTRODUCTION

Global Tel*Link (GTL) assumed responsibility of the existing PA DOC Inmate Telephone Services (ITS) Contract with its acquisition of the former Verizon/MCI Advanced Corrections Division on July 17, 2007. Between the months of April 2007 and June 2007, the Verizon/MCI proposed ITS solution was deployed at every DOC state correctional institution. In summary, the state-wide implementation/conversion consisted of the following network/equipment deployment:

- Installation of traditional digital (TDM) T1 and Frame Relay network connectivity and all supporting equipment (CSUs, routers, switches) for the transport of all inmate voice traffic and data applications between all sites in the network.
- Installation of stand alone T1 Frame Relay network connectivity and supporting equipment from key DOC locations (Central Office HQ server site, DOC HQ Security, and OPR).
- Installation of the VAC (Value Added Communications) Focus 100 Inmate Telephone System platform and associated workstations at all 27 DOC sites plus stand alone workstations HQ Security and OPR.
- Installation of a total of 1,638 new inmate telephone stations.

Prior to the acquisition of Verizon/MCI, GTL had already adopted a corporate wide strategy to replace traditional T1 and PSTN based network transport for inmate telephone traffic with a 'next generation' IP edge technology in order to align itself with the trend of all the major telecommunication providers. GTL began this transition in January of 2005 and has since successfully converted the majority of its inmate customer base to this 'now generation' IP technology – commonly referred to as "VoIP".

The paradigm shift to IP edge technology has delivered technological improvements for how telecom providers transport voice and data over the most diverse, flexible and advanced networks available today. GTL has deployed this technology to the PA DOC.

GTL will continue to deliver industry leading service to the PA DOC without sacrificing any of our obligations and commitments under our existing contract. Our recently completed VoIP Trials at two PA DOC SCI locations have proven this to be true.

BACKGROUND

In November 2007, GTL and the PA DOC agreed upon formal VoIP Performance Parameters, as represented in a "stare and compare" Excel spreadsheet, which would be used to compare various service and statistical benchmarks both before, and after, a designated VoIP trial period. These service and statistical benchmarks were measured at two PA DOC sites using the original TDM digital T1 networks compared to the proposed VoIP services during a 2 week trial period. The two sites selected for the trial were: SCI Chester (Verizon LEC) and SCI Waymart (South Canaan LEC).

GTL coordinated the conversions from traditional TDM T1 services to IP at the two trial sites. The following configurations were used:

SCI Chester: Nx T1 = 3.0 Mbps of dynamic bandwidth for voice/data
Codec g.729a
1335 Adtran Router (T1s termination)
IAD (Integrated Access) SIP Gateway Device

SCI Waymart: Full T1 = 1.5 Mbps of dynamic bandwidth for voice/data
Codec g.729a
1335 Adtran Router (T1 termination)
IAD (Integrated Access) SIP Gateway Device

The initial trial was conducted between the dates of February 1 through February 15, 2008. While the results of this trial did meet, and in most cases exceeded, the VoIP Performance Parameters, 3 Way Call Detection during this trial did not meet the desired performance expectations. This was primarily caused by the challenges of applying traditional 3 way detection algorithms and sensitivity settings within the inmate telephone system platform to a VoIP environment using the g.729a compression standard.

Understanding the importance of 3 way call detection to the DOC as a means to control security and prevent misconduct of the inmate population, GTL approached the DOC to request a second trial period in order to resolve the challenges of 3 way detection we had learned of during the first VoIP trial.

After extensive development and testing by GTL and its partners, a second 2 week trial period at SCI Chester and SCI Waymart commenced on March 10, 2008. This time the 3 way call detection tests exceeded the Performance Parameter guidelines. Additionally, all other results during this second trial did meet, and in most cases exceeded, the VoIP Performance Parameters as stated in the stare and compare spreadsheet.

On April 18, 2008 GTL and its partners met with Deputy Secretary Sprenkle, and key DOC personnel, to review the results of the trials and to gain approval from the DOC to move forward with the conversion of all DOC sites.

This Statement of Work is the result of that meeting and its purpose is to identify the necessary steps, and to define a schedule, for completing the conversion.

CONVERSION PROCESS

To complete the conversion of the remaining DOC sites, GTL is proposing a phased approach whereby key components of the 'core' IP data network will be established first, followed by the conversion of live inmate voice traffic from three larger DOC sites, and eventually converting all the remaining sites. The entire phased approach is estimated to take approximately three months to complete, from beginning to end.

Proposed Schedule Summary:

Phase I (TBD by DOC) – Core IP data network that supports all connectivity from the HQ Central Server location in Camp Hill to each individual site, and from the HQ Central Server location to all the supporting 'back office' GTL, and VAC locations will be installed, tested, and monitored.

Phase II (3 weeks from first cutover above) – SCI Camp Hill inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

Phase III (3 weeks from last site cutover) – SCI Graterford inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

Phase IV ((3 weeks from last site cutover) – SCI Fayette inmate traffic will be switched from the traditional TDM network to GTL VoIP network.

Phase V (DOC to provide final approach) – All remaining facilities will be converted during this time period. (Details of the exact schedule have been furnished under separate attachment, filename: PA DOC Transition Schedule_042808.mp)

KEY CONTACTS DURING THE CONVERSION

The following personnel will be involved with the PA DOC conversion process:

Tom Fulton – GTL
Field Services Manager
610-282-3682

Tim Miller - GTL
Sales Director
732-928-6700

Steve Deforrest – GTL
Implementation Manager
251-375-8102

Byron Johnson - GTL
Director Data Network Engineering
317-558-3147

Pat Pline – GTL
Director Field Services
212-831-5390

The following pages provide a snap shot of the MS Project Implementation Plan

✓	NO Installation & ckt activation	1 day	Fri 1/11/04	Tue 1/14/04	Lee Rodgers
⊠	System ckt over	1 day	Tue 1/13/04	Tue 1/13/04 05	Lee Rodgers
✓	NO Installation & ckt activation	1 day	Mon 1/19/04	Tue 1/20/04	Lee Rodgers
⊠	System ckt over	1 day	Tue 1/20/04	Tue 1/20/04 04	Lee Rodgers
✓	NO Installation & ckt activation	1 day	Fri 1/23/04	Wed 1/28/04	Lee Rodgers
⊠	System ckt over	1 day	Wed 1/28/04	Wed 1/28/04 21	Lee Rodgers
✓	NO Installation & ckt activation	1 day	Tue 1/27/04	Tue 1/27/04	Debbie Lewis
⊠	System ckt over	1 day	Tue 2/2/04	Tue 2/2/04 21	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Wed 1/29/04	Wed 1/29/04	Debbie Lewis
⊠	System ckt over	1 day	Wed 1/29/04	Wed 1/29/04 27	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Tue 1/27/04	Tue 1/27/04	Debbie Lewis
⊠	System ckt over	1 day	Tue 1/27/04	Tue 1/27/04 04	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Tue 1/27/04	Tue 1/27/04	Debbie Lewis
⊠	System ckt over	1 day	Tue 1/27/04	Tue 1/27/04 03	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Wed 1/29/04	Wed 1/29/04	Debbie Lewis
⊠	System ckt over	1 day	Wed 1/29/04	Wed 1/29/04 06	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Mon 1/19/04	Tue 1/20/04	Debbie Lewis
⊠	System ckt over	1 day	Tue 1/20/04	Tue 1/20/04 04	Debbie Lewis
✓	NO Installation & ckt activation	1 day	Wed 1/29/04	Wed 1/29/04	Ed Yalla
⊠	System ckt over	1 day	Tue 1/27/04	Tue 1/27/04 02	Ed Yalla
✓	NO Installation & ckt activation	1 day	Wed 1/29/04	Wed 1/29/04	Ed Yalla
⊠	System ckt over	1 day	Wed 1/29/04	Wed 1/29/04 05	Ed Yalla
✓	NO Installation & ckt activation	1 day	Wed 1/29/04	Tue 1/27/04	Debbie Lewis
⊠	System ckt over	1 day	Tue 1/27/04	Tue 1/27/04 00	Debbie Lewis

