



**STATE OF UTAH "BEST VALUE" COOPERATIVE CONTRACT
CONTRACT NUMBER: PD2178**

October 30, 2014

Revision number:

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Item: INMATE TELEPHONE SERVICES

Vendor: VC0000188456

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Reporting Type:

Summary

Brand/trade name:

Centurylink

Price:

See Attached Pricing

Terms:

Net 30

Effective dates:

November 1, 2014 through October 31, 2019

Potential renewal options remaining:

None

Days required for delivery:

N/A

Price guarantee period:

Term of Contract

Freight:

N/A

Minimum order:

N/A

Min shipment without charges:

N/A

Other conditions:

This is a new contract.

RFP NO. JM14012

This contract covers only those procurement items listed. When placing orders, make sure to identify your organization as a government entity and provide the contract number. It is the responsibility of the ordering agency to ensure that the vendor is given the correct delivery and billing address. Agencies should return to the vendor any invoice which reflects incorrect pricing. Other items ordered that are not listed on the contract must be invoiced separately.

State agencies are to place orders directly with the vendor creating a PRC in Finet.

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Please contact the Purchasing Agent listed above if you have questions or concerns.

DETAILED SCOPE OF WORK

1. Technical and Security

- 1.1. The following are to be considered minimum specifications necessary to be considered for contract. Offerors are invited to describe and offer additional value-added system enhancements and functions not described or requested herein. All inmate communication system(s), equipment, etc. shall be new (or work as new), be fully functional and shall be state of the art technology. It is recognized that inmate system technology is constantly developing and expanding. The contractor will be required, throughout the contract period, to offer to UDC new (proven) technology that could enhance inmate communication systems/service. The contractor will be required to provide constant repair, upgrades/replacement of equipment and updates for the inmate system as software patches arise (all updates must be tested and proven before implemented).
- 1.2. Except for designated locations, all inmate phones must be heavy-duty wall mounted phones with:
 - A. High impact, flame retardant, anti-vandal and anti-drill bodies (bodies must be constructed of materials that do not give off toxic gases when subjected to fire)
 - B. Cords, approximately 3 foot armored or longer if requested; currently, all telephone cords are thirty-two (32) inches in length; if contractor requests, UDC would consider changing to eighteen (18) inch cords, but reserves the right to use longer cords if circumstances warrant
 - C. Handsets must be hearing aid compatible
 - D. Telephones must be DTMF compatible
 - E. Telephones must be FCC and UL approved with certification number
 - F. Inmate communications equipment and installations in all areas must meet Americans with Disabilities Act (ADA) requirements, e.g., be compatible with TDD devices, etc.
 - G. All inmate telephones as well as all payphones located at Community Correctional Centers, the Salt Lake Transition Facility, the Fortitude Treatment Center, the Fred House Training Academy and Adult Probation & Parole sites, require volume control.
- 1.3. Contractor is to provide approved telephones; mounting systems (including any required phone "booths"); system "switching and monitoring" equipment; system recording equipment and required ADA devices at no cost to the State. All major facilities must be supplied with a TDD device for use as needed.

Presently, Draper site has six TDD devices and Gunnison has three (rarely if ever used). Future Requirements: At most, one TDD device may be required per housing unit (Draper currently has 23 housing units; Gunnison currently has 8 housing units).

The successful contractor shall provide all communication needs for the inmate population including equipment needed to comply with ADA. A TDD device must be made available to any inmate with a hearing disability. Currently, the nine TDD devices that GTL owns and has provided are adequate for the current hearing impaired population. The successful contractor will be required to provide as many as one TDD device per housing unit if required.
- 1.4. Ownership and responsibility for all inmate telephones, payphones, system equipment and booths supplied by contractor will remain with contractor unless stipulated otherwise in the contract.

Note: Any telephones or supplies provided by the State for "special" inmate phone installations will remain the property and responsibility of the State unless specific arrangements to the contrary are negotiated with the contractor and documented.
- 1.5. Contractor will provide (at no cost to the State) minimally one inmate telephone and one associated line in any/all housing areas (units) requested by UDC regardless of anticipated or actual revenue opportunity/earnings. Sharing of



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inmate telephone lines between two or more phones is permitted if sufficient lines are provided to minimally ensure a P.05 Grade of Service (GOS). If at any time, UDC deems it necessary that additional lines be installed to support the inmate communications and recording systems, then the contractor must comply, again at no cost to the State. Additional inmate telephones with appropriate support equipment (switches, monitoring and recording) may be added to high population areas by mutual agreement between UDC and the contractor.

- 1.6. UDC requires that all inmate telephone lines be equipped with cut-off switches, voice monitoring and recording equipment in each housing unit control room/area. There must be a manual switch in each housing control room for each inmate phone installed in that housing area. Contractor will be required to supply, install and service appropriate equipment to provide these functions at designated locations (typically in control rooms) and upgrade/repair equipment as necessary. Operation of this equipment will be by authorized personnel only. The contractor will be required to provide a "standardized" audible monitor and "standardized" cut-off switch installation at all required locations (typically in control rooms). Each installation must include an individual cut-off switch for each inmate telephone line supervised by that location, as well as appropriate speakers, selector switches, etc. Due to the scope of work involved, a period of three (3) months from the official contract date will be allowed for any new contractor to complete the monitor system change-out in all areas. The contractor will be required to submit their monitoring design for UDC-DIO approval. While "standardized" equipment is desired, many of the installations could vary in configuration due to space restrictions and the differing types of construction. In addition to site shutdown switches, the contractor must have the capability to remotely shut down the inmate phones individually, in groups, or by "system". All monitoring "taps" must occur after the computer control system in order to allow computer blocking of any attempts to monitor and/or record official legal calls. In some facilities with UDC approval, "special" inmate phones may be installed, specifically for use in making legal calls without such inmate phones having any monitoring and/or recording capabilities. The incumbent contractor supplied all existing equipment associated with inmate communication service installed at UDC sites. The successful contractor must coordinate a systematic change-out of inmate communication system(s)/service while minimizing disruption of service. The incumbent contractor and successful contractor must fully cooperate during this transition. Central Utah Correctional Facility (CUCF) must be changed-out first (prior to the Draper Prison).

Describe your proposed workstation and/or remote monitoring station; include whether or not Internet access is part of your proposed monitoring system.

- 1.7. All inmate telephones must be able to function concurrently, at a P.05 GOS, and independently of any database or central processor in the event of database and/or central processor failure. In the case of any such failure, all phones should remain operational in a collect only calling mode, all calls (other than attorney calls) should continue to be recorded and call data should continue to be recorded. Describe your proposed inmate system's capabilities as regards this scenario (operational challenge).
- 1.8. In the event Central Office (CO) wire pairs are inadequate to service required inmate telephones, is there any reason why a T-1 system cannot be utilized to deliver your dial tone or other circuits to UDC prison facilities and/or to areas of UDC facilities? Provide an explanation with your response.
- 1.9. Provide an explanation of the telephones and major equipment you are offering. How long has this specific equipment been available and where has it been utilized in the past? Where and when was the beta testing completed? If any of your proposed equipment is new and lacking field-testing, briefly describe the development process and why you feel the equipment will be reliable for the intended purpose. Do you have patent rights for your proposed system's call processor and software? If so, then demonstrate by listing patent information.
- 1.10. The UDC Draper and Gunnison sites are subjected to intermittent power outages and/or "brown-outs". Offerors must provide system capabilities for prevention of power surges and equipment capabilities for prevention of power outages. The use of traditional "power strips" for surge protection is not acceptable for this requirement. Offerors must detail the time frame that the system can remain operable in the event of a commercial power loss and the method of ensuring operation in the event of a commercial power loss. Offerors must describe what will occur when commercial power to the proposed system is lost, what will occur in the event of the failure of any equipment installed to ensure the system remains operable in the event of a commercial power failure and what steps are taken to ensure the integrity of all system data in the event of either of these situations.
- 1.11. The UDC Draper and Gunnison sites are subject to frequent lightning storms. Any exposed campus cable has, per NEC code, compliant lightning protectors in place. Do you require additional protection; if so, how do you propose to protect your telephones and equipment from sustaining lightning damage?



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- 1.12. Contractor will install and test all inmate phone lines, telephones and communications system equipment at no cost to the State to ensure proper functioning and blockage intercept of incoming calls to inmate telephones. Incoming calls to inmate telephones will not be permitted.
- 1.13. Designated UDC site personnel will assign existing site telephone cable pairs, when available, from the site demarcation point to the telephone location. If pairs are not available, then the contractor will be responsible to install any/all cable pairs when such (required) pairs are not available. Once installed, such cable pairs become the property of the State.
- 1.14. Department of Technology Services (DTS) and designated UDC site electronics personnel will coordinate the installation of any additional and/or specialized system cabling with the contractor. The contractor may opt to use multiplexing equipment for copper or Multi Mode Fiber cable to provide adequate service to inmate phones. The contractor will be required to provide and install any/all additional and/or special equipment to the State's satisfaction, at no cost to the State. Any such cable, once installed, will become the property of the State. Actual electronics, e.g., multiplexing equipment, will remain the property of the contractor.
- 1.15. Contractor will provide UDC site electronics personnel with the actual telephone numbers of all inmate telephones by location.
- 1.16. Contractor will number all inmate telephones. This number may be the actual telephone number or any other number that will identify the specific telephone and its location for problem reporting, etc. The number should be easily seen but not easily removed (by inmates).
- 1.17. All wire runs must be inside of walls where possible. If wire has to be run on wall surfaces or baseboards, then it must be enclosed within metallic conduit. Rigid pipe may be required for security reasons. New installations will be reviewed on an individual case basis.
- 1.18. If, as a result of this RFP, there is a change of contractor, then the new contractor will be required to obtain approval from DTS/UDC electronics personnel to use the existing house wiring and/or to install their own wiring. If existing cable plant pairs are not available, then the contractor must install required additional cable at no cost to the State. All cross-connect cable used for inmate phone applications must be White-Blue, Blue-White in color. All termination hardware used for inmate phone systems must be labeled as "inmate phones". Any/all cabling, once installed, will become the property of the State. UDC owns all cabling; new contractor may use cable that is in-place. If contractor needs additional wiring for their equipment, they will have to furnish it at their cost.
- 1.19. UDC site facilities range from more than 50 years old to relatively new. Site telephone cabling systems are primarily 24 awg twisted pair copper cabling. Proposed communications system(s) should be able to function on the existing twisted pair copper cabling. If your proposed system(s) require additional or specialized cabling, then you must stipulate what that cabling is in your proposal and be prepared to supply and install such cabling at your expense. DTS/UDC cannot guarantee that existing conduit and/or raceway space will be available for new cabling. Site requirements will need to be evaluated on a case-by-case basis. To date (generally speaking), insufficient conduit and/or cable pairs have not been a problem. Future growth could cause a problem that may necessitate the installation of additional conduit and/or cable pairs by the contractor. Offeror shall acknowledge their agreement with these requirements.
- 1.20. The "tapping" of inmate telephone lines for recording purposes (or monitoring) must not be detectable by the line users and it must not reduce line volume to a level where hearing problems could result for line users.
- 1.21. Official UDC policies and procedures require that all inmate phone locations be "signed" with the notice that "All inmate calls may be monitored and/or recorded at any time". This statement of intent fulfills UDC' legal requirements associated with inmate monitoring and recording activities. The contractor must provide all signs. Signs should be securely mounted (tamper proof), metal, non-combustible of a size clearly readable from anywhere in the inmate phone area. A quantity "rule of thumb" follows: one sign for each phone-area, e.g., a typical dayroom may have two to three inmate phones. Therefore, one sign centrally located just over the phones would cover the signage requirement for a given dayroom's two to three phones. Based upon this logic, at the present time, approximately 84 signs would be required at the Draper site and approximately 16 signs would be required at the Gunnison site. Additionally, notification of inmate calls being monitored and/or recorded must be provided by a pre-recorded announcement at the beginning of each inmate phone call. A further positive acceptance is provided by requiring the called party to accept the call and acknowledge recording and/or monitoring by pressing some digit to accept the call.
- 1.22. Recording/Monitoring System Requirements:
 - A. Digital recording capacity for all existing inmate lines plus expansion as needed



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- B. Capability to provide immediate, real time audible monitoring output from any selected line or channel. If this function is accomplished over the internet using UDC workstations, then the offeror must identify the amount of UDC LAN/WAN bandwidth each investigative or monitoring station will utilize. Any and all UDC based workstations that have internet access shall be capable of monitoring active telephone calls. UDC currently has three workstations that can access the stored (recorded) telephone conversations. The limitation of the three is based on decisions made by UDC. In the future, UDC may expand the number of workstations that are able to access stored (recorded) telephone conversations. The system shall be capable of unlimited simultaneous access to recording/monitoring systems.
- C. All calls, except legal calls, must be recorded and stored on an on-site server. The system must provide an integrated capability to monitor, record, store and retrieve non-legal inmate phone conversations on a real time basis to enable UDC personnel to quickly and efficiently find specific calls placed by individual inmates by name, PIN number, number called, inmate phone used, etc. Recording of inmate phone calls start at an off hook condition. Recordings must be stored on-line for one year with the option to archive to CD, DVD and/or some other UDC approved medium. Archived recordings/data must be stored on-site at the Draper and Gunnison Prisons. The contractor may want to store the information at their site(s) in addition to prison on-site storage.
- D. Recording "media" sufficient to maintain a twelve (12) month library of all inmate (non-legal) conversations at the Draper and Gunnison sites
- E. High speed recording "downloading" function
- F. Monitoring and recording of TDD telephone calls with the exception of legal calls; UDC-DIO desires that TDD calls be converted to text
- G. All records and data prepared pursuant to the contract will belong to UDC. The contractor shall maintain custody and control of such records and data while they are in the possession of the contractor. At the contract's conclusion, any/all such records/data in the possession, custody and/or control of the contractor must be transferred to UDC. At all times, the contractor shall keep confidential any/all records and data. Contractor employees shall be allowed access to these files only as needed for their duties related to the contract and in accordance with the rules established by UDC. The contractor shall honor all policies and procedures for safeguarding the confidentiality of such data. UDC staff authorized by the Director of Corrections shall have complete access to records and data, whether stored on-site or off-site.
- H. The State requires the following inmate system investigative functionality:
1. Multi-level password security protection
 2. Call monitoring and call recording
 3. Multiple investigative terminals, as needed/requested
 4. The Draper and Gunnison sites must be connected to their respective inmate system via a commercially available, reliable, high-speed LAN so that UDC investigators at Draper can hear/review Gunnison inmate conversations and so that UDC investigators at Gunnison can hear/review Draper inmate conversations. The State's, specifically DTS', Wide Area Network (WAN) will not be available for networking the two sites.
 5. UDC investigative personnel must be able to manage inmate ID codes, debit accounts, generate call detail reports that have multiple search parameters to view and sort call records by phone number called, phone number calling, time of day, etc.
 6. UDC investigative personnel must be able to manage call block lists on a real time basis and have access to look up or be notified when an inmate calls a blocked/unauthorized number.
 7. UDC investigative personnel must be able to disable individual inmate telephones and/or all inmate telephones on a real time basis.
 8. UDC investigative personnel must have the ability to enable "free" calls to specified numbers,



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e.g., Disability Law Center, Salt Lake Association of Legal Defender, Utah Federal Defender, TDD relay service provider and the "Prison Rape Elimination Act" (PREA) hot line, etc.