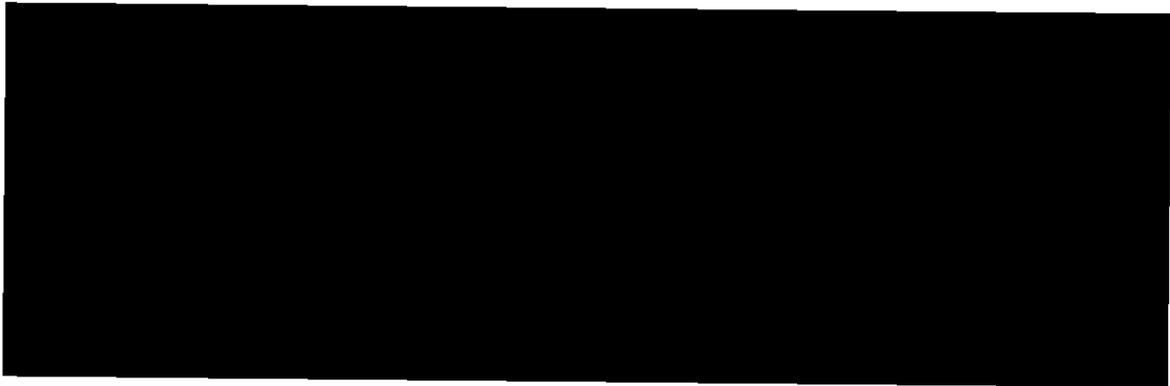
GTL FRAME RELAY TO IPSEC DATA CIRCUIT MIGRATION

Each site will be upgraded to a FEX T1(s) circuits. A single T1 will allow up to 40 simultaneous calls with a minimum of 512K reserved for Data to support voice recording downloads, and validation. The network router will use a QOS algorithm to manage the VOIP priority over data traffic. If all trunks are not in use, the unused T1 will be available for data traffic.

If a site requires more than 1 T1, additional T1s can be provisioned, and bonded with Multi-link point-to-point protocol (MLPPP). These circuits will combine the bandwidth of both T1s to create a summed bandwidth of the T1s.

For example, two T1s will create a combined MLPPP circuit of 3 MBps. The combined T1s will support up to 80 VoIP trunks, and have remaining bandwidth leftover for recordings and validation.

GTL will create IPsec tunnels using 3DES MD5, and terminate tunnels to VAC and GTL data centers for validation. Each site will also have an IPSEC tunnel to the Camp Hill HQ site to support central data bases for the VAC system. Upon successful conversion, the legacy frame relay circuit will be disconnected from the site.



SERVICE AND MAINTENANCE

As stated in the Introduction to this SOW, GTL will comply with and meet all contractual responsibilities for maintaining service to the PA DOC, as stated in our original response to RFP #2005-081-011. Copies of those responses have been provided below:

RFP #2005-081-011

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. The inmate stations, location processors, the central processor, and the monitoring and recording equipment shall be repaired 24-hours a day, seven days a week, 365 days a year. Reference Attachment 3 for locations. Included in the repair of the inmate stations is the repair of the software, cards, etc. that control the operation of the inmate telephones. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth \$300.00 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 (DOC), 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 \$200.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Minor repair guidelines as set forth in 5.a.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

- (2) For the purpose of this proposal, a minor emergency shall be defined as, or all of the following:
- (a) A failure of between 10% and 49% of the inmate stations in a bank of telephones to function as they are normally intended.
 - (b) A failure that incapacitates the monitoring and recording capability on up to 49% of the inmate lines at an SCI.
 - (c) A failure of any peripheral equipment which renders it incapable of functioning as it was intended.
 - (d) Indication of minor alarm condition in any of the processor equipment.

MCI Response:

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8.

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 (i.e., processor failure) to the equipment/software 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 \$300.00 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 \$300.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Major repair guidelines as set forth in 5.b.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

- (2) For the purpose of this RFP, a major emergency shall be defined as, but not be limited to, an occurrence of any or all of the following:
- a. Any failure of a processor or the common equipment which renders the system at a SCI incapable of performing normal functions.
 - b. A failure that incapacitates the monitoring and recording capability on 49% or more of the inmate lines at a SCI.
 - c. A failure of 50% or more of the inmate stations in a bank of telephones to function as they are normally intended.

MCI Response:

MCI has read understands and agrees.

CI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8

- 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
- d. 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 agrees.

- 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 and the Department of Corrections. The Contractor shall provide report design in response for Systems B and C. 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:

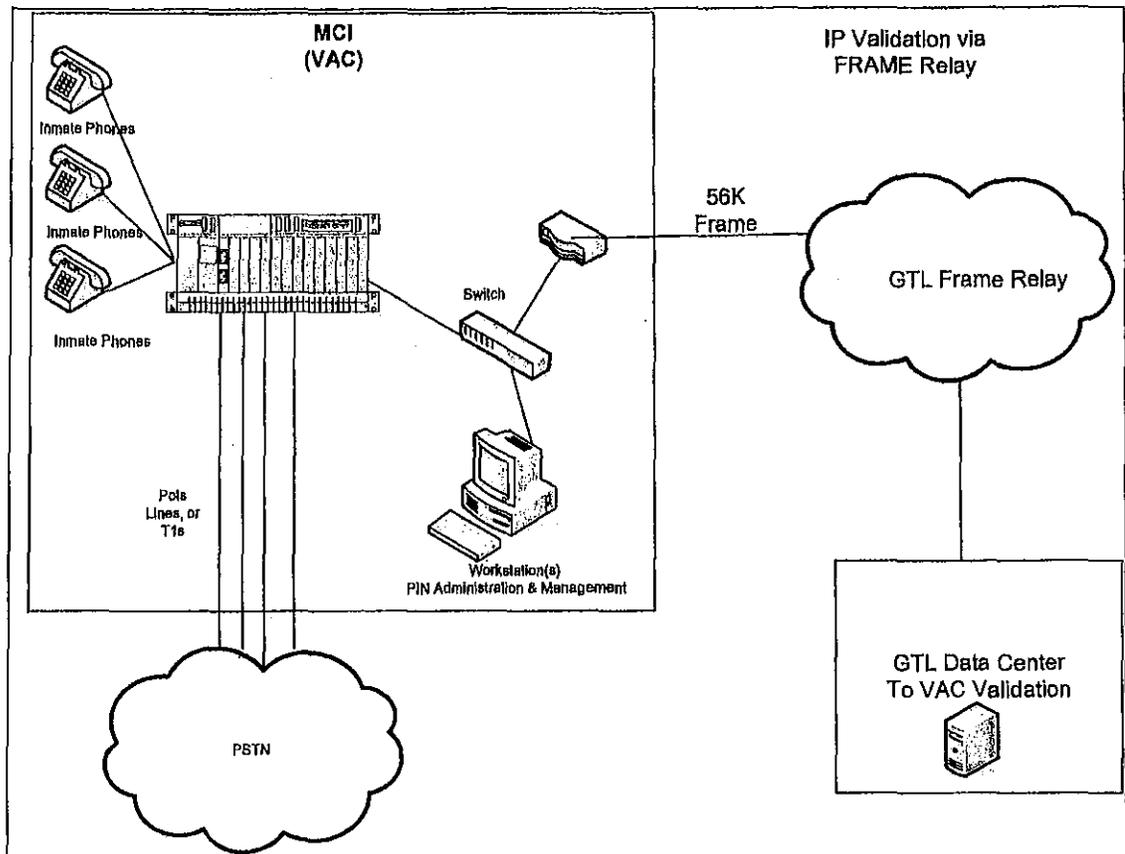
MCI has read understands and will comply.

As stated within this Section, MCI will open a trouble ticket for each and every Major and Minor trouble reported by the Commonwealth. The Ticket Manager system offers a very comprehensive suite of reports. Each month MCI will present the Commonwealth with a management report detailing each of the above requested items to include dispatches, maintenance and calculated liquidated damages.

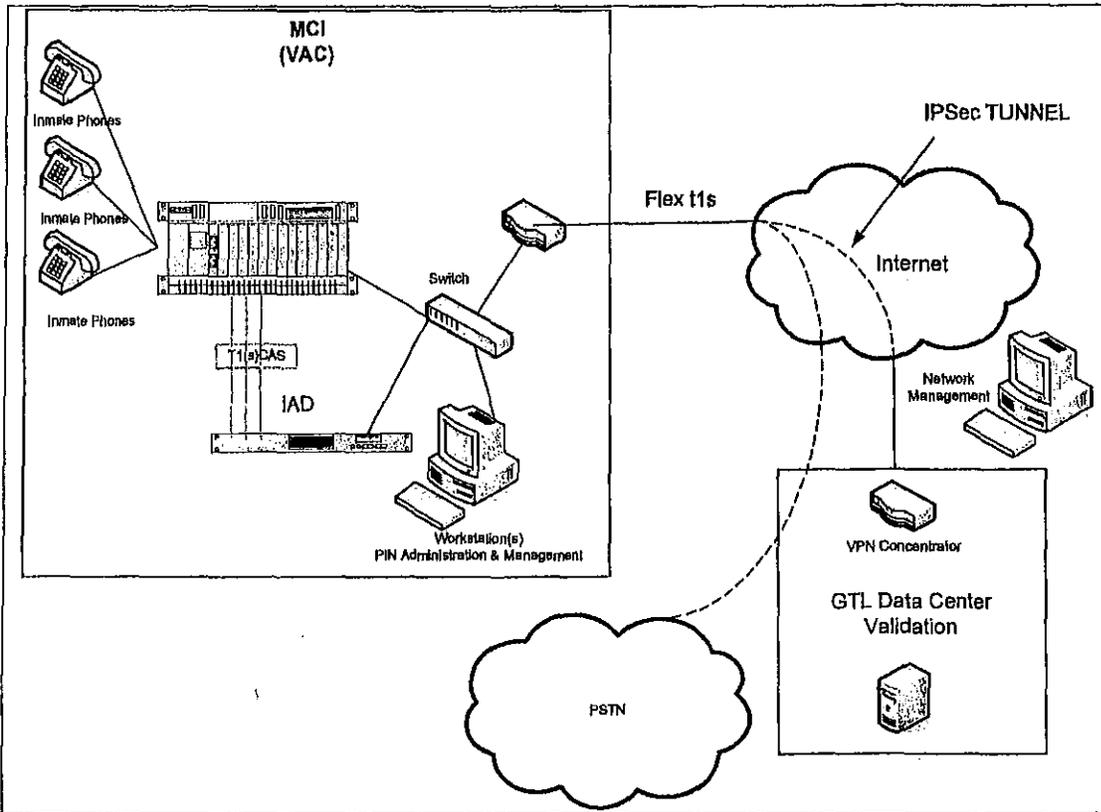
In addition to the monthly reporting, MCI will provide selected PA DOC personnel with access to MCI's Ticket Manager System. At any time, the PA DOC can view active tickets ticket, view history reports or a host of other helpful and informative information. MCI will provide training of the DOC staff at any time during the contract term.

- End of RFP Reference -

EXISTING NETWORK CONFIGURATION AT A TYPICAL SITE



PROPOSED NETWORK CONFIGURATION AFTER CONVERSION



GTL / PADO
Data Circuit Activation & VoIP Conversion

INSTALLATION/ACTIVATION OF DATA CIRCUIT

- 1) Voip Conversion Equipment list
 - A) Adtran Model 1335 Router/switch
 - B) 4 Port IAD Voip Gateway
 - C) Category 5 cables

- 2) GTL confirms installation of data circuit
 - A) If needed, GTL sends tech onsite to extend cabling from point of demarcation to final location of premise equipment
 - B) GTL tests circuits prior to activation to confirm equipment is visible from behind extended cabling

- 3) GTL joins conference bridge, given prior to date/time of circuit activation
 - A) Install Equipment
 - i) GTL connects router/switch up to data circuit (reference hardware PDF)
 - ii) GTL connects IAD[s] to router/switch (reference hardware PDF)
 - B) Data Circuit Activation
 - i) GTL turns up the data circuit
 - ii) GTL confirms clean, error free connectivity to all equipment (router/switch/IAD[s])
 - C) Equipment Configuration
 - i) GTL configures router to include full access credentials for GTL to view/modify router configurations
 - a) *NOTE: router configurations, not including GTL HQ routing changes, should take place at this time.
 - ii) GTL configures IAD[s] on, a site specific basis, to ensure calls can be made from the site
 - iii) GTL adds devices to SNMP Network Monitoring
 - D) Testing
 - i) GTL will test to confirm data circuit can handle traffic in direct relation to the size of the data pipe
 - ii) GTL will test to confirm a call can be made from IAD[s] to a number given by GTL
 - iii) Security: GTL Network engineering will apply access control list to limit the access to sites by only GTL data centers. The circuit will be tested to assure that the ACL blocks all other access.

- 4) Troubleshooting
 - A) Circuit
 - i) In the event that the circuit fails to meet clean data traffic, either idle or under stress, GTL will work directly

with GTL project coordinator and field techs to resolve any circuit issues

- a Confirm cabling
- b Dispatching LEC tech for head to head testing
- c Other troubleshooting procedures

B) Router

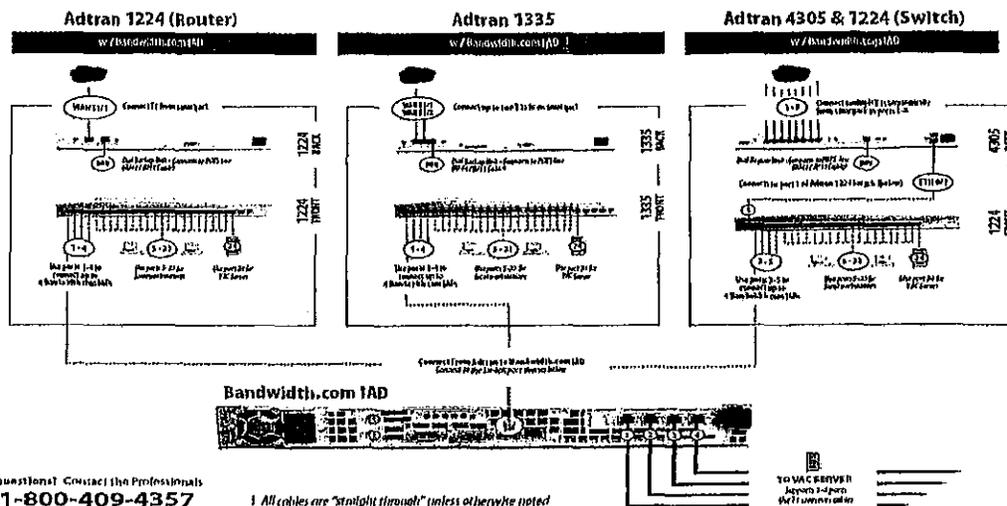
- i) In the event that the router fails to stay within its parameters for passing clean, error free traffic through any of its interfaces, GTL will work with router admin, project coordinator, and field tech to resolve any issues
 - a Cabling
 - b Configuration
 - c Interfaces
 - d Other troubleshooting procedures

C) Failed Router

- i) GTL will ship out new router to replace faulty router
- ii) GTL receives new router
 - a GTL schedules installation of new router.
 - b GTL (router admin, project coordinator, field tech) join conference bridge at scheduled date/time
 - c GTL connects router (reference hardware PDF)

D) IAD

- i) No Connectivity
 - a GTL will work with field tech to resolve
 - Cabling
 - Configuration
- ii) Calls cannot complete
 - a GTL will work with IAD configuration to ensure calls can complete from the site
- iii) Latency / packet loss
 - a GTL will perform ICMP test verification of the circuits to determine Latency is less than 100ms, and no packet loss.
 - b GTL router engineer will work with GTL field tech
 - Cabling
 - Configuration
- iv) Failed IAD
 - a GTL will ship out new IAD to replace faulty IAD
 - GTL schedules installation of new IAD
 - GTL hooks up IAD (reference hardware PDF)



VoIP Cutover (scheduled once circuit confirmed stable)