- 1.23. Inmate system must be capable of automatically eliminating any monitoring and/or recording of specifically identified categories of calls such as calls placed to legal counsel. This function may be accomplished by the special routing of such calls or through system programming, etc. Meeting this requirement is the sole responsibility of the contractor. When an inmate submits a number request form indicating that a number is that of his attorney, then the contractor must verify that the number listed is in fact an attorney or legal counsel and subsequently protect calls placed to that number. The process the contractor uses to confirm a number requested qualifies for legal counsel status is up to the contractor to develop.
- 1.24. Contractor is required to provide (employ) and fund, minimally, one full-time (40 hours per week) system administrator/technician to be assigned to the Utah State Prison - Draper and, minimally, one full-time (40 hours per week) system administrator/technician to be assigned to the Central Utah Correctional Facility (CUCF) - Gunnison. The current two system administrators/technicians are employees of GTL. Additional personnel must be added if deemed necessary to accommodate increased workloads. The number of additional site administrators/technicians will be negotiated between UDC and the contractor. Site administrators/technicians must be available 7X24. They need not be physically present during non-business hours; however, they must be available at all times. The contractor must ensure "in state" coverage when site administrator(s) are unavailable, e.g., vacation, illness, emergency leave, etc. For example, a Draper site administrator/technician may "remotely" cover for the CUCF site administrator/technician and vice versa. The contractor must notify UDC anytime a site administrator/technician is not on-site and the contractor must arrange with UDC for coverage when an administrator/technician, for example, is going on vacation. UDC will work with the contractor to establish acceptable 7X24 coverage utilizing site system administrators/technicians, call-out plans, escalation plans, after-hours call center(s), etc. The State's willingness to adopt a "reasonable" approach to 7X24 system administrator/technician "availability" alters, in no way, the State's must requirement that the contractor provide a minimum of two full-time (40 hours per week) site system administrators/technicians. Administrators/technicians must be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate system including, but not limited to, the following: training, required line testing, equipment testing, phone repairs and/or replacement, database information collection, data screening, data input, custom report generation, inmate contacts, operation of the recording system, etc. System administrators/technicians must work closely with designated UDC personnel, at each site, to keep the inmate system running at maximum efficiency, meet the communications needs of the inmate population, assist in responding to (answering) grievances, and eliminate operational problems and security hazards as quickly as possible.
- 1.25. Contractor will designate a limited number of their personnel, including the site system administrators/technicians, to work at UDC sites. Contractor personnel must pass criminal identification and records checks before being issued UDC contractor identification cards which they will be required to have on their person to enter and work within UDC facilities. They must also agree to sign a standard UDC document which prohibits the forming of and/or carrying on of any personal relationships (fraternizing) between prison staff, contract staff, volunteers and/or inmate(s). Describe how you, as a contractor, will select your site administrators/technicians and other UDC-assigned personnel.
- 1.26. UDC reserves the right to shut down inmate telephones and to limit inmate access to inmate telephones in any/all areas if deemed necessary to manage the inmate population and/or to maintain security of UDC facilities.
- 1.27. Inmate system must be capable of being shut down quickly and selectively in emergency situations by either or both the contractor and/or UDC. There must be a manual switch in each housing control room for each inmate phone installed in that housing area. Inmate system must be able to be shutdown globally, by facility, by housing unit and/or by individual phone. It must also be capable of restricting any/all PINs and/or voice recognition access. Describe what contractor steps would be taken to ensure integrity of all system data should any of the aforementioned situations take place, and describe how the inmate system would be recovered from an emergency shutdown.
- 1.28. Contractor must provide appropriate training and familiarization to the inmate population and UDC site electronics personnel, etc. on the proper functioning/use of the inmate system. Such training would allow UDC personnel to readily identify "real" problems and to instruct inmates, as well as other UDC staff, about system features, limitations, etc. Training specific to new correctional officers must also be available on the proper functioning/use of the inmate system, how to listen and shut off phone calls, note taking, monitoring, etc. Training must be user friendly and provided at no cost to the State. Describe your proposed training; include course descriptions and how training would be delivered (via



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power point, video, web, etc.), etc.

- 1.29. All inmate calls must be blocked in such a way that the inmate cannot hear: 1) the operator make contact with the called party, or 2) responses from the called party.
- 1.30. Inmate system must utilize mechanized (electronic) operators. UDC has found that a mechanized operator system carries inherently less legal liability.
- 1.31. Inmate system must have the capability to process calls and provide announcements in English and Spanish. Announcement capabilities must be programmable. UDC personnel must approve the wording of announcements. UDC is interested in having the capability to utilize a periodic "voice overlay announcement" during inmate conversations. Provide a list of all languages and any translation/interpretation services that your inmate system is capable of providing.
- 1.32. UDC prefers a premise-based, database type inmate system minimally capable of the following functions or their functional equivalents:
 - A. Assignment of a "Personal Identification Number" (PIN) to each inmate. A pin number of some numeric value must always be assigned to the inmate. The current PIN number is the inmate's offender number but that number could change to his/her BCI number or any number assigned by UDC. In any case, the PIN number will be verified via some type of bio-based system for positive inmate caller identification.
 - B. Ability to regulate and/or restrict numbers called by an inmate using their PIN
 - C. Ability to deny call privileges to one or more PINs at anytime
 - D. Ability to restrict certain telephone numbers, e.g., 800, 888 and 900 by all phones, by all PINs, by specific PINs, etc.
 - E. Ability to time various call types, e.g., attorney, clergy, family, etc., selectively by different time frames, by all PINs, by specific PINs, by specific telephone number, etc.; must have programmable time-out announcements as approved by UDC (UDC presently allows 30 minute inmate calls).
 - F. Ability, if authorized by UDC, to selectively customize call billings by PIN to allow free calls to specific call types, e.g., attorney (free calls are allowed to the Disability Law Center and to the State's TDD relay service provider) or to redirect call payment responsibility to the individual inmate, to an inmate store/commissary account or to some other authorized funding source. UDC handles commissary functions through Utah Correctional Industries (UCI).
 - G. Inmate system must include error prompts, initial contact with called party, verification of acceptance of charges, announcement of an inmate name, that the call is from an inmate at a UDC facility, cost of the call and how to accept or reject the call.
 - H. Following the dialing sequence, the inmate must be put "on hold". The inmate must not be permitted to monitor call progress and must not be allowed to communicate with the called party until the call is positively accepted.
- 1.33. At the end of the contract term, all databases of users, PINs, allowed and/or blocked calls, etc. become the property of the State.
- 1.34. Inmate system must store all call records and system database records on-site and be capable of producing real-time, on demand custom calling reports for investigative and/or for audit purposes. These reports should include all calls by PIN number, all calls from a specific PIN to a specific telephone number, frequently called numbers, etc. All reports should be capable of including date, time, originating telephone number, originating PIN, call duration, number called, etc. Contractor will provide remote terminal(s) and/or connection to the UDC computer system for generating such reports at additional authorized locations in addition to the contractor's system administration terminals. System security must be available to restrict UDC personnel to various levels of system access. The capability to generate call reports and/or to review call data must be available at each system site. UDC wants to regularly receive reports that identify system rejected call attempts and/or calls refused by the called party. Reports must have multiple search parameters to view and sort data. The data storage system must include a permanent storage medium and appropriate safeguards to protect against any loss of call data in the event of power failures, equipment failures, theft, etc.



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- 1.35. Inmate system must have the capability to generate real time special reports and to sort data by multiple different categories. What is the time lag from when an inmate phone is dialed until identification, e.g., a print out, of the dialed number is available? Can your system generate "red flag alarms" when specific numbers and/or suspicious patterns are called? Can your system create and share notes, capture segments on calls, identify any/all inmates, recognize and understand difficult recordings, etc.? Describe what investigative tools and technology you have to offer as it relates to this section.
- 1.36. Inmates are currently allowed ten telephone numbers on their individual calling list. They are allowed to revise their calling list once during a thirty day period. Describe your inmate system's capability to selectively restrict inmate calling.
- 1.37. Contractor's system administrators must process inmate phone number requests and subsequently update the database. In order to protect the contractor from being inundated by numerous and/or frivolous requests for number changes and/or additions, system administrators will only be "required" by UDC to change an inmate's calling list once during any given 30 day period. Note: It may be in the contractor's best "revenue interest" to make more frequent changes.

Describe how you would enroll current offenders into your inmate communication system and how you would maintain the process of enrolling new offenders.

UDC' inmate telephone request form is attached; it is entitled "Attachment I - Inmate Telephone Request Form".

- 1.38. Inmate system must have the capability of restricting specific PINs to specific inmate telephones, thereby stopping an inmate from utilizing an inmate telephone in a housing area other than their own. The incumbent inmate system contractor utilizes "voice print" technology in the matching of a specific PIN to a specific inmate's voice. UDC requires some type of bio-based verification system for positive inmate caller identification, e.g., voice print, thumb print, whatever. Describe what bio-based technology your proposed inmate system utilizes; include: 1) how the technology works, 2) how long the technology has been in service, 3) the number of false positives and the number of false negatives, 4) a reliability statement, 5) a reliability percentage and 6) a list of correctional facilities that you serve that are currently using the proposed technology.
- 1.39. Inmate system must allow "collect only" calling unless exceptions, e.g., calls placed to the Disability Law Center, to attorneys, to clergy, to the State's TDD relay service provider, etc. are specifically authorized in writing by UDC.
- 1.40. Inmate system must be capable of detecting and eliminating (minimizing) efforts to "transfer" inmate calls to a third party utilizing "three-way calling" and/or "conferencing". Detection of any attempt by the called party to transfer an inmate call or to create a conference call must result in the call being disconnected. Describe what three-way and what conferencing prevention feature(s)/technology your proposed inmate system utilizes; include: 1) how the feature(s)/technology works, 2) the number of false positives and the number of false negatives, 3) a reliability statement and 4) a reliability percentage. This feature must function without unreasonably restricting an inmate's ability to make a properly authorized and processed call. Are any serious efforts underway within the inmate communications industry to better manage the abuse of three-way calling and conferencing? Is there an option to prohibit these calls from being immediately redialed?
- 1.41. Describe how your proposed inmate system handles inmate calls that are answered by answering machines, busy signals, call waiting, not answered, etc.
- 1.42. Describe how UDC would provide input data to you, the contractor, for establishing the inmate system's operational database; include sample data input forms.
- 1.43. Inmate system feature functionality shall be site programmable/ controllable by contractor system administrators and remotely programmable/controllable from the contractor's service center. Contractor must complete the input of new inmate calling requests and inmate data into the inmate system's database within 24 hours or within one normal work day after collection/receipt of the new inmate calling request/data. This paragraph refers to inmates who are new to prison or who are being returned to prison from parole. The rationale being, provide new inmates access to their families and legal counsel ASAP after their arrival to prison. Paragraph 1.37 verbiage, specifically, "change an inmate's calling list once during any given 30 day period" refers to subsequent calling requests. Subsequent requests are changes that an inmate may want to make to their list of approved numbers (requests received after an inmate is already in the system). Describe how you would maintain the integrity of telephone numbers submitted, and possibly resubmitted, by inmates that are disapproved by UDC; include how "disapproved" telephone numbers would be handled if UDC subsequently approves "disapproved" telephone numbers.



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- 1.44. Contractor must maintain inmate system software, including the operating system (system administration and system reporting terminals/PCs), at the latest general release at no cost to the State. The operating system must be compatible with all hardware and wireless phones. Describe the process for handling other than general release software upgrades and/or system enhancements requested by UDC; include any costs that would be imposed on the State for the requested non-general software upgrades and/or system enhancements. It is the State's opinion that general release software upgrades and/or general inmate system improvements throughout the term of the contract should be provided at no cost to the State. The State will negotiate "payment" with the contractor if/when UDC requests the deployment of altogether "new" inmate technologies, e.g., video visitation/arrestment and/or the complete change-out of the inmate system. Contractor shall discuss inmate system upgrade/enhancement benefits with UDC and proceed only with UDC approval. Describe how system wide inmate system upgrades/enhancements are handled.
 - 1.45. Contractor must be capable of providing inmate communications systems/services as described within this RFP to approximately 4,500 inmates at the USP in Draper, Utah, approximately 1,600 inmates at the CUCF in Gunnison, Utah, as well as various other UDC sites, Community Correctional Centers and all interested political subdivisions located within Utah.
 - 1.46. In the past, UDC has not allowed for debit calling. UDC is interested in the possibility of putting this option in place for inmates to place a call using telephone time that has been pre-purchased (debited from his/her trust fund/commissary account). The inmate system would need to be secure, interface at no cost to UDC with the current inmate accounting/commissary system, track balances for the inmate, have the ability to refund unused funds upon the inmates release and provide an option where the inmate would not need to have a calling card in their possession. Please describe your debit calling services.
 - 1.47. Presently UDC requires a physical address to be attached to all telephones to which calls are being made by UDC offenders. This requirement is based on UDC' investigative needs and UDC' requirement to have a physical address associated with the called number. This requires all cell phones that inmates want added to their calling lists to submit a phone bill with the physical address. The phone numbers must be verified by the contractor's onsite technician. UDC does not foresee a change in this requirement. Future requirement: UDC will require that all cell phone bills are scanned and saved for investigational purposes.
 - 1.48. Contractor must provide sufficient number of lines, ports, channels, etc. to ensure that inmates are allowed to place calls 99% of the time. UDC reserves the right to require additional lines, ports, channels, etc. at no cost should there be complaints about busy signals or unavailable prompts.
- 2. Installation Requirements**
- 2.1. Contractor shall be responsible for all conversion-related and ongoing inmate system costs, including but not limited to the purchase of equipment, installation, service, maintenance, voice network, data network, day-to-day operations, etc. Contractor, if other than the incumbent, shall coordinate all conversion activities, etc. with UDC and with the incumbent contractor. Describe your proposed conversion time line. How would you ensure a seamless (non-disruptive) change-out of inmate communication systems/service?
 - 2.2. Contractor shall be responsible for determining all wiring and software requirements.
 - 2.3. Describe any/all inmate system hardware, etc. space requirements. Based upon information/insight gained during site walk-throughs, provide: 1) an equipment configuration and 2) a scale drawing of the space required for the main server, storage devices, all on-site computers and peripheral equipment.
 - 2.4. Contractor will be responsible for obtaining all required permits, licenses, and bonding to comply with pertinent municipal, state and federal laws.
 - 2.5. Contractor shall ensure that all inmate telephones are serviced by cabling from the inmate telephone to the telephone closet that is independent of the existing facility state-owned Avaya PBX telephone system (serves UDC's administrative telephone requirements).
 - 2.6. All inmate system equipment/hardware, ancillary (supporting) equipment/hardware, wiring, etc. shall be installed in accordance with accepted industry standards, applicable codes, etc. after receiving approval to proceed from UDC and DTS (wiring). Where special installation considerations are appropriate or required because of environmental conditions, the type of operation at the installation site, or other factors, the contractor shall take these conditions into account and provide for them. Heavy duty (hardened) equipment shall be installed as dictated by the location and/or type of operation.



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- 2.7. All inmate system equipment/hardware, ancillary (supporting) equipment/hardware, wiring, etc. shall be mounted compatibly with standard telephone company mountings. If incumbent equipment is replaced, then the "new" equipment/hardware must be installed/mounted as well as, or better than the equipment being replaced.
 - 2.8. Contractor shall be responsible for providing and installing, at no cost to the State, all inmate system equipment/hardware and all UDC-related payphone service, e.g., payphones, pedestals, shelters, enclosures, isolation panels, mounting hardware, signage, ancillary items, etc. New equipment, replacement equipment, associated wiring, etc. shall be functionally and aesthetically equal to or better than the existing equipment, wiring, etc. In new locations, all equipment/hardware, etc. shall be appropriate for the location, use and environmental conditions. UDC shall have the final approval on all configurations, support equipment/hardware, etc. Any/all damage to State property caused by the contractor during installation and/or thereafter shall be repaired to the State's satisfaction at the contractor's sole expense.
 - 2.9. Contractor must coordinate all inmate system and payphone line, trunk and/or circuit orders with the local telephone companies and long distance carriers. All dial tone and associated costs shall be borne by the contractor. Installation (cutover) due-dates shall be coordinated with UDC.
 - 2.10. UDC will coordinate final acceptance testing and approval.
 - 2.11. The State reserves the right to have any or all of the equipment and/or software provided by contractor to be independently tested and evaluated. Contractor must replace, at no cost to the State, any equipment and/or software found to be non-compliant and reimburse the State for any testing that reveals non-compliant equipment and/or software.
 - 2.12. New products and services that replace or augment those already included under this contract may, with the approval of the Division of Purchasing, be added to this contract. Pricing for such new products and services must follow the same discount formulas and/or commission rates established for the original products and services.
- 3. Inmate Communication Enhancements**
- 3.1. It is recognized that the technology available for inmate systems and the methods by which an inmate may communicate with family, etc. is constantly developing and expanding. UDC is interested in the optional features and technology that the industry has to offer, e.g., e-mail through the prison mail unit, video visitation, video arraignment, video relay services, tablets, voice biometrics, etc. Offerors are invited to describe and offer additional inmate communication features and/or functionality not described or requested herein. Such value-added options could include, but not be limited to, additional/enhanced inmate system features, integrated solutions and/or external technologies that complement the inmate calling system and that enhance UDC's ability to perform investigative functions, etc. Offerors must identify how their proposed value-added options would be funded, e.g., no cost to the State, commission rate reduction at time of feature/function activation, etc. Any/all offered value-added options must include information on: 1) any/all cost(s) to the inmate/called party (e.g. inmate's family), 2) possible revenue stream(s) resulting from the deployment of value-added option(s) and 3) the specifications for all value-added equipment, systems, etc. UDC reserves the right to implement any, all or none of the offered value-added option(s).
 - 3.2. UDC is interested in access for inmates to place their commissary and music orders on their housing unit telephones using Speed Dial Connection via Session Initiation Protocol (SIP) or equivalent technology. The inmate system would need to provide the capability for commissary and music orders free of charge. The inmate would dial an access code that would connect the inmate to an off-site data center (Commissary's Operating Software Provider). Once connected, the inmate would then key in their order on the telephone using an automated system. This order would be forwarded to UCI (Utah Correctional Industry) Commissary for filling and delivery. UCI had a total of 159,957 orders placed in the year 2013. Additional phones/lines may be required by UDC to accommodate for this expansion. Offerors must describe and offer how this value-added option would operate and be funded, e.g., no cost to UDC, UCI or the inmate, commission rate reduction at time of feature/function activation, etc. Any/all offered options must include information on: 1) any/all cost(s) and 2) the specifications for equipment, systems, detailed explanation of operational procedures, etc. UDC reserves the right to implement any, all or none of the option(s).
 - 3.3. All inmate communication system enhancements must be 95% operational within 30 days of implementation. Describe how implementation would be handled to achieve this requirement.
- 4. Maintenance**
- 4.1. Contractor shall provide maintenance on all inmate communication systems to include inmate phones, payphones, cable



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pairs carrying inmate telephone circuits, etc. at no cost to the State with the exception of offeror proposed value-added options (refer to section 3.0). Contractor response to normal service issues shall be within two (2) working days. Contractor response to emergency service issues (situations deemed by UDC to be critical) shall include being on-site or logged in remotely to initiate repair within 1 hour.

- 4.2. Contractor shall, at the Draper and Gunnison sites, physically (on-site) check all inmate phones for proper operation once every 60 days. Contractor shall check all inmate phones for proper operation during the five (5) working days immediately prior to all major State holidays, specifically New Years, Memorial Day, July 4th, July 24th, Labor Day, Thanksgiving and Christmas. The ability for contractor personnel to remotely test and diagnose system status and/or problems must be resident on the inmate system.
 - 4.3. Describe your escalation procedure for service issues. Contractor, with UDC involvement, shall establish a mutually agreeable, formal (written) problem reporting and resolution process/procedure. Such process/procedure shall identify the establishment and maintenance of repair logs, minimally at the Draper and Gunnison sites, the purpose of which to track problems and to document problem resolution.
 - 4.4. Describe your repair criteria, e.g., response time(s), repair time(s), repair verification, etc. Describe your policy when the above criteria are not met. Factory-trained technicians must make repairs.
 - 4.5. Describe how you would handle/process UDC requests to add phones or workstations, remove phones or workstations, etc. Describe how you would handle the addition or removal of phones or workstations in the event that you deem such action as necessary. Keep in mind that any changes to the number of phones or workstations would require prior approval from UDC.
 - 4.6. UDC personnel will assist contractor site administrators/technicians whenever possible by notifying them of phone failures, damage and other inmate system maintenance needs/requirements.
 - 4.7. Offeror must be willing and able, at no cost to the State, to demonstrate their proposed inmate system to assure UDC that proposed systems/service can perform as specified by the State. See Suppliers Oral Presentation Phase 3.
 - 4.8. Contractor shall maintain inmate system in good working order throughout the contract term. Warranties, remedies, etc. identified in this RFP apply.
 - 4.9. UDC will establish hours of accessibility to inmate phones for repairs, service checks, etc. Access, at any time, may be denied to ensure the safety of UDC personnel, contractor personnel and/or to maintain institutional control.
 - 4.10. Contractor must correct, at no cost to the State, any faulty workmanship that does not comply with the State's specifications and with all applicable local, state and/or federal codes.
 - 4.11. UDC designated representatives, will be the sole determining judge of whether products and services rendered under this contract satisfy the requirements as identified in the contract.
 - 4.12. Any "service agreement" and/or "work order" terms must be included in your RFP response (they cannot be added later).
- 5. Service and Reliability**
- 5.1. Provide the following offeror information: company/corporate name and address; official representative's name and business address, telephone number, fax number and email address.
 - 5.2. Describe your organization, e.g., proprietorship, partnership, corporation, etc.
 - 5.3. Specify the year in which your company was organized to do business, substantially as the entity which now exists, whether or not your organization has subsequently changed as a result of incorporation, merger or other organizational change, and regardless of name changes. The intent of this requirement is to ascertain offeror's longevity of continuous operation.
 - 5.4. Provide the name, office address and business telephone number for your organization's principal officer(s); include (minimally) the officers who hold the following functional positions: 1) Board Chairman, if a corporation, 2) President or other Chief Executive Officer, 3) Corporate Secretary, if a corporation and 4) Chief Financial Officer.
 - 5.5. Provide the name, title/position, contact information and credentials of the individual who would be responsible for "contract" oversight.
 - 5.6. Provide a brief history of your company, that clearly demonstrates your experience within the corrections environment



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and hands on knowledge of implementing and running inmate communication systems/service comparable to that being proposed in response to this RFP;

- 5.7. Identify the name, roles, and responsibilities of key personnel (which would be those individuals who are experienced in the areas of inmate communication systems, maintenance and related services) and, through a resume or similar document, the Project personnel's education and experience in providing the services required by UDC and how long each has been with your company;
- 5.8. If any change in ownership and/or control of your organization is anticipated within the twelve (12) months following this RFP's due date, then describe the anticipated change, its likely ramifications and when the change is likely to occur.
- 5.9. Provide the names, titles/positions and telephone numbers for all management-level personnel who would have direct responsibility for any/all contract services provided to UDC.
- 5.10. Describe your Utah-based service operation/organization; include: 1) service location information, e.g., hours of operation, business address, telephone number, fax number, email address, etc. and 2) number and location of your Utah-based, factory trained personnel.
- 5.11. Contractor shall designate a limited number of personnel, to include site system administrators/technicians, to work at UDC sites. These individuals must pass criminal identification and records checks before being issued UDC contractor identification cards which must be on their person to enter and to work within UDC facilities. They must agree to and they must sign a standard UDC document which prohibits their forming or carrying on any personal relationship(s) and/or "fraternization" between UDC personnel, contract personnel, volunteers and/or inmate(s). UDC must ultimately approve contractor personnel to work at UDC sites. Describe your organization's selection process for personnel who would be assigned to UDC sites.
- 5.12. How long has your organization been providing inmate communication systems/service comparable to that specified in this RFP, whether to the public sector and/or to the private sector? Provide a brief description of such systems/service. Include a list of ten (10) such systems/service that your organization presently has in operation in correctional facilities, include the number of inmate phones and workstations installed, number of inmates serviced and size of facility for each of the ten sites.
- 5.13. Offerors proposing to use subcontractor(s) must explicitly state such in their proposal, including for each subcontractor, the subcontractor's name, address and the purpose of the subcontractor. The State (UDC and DAS) will deal exclusively with the successful contractor. UDC reserves the right to reject any/all subcontractor(s) if to do so is deemed to be in the State's best interest. The State considers equipment manufacturer(s) as subcontractor(s). Therefore, offerors must identify in the RFP response, as part of their subcontractor information, the following: the manufacturer of their proposed inmate communication systems/service; model, version, etc. information for all inmate communication system(s)/service manufactures/models for large verses for small correctional facilities and/or for State of Utah correctional facilities (Draper Prison and CUCF - Gunnison) verses political subdivision correctional facilities (cities, counties and/or private correctional facilities contracting to government agencies) if the manufacture(s)/model(s) proposed for political subdivision correctional facilities provide the same level of functionality/features inherent in the manufacture(s)/model(s) proposed for the Draper Prison and the CUCF - Gunnison.
- 5.14. Offerors must provide a complete list of all current and former customers (including any accounts they have "lost" during mid-contract) for up to the 5-year period May 2009 - April 2014 that use similar inmate communication systems/services that you are proposing to the State in response to this RFP- including company name, address, contact person, telephone number, and email address (please also advise if each customer is current, former or "lost"); If during the past three years your company resulted from the merger of other companies, then you must respond to this requirement on behalf of your current company and on behalf of the companies that merged to form your current company; and acknowledge that the State will conduct reference checks to verify the accuracy of submitted materials and to ascertain the quality of the experience. Offeror(s) that fail to provide any "lost" accounts or that provide an incomplete list or that reply with "Not/Applicable", "No Lost Accounts" or equivalent verbiage and the State subsequently finds this to be false will be disqualified and will, therefore, be removed from further consideration. The State reserves the right to pursue any or all current and former customers, as well as "lost" accounts; either submitted or state-researched, to assist in completing this component of the Technical Proposal Evaluation. The offeror with the most customers submitted and with the most positive feedback obtained will score the most points for this section.



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6. Costs and Commission Structure

The State of Utah must be paid commission on all: local calls, intra-lata long distance calls, inter-lata long distance calls, and/or international long distance calls that originate from any/all offeror provided inmate telephones and/or pay telephones that are located at any/all UDC site(s). The State of Utah will currently accept commission offerors on inter-state calls, but will comply with the Federal Communications Commission (FCC) if they change their policies and/or impose rules on commissions different from those awarded as a result of this RFP (mid-term contract negotiations could be required). The boundary of Utah's largest Lata mirrors the state boundary with the exception of the extreme southeast corner of the state which is its own Lata. Utah is, in fact, a two Lata state. However, most of the state is located within the larger of the two Latas; refer to: "Attachment H - Utah Lata Map".

Offerors may offer different commission rates for each of the following: large correctional facilities (≥ 500 inmates); small correctional facilities (< 500 inmates) served by premise-based communication systems, and small correctional facilities (< 150 inmates) served by payphones, e.g., State of Utah - Community Correctional Centers, Adult Probation & Parole offices, the Fortitude Treatment Center, the Fred House Training Academy and the Salt Lake Transition Facility. These offers should be made and submitted separately from Attachment D - Cost and Commission Revenue Sheet and the technical offer. Please label the document "Alternative Cost Proposals". Attachment D - Cost and Commission Revenue will be used for evaluation purposes and is similar to historical call volumes.

- 6.1. The State of Utah is interested in reducing inmate call costs. To that end, the State has defined a maximum on call rates. The rates cannot be increased at any point during the five-year term of the contract unless the State (UDC) chooses to do so. Note: Five years assumes that the contractor successfully meets the State's expectations.

In that the State has defined a maximum on call rates, the remaining "unknowns" are: 1) the proposed per minute rates, 2) the commission to be paid to the State of Utah, and 3) the minimum monthly commission payment.

Offerors must compute/propose the commission based upon either the State's defined maximum call rates, OR on the lower rates being proposed. Offerors **may** propose "lower" than "defined maximum" call rates.

- A. All calls will be rated with one (1) minute intervals. At no time will the offeror round calling minutes above this specification, e.g., three (3) minute minimal calls will not be allowed.

Offeror shall acknowledge their agreement with this requirement.

- B. The State of Utah is specifying a maximum on call charges to be charged on both collect and debit rates. There will be no exception(s) to be higher than these specified maximum rates. Offerors will be disqualified if they propose higher than stated (maximum defined) call rates.

Any taxes, fees and/or surcharges charged to the end-user shall be rated as pass-through (zero mark-up). This includes any local, state and/or federally mandated taxes, fees and/or surcharges.

The contractor must add exactly these charges to the call rates defined by the State; contractor markup(s) on taxes/fees/surcharges will not be allowed. Any changes in these taxes/fees/surcharges by the governing agency will be passed on directly to the end-user with no markup by (for) the contractor.

Offeror shall acknowledge their agreement with this requirement.

- C. Contractor shall not charge bill (invoice) statement fees, property (premise) imposed fees (PIF), non-mandated governmental fees or any other allowable fees and/or charges not mandated by law or statute of any kind on inmate telephone calls. The State desires to keep the cost of calls as reasonable as possible without excessive and unnecessary charges or additional fees imposed against the inmate or the inmate's called parties (e.g. family and friends).

Offeror shall acknowledge their agreement with this requirement.

- D. At no time throughout the contract term can the contractor assess State prohibited (denied) fees, charges, etc. Describe how the billing (invoice) statements can be audited and/or verified (at any requested time) by the State to ensure the accuracy and integrity of the rates and fees throughout the contract term.

Offeror shall acknowledge their agreement with this requirement and describe the process.



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- E. Any fees and/or charges added to the called party's bill without the express written consent of State Purchasing shall incur a fine of \$350.00 per day from the date the additional fees and/or charges were first added through the date the fees and/or charges were discontinued. Contractor will be required to refund each called party for the unapproved fees and/or charges for all dates the fees and/or charges were imposed. The fine shall be paid in full to the State and all refunds given within 60 days of discovery. Repetitive abuse or infractions may result in cancellation of the contract.

Offeror shall acknowledge their agreement with this requirement.

- F. Offerors shall provide an all-inclusive "sample" bill (invoice) that delineates exactly what people who accept inmate calls would receive by way of their monthly inmate/payphone telephone bill. The successful contractor shall assess only State of Utah specified call rates. What the successful contractor can and cannot assess is delineated/specified throughout this RFP document; examples follow:

In summary, if the format of your "sample" bill does not accommodate the State's billing-related specifications that are embodied in this RFP such as State-defined call rates, permissible fees, non-permissible fees, etc., then you must modify (customize) your standard bill format so as to accommodate all of the State's specifications. It is not good enough to agree to (state your compliance with) this requirement contingent upon contract award. Rather, you must provide, as part of your RFP response, a sample bill that complies with all of the State's billing specifications and that would be used by you in the event that you become the State's inmate communication systems/service contractor. You cannot simply provide your standard/generic bill (invoice), unless, coincidentally, it actually embodies all of the State's billing specifications.

Offeror shall acknowledge their agreement with this requirement and offeror shall provide the requested "sample" bill (invoice).

- G. The following time limits will be placed on inmate telephone calls:

1. Local Calls - 30 minutes
2. All Other Calls - 30 minutes

Note: UDC can change time limits if/when they choose throughout the contract term.

- H. The State of Utah is specifying a maximum on inmate calling rates. At no time during the term of the contract will the contractor vary from these rates without the explicit written authorization from the State of Utah.

UDC does not currently allow debit calling, but may be interested in using the service in the future. The successful contractor must be capable of providing for debit calling if/when UDC permits such calling.

<u>Inmate Collect</u>	<u>Connect Rate</u>	<u>Per Minute Rate</u>
Local	\$2.10	\$0.00
Intra-Lata	\$2.00	\$0.15
Inter-State	\$2.00	\$0.15
Inter-State	\$0.00	\$0.23
Mexico	\$2.75	\$0.85
All Other Countries	\$3.75	\$1.10

Inmate Debit, Pre-Paid Card,

<u>Or Advance Pay</u>	<u>Connect Rate</u>	<u>Per Minute Rate</u>
Local	\$1.80	\$0.00
Intra-Lata	\$1.50	\$0.15
Inter-State	\$1.50	\$0.15
Inter-State	\$0.00	\$0.19
Mexico	\$2.75	\$0.85
All Other Countries	\$3.75	\$1.10



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1. The above collect, advance pay, debit and pre-paid card call rates, plus any governmental mandated taxes and/or fees, are the only rates and fees that will be allowed by the State of Utah, as specified in this RFP, for collect, advance pay, debit and pre-paid card calls throughout the five year contract term. Property (Premise) Imposed Fees (PIFs) will not be allowed. Special billing charges will not be allowed. Any/all one-time fees/charges to establish pre-paid calling plans and credit card fees/charges to establish pre-paid accounts must be disclosed and must be approved by the State of Utah prior to implementation.
2. Refer to: "Attachment H - Utah Lata Map"
3. Per minute rates do not/cannot include mileage and/or time-of-day variations.
4. The above rates include the Payphone Usage Charge. This charge cannot be added separately.
5. Debit calling charges to countries other than Mexico and all 50 states shall be at the flat connect and per minute rates specified above. This includes all other countries within the North American Numbering Plan.

Offeror shall acknowledge their understanding of and shall confirm their agreement with these maximum rates (these requirements).

Exception(s) cannot be taken to these requirements.

- I. Payphones identified in Attachment E as "Payphone" and as "Electronic Payphone" shall be excluded from the above "inmate" telephone call maximum rate specifications. "Attachment D - Cost Breakdown Sheet" requires offerors to provide their proposed payphone call cost and their proposed payphone commission rate.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

- J. Person-to-Person calls or other calling charges that vary from the above-specified Station-to-Station calls will not be permitted.

Offeror shall acknowledge their agreement with this requirement.

- K. UDC would like that their inmate system contractor be capable of providing international calling. Describe your inmate system's international calling capabilities. If your inmate system is capable of processing international calls, then your (contractor's) recommended schedule of rates must be approved by the State of Utah prior to implementation.

Note: At present, UDC has chosen not to allow pre-paid international calling. UDC may or may not permit such calling in the future.

Offeror shall acknowledge their agreement with this requirement.

- L. If Utah legislation passes and/or if the Utah Public Service Commission (PSC) and/or if the Federal Communications Commission (FCC) change their policies and/or impose rates/commissions different from those awarded as a result of this RFP, then mid-term contract negotiations would be required. Describe how rates and/or commissions would be affected in this scenario. Describe the method by which you would propose to renegotiate commission rate(s) if the State Legislature, the PSC and/or the FCC change their policies and/or impose rates/commissions different from those awarded as a result of this RFP. The incumbent contractor's method would be approved or altered by the State of Utah at its (the State's) sole discretion. The incumbent contractor's compliance to a State alternate method would be mandatory. If incumbent contractor is unwilling and/or is unable to comply, then the State would release a new inmate communication systems/service RFP. Under no circumstance would the incumbent contractor whose contract was canceled be allowed to subsequently submit (resubmit) a proposal.

Offeror shall acknowledge their agreement with this requirement.

- M. Commissions shall be paid on the gross revenues on all local calls, intra-lata long distance calls, inter-Lata long distance calls, interstate long distance calls and/or international long distance calls that originate



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from any/all offeror provided inmate telephones and/or pay telephones that are located at any/all UDC site(s) for completed collect calls, debit calls, pre-paid calls and pre-paid card calls. The inability of a contractor to process or receive payment on telephone call(s) that prove to be unbillable (inclusive of C-LEC unbillable), uncollectible and/or fraudulent shall have no direct or indirect bearing on the commissions paid to the State of Utah.

Offeror shall acknowledge their agreement with this requirement.

An exception cannot be taken to this requirement.

- N. Offerors must complete "Attachment D - Cost and Commission Revenue Sheet", which is to say, fill-in the required fields (highlighted in tan). Offerors who fail to complete Attachment D will be removed from further evaluation/award consideration.

Offeror shall acknowledge their understanding of this requirement.