- 1) GTL and VAC join conference bridge, given prior to date/time of scheduled conversion
- 2) Configuration / Cabling
 - A) GTL completes route changes
 - i) GTL adds IPSEC policies to Adtran 1335 at site (VAC HQ, and Camp hill)
 - ii) VAC adds IPSEC policies to VAC VPN concentrator.
 - iii) GTL removes Frame relay route from core routers.
 - B) GTL configures/confirms VPN tunnels are up and passing traffic without errors
 - C) GTL field tech moves VAC cabling *NOTE: This will bring down the existing call flow
 - i) Network connection cable (reference hardware PDF)
 - ii) Voice T1 cables (reference hardware PDF)
 - D) VAC confirms equipment connectivity/access through VPN
 - E) GTL confirms workstation[s] connectivity access through VPN
- 3) Testing
 - A) GTL verifies that circuit meets maximum 100mS latency and jitter values of circuit.
 - B) GTL "hammers" the IAD[s] with calls on a predetermined T1:call ratio of 1:40. While hammer is in effect, GTL makes numerous test calls from behind VAC platform
 - i) Duration
 - ii) Quality
 - iii) callerID
 - iv) Codec
 - v) Local/LD
 - vi) Any other call scenario that might be site specific
- 4) Troubleshooting
 - A) Call Quality

- i) GTL network engineer will work with router/switch/IAD configuration and GTL field tech
 - a Configuration
 - b Test calls
- B) Call Duration
 - i) GTL network engineer will work with router/switch/IAD configuration and GTL field tech
 - a Configuration
 - b Test calls
- C) CallerID / Codec / Etc.
 - i) GTL network engineer will work on IAD configuration to resolve any issues

Carrier	Solution	Account Name	Opportunity Name	Subject	Carrier Circuit ID	LEC Circuit ID (Point A)
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA15 - PA DOC - SCI Coal Township - Poets 30630	Installation: Data - PA15 - PA DOC - SCI Coal Township - Poets 30630	DS1NT-12924754.02	12HCGSS526299PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA06 - PA DOC - SCI Cresson - Poets 30633	Installation: Data - PA06 - PA DOC - SCI Cresson - Poets 30633	DS1IT-12900398	14HCGSS13550PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA17 - PA DOC - SCI Dallas - Poets 30635	Installation: Data - PA17 - PA DOC - SCI Dallas - Poets 30635	DS1NT-12905762.01	DS1001551PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA09 - PA DOC - SCI Forest - Poets 30638	Installation: Data - PA09 - PA DOC - SCI Forest - Poets 30638	DS1NT-12962906	14HCGSS13679PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA13 - PA DOC - Greens - Poets 30645	Installation: Data - PA13 - PA DOC - Greens - Poets 30645	DS1NT-12924765	15HCGSS79J15PA 15HCGSS79J16PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA12 - PA DOC - Greensburg - Poets 30648	Installation: Data - PA12 - PA DOC - Greensburg - Poets 30648	DHEC.217947..ATI	15HCGSS77086PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA21 - PA DOC - Quehanna Bootcamp - Poets 30657	Installation: Data - PA21 - PA DOC - Quehanna Bootcamp - Poets 30657	DS1IT-12906613	14HCGSS13681PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA22 - PA DOC - SCI Retreat - Poets 30658	Installation: Data - PA22 - PA DOC - SCI Retreat - Poets 30658	DS1IT-13040044	12HCGSS526566
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA23 - PA DOC - Rockview - Poets 30659	Installation: Data - PA23 - PA DOC - Rockview - Poets 30659	DS1NT-12996638	14HCGSS13747PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA26 - PA DOC - Weymart - Poets 30662	Installation: Data - PA26 - PA DOC - Weymart - Poets 30662	DS1IT-12908612	12HCGSS526174PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA13 - PA DOC - SCI Camp Hill - Poets 30628	Installation: Data - PA13 - PA DOC - SCI Camp Hill - Poets 30628	DS1NT-12935991	13HCGSS53254PA 13HCGSS53361PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA17 - PA DOC - Mahanoy - Poets 30653	Installation: Data - PA17 - PA DOC - Mahanoy - Poets 30653	DS1NT-12996636	12HCGSS526270PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA18 - PA DOC - SRCF Mercer - Poets 30654	Installation: Data - PA18 - PA DOC - SRCF Mercer - Poets 30654	DS1NT-12908426.02	15HCGSS74738PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA19 - PA DOC - Muncy - Poets 30655	Installation: Data - PA19 - PA DOC - Muncy - Poets 30655	DS1IT-12911157	DS1961186PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA21 - PA DOC - Pine Grove - Poets 30655	Installation: Data - PA21 - PA DOC - Pine Grove - Poets 30655	DS1IT-12911410	15HCGSS74816PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA24 - PA DOC - Smithfield - Poets 30660	Installation: Data - PA24 - PA DOC - Smithfield - Poets 30660	DHEC.327596..ATI	14HCGSS13522PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA01 - SCI Albion	Installation: Data - PA01 - SCI Albion Poets 30626	DS1NT-12924401.02	24HCGSS002569PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA14 - PA DOC - Huutzdale - Poets 30650	Installation: Data - PA14 - PA DOC - Huutzdale - Poets 30650	DS1NT-13023854	14HCGSS13733PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA15 - PA DOC - Huntingdon - Poets 30651	Installation: Data - PA15 - PA DOC - Huntingdon - Poets 30651	DS1NT-12996634.01	14HCGSS13673PA
Bandwidth.com Powered By AT&T	Full T1(IP)	GTL PA DOC	PA16 - PA DOC - Laurel Highlands - Poets 30652	Installation: Data - PA16 - PA DOC - Laurel Highlands - Poets 30652	DHEC.727205..ATI	ru
Bandwidth.com Powered By AT&T	N x T1 3 Mbps	GTL PA DOC	PA25 - PA DOC - Somerset - Poets 30661	Installation: Data - PA25 - PA DOC - Somerset - Poets 30661	DHEC.374182..ATI	14HCGSS13642PA
Bandwidth.com Powered By Qwest OOR	Full T1(IP)	GTL PA DOC	PA10 - PA DOC - Frackville - Poets 30640	Installation: Data - PA10 - PA DOC - Frackville - Poets 30640	DS1IT-12677108	12HCGSS526032PA
Bandwidth.com Powered By Broadwing	N x T1 4.5 Mbps	GTL PA DOC	PA11 - PA DOC - Graterford - Poets 30642	Installation: Data - PA11 - PA DOC - Graterford - Poets 30642	40422349	11HCGSS402042/PA
Bandwidth.com Powered By Broadwing	Full T1(IP)	GTL PA DOC	PA02 SCI Cambridge Springs Poets 30627	Installation: Data PA02 SCI Cambridge Springs - Poets 30627	40419539	24HCGSS002512/PA
Bandwidth.com Powered By AT&T	N x T1 3.0 Mbps	GTL PA DOC	PA18 - PA DOC - SCI Fayette - Poets 30636	Installation: N x 11 3.0 Mbps to Labelle, PA for GTL PA DOC, QID-20694	DHEC.404746..ATI	15HCGSS76155PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA04 PA DOC SCI Cheator Poets 30629	Installation: Data PA04 PA DOC SCI Cheator - Poets 30629	DS1NT-12906895	11HCGS400192PA 11HCGS400193PA
Bandwidth.com Powered By Qwest OOR	N x T1 3 Mbps	GTL PA DOC	PA_DOC-SCI Pittsburgh - POETS - 52605	Installation: N x 11 3 Mbps to Pittsburgh, PA for Global Tel Link	DS1NT-13673319	15HCGSS79550PA 15HCGSS79551PA

CONTINGENCY PLAN

In the event an issue arises that adversely impacts the facility or PA DOC for an extended period of time, GTL will implement a fallback plan to the existing TDM T1 connectivity servicing the facility. In most cases, the network conversion and testing can be accomplished within a two (2) hour period. On rare occasions, the network conversion may take longer. In the event an issue requires longer than four (4) hours to resolve, a GTL Technician will replace the VoIP connectivity with the existing T1 circuit(s) servicing the facility.

The network conversion is comprised of two separate but equal components; voice and data. Though both reside on a single circuit or multiple circuits, each are independent though routing on the network. To that point, issues are divided into the components of the network. Should the issue only affect the voice, the newly installed data network connectivity could remain in place until resolved and vice versa.