- O. The State of Utah - UDC will initiate random calls from inmate telephones and payphones installed by the contractor. Call rates will be compared to the contracted rates for compliance. Additionally, called parties' (customers') bills may be reviewed to ensure that "add-on" fees, charges, etc. are not being assessed by the contractor. Additionally, reported revenues and remitted commissions will be audited and/or verified by the State or State's designated agent to ensure the accuracy and integrity of commission payments. Any deviation from the rate and commission rules specified in this RFP shall be cause for immediate contract default. Such a default may include one, or all, of the following consequences:

1. Contract termination
2. Mandatory refunding of any/all overcharges to the billed party
3. Forfeiture of surety bond
4. Disqualified from future Inmate Telephone opportunities.

If a contractor's contract is terminated, then the contractor must pay commissions on all calls processed through their (contractor's) inmate systems and payphones until such systems/payphones are removed from service.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

- 6.2. The State desires at least a monthly accounting and remittance of the commissions earned. Indicate how commissions will be paid and how often they will be remitted under your proposal.
- 6.3. Describe how the reported revenues and remitted commissions can be audited and/or verified by the State to ensure the accuracy and integrity of commission payments.
- 6.4. Revenue losses due to uncollected telephone bills, inmate fraud or equipment damage of any kind will not be deductible from commission revenue due the State or from the total gross inmate telephone charges before calculating State commission payments. It will be the responsibility of the contractor to absorb or write off all such revenue losses. Under no circumstance will the State be liable for any revenue or communications system equipment losses sustained by the contractor. Commissions must be paid on "gross" revenue not on "net" (after write-offs) revenue. UDC will actively assist the contractor in minimizing any inmate system abuse and/or losses occurring at UDC facilities but it is unrealistic to expect inmate abuses to be totally eliminated.

Commission revenue must be paid when call(s) are generated; not after call payment has been received.

Without exclusion or exception, commission revenue must be computed and paid on any and all inmate telephone call charge(s), rate(s), pay phones and/or fees.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

- 6.5. Identify any "non-financial" benefits/advantages (not identified elsewhere in this RFP) to the State if your organization is selected to provide the requested inmate service.
- 6.6. The State reserves the right to request a "Best and Final Offer" as part of the evaluation process.



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- 6.7. Contractor must pay for all federal, state, county and/or city licensing and inspections fees that may be required to complete each project.
- 7. **Offered Proposal and Up to Date Technology**
 - 7.1. The offeror will provide all of the minimum requirements of the RFP and this Scope of Work in the solution.
 - 7.2. The offeror will keep the solution up to date with current technology solutions throughout the life of the contract.

PRICING

Rates and Commissions

Inmate Collect	Connect Fee	Minute Fee	Commission
Local	\$2.10	\$0.00	90%
Intra-Lata	\$2.00	\$0.15	90%
Intra-State	\$2.00	\$0.15	90%
Inter-State	\$0.00	\$0.25	0%
Mexico	\$2.75	\$0.85	90%
All Other Countries	\$3.75	\$1.10	90%

Inmate Debit, Pre-Paid Card or Advance Pay	Connect Fee	Minute Fee	Commission
Local	\$1.80	\$0.00	90%
Intra-Lata	\$1.50	\$0.15	90%
Intra-State	\$1.50	\$0.15	90%
Inter-State	\$0.00	\$0.19	0%
Mexico	\$2.75	\$0.85	90%
All Other Countries	\$3.75	\$1.10	90%

Guaranteed Monthly Payment

\$81,000.00

Large Facilities > 500	65.00%
Small Facilities < 500	60.00%
Small Facilities < 150 payphones	55.00%
Payphone Call Cost	\$1.00

FINET COMMODITY CODE(S):

71541 - Pay Telephones

72554 - Security Systems and Equipment, Communications (incl. Prison Visitation Telephones)
(effective 3-1-07 This Class-item Inactivated for New Use, Refer To 838-34)

72556 - Telephone Systems (2-60 Stations), Electronic Key and 1a2 (effective 3-1-07 This Class-
item Inactivated for New Use, Refer To 839-87)

72557 - Telephone Systems (over 60 Stations) (effective 3-1-07 This Class-item Inactivated for
New Use, Refer To 839-88)

73086 - Telephone Line Monitoring Systems

83957 - Pay Telephones

83986 - Telephones, Prison

83987 - Telephone Systems (2-60 Stations)

83988 - Telephone Systems (over 60 Stations)

91576 - Telephone Services Includes Installation, Moves, Changes, Adds, Programming,
Removal, Training, etc. (to Include Pay Telephones)

91577 - Telephone Services, Long Distance and Local (including 800, Telex, Watts Services, and
Offender Telephone Systems)

REVISION HISTORY:



Sheila Bird <sbird@utah.gov>

PD2178

1 message

Sheila Bird <sbird@utah.gov>

Thu, Oct 30, 2014 at 8:17 AM

To: paul.n.cooper@centurylink.com, Jeff Mottishaw <jmottishaw@utah.gov>

Attn: Centurylink Public Communications, LLC

5454 West 110th Street

Overland Park, KS 66211

Subject: Award of Contract PD2178

The State of Utah is pleased to inform you that your company has been awarded State Cooperative Contract **PD2178** as a result of solicitation number **JM14012**.

Attached is a copy of the contract information summary which state agencies and political subdivisions can access at <http://www.purchasing.utah.gov/>. by clicking on the State Contracts Link. The files are listed under the Contract number listed above. It is important that you read all documents to verify prices, terms and conditions, contact numbers, email addresses, etc. If you discover any errors please notify me immediately.

REPORTS

<u>Period End</u>	<u>Report/Fee Due</u>
March 31	April 30
June 30	July 31
September 30	October 31
December 31	January 31

The Contractor agrees to provide a quarterly utilization report, reflecting net sales (invoices) to Contract users during the associated fee period. The report will show the quantities and dollar volume of purchases by each agency and political subdivision. The report will be provided in secure electronic format and/or submitted electronically to the Utah reports email address salesreports@utah.gov. **"Start now to set up your system for your quarterly sales reports. Often times it is more difficult to collect the information at the end of the quarter. Remember you are responsible to collect all the data from your resellers or partners included under your contract, if any."**

We look forward to our successful partnership. Please contact me if you have any questions about the above information.

Office Specialist
Sheila Bird
3150 State Office Bldg.
Capitol Hill
Salt Lake City, UT 84114-1061
Phone: (801) 538-3154
Fax: (801) 538-3882

3 attachments



PD2178 Signed Contract JM14012.pdf

69K



PD2178-2014.pdf

402K



Cooperative Contract usage letter.doc

54K

Supplier: CenturyLink Public Communications, Inc. dba CenturyLink



State of Utah Request for Proposal State Cooperative Contract

Legal Company Name (include d/b/a if applicable) Centurylink Public Communications, Inc. d/b/a Centurylink		Federal Tax Identification Number 59-3268090	State of Utah Sales Tax ID Number 11730917-002-STC	
Ordering Address 5454 W 110th St		City Overland Park	State KS	Zip Code 66211
Remittance Address (if different from ordering address)		City	State	Zip Code
Type cbcb cbcb cbcb cbcb Corporation Partnership Proprietorship Government		Company Contact Person Paul Cooper		
Telephone Number (include area code) 913-345-8002		Fax Number (include area code) 720-264-8121		Email Address paul.n.cooper@centurylink.com
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)		Days Required for Delivery After Receipt of Order (see attached for any required minimums)		
Brand/Trade Name Centurylink		Price Guarantee Period (see attached specifications for any required minimums) Entire Term of Contract. In addition, pricing offer remains firm for 120 days after submittal.		
Minimum Order Not Applicable		Company's Internet Web Address www.centurylink.com		
Offeror's Authorized Representative's Signature Paul Cooper  11/3/2014		Print or type name and title Paul Cooper	Date 8/10/14	
State of Utah Division of Purchasing Approval  Kent Beers, Director		Date 10/29/14	Contract Number	

Note: When approved and signed by the State Director of Purchasing, this document becomes the contract

CenturyLink Public Communications, Inc. dba CenturyLink

Bid Contact **Jeff Sargent**
jeffrey.d.sargent@centurylink.com
Ph 913-345-6627
Fax 913-345-6802

Address **5454 West 110th Street**
Overland Park, KS 66211

Item #	Line Item Notes	Unit Price	Qty/Unit	Attch.	Docs
JM14012--01-01	JM14012 Supplier Product Code: Supplier Notes: Per instructions in Section 6 - Costs and Commission Structure we provided an Alternative Cost Proposal for additional facilities. This file named CenturyLink Response to UDC RFP JM14012 - Aternative Cost Proposal.pdf and submitted with the required files, rather than as an "Alternate Offer". Also, for our file name numbering we used the number bullets in Proposal Response Format on pages 24 and 25 of 28 of the RFP.	First Offer -	1 / each	Y	Y

Supplier Total **\$0.00**

CenturyLink Public Communications, Inc. dba CenturyLink

Item: JM14012

Attachments

CenturyLink Response to UDC RFP JM14012 - Sample Bill.pdf

CenturyLink Response to UDC RFP JM14012 - Sample Reports.pdf

CenturyLink UDC JM14012 - Attachment D - Cost and Commission Revenue Sheet.xlsx

CenturyLink Response to UDC RFP JM14012 - Alternative Cost Proposal.pdf

CenturyLink Response to UDC RFP JM14012 - 2. Executive Summary.pdf

CenturyLink Response to UDC RFP JM14012 - 3. Protected Information.pdf

CenturyLink Response to UDC RFP JM14012 - 4. Financial Stability.pdf

CenturyLink Response to UDC RFP JM14012 - 5. Detailed Response.pdf

Hello, APRIL [LAST NAME]

Monthly Account Summary

Previous Balance	429.86
Payments Received	.00
Balance Forward	429.86
Current Charges (see below)	74.01

Total Amount Due \$503.87

Payment Due By Aug. 13, 2014

The Due Date On This Bill Applies To Current Charges Only

Current Charges Summary

Voice	40.64
Other Companies	5.46
Late Payment Charge	21.49
Taxes, Fees, and Surcharges	6.42

Total Current Charges \$74.01

Includes 3rd-Party Charges of
\$.00 Telecom and \$5.80 Non-Telecom.

Need Anything?

Call us: **Product, Services and Billing** 1-800-201-4099
Repair Service 1-800-788-3600
 Visit us: **centurylink.com**

PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT

FOR CHANGE OF ADDRESS OR PAYMENT AUTHORIZATION:

Please check here and complete reverse. Thank You.

D

Account Number:	55555555
Amount Due By Aug. 13, 2014	\$503.87

APRIL [LAST NAME]
1206 S 23RD ST
[ANY CITY, ANY STATE, ANY ZIP]

CenturyLink
P.O. Box 2961
Phoenix, AZ 85062-2961

Information About Your Account

Allocation of Charges:

Service Categories	Past Due	Current Month	Total Due
Basic Services	138.87	31.20	170.07
Other Services	290.99	42.81	333.80
All Services	\$429.86	\$74.01	\$503.87

Failure to pay Basic charges may result in the disconnection of those Services. Please contact CenturyLink regarding any questions or problems with your bill before the due date.

If you believe that your bill includes unauthorized charges, or if you believe that the local exchange provider or the interexchange carrier named in the bill is not your chosen carrier, please contact: Public Utility Commission of Texas, Office of Customer Protection, P.O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas (toll-free) 1-888-782-8477, fax: (512) 936-7003, e-mail address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

CenturyLink works every day to bring you solutions that best meet your total communications needs. Stop in and learn more about our value pricing that will help you reduce your household expenses when you bundle all of your services with CenturyLink. You can also pay your bill and check out our newest products and services at your local CenturyLink Customer Experience Center. Visit www.centurylink.com/stores to find the location nearest you.

LATE FEE REMINDER: Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

Central Telephone Company of Texas DBA CenturyLink

Third-Party Billing Block
Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.

Information About Your Account continued on page 5

Immediate Billing Address Changes Call 1-800-788-3500

555555555
APRIL [ANY LAST NAME]
1206 S 23RD ST
[ANY CITY, ANY STATE, ANY ZIP]

Address Information Changes

New Address
City _____ State _____ Zip _____
Work Phone () _____ Home Phone () _____

Effective Date _____

Address _____

MONTHLY AUTOPAY AUTHORIZATION FORM

I authorize CenturyLink to charge my MasterCard, Visa, Discover, American Express, savings or checking account monthly for any accrued balance on the billing account listed below.

(We reserve the right to revoke this if bank approval is denied)

Checking Account # _____

(Write your billing account number on a voided check or copy of a voided check and attach.)

Savings Account # _____

(Write your billing account number on a voided deposit slip and attach.)

Credit Card **Debit Card** **Exp Date:** _____

MasterCard Visa Discover American Express

Signature required _____

Date _____

Please continue to pay your bill until notified on your statement that autopay is active.

Account Number

Carrier Changes and Information

555-555-5555

Local Toll Carrier: NO PIC (10X1)

Long Distance Carrier: NO PIC (10X1)

Details of Your CenturyLink Voice Services

Local Service Period: JUL 20 - AUG 19

Services for: 555-555-5555

Monthly Charges

Local Services

1 Pty Residence Line	17.50
Expanded Local Call Serv	1.00
Federal Subscriber Line & Access Recovery Charge	7.66
Total Monthly Charges	\$26.16

One Time Charges

** Installment 5 of 6 Inside Wire 1st Hour T/M	14.16
Total One Time Charges	\$14.16

Adjustments

** Access Recovery Charge JUL 01 To JUL 19	.32
Total Adjustments	\$.32

Taxes, Fees, and Surcharges

Local Phone Service

CORYELL 9-1-1 Fee	.50
CORYELL Sales Tax	.07
Federal Excise Tax	.84
TEXAS Sales Tax	2.66
TEXAS State 911	.06
TEXAS Universal Service Fee	.69
Universal Service Fund Surcharge	1.26
Total Taxes, Fees and Surcharges	\$6.08

Total Voice (including Taxes, Fees and Surcharges) \$46.72

**** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.**

Details of Other Companies

3rd-Party Charges

The billing parties on these pages are not carriers, although they may contain some carrier charges.

Non-Telecom Services

Detail of Charges

Item	Date	Time	Called From	Called To	Number	Type	Plan	Min	Charge
1	JUN18	8:05P	LANSING KS	COPPERASCV TX	555-555-5555	Collect		26	4.68
2	JUN21	12:01A	UNIV SVC FUND FEE		555-555-5555			0	.78
Total for 555-555-5555								26	5.46
Total of Itemized Charges								26	5.46
Total for ILD TELESERVICES INC								26	5.46



The above calls are presented for carrier ILD TELESERVICES INC. If you have questions regarding these calls please contact ILD TELESERVICES INC at 800-433-4518.

ILD TELESERVICES INC billing on behalf of CenturyLink

Taxes, Fees, and Surcharges

TEXAS Sales Tax	.34	
Total Taxes, Fees, and Surcharges		\$.34

Total 3rd-Party Providers (including Taxes, Fees and Surcharges) \$5.80

Includes 3rd-Party Charges of \$0.00 Telecom and \$5.80 Non-Telecom.

This portion of your bill is provided as a service to the company identified above. There is no connection between CenturyLink and this company. If you have any questions concerning this section of your bill, please call the company contact number(s) listed above.

Texas Division of Emergency Management - Hurricane Preparedness Guidelines

Preparing for Hurricane Season: June 1- November 30.

Evacuation Planning: When a hurricane threatens, listen for instructions from local officials. When they call for an evacuation in your area, get going without delay. Discuss evacuation plans with your family BEFORE hurricane season June 1 -- Nov. 30. Make a checklist of what you need to do before you leave town and review it. Monitor NOAA weather radio and local TV and radio broadcasts during storm season. Prepare an emergency supply kit including: radio, flashlight, extra batteries, extra eye glasses, bottled water, non-perishable food, dry clothes, bedding, insurance information, important documents, medications, copies of prescriptions and special products for babies, the elderly and medically fragile family members. Learn evacuation routes before storm season. When there is a hurricane in the Gulf, keep your gas tank as full as possible. Expect traffic delays in an evacuation. Register in the State of Texas Emergency Assistance Registry (STEAR) on line at <https://STEAR.dps.texas.gov> or Dial 2-1-1 to register if you have a disability or medical needs or if you simply do not have transportation: Gulf coast residents in evacuation zones with a disability or medical needs -- who do not have friends or family to help -- or do not have transportation should register in STEAR in advance.

Division de Administracion de Emergencias de Texas Directrices para Huracanes Preparando para la temporada de huracanes durante el 1 de junio hasta el 30 de noviembre.