In the event an issue is encountered that has the potential of adversely impacting the facility or PA DOC, GTL will regress to the existing connectivity. If the issue is with calling capabilities or call quality, a GTL technician will remove the T1 connectivity between the VoIP IAD and replace with the existing TDM T1 circuit(s). The technician will make ample test calls of various call types to ensure the system is processing calls, of good quality, to destinations across the nation. If the issue is effecting the network performance of the platform, the technician will replace the T1 containing the frame relay circuit into the system router. Once the exiting network connectivity is established, the technician will contact GTL's Houston Data Center for mapping changes to the network. Engineers in Houston will suspend the new routing tables, and replace with the existing frame relay routing tables. The technician will then place test calls to ensure paths to validation are established. After this verification is complete, from the system workstation, the technician will ensure that other PA DOC sites are visible across the network that call detail is available and that recorded conversations are accessible across the frame relay network.

If an issue is encountered pre-conversion, traffic will not be migrated onto the network. Post conversion, if an issue is encountered with the VoIP connectivity, GTL will immediately open a Priority One trouble ticket. Within one hour GTL Network Engineers will access the circuit, IAD and router to determine the cause of the affliction. In most cases the issue is resolved within two hours. Should an issue not be resolved within two hours, GTL will begin escalation procedures to ensure service is restored to full capacity. In the mean time, GTL will implement fallback procedures for the site.

Upon successful conversion and DOC site performance acceptance, orders will be placed within 3 to 5 business days for the disconnection of the existing circuit(s). These circuits will remain viable until the orders are processed through Verizon Business. Circuits disconnect orders are generally completed between 15 and 30 days after the disconnect order is paced by GTL. The existing circuits and network connections will remain viable for fallback during this period.

SUMMARY

We are confident the information contained within this SOW will provide the PA DOC with the information it needs to grant GTL the approval to move forward with the conversion to IP edge technology within our network.

GTL and its partners have the experience, expertise and personnel to complete the conversion of this network in a seamless manner with minimal impact on the daily operations of the DOC. GTL has been migrating most of its inmate voice circuits to VOIP since 2004.

This conversion will offer several advantages over the existing TDM architecture. These advantages are:

- Voice/Data in one managed network
- Higher bandwidth available to download recordings and call records.
- VOIP is currently deployed on many of GTL's major DOC, and large corrections accounts. It has been successfully deployed in MN DOC, NC DOC, AR DOC, WA DOC, NY DOC, VA DOC, GA DOC and LA County with phone counts at sites ranging from 100 to 1095, all with very good results.
- Since VOIP can be actively monitored by network management system, problems can be identified and escalated quicker than traditional TDM networks. Our NOCS are notified via email on critical events of VOIP, and T1 alarm status.
- The current PA trial sites are an indication of the quality, and uptime performance of a VOIP installation.
- The major carriers such as AT&T, Verizon, Sprint and Qwest have moved to VOIP as their backbone voice transport. Many TDM transports are being carried on IP backbone networks.
- VOIP technology can be actively monitored using Simple Network Management protocol. The up or down status of a circuit can be pinged, and our NOC and Tech Support organization will know the status of an outage within 2 minutes and notify carriers to start the repair status.
- Traditional TDM T1s do not have active status indication of when they are down. An outage of a TDM normally is identified by a alarm status on the network interface smart jack.

ATTACHMENT A
GTL
SERVICE LEVEL AGREEMENT (SLA)

Service Level Agreement

1. OVERVIEW & POLICY:

GTL is committed to providing the highest levels of performance, reliability and survivability of its Inmate phone services. As one measure of our ongoing commitment to excellent customer service, GTL provides a Service Level Agreement (SLA) covering our Inmate phone services and the ability for customers to determine adherence to these SLAs.

This SLA describes GTL's target network performance and service level metric for its SIP Trunking services. Each of the following metrics is applied on a per-site basis.

2. SERVICE LEVEL COMMITMENTS:

2.1. SERVICE AVAILABILITY

- 2.1.1. Service Availability Commitment
GTL guarantees a Service Availability of 99.999% of the total applicable time for each month. (Requested change)

2.2. MEAN TIME TO REPAIR (PRIORITY 1 TICKETS)

- 2.2.1. Mean Time to Repair Commitment
GTL guarantees a Mean Time to Repair of 4 hours or less for trouble tickets classified as Priority 1.

2.3. MEAN TIME TO RESPOND (PRIORITY 1 TICKETS)

- 2.3.1. Mean Time to Respond Commitment
GTL guarantees a Mean Time to Respond of 30 minutes or less for trouble tickets classified as Priority 1.

2.4. MEAN TIME TO RESPOND (PRIORITY 2 TICKETS)

- 2.4.1. Mean Time to Respond Commitment
GTL guarantees a Mean Time to Respond of 2 hours or less for trouble tickets classified as Priority 2.

2.5. MEAN TIME TO RESPOND (PRIORITY 3 TICKETS)

- 2.5.1. Mean Time to Respond Commitment
GTL guarantees a Mean Time to Respond of 24 hours or less for trouble tickets classified as Priority 3.

2.6. INSTALLATION INTERVAL

- 2.6.1. Installation Interval Commitment
GTL guarantees an Eligible Customer's installation will not exceed the installation of the Local Exchange Carrier's installation interval plus 11 business days.

3. TROUBLE TICKET CREATION

Customer may open a Trouble Ticket using one of the following methods:

- (a) Calling GTL Customer Care at 1-888-385-9386 or 877-372-1014;
- (b) Field Escalation team at 1-484-895-1055

The only method by which a customer can create or check the status of a Trouble Ticket during non-business hours is via phone call to GTL Customer Care.

4. DEFINITIONS:

- 4.1. **GTL Business Hours:** 9:00AM to 6:00 PM EST Monday through Friday
- 4.2. **Installation Interval:** The total number of calendar days between the operational order entry date of VoIP order, excluding network design and order preparation time, and the date the applicable seat, or site, is installed and available for use. This includes both the provisioning tasks of the Local Exchange Carrier and those of GTL.
- 4.3. **Mean Time to Repair:** Monthly average of the time taken between opening an Eligible Customer's trouble tickets and restoring service for all of the Eligible Customer's Trouble Tickets designated as Priority 1 and Priority 2.
- 4.4. **Mean Time To Respond:** Monthly average of the time taken for GTL to initially respond via phone to a service impacting Trouble Ticket logged by a customer
- 4.5. **Customer Care Hours:** 365 days per year, 7 days per week 24 hrs
- 4.6. **Primary Identification Number (Primary ID):** The identifying number assigned to a Customer's service location by GTL
- 4.7. **Priority 1 ticket:** Trouble ticket classification for issues in which an Eligible Customer's service is down or inoperable
- 4.8. **Priority 2 ticket:** Trouble ticket classification for issues in which an Eligible Customer's service is being negatively affected but is not down or inoperable
- 4.9. **Priority 3 ticket:** Trouble ticket classification for Informational or Non-service affecting issues.
- 4.10. **Service Affecting Issue:** An unscheduled period during which the Service performs irregularly or otherwise not up to normal specifications.
- 4.11. **Service Availability:** Means the percentage of the time in a given month the Eligible Customer's Inmate VOIP service was available. Service Availability is calculated as the total amount of time in a calendar month (30 days x 24 hours x 60 minutes) minus the total amount of validated Service Outage Time as measured by GTL trouble tickets, (excluding maintenance windows and planned outages) divided by the total amount of time in a calendar month and multiplied by 100.
- 4.12. **Service Outage:** An unscheduled period during which a customer seat or location is unable to send and receive VoIP calls. This does not include failure or malfunction of any cabling, switching or other equipment not provided by GTL.
- 4.13. **Service Outage Time:** The period beginning when the Customer opens a Priority 1 Trouble Ticket with GTL for a Service Outage and continuing until the time such Trouble Ticket is cleared and the affected service is restored by GTL.
- 4.14. **Trouble Ticket:** The tool by which an Eligible Customer reports a perceived Service Outage Issue to GTL and the sole means by which Service Outage Time is calculated.
- 4.15. **New Installation:** Service that has been active for less than 2 business days.