Evacuacion en caso de Huracan: Cuando exista una amenaza de huracan, escucha las instrucciones de funcionarios locales. Cuando llamen para una evacuacion en su area, salgase del area lo mas pronto posible. Discute los planes de evacuacion con su familia ANTES de la temporada de huracan, que comienza el 1 de junio hasta 30 de noviembre. Haga una lista de lo que usted debe hacer antes de salir de la ciudad y revisela. Escuche la radio y television durante la temporada de huracanes. Prepare un equipo de emergencia incluyendo: radio, linterna, repuesto de baterias, anteojos extras, agua embotellada, alimentos no perecederos, ropa extra, ropa de cama, informacion de seguro, documentos importantes, medicinas, copias de recetas medicas y productos especiales para bebes, las personas mayores y miembros de la familia medicamente fragiles. Aprenda sus rutas de evacuacion antes de la temporada de huracanes. Cuando hay un huracan en el Golfo, mantenga el tanque de gasolina lleno. Este consiente de que habra demoras de trafico. Puede registrarse con el 'State of Texas Emergency Assistance Registry' (STEAR) via su sitio web: <https://STEAR.dps.texas.gov> o llamando al 211 para registrarse, si usted tiene una discapacidad o necesidades medicas o si simplemente no tiene transporte. Los residentes de la costa del golfo en zonas de evacuacion con una discapacidad o necesidades medicas -- quienes no tienen amigos.

FREE Enrollment| With CenturyLink's My Account service, you can update your billing information, view and pay your bill and much more. Visit us online at www.centurylink.com/myaccount.

Account Number: 55555555

Page: 6 of 6
Bill Date: Jul. 20, 2014

Admin Setup Only Report

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
Total			99

Call Detail Report

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

Debit Statement Report

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center							
	Debit		2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit	1-301-442-2882	2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center							
	Debit	PMT 3183225; agent: credit_card	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811; online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72); credit_card

Frequently Used PANs Summary Report

Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

Frequently Used PANs Detail Report

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON BILODEAU, BRIAN VALLEY, TED KYER, JOSEPH BROWN, RAYMOND GILPATRICK, KELLY WATSON, ANDRE MOCCIA, ANTHONY VENEY, BRUCE PEREZ, MIGUEL SMITH, TORREY SILVENT, JOHN	
207-775-4321			BREHM, ROBERT RICHARDSON, ANTHONY SENER, SEAN SMITH, DENNIS RENAUD, KEITH JONES, TREVIS CONVERSE, TIMOTHY RABIDOU, KEVIN MONTALBAN, JUAN BASSETT, GREGORY DANSEREAU, MICHAEL MILLER, DONALD	

Frequently Called Numbers Report

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Global Number Report

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Airt	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	hhouston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELL, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAEL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

Global Number History Report

Phone Number	Spd Dial	Name	Blk	DNR	Prtv	Call Types	Pass Accept	Alert	Max Dur	Ign Dtmf	Ign SII	Greet Off	Act.	TmStmp Updt	User Updt
		MARC NORTON LAW OFFICE													
1-530-669-7999			NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SENER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mm
						603-225-5240 not allowed to call attn. mi-ke -she-ehan		
		SCHILLINGER	GREG	CARL	YES			
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report

Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY PLOURDE	YES	60-3-3-26-3058		
All Sites	1-603-393-2651		YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplwt@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

Number Alerts Report

Inmate ID	Passcode	Name	Site	Location	Status	No. PANS	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07 07B	Inactive	2	
	4008	NEWTON, JASON			Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINBACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

PIN Fraud Report

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384412	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

[First Name] [Last Name]
 [Address]
 [City], [State] [Zip]
 1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Recording Access Report

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201101	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201012	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201011	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201010	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201009	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV



Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

Revenue Summary Report

Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00
	6306	B-TIER-6	2229	649	600	6273	1049.70
	6307	C-TIER-4	535	177	166	1439	250.20
	6308	C-TIER-5	494	138	129	1711	282.55
	6309	C-TIER-6	994	350	318	3832	625.15
	6310	D-TIER-3	1411	412	371	3368	575.75
	6311	D-TIER-2	1827	478	429	4188	716.60
	6312	D-TIER-1	918	243	233	2763	457.51
	6313	E-TIER-3	164	14	12	112	18.85

Station Group Report

Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report

Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS PER HEARINGS OFFICER PAUL FORTIER
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N.	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS Temp. suspend per NHSP-M Investigations
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	

Trunk Usage Report

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58



Commission Statement
July 2014

TBD
TBD
Total Commission:

NOTE: Numbers are illustrative only and are not intended to reflect actual volumes

Utah Department of Corrections
Collect and Prepaid

Facility	Comptroller	Port	Location	TOTAL			LOCAL			INTRALATA			INTERLATA			INTERSTATE			INTERNATIONAL								
				Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue			
Totals				5,715	48,009	\$ 15,763.84	\$ 8,024.99	5,299	44,957	\$ 13,957.62	\$ 4,106.68	70	723	\$ 2,002.30	\$ 108.29	102	897	\$ 2,427.73	\$ 157.79	230	1,953	\$ 5,474.00	\$ 358.81	24	204	\$ 101.58	\$ 118.01
1	201	Utah SA Post 3		152	1,029	\$ 401.37	\$ 183.95	152	1,029	\$ 401.37	\$ 183.95	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	201	Utah SA Post 4		6	29	\$ 28.29	\$ 11.88	162	1,377	\$ 388.56	\$ 250.61	2	17	\$ 7.38	\$ 3.09	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	204	Utah SA Post 4		150	1,029	\$ 401.37	\$ 183.95	174	1,478	\$ 414.12	\$ 299.18	3	29	\$ 7.14	\$ 4.64	4	34	\$ 9.52	\$ 6.19	7	60	\$ 16.68	\$ 10.83	3	28	\$ 22.70	\$ 14.75
1	204	Utah SB South Wall		151	1,029	\$ 401.37	\$ 183.95	174	1,478	\$ 414.12	\$ 299.18	3	29	\$ 7.14	\$ 4.64	4	34	\$ 9.52	\$ 6.19	7	60	\$ 16.68	\$ 10.83	3	28	\$ 22.70	\$ 14.75
1	204	Utah SB South Wall		151	1,029	\$ 401.37	\$ 183.95	174	1,478	\$ 414.12	\$ 299.18	3	29	\$ 7.14	\$ 4.64	4	34	\$ 9.52	\$ 6.19	7	60	\$ 16.68	\$ 10.83	3	28	\$ 22.70	\$ 14.75
1	207	Utah SB South Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297.50	\$ 193.38	2	17	\$ 4.78	\$ 3.09	4	34	\$ 9.52	\$ 6.19	11	94	\$ 26.18	\$ 17.02	0	0	\$ 0.00	\$ 0.00
1	207	Utah SB South Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297.50	\$ 193.38	2	17	\$ 4.78	\$ 3.09	4	34	\$ 9.52	\$ 6.19	11	94	\$ 26.18	\$ 17.02	0	0	\$ 0.00	\$ 0.00
1	208	Utah SB South Wall		71	1,063	\$ 297.50	\$ 193.38	71	1,063	\$ 297.50	\$ 193.38	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	210	Utah SB West Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297.50	\$ 193.38	2	17	\$ 4.78	\$ 3.09	4	34	\$ 9.52	\$ 6.19	11	94	\$ 26.18	\$ 17.02	0	0	\$ 0.00	\$ 0.00
1	210	Utah SB West Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297.50	\$ 193.38	2	17	\$ 4.78	\$ 3.09	4	34	\$ 9.52	\$ 6.19	11	94	\$ 26.18	\$ 17.02	0	0	\$ 0.00	\$ 0.00
1	211	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	211	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	213	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	214	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	215	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	216	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	217	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	218	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	219	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	220	Utah SC/D East Wall		58	1,772	\$ 1,076.60	\$ 451.99	152	1,128	\$ 314.18	\$ 204.20	2	17	\$ 4.78	\$ 3.09	2	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	221	Dayroom West Wall		181	2,025	\$ 408.85	\$ 171.72	118	1,003	\$ 280.84	\$ 182.55	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09
1	221	Dayroom West Wall		181	2,025	\$ 408.85	\$ 171.72	118	1,003	\$ 280.84	\$ 182.55	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09	2	17	\$ 4.78	\$ 3.09
1	222	Dayroom West Wall		41	484	\$ 114.64	\$ 48.15	101	859	\$ 223.72	\$ 144.42	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	222	Dayroom West Wall		41	484	\$ 114.64	\$ 48.15	101	859	\$ 223.72	\$ 144.42	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	224	Dayroom West Wall		41	484	\$ 114.64	\$ 48.15	101	859	\$ 223.72	\$ 144.42	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	224	Dayroom West Wall		41	484	\$ 114.64	\$ 48.15	101	859	\$ 223.72	\$ 144.42	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	225	Dayroom North Wall		117	1,399	\$ 305.08	\$ 128.13	167	1,459	\$ 397.46	\$ 252.35	3	29	\$ 7.14	\$ 4.64	4	34	\$ 9.52	\$ 6.19	4	34	\$ 9.52	\$ 6.19	0	0	\$ 0.00	\$ 0.00
1	225	Dayroom North Wall		117	1,399	\$ 305.08	\$ 128.13	167	1,459	\$ 397.46	\$ 252.35	3	29	\$ 7.14	\$ 4.64	4	34	\$ 9.52	\$ 6.19	4	34	\$ 9.52	\$ 6.19	0	0	\$ 0.00	\$ 0.00
1	227	Dayroom North Wall		82	1,822	\$ 207.47	\$ 87.14	64	544	\$ 152.24	\$ 98.01	3	17	\$ 4.78	\$ 3.09	3	26	\$ 7.14	\$ 4.64	1	9	\$ 2.38	\$ 1.55	0	0	\$ 0.00	\$ 0.00
1	227	Dayroom North Wall		82	1,822	\$ 207.47	\$ 87.14	64	544	\$ 152.24	\$ 98.01	3	17	\$ 4.78	\$ 3.09	3	26	\$ 7.14	\$ 4.64	1	9	\$ 2.38	\$ 1.55	0	0	\$ 0.00	\$ 0.00
1	228	Dayroom North Wall		38	468	\$ 92.58	\$ 40.14	164	1,394	\$ 390.32	\$ 252.71	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	228	Dayroom North Wall		38	468	\$ 92.58	\$ 40.14	164	1,394	\$ 390.32	\$ 252.71	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	202	Utah SA Post 2		120	1,029	\$ 401.37	\$ 183.95	112	979	\$ 270.70	\$ 172.91	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	202	Utah SA Post 2		120	1,029	\$ 401.37	\$ 183.95	112	979	\$ 270.70	\$ 172.91	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	203	Utah SA Post 3		6	29	\$ 28.29	\$ 11.88	63	539	\$ 149.84	\$ 97.46	3	26	\$ 7.14	\$ 4.64	3	26	\$ 7.14	\$ 4.64	3	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00
1	203	Utah SA Post 3		6	29	\$ 28.29	\$ 11.88	63	539	\$ 149.84	\$ 97.46	3	26	\$ 7.14	\$ 4.64	3	26	\$ 7.14	\$ 4.64	3	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00
1	204	Utah SA Post 4		120	1,029	\$ 401.37	\$ 183.95	137	1,159	\$ 325.96	\$ 211.54	4	34	\$ 9.52	\$ 6.19	4	34	\$ 9.52	\$ 6.19	7	60	\$ 16.68	\$ 10.83	0	0	\$ 0.00	\$ 0.00
1	204	Utah SA Post 4		120	1,029	\$ 401.37	\$ 183.95	137	1,159	\$ 325.96	\$ 211.54	4	34	\$ 9.52	\$ 6.19	4	34	\$ 9.52	\$ 6.19	7	60	\$ 16.68	\$ 10.83	0	0	\$ 0.00	\$ 0.00
1	206	Utah SB South Wall		21	182	\$ 56.76	\$ 23.84	77	1,653	\$ 459.29	\$ 181.72	1	9	\$ 2.38	\$ 1.55	3	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	206	Utah SB South Wall		21	182	\$ 56.76	\$ 23.84	77	1,653	\$ 459.29	\$ 181.72	1	9	\$ 2.38	\$ 1.55	3	26	\$ 7.14	\$ 4.64	0	0	\$ 0.00	\$ 0.00	0	0	\$ 0.00	\$ 0.00
1	207	Utah SB South Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297.50	\$ 193.38	2	17	\$ 4.78	\$ 3.09	4	34	\$ 9.52	\$ 6.19	11	94	\$ 26.18	\$ 17.02	0	0	\$ 0.00	\$ 0.00
1	207	Utah SB South Wall		203	2,004	\$ 794.11	\$ 353.53	125	1,063	\$ 297																	



Utah Department of Corrections
YTD Summary Report - 2014

NOTE: Numbers are illustrative only and are not intended to reflect actual volumes

Month	TOTAL			LOCAL			INTRALATA			INTERLATA			INTERSTATE			INTERNATIONAL					
	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Messages	Minutes	Revenue	Commission		
Jan																					
Feb																					
Mar																					
Apr																					
May	10,360	88,060	\$ 24,827.31	9,920	79,220	\$ 22,181.60	\$ 14,418.04	1,600	1,360	\$ 380.80	\$ 247.92	418.88	\$ 418.88	671	5,704	\$ 1,696.98	\$ 1,698.04	33	281	\$ 249.65	\$ 162.27
June	10,671	90,702	\$ 25,572.74	9,600	81,597	\$ 22,647.05	\$ 14,850.98	1,650	1,401	\$ 392.22	\$ 254.95	431.45	\$ 431.45	691	5,879	\$ 1,844.89	\$ 1,859.18	34	299	\$ 257.13	\$ 167.14
July	11,095	94,224	\$ 26,565.66	9,972	84,765	\$ 23,734.31	\$ 15,427.90	1,711	1,435	\$ 407.46	\$ 264.85	449.20	\$ 449.20	718	6,103	\$ 1,798.77	\$ 1,110.70	35	300	\$ 267.12	\$ 173.65
Aug																					
Sept																					
Oct																					
Nov																					
Dec																					
YTD TOTAL	32,118	272,886	\$ 76,966.51	28,892	245,582	\$ 68,762.96	\$ 44,695.92	4,961	4,216	\$ 1,180.48	\$ 767.31	1,298.53	\$ 844.04	2,080	17,681	\$ 4,950.64	\$ 3,271.91	102	870	\$ 773.80	\$ 503.03



Utah Department of Corrections Monthly Rate Audit

July 2014											
Contract	Facility	Bill Type	Call Type	Nbr of Calls	Total Charged	Total Amount	Rate	Surcharge	Variance		
3	OCDC	DEBIT	INTERLATA INTERSTATE	282	\$ 1,359.96	\$ 1,359.96	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTERLATA INTERSTATE	375	\$ 1,870.61	\$ 1,870.61	\$0.31	\$ 1.47	\$ -		
3	OCDC	DEBIT	INTRALATA INTERSTATE	2	\$ 5.49	\$ 5.49	\$0.07	\$ 1.73	\$ -		
3	OCDC	DEBIT	INTRALATA INTRASTATE	1,435	\$ 4,437.93	\$ 4,437.93	\$0.07	\$ 1.73	\$ -		
3	OCDC	DEBIT	LOCAL METERED	174	\$ 341.04	\$ 341.04	\$0.00	\$ 1.96	\$ -		
3	OCDC	DEBIT	INTRACELL	546	\$ 1,070.16	\$ 1,070.16	\$0.00	\$ 1.96	\$ -		
3	OCDC	COLLECT	INTERLATA INTERSTATE	89	\$ 616.10	\$ 616.10	\$0.40	\$ 1.70	\$ -		
3	OCDC	COLLECT	INTERLATA INTRASTATE	109	\$ 972.14	\$ 972.14	\$0.41	\$ 1.96	\$ -		
3	OCDC	COLLECT	INTRALATA INTRASTATE	306	\$ 1,166.60	\$ 1,166.60	\$0.10	\$ 2.30	\$ -		
3	OCDC	COLLECT	LOCAL METERED	9	\$ 23.49	\$ 23.49	\$0.00	\$ 2.61	\$ -		
3	OCDC	PREPAID	INTERLATA INTERSTATE	360	\$ 2,328.60	\$ 2,328.60	\$0.35	\$ 1.30	\$ -		
3	OCDC	PREPAID	INTERLATA INTRASTATE	477	\$ 3,064.77	\$ 3,064.77	\$0.38	\$ 1.27	\$ -		
3	OCDC	PREPAID	INTRALATA INTRASTATE	2,136	\$ 7,792.38	\$ 7,792.38	\$0.09	\$ 1.86	\$ -		
3	OCDC	PREPAID	LOCAL METERED	331	\$ 724.89	\$ 724.89	\$0.00	\$ 2.19	\$ -		
3	OCDC	PREPAID	INTRACELL	1,075	\$ 2,354.25	\$ 2,354.25	\$0.00	\$ 2.19	\$ -		
3	OCDC	DEBIT	INTERLATA INTERSTATE	254	\$ 1,332.52	\$ 1,332.52	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTERLATA INTRASTATE	327	\$ 1,664.89	\$ 1,664.89	\$0.31	\$ 1.47	\$ -		
3	OCDC	DEBIT	INTERNATIONAL	21	\$ 125.58	\$ 125.58	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTRALATA INTRASTATE	962	\$ 3,220.08	\$ 3,220.08	\$0.07	\$ 1.73	\$ -		
3	OCDC	DEBIT	LOCAL METERED	602	\$ 1,179.92	\$ 1,179.92	\$0.00	\$ 1.96	\$ -		
3	OCDC	DEBIT	INTRACELL	1,398	\$ 2,740.08	\$ 2,740.08	\$0.00	\$ 1.96	\$ -		
3	OCDC	COLLECT	INTERLATA INTERSTATE	100	\$ 667.60	\$ 667.60	\$0.40	\$ 1.70	\$ -		
3	OCDC	COLLECT	INTERLATA INTRASTATE	87	\$ 617.01	\$ 617.01	\$0.41	\$ 1.96	\$ -		
3	OCDC	COLLECT	INTRALATA INTRASTATE	1	\$ 3.50	\$ 3.50	\$0.10	\$ 2.30	\$ -		
3	OCDC	COLLECT	LOCAL METERED	221	\$ 992.30	\$ 992.30	\$0.00	\$ 2.61	\$ -		
3	OCDC	PREPAID	INTERLATA INTERSTATE	153	\$ 1,283.55	\$ 1,283.55	\$0.35	\$ 1.30	\$ -		
3	OCDC	PREPAID	INTERLATA INTRASTATE	314	\$ 1,888.38	\$ 1,888.38	\$0.38	\$ 1.27	\$ -		
3	OCDC	PREPAID	INTRALATA INTRASTATE	987	\$ 3,778.29	\$ 3,778.29	\$0.09	\$ 1.86	\$ -		
3	OCDC	PREPAID	LOCAL METERED	653	\$ 1,430.07	\$ 1,430.07	\$0.00	\$ 2.19	\$ -		
3	OCDC	PREPAID	INTRACELL	667	\$ 1,460.73	\$ 1,460.73	\$0.00	\$ 2.19	\$ -		
3	OCDC	DEBIT	HAWAII	1	\$ 7.58	\$ 7.58	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTERLATA INTERSTATE	604	\$ 3,308.72	\$ 3,308.72	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTERLATA INTRASTATE	530	\$ 2,753.18	\$ 2,753.18	\$0.31	\$ 1.47	\$ -		
3	OCDC	DEBIT	INTERNATIONAL	45	\$ 272.70	\$ 272.70	\$0.30	\$ 1.28	\$ -		
3	OCDC	DEBIT	INTRALATA INTERSTATE	22	\$ 51.85	\$ 51.85	\$0.07	\$ 1.73	\$ -		
3	OCDC	DEBIT	INTRALATA INTRASTATE	2,211	\$ 7,204.98	\$ 7,204.98	\$0.07	\$ 1.73	\$ -		

JM14012 - Inmate Telephone Service Cost Sheet

Offeror Name: CenturyLink Public Communications Inc.