Contract Change Request Form

Change Request Number and Name:	CR_DOC001 VoIP Conversion	Related RFP Section #:	RFP 2005-081-011			
Date Created:	08/01/08	Date Submitted to COPA:	08/11/08			
Description (Brief):	<p>GTL intends to implement new VoIP technology infrastructure, in place of its existing Network, that meets and/or exceeds the performance of the original services installed according to the contract and will be installed at no cost to the Commonwealth.</p> <p>GTL has fulfilled commitments to the Office of Administration (OA) and the PA Dept. of Corrections (DOC) by submitting a cover letter in writing to the Director, Bureau of Infrastructure & Operations, Office of Administration requesting such change. GTL has also submitted a Statement of Work (SOW) which outlines the background, trial results, VoIP performance, and SLA metrics associated with this new technology.</p> <p>In addition, GTL agrees to eliminate the Federal Universal Fund Surcharges (FUSF) on all debit inmate calls.</p> <p>All supporting documentation attached.</p>					
Priority:	<input type="checkbox"/> URGENT	<input checked="" type="checkbox"/> ORDINARY	<input type="checkbox"/> LOW			
Status: (Please Check)	Approved <input checked="" type="checkbox"/>	Pending <input type="checkbox"/>	Rejected <input type="checkbox"/>	Postponed <input type="checkbox"/>	Completed <input type="checkbox"/>	On Hold <input type="checkbox"/>
Category: (Please Check)	Data Ops <input type="checkbox"/>	Voice Ops <input type="checkbox"/>	Security <input type="checkbox"/>	ISS <input type="checkbox"/>	Support <input type="checkbox"/>	<input type="checkbox"/>
REQUESTOR INFORMATION						
Requestor & Title:	Timothy Miller, GTL NE Area Sales Director					
Requestor Email Address:	timothy.miller@gtl.net					
Requestor Phone Number:	(732) 928-7600 (work); (732) 310-4850 (cell)					
Date Change Requested:	08/11/08					
COPA CONTACT INFORMATION						
COPA Contact:	Cathy Consla					
COPA Email Address:	cconsla@state.pa.us					
COPA Phone Number:	(717) 772-8046					
Date Submitted:	08/01/08					
Target Date:	08/11/08					
SERVICES AFFECTED						
Service Name:	Department of Corrections Inmate Phone Services					
Product Code:	<input type="checkbox"/> New Service		<input checked="" type="checkbox"/> Change Existing Service			
COST IMPACT						
Cost Impact:	None					
Technology: (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input type="checkbox"/> Software		
Performance Impact:	Once the Change Order is approved by both parties, GTL will meet with the DOC to move forward with agreed upon implementation timelines as indicated in the SOW.					
Business Justification:	GTL performed two separate VoIP trials at two SCI locations to the final satisfaction of the Department of Corrections (DOC). Signature by the Director, Commonwealth Telecommunications Services is largely based on the pre-approval by the DOC Executive, Deputy Secretary, William Sprenkle that this new technology meets and/or exceeds the performance of the original services.					
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance						

Commonwealth of PA


 Catherine M. Gontkovic
 Commonwealth Telecommunications Services

Date 8/10/08

Global Tel*Link


 Jeffrey B. Haidinger, President
 Services

Date 8-13-08

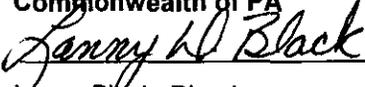
Telecommunications Contract Change Request Form

Change Request Number and Name:	GTL_CCR_12302010_Debit Calling Rate Reduction		Related CR/Contract Section #:				
Date Created:	12/30/2010	Date Submitted to COPA:		12/30/2010			
Description (Brief):	The purpose of this Change Request is to document the change in Global Tel*Link Corporation's (GTL) debit calling rates for the Department of Corrections (DOC) inmates.						
Priority:	<input checked="" type="checkbox"/> URGENT		<input type="checkbox"/> ORDINARY		<input type="checkbox"/> LOW		
Status: (Please Check)	Approved	Pending <input checked="" type="checkbox"/>	Rejected	Postponed	Completed	On Hold	
Category: (Please Check)	Data Ops	Voice Ops	Security	ISS	Support		
REQUESTOR INFORMATION							
Requestor:	Global Tel*Link Corporation						
Requestor Email:	jbeamer@GTL.net						
Requestor Phone Number:	610-621-2249						
Date Change Requested:	1/1/2011						
COPA CONTACT INFORMATION							
COPA Contact:	Cathy Consla						
COPA Email:	cconsla@state.pa.us						
COPA Phone Number:	717.772.8046						
Date Submitted:							
Target Date:							
SERVICES AFFECTED							
Service Name:	PADOC Inmate Telephone						
Product Code:	Code: Debit Calling Rate	<input type="checkbox"/> New Service		<input checked="" type="checkbox"/> Change Existing Service			
FOR EACH PRODUCT CODE							
Unit Price:	OLD RATE						
	RATE	RATE	RATE	RATE	RATE	RATE	RATE
	1ST	INIT	ADD'L	ADD'L	ADD'L	ADD'L	ADD'L
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES
	LOCAL	1.60	1.0	0.00	1.0	ALL	ALL
	INTRALATA	1.25	0.14	1.0	0.14	1.0	ALL
	INTERLATA	2.15	0.20	1.0	0.20	1.0	ALL
	INTERSTATE	2.45	0.45	1.0	0.45	1.0	ALL
	NEW RATE						
	RATE	RATE	RATE	RATE	RATE	RATE	RATE
	1ST	INIT	ADD'L	ADD'L	ADD'L	ADD'L	ADD'L
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES
	LOCAL	1.5200	1.0	1.5200	1.0	ALL	ALL
	INTRALATA	1.1875	0.1330	1.0	0.1330	1.0	ALL
	INTERLATA	2.0425	0.1900	1.0	0.1900	1.0	ALL
	INTERSTATE	2.3275	0.4275	1.0	0.4275	1.0	ALL
Amt of Increase/Decrease:	5% reduction in debit calling rate						

Telecommunications Contract Change Request Form

<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input checked="" type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change
COST IMPACT				
Cost Impact - (None, brief description or attached doc):	The reduction will decrease the charges incurred for debit calling by the DOC inmates.			
Technology: (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software
SAP Account Information, if applicable:	SAP Fund:		SAP Cost Center:	
Performance Impact:				
Business Justification:	The DOC is changing the restrictions on inmate calling to allow the inmates more freedom in placing calls. Therefore, GTL is reducing the debit rates to accommodate potential increase in the inmate phone usage.			
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance				

Commonwealth of PA

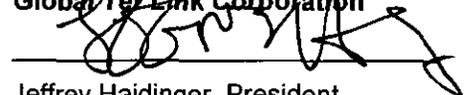


Lanny Black, Director

Commonwealth Telecommunications Services

Date 2-2-11

Global TelLink Corporation



Jeffrey Haidinger, President

Services

Date 1/27/11

Department of Corrections



Timothy Ringler

Acting Deputy Secretary for Administration

2/1/11

Inmate Telephone Contract Rates

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Collect	\$1.65	None	\$1.65	\$1.45	\$0.15	\$3.70	\$2.35	\$0.26	\$6.25	\$3.50	\$0.50	\$11.00

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
PrePaid	\$1.60	None	\$1.60	\$1.25	\$0.14	\$3.35	\$2.15	\$0.20	\$5.15	\$2.45	\$0.46	\$9.35

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Debit	\$1.52	None	\$1.52	1.1875	\$0.133	\$3.1825	\$2.0425	\$0.19	\$4.8925	\$2.3275	\$0.4275	\$8.74

Note: Net Call Cost does not include PA Gross Receipt Tax

DATE: December 7, 2011

SUBJECT: Renewal of Contract # 4600012527
Contract Title: Payphone/Inmate Phones
Term of Renewal: One (1) Year
Renewal Security Required: Performance Bonds Required by the Contract
must remain in place.