Points Possible **317**
 Rates and Commission **251***
 Guaranteed Monthly **66****

Total cost points will be made up of the two listed areas.

Rates and Commissions

Inmate Collect	Maximum Connect Fee Allowed	Proposed Connect Fee	Maximum Per Minute Fee Allowed	Proposed Per Minute Fee	Minutes Used for Evaluation of Cost	Estimate of Mandated Fees per call	Subtotal of Estimated Revenues	Proposed Commission %	Subtotal of Proposed Commission Payments
Local	\$2.10	\$2.10	\$0.00	\$0.00	482 541	\$0.15	\$43 371.59	90%	\$39 034.43
Intra-Lata	\$2.00	\$2.00	\$0.15	\$0.15	451 395	\$0.40	\$111 088.81	90%	\$99 979.93
Intra-State	\$2.00	\$2.00	\$0.15	\$0.15	4	\$0.18	\$0.56	90%	\$0.51
Inter-State	\$0.00	\$0.00	\$0.25	\$0.23	45 847	\$1.31	\$12 938.45	0%	\$0.00
Mexico	\$2.75	\$2.75	\$0.85	\$0.85	38	\$4.24	\$45.86	90%	\$41.27
All Other Countries	\$3.75	\$3.75	\$1.10	\$1.10	42	\$6.04	\$65.28	90%	\$58.75
Inmate Debit, Pre-Paid Card or Advance Pay									
Local	\$1.80	\$1.80	\$0.00	\$0.00	2 734 399	\$0.13	\$210 658.18	90%	\$189 592.36
Intra-Lata	\$1.50	\$1.50	\$0.15	\$0.15	2 557 908	\$0.37	\$574 761.34	90%	\$517 285.21
Intra-State	\$1.50	\$1.50	\$0.15	\$0.15	21	\$0.33	\$5.02	90%	\$4.51
Inter-State	\$0.00	\$0.00	\$0.21	\$0.19	259 799	\$1.08	\$60 566.96	0%	\$0.00
Mexico	\$2.75	\$2.75	\$0.85	\$0.85	213	\$5.18	\$252.00	90%	\$226.80
All Other Countries	\$3.75	\$3.75	\$1.10	\$1.10	235	\$7.38	\$359.20	90%	\$323.28

Total Minutes Used for Evaluation

Description	Minutes	# of Calls Collect	# of Calls Debit Pre-Paid Card or Advance Pay
Local	3 216 940	19 302	109 376
Intra-Lata	3 009 303	18 056	102 316
Intra-State	25	-	1
Inter-State	305 646	1 834	10 392
Mexico	250	2	9
All Other Countries	277	2	9

Evaluation Revenue Total: \$1 014 113.25

Commission Payments Total for Evaluation: **\$846 547.05***

Guaranteed Monthly Payment **\$81 000.00****

Payphone Call Cost **\$1.00**
 Payphone Commission **55.00%**

Column C, E, G, I, B34, B35 and C32 are Required Fields



Alternate Cost Proposals – CenturyLink

6. Costs and Commission Structure

...

Offerors may offer different commission rates for each of the following: large correctional facilities (≥ 500 inmates) served by premise-based communication systems; small correctional facilities (<500 inmates) served by premise-based communication systems, and small correctional facilities (<150 inmates) served by payphones, e.g. State of Utah – Community Correctional Centers, Adult Probation & Parole offices, the Fortitude Treatment Center, the Fred House Training Academy and the Salt Lake Transition Facility. These offers should be made and submitted separately from Attachment D – Cost and Commission Revenue Sheet and the technical offer. Please label the document “Alternative Cost Proposals”. Attachment D – Cost and Commission Revenue will be used for evaluation purposes and is similar to historical call volumes.

 CenturyLink Response: Accept and comply.

CenturyLink offers the following commission rate offers to other interested political subdivisions located within Utah.

Facility Type	Commission
Large correctional facilities (500 or more inmates) served by premise-based communication systems	65%
Small correctional facilities (less than 500 inmates) served by premise-based communication systems	60%
Small correctional facilities (less than 150 inmates) served by payphones	55%

As required, these facilities would be extended the same level of service as the State DOC facilities.

Section 2 – Executive Summary

CenturyLink is pleased to submit this response for the State of Utah's solicitation JM14012 for Inmate Communication Systems and Services. CenturyLink can meet or exceed all requirements of the solicitation, and we believe our response demonstrates our understanding of the RFP and UDC's needs.

What makes us different

Most inmate telephone system "super-users" know that, despite all the salesmanship and focus on features, over 97% of all inmate telephone solution features are the same. Call restrictions, call detail searching, reporting...any top-tier provider can provide all these things.

Differences show up when money has to be spent on service. In addition, this focus on service impacts every part of UDC operations (including security), as well as its constituents.

CenturyLink's unique service approach is a result of our corporate capabilities and accountability to Utah. With so many Utah-based customers and employees, no other provider is more accountable to UDC and its constituents than CenturyLink. Just as important, no one else has near the resources to back up this accountability and commitment.



Service Approach

Service to UDC

- Dedicated Service Team – including a Salt Lake City-based Program Manager: Although we are a part of a large national corporation, our Correctional Markets Division is a standalone entity focused on managing complex inmate telephone system installations. ***In addition, we will augment existing staff to include a Salt Lake City-based Program Manager focused on UDC.*** This new Program Manager will be transitioned and backed up by a Las Vegas-based Program Manager who serves neighboring Nevada and Idaho DOCs.
- "Telco-grade" system, with no lost call records or voice recordings. Since the CenturyLink Team cut over its first ITS we have processed over 100 million call detail records (CDRs) and audio recordings. Not a single CDR or audio recording has been lost. No other provider's ITS can match the redundancy, fault-tolerance, and overall performance of our system.
- Consistent history of meeting or exceeding commitments. Time after time, CenturyLink has proven its flexibility in implementing new services beyond the scope of the original RFP proposal process or contract.

Service to Inmates

- System availability. With our redundant architecture, no other provider can deliver the system availability that we can.
- Timely response to inmate complaints. Unhappy inmates mean unhappy staff.
- Video visitation with ease of use features for inmates and called parties
- Ability to implement commissary ordering by phone and other automated functions.

Service to Family Members

- U.S.-based representatives who answer the phone. Please call all vendors' customer service lines and compare:

Section 2 – Executive Summary

- Our call center can be reached at (888) 506-8407. Our average hold times are consistently under 90 seconds – less than 10 seconds during peak weekday times during which we are more heavily staffed.
- Real-time routing to customer service. When an inmate calls a number, if the called party does not have an account with us (for example, a first call to a cell phone) or has depleted the funds in their account, they are *immediately* routed to our call center and presented with options to complete the call.
- No “alternative billing programs”. Many providers have implemented programs to artificially inflate commission offers. Automated payment systems that include Voice Response Systems or Enhanced Text Messages charge hefty fees – up to \$15 per call – and do not obtain called party information for investigators. ***CenturyLink account setups are NEVER anonymous, ensuring family members they will never be charged \$15 fees, and UDC that called party information is available to investigators.***
- Audits and accountability. As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify call rating and billing accuracy.

Telco-grade, Feature-Rich Systems

State of the Art Technology

Our proposed Enforcer inmate telephone system has been developed with the help of correctional industry professionals as well as experienced leaders in the telecommunications field, and provides A few examples of the Enforcer system’s capabilities:

- Enhanced Reverse Lookup Capabilities
- Ability to access the system without dedicated work stations.
- Live monitoring via workstation, telephone, or cellular phone
- On-line access to call data and recordings from any Internet-enabled computer
- Easy-to-use tools for saving, copying, or emailing recordings, reports and call detail records
- Investigative tools, including Data Detective link analysis and Word Detective keyword search
- Debit account funding from trust or commissary systems
- Commissary ordering over the phone system, including intelligent enforcement of ordering rules and inventory availability
- Inmate information services using the phone system, including release information, sick call appointments, trust account balance information, etc.
- PREA and other “hot line” numbers are easily programmable

ITS Platform

Our Enforcer system platform provides exceptionally high availability, and is a browser-based application that allows control, monitoring, searching, and reporting of all inmate calls through a simple, point-and-click GUI (Graphical User Interface). All data is stored at multiple geographically diverse, highly secure and highly available data centers to provide exceptional redundancy of data.

All call detail records and call recordings are stored on-line; they are never archived. This information will be available immediately; there will be no delay waiting for archived data to be restored.

We at CenturyLink thank you for the opportunity to present this response. We are dedicated to going over and beyond your expectations, and we commit to providing the State of Utah the best inmate telephone services solution possible.

Section 5 – Detailed Response

1.40 Inmate system must be capable of detecting and eliminating (minimizing) efforts to “transfer” inmate calls to a third party utilizing “three-way calling” and/or “conferencing”. Detection of any attempt by the called party to transfer an inmate call or to create a conference call must result in the call being disconnected. Describe what three-way and what conferencing prevention feature(s)/technology your proposed inmate system utilizes; include: 1) how the feature(s)/technology works, 2) the number of false positives and the number of false negatives, 3) a reliability statement and 4) a reliability percentage. This feature must function without unreasonably restricting an inmate’s ability to make a properly authorized and processed call. Are any serious efforts underway within the inmate communications industry to better manage the abuse of three-way calling and conferencing? Is there an option to prohibit these calls from being immediately redialed?

Beginning of Redacted Proprietary / Confidential Information

[Redacted text block 1]

[Redacted text block 2]

[Redacted text block 3]

[Redacted text block 4]

[Redacted text block 5]

[Redacted text block 6]

End of Redacted Proprietary / Confidential Information

Section 5 – Detailed Response

- 5.14 Offerors must provide a complete list of all current and former customers (including any accounts they have “lost” during mid-contract) for up to the 5-year period May 2009 – April 2014 that use similar inmate communication systems/services that you are proposing to the State in response to this RFP– including company name, address, contact person, telephone number, and email address (please also advise if each customer is current, former or “lost”); If during the past three years your company resulted from the merger of other companies, then you must respond to this requirement on behalf of your current company and on behalf of the companies that merged to form your current company; and acknowledge that the State will conduct reference checks to verify the accuracy of submitted materials and to ascertain the quality of the experience. Offeror(s) that fail to provide any “lost” accounts or that provide an incomplete list or that reply with “Not/Applicable”, “No Lost Accounts” or equivalent verbiage and the State subsequently finds this to be false will be disqualified and will, therefore, be removed from further consideration. The State reserves the right to pursue any or all current and former customers, as well as “lost” accounts; either submitted or state-researched, to assist in completing this component of the Technical Proposal Evaluation. The offeror with the most customers submitted and with the most positive feedback obtained will score the most points for this section.

 CenturyLink Response: Accept and comply.

The two tables below provide CenturyLink’s current and former customers for the last five years; they are labeled “Current CenturyLink Customers” and “Former CenturyLink Customers”. One of our customers, the Southwest Indiana Regional Youth Village (SWIRYV), was transferred to another inmate telephone service provider by mutual consent of CenturyLink and SWIRYV. We have not lost any customers prior to the expiration of the contract.

We note that CenturyLink’s market approach is to target only those customers where we feel we can best serve their individual needs. As a result, our customer list is far shorter than most other providers. At the same time, our unique network and corporate resources mean that our customers tend to be larger state DOCs. We request special consideration from UDC as you evaluate our abilities and past service history.

CenturyLink wishes to exempt the following information from public disclosure. Our customer contact list is proprietary and disclosure would give our competitors an opportunity to undermine our position with these customers. Furthermore, many of these customers have asked that CenturyLink not release their contact information publicly.

For these reasons we request that UDC exempt it from public disclosure pursuant to Utah Code Subsections 63G-2-305(1) and (2), and 63G-2-309. This information is provided under PDF file named CenturyLink Response to UDC RFP JM14012 – Section 2. Protected Information.

Section 4 – Financial Stability

4. **Section Title: Financial Stability.** Describe your company's financial stability and economic capability to perform the contract requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The State of Utah reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

 CenturyLink Response: Accept and comply.

No one in the inmate communications business has a larger *and more diversified* set of financial capabilities than CenturyLink...by far.

CenturyLink Public Communications, Inc.'s parent company CenturyLink, Inc. is the third largest telecommunications company in the United States with 45,000 employees and a 210,000 mile nationwide fiber optic network, including being "the phone company" for most of Utah's citizens. Financially, CenturyLink, Inc. had 2013 annual revenue of \$18 billion and annual cash flow of \$5.5 billion. CenturyLink's financial records for the past three years can be found by visiting the Investor Relations portion of our website at <http://ir.centurylink.com/docs.aspx?iid=4057179>. The most recent comprehensive Dun & Bradstreet report for CenturyLink, Inc. and CenturyLink Public Communications, Inc. is enclosed following this page.

Perhaps most important, the source of these financial resources is diversified across service to many different geographies and industries. One reason this is so important: it means our accountability to the state of Utah extends well beyond the inmate telephone services contract. With millions of dollars of existing business at risk within Utah, we recognize and accept the scrutiny under which we operate. Incorrectly billed calls, surprise billing fees, unrepaired cable, missed contractual commitments – we will not accept it and our broader market will not allow it.

Bottom line: CenturyLink has both the financial resources and a willingness to use those resources to best serve UDC.

A good example of this in action is the recent FCC *Order* and Circuit Court ruling regarding commissions on interstate calling. Certain providers have stopped paying commission on interstate calls, claiming that the FCC *Order* (which has been partially stayed by the courts), does not allow them to pay commissions. At the same time, however, the rules relied upon to make this claim have been stayed by a Federal Court.

CenturyLink is different. Although it would clearly be in our financial interest to conclude that we are not allowed to pay interstate commissions, we continue to honor our contracts and pay commissions on interstate calls to our clients.

Section 5 – Detailed Response

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Section 5 – Detailed Response

REQUEST FOR PROPOSAL
State Cooperative Contract for
Inmate Communication Systems and Services
Solicitation # JM14012

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal is to enter into a state cooperative contract with a qualified firm for the provisioning of premise-based inmate communication systems/service for the Utah Department of Corrections (UDC) at: Utah State Prison (USP) – Draper, Central Utah Correctional Facility (CUCF) – Gunnison, various other UDC sites and Community Correctional Centers (CCCs). Contractor must provide inmate communication services at all UDC facilities regardless of size and/or revenue opportunity. Service requirements at UDC facilities other than the USP and CUCF are less sophisticated. UDC is interested in acquiring an “intelligent” database inmate system that can meet Corrections’ unique functional and security requirements. It is anticipated that this RFP may result in a contract award to a single contractor.

Note: “Inmate communication systems/service” will hereafter, in most cases, be referred to simply as “inmate system”.

Contractor must also agree to provide their inmate system to all interested political subdivisions located within Utah, e.g., cities, counties, towns, school districts and private correctional facilities contracting to government agencies under the same terms and conditions as outlined in this RFP. Political subdivisions must be extended the same service/support levels (see Note 1), not to exceed call costs (defined by the State of Utah in this RFP) and contract terms that are extended to the State of Utah (UDC). Note 1: with the exception that county jails historically have not required contractor provided site administrators as are required at the Utah State Prison and at the Central Utah Correctional Facility because, unlike UDC, county jails do not typically allow for inmate calling lists, the establishment and maintenance of which is extremely labor-intensive. Most, if not all, of Utah's county jails are served by premise-based inmate communication systems. No county jail, not even the very smallest, is served by payphones.

Be aware, political subdivisions are eligible, but are not required, to acquire an inmate system/service under the State’s contract. The State has no “future” knowledge of political subdivisions’ interest in utilizing the State’s inmate communications contract. The State cannot guarantee, nor can it estimate political subdivisions’ use of the contract that results from this RFP. Political subdivisions, should they choose to use the State’s contract must deal directly with the successful contractor. Also, no requirement exists for political subdivisions that choose to use the contract that results from this RFP, e.g., county jails, to house UDC inmates.

63G-6a-2105. Participation of a public entity or a procurement unit in agreements or contracts of a procurement units -- Cooperative purchasing - - State cooperative contracts.

(2) A public entity may obtain a procurement item from a state cooperative contract or a contract awarded by the chief procurement officer under Subsection (1), without signing a participating addendum if the quote, invitation for bids, or request for proposals used to obtain the contract includes a statement indicating that the resulting contract will be issued on behalf of a public entity in Utah.

This RFP, having been determined to be the appropriate procurement method to provide the best value to the State, is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements. It is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

 CenturyLink Response: Accept and comply.

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MANDATORY SITE VISIT

Mandatory site visits will be held to provide vendors an opportunity to better assess the scope of work and ask questions. There are several physical space issues that exist which may pose challenges that are best understood when seen firsthand. There will be two scheduled site visits to help vendors with any scheduling conflicts. Vendors may pick to attend either of the mandatory site visit times. Please see the dates and times in Bidsync. Only bids submitted by those companies verified to have signed the attendance roster will be considered. Representation is limited to three people per company (all three people must attend on the same day). Site visit attendees are subject to UDC security requirements.

A security check and written clearance is required for access to UDC facilities. Potential CONTRACTORS must register to attend the mandatory site visits by submitting the attached Request for Background Check form (Attachment B) prior to 5:00 pm June 17, 2014.

Be aware, section 2.3 requires that you: 1) describe any/all inmate system hardware space requirements and 2) provide an equipment configuration (layout) recommendation.

 CenturyLink Response: Accept and comply.

BACKGROUND

Current Environment

Global Tel*Link (GTL), the State's incumbent inmate communications contractor, has provided UDC with the following technology, systems, equipment and service at the Utah State Prison (USP) - Draper and at the Central Utah Correctional Facility (CUCF) - Gunnison:

- Value-Added Communications (VAC) FOCUS 100 System installed at Utah State Prison - Draper on 9/14/2006; the system consists of:
 - One (1) headquarters server
 - Two (2) digital call processors with one-year online storage
 - Two (2) Dell workstations with a printer and UPS per workstation
- VAC FOCUS 100 System installed at Central Utah Correctional Facility (CUCF) - Gunnison on 9/20/2006; the system consists of:
 - One (1) digital call processor with one-year online storage
 - Three (3) Dell workstations with a printer and UPS per workstation
- An interface was created with UDC to allow:
 - Hourly transfers of Jail Management System (JMS) files to the VAC FOCUS 100 Systems
 - Access to the WebITS and WebShadow software from UDC owned workstations; this feature allows UDC officers and investigative staff, who are logged into a UDC workstation, to monitor live (active) inmate telephone calls. This feature is available through the State's Local Area Network (LAN).
- FOCUS 100 Systems are updated semi-annually and as software patches arise. All upgrades are communicated by GTL and coordinated with UDC prior to implementation.
- A Salt Lake City based GTL account manager
- One GTL full-time, on-site system/service administrator/technician is assigned to the Draper site and one GTL full-time, on-site system/service administrator/technician is assigned to the Gunnison site. These individuals provide direct system/service supervision and maintenance and they interact on a daily basis with UDC personnel.
- Five GTL Utah-based service personnel back-up the Draper and Gunnison on-site system administrators. They provide repair, maintenance and installation services.
- Digital recording system: 100% of (non-legal) inmate conversations (at the Draper and Gunnison sites) are digitally recorded, thereby providing UDC investigators with a valuable investigative tool.
- Live monitoring of inmate telephone calls: GTL provides UDC personnel, located in each control room, the capability to monitor "live" non-legal inmate telephone conversations.
- UDC presently allows 30-minute inmate calls.

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GTL has provided the following technology, systems, equipment and service at Bonneville, Fremont, Northern Utah and Orange Street Community Correctional Centers, Adult Probation and Parole - Farmington, Adult Probation and Parole – Fremont, Fortitude Treatment Center and the Fred House Training Academy:

- Payphones capable of placing local and long distance phone calls (The "advanced (smart) payphones" presently being used at Community Correctional Centers are manufactured by Nortel. The specific payphone features in use were developed for and are marketed by CenturyLink Communications.)
- Cut-off switches that allow UDC personnel to control outgoing calls
- Capability to limit the length of calls
- Ability to access payphone call records

“Attachment E - Inmate/Pay Phone Summary” summarizes inmate telephones and payphones installed at UDC sites; a summary follows:

- Utah State Prison - Draper: 193 inmate telephones
- Central Utah Correctional Facility (CUCF) - Gunnison: 89 inmate telephones
- Community Correctional Centers: 29 payphones
- Various other UDC sites, e.g., Salt Lake Transition Facility, Fred House Training Academy, Fortitude Treatment Center and Adult Probation & Parole sites: 9 payphones

At the present time, the capability to monitor and/or to record calls is not required at UDC sites other than the Utah State Prison - Draper and the Central Utah Correctional Facility - Gunnison. However, monitoring and/or recording capability may be required in the future. If during the contract term, UDC requests the capability to monitor and/or to record non-legal inmate telephone conversations at existing Community Correctional Centers, the Salt Lake Transition Facility, the Fortitude Treatment Center, Adult Probation and Parole sites and/or the Fred House Training Academy and/or if UDC requests the implementation of monitoring and/or recording capabilities at altogether "new" sites, those not specifically identified in the RFP, then UDC will negotiate compensation for “actual” costs incurred by the State’s inmate communications contractor.

“Attachment G – “Phone Usage Information” contains: 1) inmate minutes, revenue and commission information for the period January 2013 through December 2013.

The State’s incumbent inmate service provider (GTL) has a service delivery arrangement in-place with Gunnison Telephone Company (GTC) as regards the Central Utah Correctional Facility (CUCF) (Gunnison Prison). The arrangement was necessary because GTC does not currently have a class of service to handle inmate phone calls. The current inmate dial tone originates in the CenturyLink Central Office in Salina, Utah and is transported to CUCF via T-1 connecting through GTC’s Central Office and then over a T-1 from GTC to CUCF. GTL pays a monthly charge to CenturyLink and to GTC for this service.

Telephones in the barrier visiting booths are not used at the Draper or at the CUCF facilities.

At the current time, UDC requires a physical address to be attached to all telephones to which calls are being made by UDC offenders. This requirement is based on UDC’ investigative needs and UDC’ requirement to have a physical address associated with the called number. This requires all cell phones that inmates want added to their calling lists to submit a phone bill with the physical address. All phone numbers are verified by the contractor’s onsite technician. UDC does not foresee a change in this requirement.

There are currently two (2) portable phones with 100 foot cords used within the Draper facility. The phones are standard desk sets and are used in the infirmary and in maximum security. No portable phones exist at CUCF.

The incumbent (GTL) has an interface with UDC’ Division of Institutional Operations’ (DIO’) inmate management system (O-Track). The successful contractor will not be required to interface with O-Track. GTL requested the interface to automatically update their system when an inmate is moved within/between the Draper Prison and CUCF, to a county jail, released to probation or to parole, etc. This interface allows GTL to limit an inmate to make calls only in that inmate’s assigned housing unit thus meeting UDC’ security needs. The successful contractor would be allowed the same interface arrangement should they desire.

 CenturyLink Response: Accept and comply.

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Future Plans

Additional inmate housing units are not anticipated at the current USP Draper site, although prison relocation is expected in the coming years (most likely not during this contract period, but possible). A location and date for the prison relocation has not yet been set. A committee has been formed to make these decisions. If construction for the relocation of the prison happens during the awarded contract period, the State reserves the right to one of the following that would accommodate the upcoming changes and needs: 1) terminate the current contract to solicit a new RFP, or 2) amend the current contract.

At this writing, an additional (new) CUCF - Gunnison 192 bed housing unit is expected to begin construction in upcoming months. An additional (new) 4 housing units are also possible during the term of this contract, but are not guaranteed.

In the past, UDC has not allowed for debit calling. UDC is interested in the possibility of putting this option in place for inmates to place a call using telephone time that has been pre-purchased (debited from his/her bank account). The inmate system would need to be secure, track balances for the inmate, and provide an option where the inmate would not need to have a calling card in their possession. Approval to implement this option would be per Division of Institutional Operations (DIO) Administration at UDC.

Any/all planned facility openings and/or additions to expand are subject to change at any time and any/all could require additional inmate telephones, specified cut-off switches, monitoring/recording equipment, workstations, video visitation equipment/setup, and possibly other new technology equipment and setup.

 CenturyLink Response: Accept and comply.

CANCELLATION OF PROCUREMENT

The State reserves the right to cancel this solicitation at any time and not award a contract if such action is determined in writing to be in the best interest of the State.(ref. §63G-6a-709 UCA).

ISSUING OFFICE AND RFP REFERENCE NUMBER

The State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Utah Department of Corrections. The reference number for the transaction is Solicitation # JM14012. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

NOTICE: Wherever the term bid, bidder, bidding or quote appears in this solicitation or reference is made to a bid, bidder, bidding, or quote, it shall be interpreted to mean offeror, as defined in 63G-6a-103(30), RFP, or Request for Proposals, as defined in 63G-6a-103(38) and the procurement shall be conducted subject to the provisions of 63G-6a-701-711.

SUBMITTING YOUR PROPOSAL

NOTICE: By submitting a proposal in response to this RFP, the offeror acknowledges and agrees that the requirements, scope of work, and the evaluation process outlined in the RFP are understood, fair, equitable, and are not unduly restrictive.

Notification to the State of any ambiguity, inconsistency, excessively restrictive requirements, and errors in the solicitation documents, solicitation questions, or exceptions to the scope/content of the RFP MUST be submitted as a question through BidSync during the solicitation process and prior to the closing date of time for questions.

Exceptions to scope/content of the RFP that have not been previously addressed within the Q&A period of the procurement will be disallowed.

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

Hard copy submission instructions: The preferred method of submitting your proposal is electronically through BidSync. However, if you choose to submit your response in hard copy form, **one (1) original and one (1) identical copy of your Technical Proposal** must be received prior to the Due Date and Time at the following address:

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State of Utah Division of Purchasing
3150 State Office Building, Capitol Hill
P.O. Box 141061
Salt Lake City, Utah 84114-1061.

Additionally, **one (1) original Cost Proposal** form (see **Attachment D- Cost Breakdown Sheet**) must be submitted in a separately sealed envelope delivered at the same time as the Technical Proposal. The outside cover of the package containing the Technical Proposal shall be clearly marked “**Solicitation # JM14012 – Technical Proposal** and include the Due Date and Time” The outside cover of the Cost Proposal shall be clearly marked “**Solicitation # JM14012 – Cost Proposal** and include the Due Date and Time” Refer to the Request for Proposal – Instructions and General Provisions for further information on proposal submissions.

Please allow sufficient time for delivery of hardcopy responses. Responses sent overnight, but not received by the closing date and time will not be accepted.

When submitting a proposal electronically through BidSync, please allow sufficient time to complete the online forms and to upload your proposal documents. The solicitation will end at the closing time posted in BidSync. If you are in the middle of uploading your proposal when the deadline arrives, the system will stop the upload process and your proposal will **not be accepted** by BidSync, and your attempted submission will be considered as non-responsive.

Electronic proposals may require uploading of electronic attachments. BidSync’s site will accept a wide variety of document types as attachments. However, the State of Utah is unable to view certain documents. Therefore, **DO NOT submit** documents that are **embedded (zip files), movies, wmp, encrypted, and mp3 files**. All documents must be uploaded in BidSync as separate files.

Cost will be evaluated independently from the technical proposal, and as such MUST be submitted separate from the technical proposal. Failure to submit cost or pricing data separately may result in your proposal being judged as non-responsive

All costs incurred in the preparation and submission of a proposal is the responsibility of the Offeror and will not be reimbursed.

 CenturyLink Response: Accept and comply.

LENGTH OF CONTRACT

The Contract resulting from this solicitation will be for a **period of five (5) years**. Pursuant to Utah Code Annotated **§63G-6a-1204** any contract resulting from this RFP may not exceed a period of five years.

Unless otherwise stated, this contract may be terminated by either party, in advance of the specified termination date and according to the terms of, upon written notice being given by either party.

There is no guarantee that contract(s) will be awarded, or that any future contract extensions will be awarded.

The State of Utah reserves the right to review contract(s) on a regular basis regarding performance and cost analysis and may negotiate price and service elements during the term of the contract.

 CenturyLink Response: Accept and comply.

PRICE GUARANTEE PERIOD

The contractor’s proposed commission revenue percentage cannot be reduced during the term of the contract unless mutually agreed upon by the contractor and an authorized State representative. If industry commission revenue percentages trend upward during the term of the contract, then the contractor must agree to pass on such increase(s) to the State. If during the term of the contract, UDC requests the implementation of enhancements, technologies, etc. that are associated with the inmate system, e.g., voice recognition, video imaging, commissary systems, video visitation, video arraignment, e-mail correspondence, Data Mining Intelligence Software (this software could be acquired by UDC and

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overlaid on the inmate communication systems/service or it could be provided by the successful contractor – “to-be-determined”), etc., then the State will negotiate with the contractor: 1) a mutually agreeable, commission revenue percentage rate reduction for a specified period of time or 2) a contract term (extension) guarantee if any such term(s) remain (assuming that the State is pleased with the service being provided) in an effort to off-set the cost incurred by the contractor to acquire and implement the requested enhancement(s) and/or technologies; formal contract amendment(s) must reflect such negotiations.

The State will negotiate an equitable adjustment to the commission rate and/or other contract terms if, due to future laws, regulations, other governmental mandates, or additional correctional/security needs, the contractor’s cost of providing the inmate system is materially increased and/or the rates that the contractor may charge to called parties are materially decreased. The contractor must substantiate their claim for relief.

 CenturyLink Response: Accept and comply.

STANDARD CONTRACT TERMS AND CONDITIONS

Any contract resulting from this RFP will include, but not be limited to the following:

- The State’s Standard Terms and Conditions (Attachment A)
- Scope of Work (Attachment C)
- Cost Breakdown Sheet (Attachment D)
- Any addendums to the solicitation as issued through BidSync.

Exceptions and or additions to the State Standard Terms and Conditions are strongly discouraged.

Exceptions and additions to the Standard Terms and Conditions ***must*** be submitted with the proposal response. Exceptions, additions, service level agreements, etc. submitted after the date and time for receipt of proposals will not be considered. Website URLs, or information on website URLs must not be requested in the RFP document and must not be submitted with a proposal. URLs provided with a proposal may result in that proposal being rejected as non-responsive. URLs are also prohibited from any language included in the final contract document.

Required acceptance of a Contractor’s or Supplier’s special terms and conditions may result in your proposal being determined to be non-responsive.

The State retains the right to refuse to negotiate on exceptions should the exceptions be excessive, not in the best interest of the State, negotiations could result in excessive costs to the state, or could adversely impact existing time constraints.

In a multiple award, the State reserves the right to negotiate exceptions to terms and conditions based on the offeror with the least to the most exceptions taken. Contracts may become effective as negotiations are completed.

If negotiations are required, contractor must provide all documents in WORD format for redline editing. Contractor must provide the name, contact information, and access to the person(s) that will be directly involved in legal negotiations.

 CenturyLink Response: Accept and comply.

QUESTIONS

All questions ***MUST*** be submitted through BIDS SYNC (www.bidsync.com). Questions submitted through any other channel will not be answered. Only answers disseminated by the State through the BidSync system or through an authorized and properly issued addendum shall serve as the official and binding position of the State. Answers provided via BidSync will constitute an addendum to the solicitation

 CenturyLink Response: Accept and comply.

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PROTECTED INFORMATION

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63G-2-305, provides in part that:

the following records are protected if properly classified by a government entity:

- (1) *trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63G-2-309 (Business Confidentiality Claims);*
- (2) *commercial information or non-individual financial information obtained from a person if:*
 - (a) *disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;*
 - (b) *the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and*
 - (c) *the person submitting the information has provided the governmental entity with the information specified in Section 63G-2-309;*

* * * * *

- (6) *records the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;*

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror must:

1. Provide a written Claim of Business Confidentiality *at the time the information (proposal) is provided to the state*, and
2. Include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63G-2-309(1)).
3. Submit an electronic “redacted” (excluding protected information) copy of your proposal response. Copy must clearly be marked “Redacted Version.”

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. **Pricing and service elements may not be protected.** The claim of business confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

An entire proposal cannot be identified as “PROTECTED”, “CONFIDENTIAL” or “PROPRIETARY” and may be considered non-responsive if marked as such.