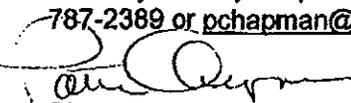
Dear Ms. Ridgeway:

The Commonwealth is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods." By this letter the Commonwealth is notifying you of its intent to exercise the first one-year renewal. All contract terms and conditions shall remain in full force and effect, except that the contract is being renewed only to the extent that the contract relates to Inmate Phones. The payphone portion of the contract will expire on December 7th.

The Commonwealth is requesting your acknowledgement of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to pchapman@pa.gov and to shilbish@pa.gov close of business December 7, 2011.

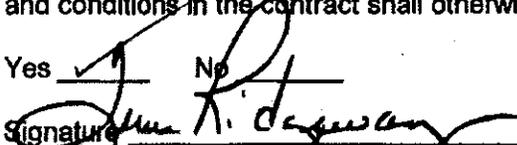
The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or pchapman@pa.gov.


Director
Bureau of IT Procurement

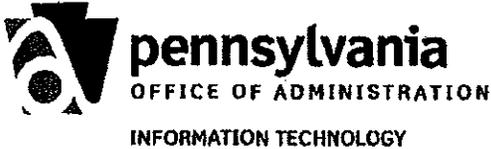
I acknowledge the renewal of the above referenced contract for the above stated Term of Renewal, the deletion of the services related to payphones from the contract, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes No

Signature 

Title Senior Vice President

cc: Cathy Consla
Steve Hilbish



DATE: December 7, 2011

SUBJECT: Assignment of Contract # 4600012527
Contract Title: Payphone/Inmate Phones

Dear Ms. Ridgeway:

Please note that the Office of Administration has assigned this contract to the Department of Corrections. Future correspondence related to this contract should be addressed to Stephen Hilbish, 2520 Lisburn Road, Camp Hill, PA 17001-4859.

The Commonwealth is requesting your acknowledgement of the assignment of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to pchapman@pa.gov and to shilbish@pa.gov by close of business December 14, 2011.

The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or pchapman@pa.gov.

A handwritten signature in black ink, appearing to read 'Patti Chapman', written over a horizontal line.

Patti Chapman, Director
Bureau of IT Procurement

I acknowledge that the contract has been assigned to Department of Corrections.

Signature

Title

cc: Stephen Hilbish
Cathy Consla



DATE: February 16, 2012

SUBJECT: **Renewal 2 of Contract #4600012527**

Contract Title:	Payphone/Inmate Phones
Term of Renewal:	One (1) Year
Renewal Security Required:	Performance bonds required by the Contract must remain in place.

Dear Ms. Studebaker:

The Commonwealth of Pennsylvania, Department of Corrections is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods. By this letter the Commonwealth is notifying you of its intent to exercise the second one-year renewal. All contract terms and conditions shall remain in full force and effect, except for the following:

- Term of Renewal: December 8, 2012 thru December 7, 2013
- The vendor agrees to provide Call IQ services at no additional charge to eighteen (18) correctional institutions as determined by the Department of Corrections.

The Commonwealth is requesting your acknowledgement of this renewal. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to Beth Procopio at blprocopio@pa.gov and to Steven Hilbish at shilbish@pa.gov by close of business February 22, 2012.

If you have any questions, please contact me at 717-975-4943 or at blprocopio@pa.gov.

Sincerely,

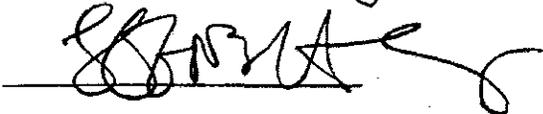
A handwritten signature in black ink that reads "Beth Procopio".

Beth Procopio
Chief, Division of Administrative Services
PA Department of Corrections

I acknowledge the renewal of the above referenced contract to the above stated Term of Renewal, the addition of the Call IQ Services at eighteen (18) institutions, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes No

Printed Name: Jeffrey B. Haidinger

Signature: 

Title: President - Services

Date: 2/22/12

cc. Timothy Ringler, Deputy Secretary for Administration
Harry Jones, Director, Bureau of Administration
Steven Hilbish, Chief, Support Services



CHANGE Page 1 of 1
Contract No. 4600012527
Contract Original Approval Date: 07/13/2007

Purchasing Agent:
Name: Sibel Claywell
Phone: 717-214-7083
Fax: 717-214-3567

Valid from/to: 06/29/2007 - 12/07/2013

Your SAP Vendor Number With Us: 305007

Supplier Name/Address:
 GLOBAL TEL LINK CORPORATION
 2609 CAMERON ST
 MOBILE AL 36607-3104
 USA
 Supplier Telephone No: 251-479-4500-...
 Supplier Fax No.: 251-375-8041

Please Deliver To:

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
 NET 30 DAYS

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
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General Requirements for all Items:

Header Text
 02/23/2012 - second and final renewal
 Renewed through 12/07/2013 by OAS at the request of DOC LJR 02/23/2012
 No further information for this contract.

Estimated Total Value
Not Applicable

DATE: December 7, 2011

SUBJECT: Renewal of Contract # 4600012527
Contract Title: Payphone/Inmate Phones
Term of Renewal: One (1) Year
Renewal Security Required: Performance Bonds Required by the Contract
must remain in place.

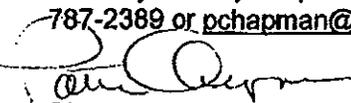
Dear Ms. Ridgeway:

The Commonwealth is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods." By this letter the Commonwealth is notifying you of its intent to exercise the first one-year renewal. All contract terms and conditions shall remain in full force and effect, except that the contract is being renewed only to the extent that the contract relates to Inmate Phones. The payphone portion of the contract will expire on December 7th.

The Commonwealth is requesting your acknowledgement of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to pchapman@pa.gov and to shilbish@pa.gov close of business December 7, 2011.

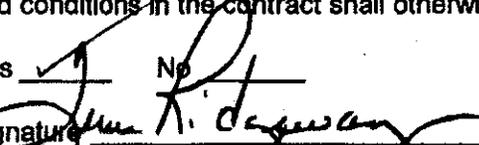
The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or pchapman@pa.gov.


Director
Bureau of IT Procurement

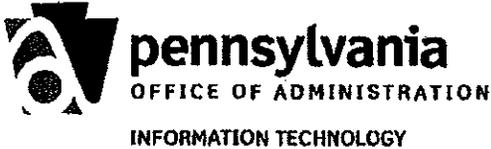
I acknowledge the renewal of the above referenced contract for the above stated Term of Renewal, the deletion of the services related to payphones from the contract, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes No

Signature 

Title Senior Vice President

cc: Cathy Consla
Steve Hilbish



DATE: December 7, 2011

SUBJECT: Assignment of Contract # 4600012527
Contract Title: Payphone/Inmate Phones

Dear Ms. Ridgeway:

Please note that the Office of Administration has assigned this contract to the Department of Corrections. Future correspondence related to this contract should be addressed to Stephen Hilbish, 2520 Lisburn Road, Camp Hill, PA 17001-4859.

The Commonwealth is requesting your acknowledgement of the assignment of the contract. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to pchapman@pa.gov and to shilbish@pa.gov by close of business December 14, 2011.

The Commonwealth will issue a change notice to reflect the renewed contract period and the assignment of the contract.

Thank you for your prompt response. If you have any questions, please contact me at (717) 787-2389 or pchapman@pa.gov.

A handwritten signature in black ink, appearing to read 'Patti Chapman', written over a horizontal line.

Patti Chapman, Director
Bureau of IT Procurement

I acknowledge that the contract has been assigned to Department of Corrections.

Signature

Title

cc: Stephen Hilbish
Cathy Consla



DATE: February 16, 2012

SUBJECT: **Renewal 2 of Contract #4600012527**

Contract Title:	Payphone/Inmate Phones
Term of Renewal:	One (1) Year
Renewal Security Required:	Performance bonds required by the Contract must remain in place.

Dear Ms. Studebaker:

The Commonwealth of Pennsylvania, Department of Corrections is exercising its option to renew the above referenced contract. The contract states: "The term of the contract with the selected Contractor shall be for an initial term of five (5) years, with the Commonwealth retaining the option to renew the contract for two (2) one-year periods. By this letter the Commonwealth is notifying you of its intent to exercise the second one-year renewal. All contract terms and conditions shall remain in full force and effect, except for the following:

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The Commonwealth is requesting your acknowledgement of this renewal. Please confirm your acknowledgement by completing the bottom section of this letter and emailing a copy to Beth Procopio at blprocopio@pa.gov and to Steven Hilbish at shilbish@pa.gov by close of business February 22, 2012.

If you have any questions, please contact me at 717-975-4943 or at blprocopio@pa.gov.

Sincerely,

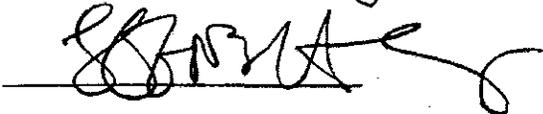
A handwritten signature in cursive script that reads 'Beth Procopio'.

Beth Procopio
Chief, Division of Administrative Services
PA Department of Corrections

I acknowledge the renewal of the above referenced contract to the above stated Term of Renewal, the addition of the Call IQ Services at eighteen (18) institutions, and that all terms and conditions in the contract shall otherwise remain in full force and effect.

Yes No

Printed Name: Jeffrey B. Haidinger

Signature: 

Title: President - Services

Date: 2/22/12

cc. Timothy Ringler, Deputy Secretary for Administration
Harry Jones, Director, Bureau of Administration
Steven Hilbish, Chief, Support Services



CHANGE Page 1 of 1
Contract No. 4600012527
Contract Original Approval Date: 07/13/2007

Purchasing Agent:
Name: Sibel Claywell
Phone: 717-214-7083
Fax: 717-214-3567

Valid from/to: 06/29/2007 - 12/07/2013

Please Deliver To:

Your SAP Vendor Number With Us: 305007

Supplier Name/Address:
 GLOBAL TEL LINK CORPORATION
 2609 CAMERON ST
 MOBILE AL 36607-3104
 USA
 Supplier Telephone No: 251-479-4500-...
 Supplier Fax No.: 251-375-8041

Your Quotation: Date:
 Collective No.:
 Our Quotation:

Payment Terms:
 NET 30 DAYS

The Commonwealth of Pennsylvania, through the Purchasing Agency, accepts the submission of the Bidder/Contractor for the awarded item(s) at the price(s) set forth below in accordance with: 1) the RFQ submitted by the Bidder/Contractor, if any; 2) the documents attached to this Contract or incorporated by reference, if any, and 3) the contract terms and conditions stored on the website address at www.dgs.state.pa.us for this type of Contract as of the date of the RFQ, if any, or other solicitation for this Contract, all of which, as appropriate, are incorporated herein by reference. When the Bidder/Contractor receives an order or a written notice to proceed from the Purchasing Agency, the order or notice constitutes the Bidder/Contractor's authority to furnish the item(s) to the agency at the time(s) and place(s) specified in the order or notice. RFQ, as used herein, means Request for Quotations, Invitation for Bids, Invitation to Qualify, or Request for Proposals, as appropriate.

Item	Material/Service Desc	Est Qty	UOM	Net Price	Per Unit	Total
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General Requirements for all Items:

Header Text
 02/23/2012 - second and final renewal
 Renewed through 12/07/2013 by OAS at the request of DOC LJR 02/23/2012
 No further information for this contract.

**Estimated Total Value
 Not Applicable**

Telecommunications Contract Change Request Form

Change Request Number and Name:	GTL_CCR_12302010_Debit Calling Rate Reduction	Related CR/Contract Section #:					
Date Created:	12/30/2010	Date Submitted to COPA:	12/30/2010				
Description (Brief):	The purpose of this Change Request is to document the change in Global Tel*Link Corporation's (GTL) debit calling rates for the Department of Corrections (DOC) inmates.						
Priority:	<input checked="" type="checkbox"/> URGENT	<input type="checkbox"/> ORDINARY	<input type="checkbox"/> LOW				
Status: (Please Check)	Approved	Pending <input checked="" type="checkbox"/>	Rejected				
Category: (Please Check)	Data Ops	Voice Ops	Security				
		ISS	Support				
REQUESTOR INFORMATION							
Requestor:	Global Tel*Link Corporation						
Requestor Email:	jbeamer@GTL.net						
Requestor Phone Number:	610-621-2249						
Date Change Requested:	1/1/2011						
COPA CONTACT INFORMATION							
COPA Contact:	Cathy Consla						
COPA Email:	cconsla@state.pa.us						
COPA Phone Number:	717.772.8046						
Date Submitted:							
Target Date:							
SERVICES AFFECTED							
Service Name:	PADOC Inmate Telephone						
Product Code:	Code: Debit Calling Rate	<input type="checkbox"/> New Service	<input checked="" type="checkbox"/> Change Existing Service				
FOR EACH PRODUCT CODE							
Unit Price:	OLD RATE						
	RATE	INIT	RATE	ADD'L	ADD'L	RATE	RATE
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES
	LOCAL	1.60	1.0	0.00	1.0	ALL	ALL
	INTRALATA	1.25	0.14	1.0	0.14	1.0	ALL
	INTERLATA	2.15	0.20	1.0	0.20	1.0	ALL
	INTERSTATE	2.45	0.45	1.0	0.45	1.0	ALL
	NEW RATE						
	RATE	INIT	RATE	ADD'L	ADD'L	RATE	RATE
	SURCHG	MINUTE	DUR	MINUTE	DUR	PERIOD	MILES
	LOCAL	1.5200	1.0	1.5200	1.0	ALL	ALL
	INTRALATA	1.1875	0.1330	1.0	0.1330	1.0	ALL
	INTERLATA	2.0425	0.1900	1.0	0.1900	1.0	ALL
	INTERSTATE	2.3275	0.4275	1.0	0.4275	1.0	ALL
Amt of Increase/Decrease:	5% reduction in debit calling rate						

Telecommunications Contract Change Request Form

<input type="checkbox"/> Increase * - (Reference Cost Impact Study)	<input checked="" type="checkbox"/> Decrease * - (Reference Cost Impact Study)	<input type="checkbox"/> Revised	<input type="checkbox"/> New Catalog Entry - Add new codes to Product Cat.	<input type="checkbox"/> No Unit Price Change
COST IMPACT				
Cost Impact - (None, brief description or attached doc):	The reduction will decrease the charges incurred for debit calling by the DOC inmates.			
Technology: (check all that apply):	<input type="checkbox"/> New	<input type="checkbox"/> Revised	<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software
SAP Account Information, if applicable:	SAP Fund:		SAP Cost Center:	
Performance Impact:				
Business Justification:	The DOC is changing the restrictions on inmate calling to allow the inmates more freedom in placing calls. Therefore, GTL is reducing the debit rates to accommodate potential increase in the inmate phone usage.			
(*) NOTE: All statements that affect billing must be immediately forwarded to the Comptroller upon acceptance				

Commonwealth of PA

Lanny H Black

Lanny Black, Director

Commonwealth Telecommunications Services

Date 2-2-11

Global TelLink Corporation

Jeffrey Haidinger

Jeffrey Haidinger, President

Services

Date 1/27/11

Department of Corrections

Timothy Ringler

Timothy Ringler

Acting Deputy Secretary for Administration

2/1/11

Inmate Telephone Contract Rates

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Collect	\$1.65	None	\$1.65	\$1.45	\$0.15	\$3.70	\$2.35	\$0.26	\$6.25	\$3.50	\$0.50	\$11.00

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
PrePaid	\$1.60	None	\$1.60	\$1.25	\$0.14	\$3.35	\$2.15	\$0.20	\$5.15	\$2.45	\$0.46	\$9.35

Call Type	Local		Net Call Cost	IntraLata		Net Call Cost	IntraState (In state LD)		Net Call Cost	InterState (Out of state LD)		Net Call Cost
	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min	Surcharge	Per Min	15 Min
Debit	\$1.52	None	\$1.52	1.1875	\$0.133	\$3.1825	\$2.0425	\$0.19	\$4.8925	\$2.3275	\$0.4275	\$8.74

Note: Net Call Cost does not include PA Gross Receipt Tax