To ensure the information is protected, you must include all protected information in Section 4 of the proposal response. Any protected information incorporated in other sections of the proposal response may result in release of data at no fault of the State of Utah.

All materials submitted become the property of the state of Utah. Materials may be evaluated by anyone designated by the state as part of the proposal evaluation committee. Materials submitted may be returned only at the State's option.

 CenturyLink Response: Accept and comply.

NEWS RELEASES

Offerors must be given written permission by UDC before they proceed with news releases pertaining to this RFP of subsequent contract.

 CenturyLink Response: Accept and comply.

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DETAILED SCOPE OF WORK

This section describes the Services and Requirements being requested.

By responding to this RFP, respondents indicate agreement to perform all tasks as required in the outlined Services and Requirements

 CenturyLink Response: Accept and comply.

Successful offerors will be required to agree to the following terms as they will appear in the resulting contract as part of Attachment C – Scope of Work:

1. Technical and Security

- 1.1. The following are to be considered minimum specifications necessary to be considered for contract. Offerors are invited to describe and offer additional value-added system enhancements and functions not described or requested herein. All inmate communication system(s), equipment, etc. shall be new (or work as new), be fully functional and shall be state of the art technology. It is recognized that inmate system technology is constantly developing and expanding. The contractor will be required, throughout the contract period, to offer to UDC new (proven) technology that could enhance inmate communication systems/service. The contractor will be required to provide constant repair, upgrades/replacement of equipment and updates for the inmate system as software patches arise (all updates must be tested and proven before implemented).

 CenturyLink Response: Accept and comply.

CenturyLink understands that UDC’s Detailed Scope of Work requirements are considered minimum specifications necessary to be considered for a contract and certifies that we meet or exceed all minimum specifications as detailed in our following responses to each Scope of Work requirement.

Summary: Security and Operational Tools

Security Features

- ✓ Full call detail search, filtering, flagging, reporting
- ✓ Data Detective link & pattern analysis
- ✓ Voice print biometric PIN verification
- ✓ Inmate-to-Inmate Call Detection (“ICER”)
- ✓ Industry-leading reverse lookup
- ✓ Phonetic key word search (optional)
- ✓ Continuous voice biometrics (optional)



Operational Features

- ✓ The Communicator staff / inmate communication module = kiosk-like functionality
- ✓ Additional automated information services for family members

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System Upgrades and Enhancements

Upon availability of upgrades and/or enhancements to the Enforcer system UDC will be notified of the new release updates and provided documentation of the features and functionalities of the software release. The Enforcer is designed with the highest level of configurability possible. Processes are executed utilizing software whenever possible to ensure the system is highly flexible and adaptable to the varying needs of each individual facility. Based on this “soft” design and extensive networking capabilities, all of the features and functionality of the Enforcer can be accessed and maintained remotely. All upgrades will be provided at no cost. A detailed description of our Software Development Methodology is provided in response to Section 1.44

Inmate Communication Enhancements

CenturyLink’s detailed description and offer concerning technology available for inmate systems and methods to enhance communications with friends and family is provided in response to Section 3 - Inmate Communication Enhancements.

Maintenance and Service

CenturyLink’s detailed description for Maintenance and Service is provided in response to Section 4. Maintenance and Section 5. Service. As an introduction to these Sections, we would like emphasize that CenturyLink’s focus is on preventative maintenance so that we identify and resolve equipment, software, and network issues before they are customer impacting. Our Operations Team will perform hands-on preventative maintenance inspections on the Enforcer system calling platform and all inmate phones on a regularly scheduled basis.

- A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary, if the need for additional repairs is identified.
- Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs.
- The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality.
- All backboards, telephones and wiring are checked. The circuit interfaces are checked for errors to ensure that all connections are clean and secure.
- Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones.
- Ongoing remote and onsite assistance is available to all Enforcer users.

- 1.2. Except for designated locations, all inmate phones must be heavy-duty wall mounted phones with:
 - A. High impact, flame retardant, anti-vandal and anti-drill bodies (bodies must be constructed of materials that do not give off toxic gases when subjected to fire)

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- B. Cords, approximately 3 foot armored or longer if requested; currently, all telephone cords are thirty-two (32) inches in length; if contractor requests, UDC would consider changing to eighteen (18) inch cords, but reserves the right to use longer cords if circumstances warrant
- C. Handsets must be hearing aid compatible
- D. Telephones must be DTMF compatible
- E. Telephones must be FCC and UL approved with certification number
- F. Inmate communications equipment and installations in all areas must meet Americans with Disabilities Act (ADA) requirements, e.g., be compatible with TDD devices, etc.
- G. All inmate telephones as well as all payphones located at Community Correctional Centers, the Salt Lake Transition Facility, the Fortitude Treatment Center, the Fred House Training Academy and Adult Probation & Parole sites, require volume control.

 CenturyLink Response: Accept and comply.

CenturyLink provided inmate telephones as well as payphones will all have built-in user controlled sound volume capability.

CenturyLink proposes the Wintel ITC7090SS Coinless Inmate Phone with volume control, which is the overwhelming choice for inmate facilities throughout the industry. This hardened inmate phone meets and exceeds the listed requirements above.

The Wintel ITC7090SS Coinless Inmate Phone with volume control has been constructed to be tamperproof and is constructed of 14-gauge stainless steel and designed for indoor or outdoor inmate use. Features and benefits of the Wintel ITC7090SS are listed below:

- Magnetic hook switch
- Built-in user controlled volume “LOUD” button on all inmate telephones
- Meets all ADA requirements for user controlled amplification
- Rugged vandal resistant housing especially designed for inmate use
- Sealed handset suitable for heavy use and abuse areas
- Security screws to minimize tampering
- Confidencer technology filters out background noise at the user’s location
- Armored handset cord equipped with a steel lanyard (1000 lb. pull strength) and secured with vandal resistant retainers
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)

If UDC prefers a different color, size, design, etc., other Wintel models are available. Wintel manufactures the highest quality inmate telephones, handsets, visitation kits, visitation phones, private speakerphones, cord free phones, and associated replacement parts for all.



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Studies done in actual inmate facilities have shown that Wintel phones and handsets have a significantly lower replacement rate (by a factor of at least 4-times) than any competing brand. This is important because it means fewer out of service conditions and less disruption to operations from technician repairs.

- 1.3. Contractor is to provide approved telephones; mounting systems (including any required phone "booths"); system "switching and monitoring" equipment; system recording equipment and required ADA devices at no cost to the State. All major facilities must be supplied with a TDD device for use as needed.

Presently, Draper site has six TDD devices and Gunnison has three (rarely if ever used). Future Requirements: At most, one TDD device may be required per housing unit (Draper currently has 23 housing units; Gunnison currently has 8 housing units).

The successful contractor shall provide all communication needs for the inmate population including equipment needed to comply with ADA. A TDD device must be made available to any inmate with a hearing disability. Currently, the nine TDD devices that GTL owns and has provided are adequate for the current hearing impaired population. The successful contractor will be required to provide as many as one TDD device per housing unit if required.

CenturyLink Response: Accept and comply.

CenturyLink has many years of experience accommodating hearing impaired and other handicapped inmates and will comply with all applicable ADA requirements. TDD services for hearing-impaired inmates will be provided through the Enforcer.

The system provides the ability to place outgoing telephone calls utilizing an Ultratec Superprint 4425 TDD device integrated with the Enforcer, which means all call control features are maintained—including live monitoring of the text.

This technology eliminates the need for a staff member to initiate the call process. Also, it means that inmates will not gravitate to TDDs in order to try to defeat the Enforcer's security features. The inmate calling process is initiated when the inmate types the information into the TDD device that will dial out through the Enforcer to the Telecommunication Relay Center.

❖ UNIQUE FEATURE ❖

Built specially for Kansas DOC, the Enforcer has TDD transcription software built into the system. This ensures that security features for hearing-impaired calls are maintained, including PINs/PANs, live monitoring, and access to recordings.

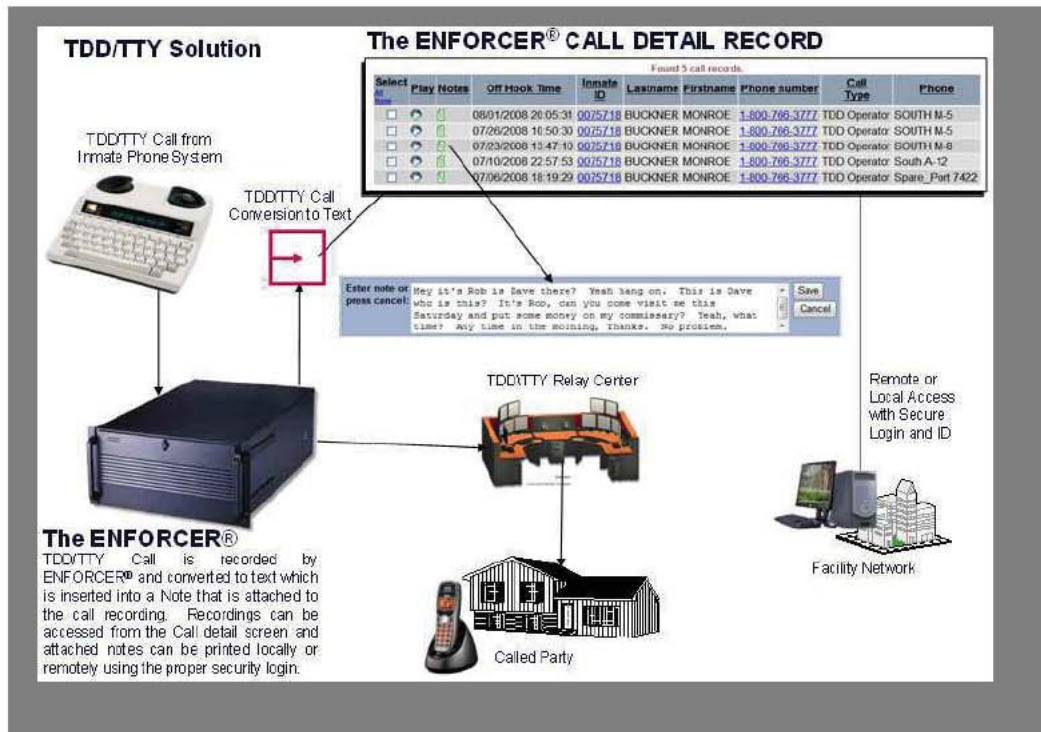
Call progress tells the inmate if the phone their calling is ringing or busy via an LCD display. Convenient arrow keys make it easy to review information saved in memory. The TTD Announcer lets hearing people know the inmate is on the line.

The user-programmable Relay Voice Announcer tells hearing callers to use a TDD or use a relay service, and gives the phone number for the inmate's relay service. Auto ID allows called parties acknowledge that the inmate caller is using a TTD.

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The Enforcer records and converts each TDD call to text. The text is then inserted into a Note and attached to the call recording. Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely.

The following graphic illustrates this process:



Ultratec Superprint 4425 TDD Features:

- Built-in 24-character printer
- Three selectable print sizes
- 32 K memory
- Memos you can name for easy recall and sending
- Keyboard and memory dialing
- Call progress (display shows whether line is ringing or busy in direct connect)
- Tone-and-pulse dial (including *, # and hook flash)
- Auto-answer (direct connect)
- Remote message retrieval
- Auto ID
- Time and date
- TTY voice announcer
- User-programmable relay voice announcer
- 20-character vacuum fluorescent display
- Rechargeable batteries
- Optional ASCII code



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- 1.4. Ownership and responsibility for all inmate telephones, payphones, system equipment and booths supplied by contractor will remain with contractor unless stipulated otherwise in the contract.

Note: Any telephones or supplies provided by the State for "special" inmate phone installations will remain the property and responsibility of the State unless specific arrangements to the contrary are negotiated with the contractor and documented.

CenturyLink Response: Accept and comply.

- 1.5. Contractor will provide (at no cost to the State) minimally one inmate telephone and one associated line in any/all housing areas (units) requested by UDC regardless of anticipated or actual revenue opportunity/earnings. Sharing of inmate telephone lines between two or more phones is permitted if sufficient lines are provided to minimally ensure a P.05 Grade of Service (GOS). If at any time, UDC deems it necessary that additional lines be installed to support the inmate communications and recording systems, then the contractor must comply, again at no cost to the State. Additional inmate telephones with appropriate support equipment (switches, monitoring and recording) may be added to high population areas by mutual agreement between UDC and the contractor.

CenturyLink Response: Accept and comply.

This is an area of particular strength for CenturyLink. As part of a Tier 1 network provider, CenturyLink “over-provisions” bandwidth to ensure the highest grade of service standards – P.05 GOS at a minimum. Local administrators will examine traffic and call termination reports to ensure the highest rates of call completion.

The Enforcer system is also built with multiple points of redundancy to continue to operate in the event a connection fails. For example, if the validation database server connection is disabled for any reason, the system can continue to complete debit, collect and prepaid collect calls using the on-board database cache until the connection is restored. Call detail record creation and storage, call recording storage and reporting capabilities are resident within the system and are not dependent on any outside or remote system to function.

In addition, administrators will listen to selected calls (only with UDC prior consent) to ensure calls are “toll quality”. Our Enforcer system architecture uses standard digital signaling protocol G.729 for standard voice connections. When combined with our bandwidth provisioning, we are able to ensure a minimum “Mean Opinion Score (MOS)”, of 4.0 or better (0 = pure noise, 5 = pure sound).

Regardless of these measures, we will work with UDC personnel to ensure call quality is to your satisfaction.

- 1.6. UDC requires that all inmate telephone lines be equipped with cut-off switches, voice monitoring and recording equipment in each housing unit control room/area. There must be a manual switch in each housing control room for each inmate phone installed in that housing area. Contractor will be required to supply, install and service appropriate equipment to provide these functions at designated locations (typically in control rooms) and upgrade/repair equipment as necessary. Operation of this equipment will be by authorized personnel only. The contractor will be required to provide a "standardized" audible monitor and “standardized” cut-off switch installation at all required locations (typically in control rooms).

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Each installation must include an individual cut-off switch for each inmate telephone line supervised by that location, as well as appropriate speakers, selector switches, etc. Due to the scope of work involved, a period of three (3) months from the official contract date will be allowed for any new contractor to complete the monitor system change-out in all areas. The contractor will be required to submit their monitoring design for UDC-DIO approval. While "standardized" equipment is desired, many of the installations could vary in configuration due to space restrictions and the differing types of construction. In addition to site shutdown switches, the contractor must have the capability to remotely shut down the inmate phones individually, in groups, or by "system". All monitoring "taps" must occur after the computer control system in order to allow computer blocking of any attempts to monitor and/or record official legal calls. In some facilities with UDC approval, "special" inmate phones may be installed, specifically for use in making legal calls without such inmate phones having any monitoring and/or recording capabilities. The incumbent contractor supplied all existing equipment associated with inmate communication service installed at UDC sites. The successful contractor must coordinate a systematic change-out of inmate communication system(s)/service while minimizing disruption of service. The incumbent contractor and successful contractor must fully cooperate during this transition. Central Utah Correctional Facility (CUCF) must be changed-out first (prior to the Draper Prison).

Describe your proposed workstation and/or remote monitoring station; include whether or not Internet access is part of your proposed monitoring system.

CenturyLink Response: Accept and comply.

CenturyLink will install all new "standardized" cut-off switches in the control rooms or other locations as desired by UDC, taking into account the inevitable uniqueness of certain locations that will be evaluated with a thorough walkthrough and consultation with UDC staff. To meet the requirement for audible monitors, CenturyLink will install dedicated workstations, a net book type device for UDC staff to monitor live calls in the "control rooms".

The workstations will also have the ability to cut-off live calls as well as shut-down single phones, groups of phones, or all (system-wide) phones from the workstation system interface in addition to the manual cutoff switches UDC is requesting. CenturyLink will deliver a system that meets the needs of UDC to monitor and control the inmate phones. The "system" will have the ability to be remotely shutdown from an authorized workstation.

CenturyLink will work with the incumbent contractor to coordinate a systematic change-out of inmate communications system(s)/services while minimizing disruption of service. CenturyLink and the incumbent contractor have experience, over the past couple of years, of transitioning services for other state department of corrections' prison facilities with minimal disruption of service and in cooperation with each other.

The local workstations that CenturyLink is offering will be connected locally to our premise based system. Remote UDC users not on the UDC network can connect to the system over the Internet when provided with the necessary security log on information. CenturyLink can offer UDC a direct connection from their network to our local system in Draper via a local physical firewalled connection or via the public Internet. The Internet connection between the UDC network and the Enforcer system can be configured and setup in various ways to meet UDC network security protocols.

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In our installation plan, we will ensure that CUCF is cutover first to the new Enforcer system. CenturyLink will install and make operational both systems and test prior to the actual cutover from the incumbent system to our Enforcer system. As mentioned earlier, the proposed workstations will be either a net book type device or small desktop computer depending on the available space where the workstation will be installed. The CenturyLink provided workstations at both UDC locations will connect directly to that locations "system". If desired by UDC, all workstations can access both systems by means of an account profile setting of the UDC user. UDC users approved to access the Enforcer system from a remote location, a location other than Draper or Gunnison can do so via a VPN connection or a SSL session depending on UDC network security network protocols.

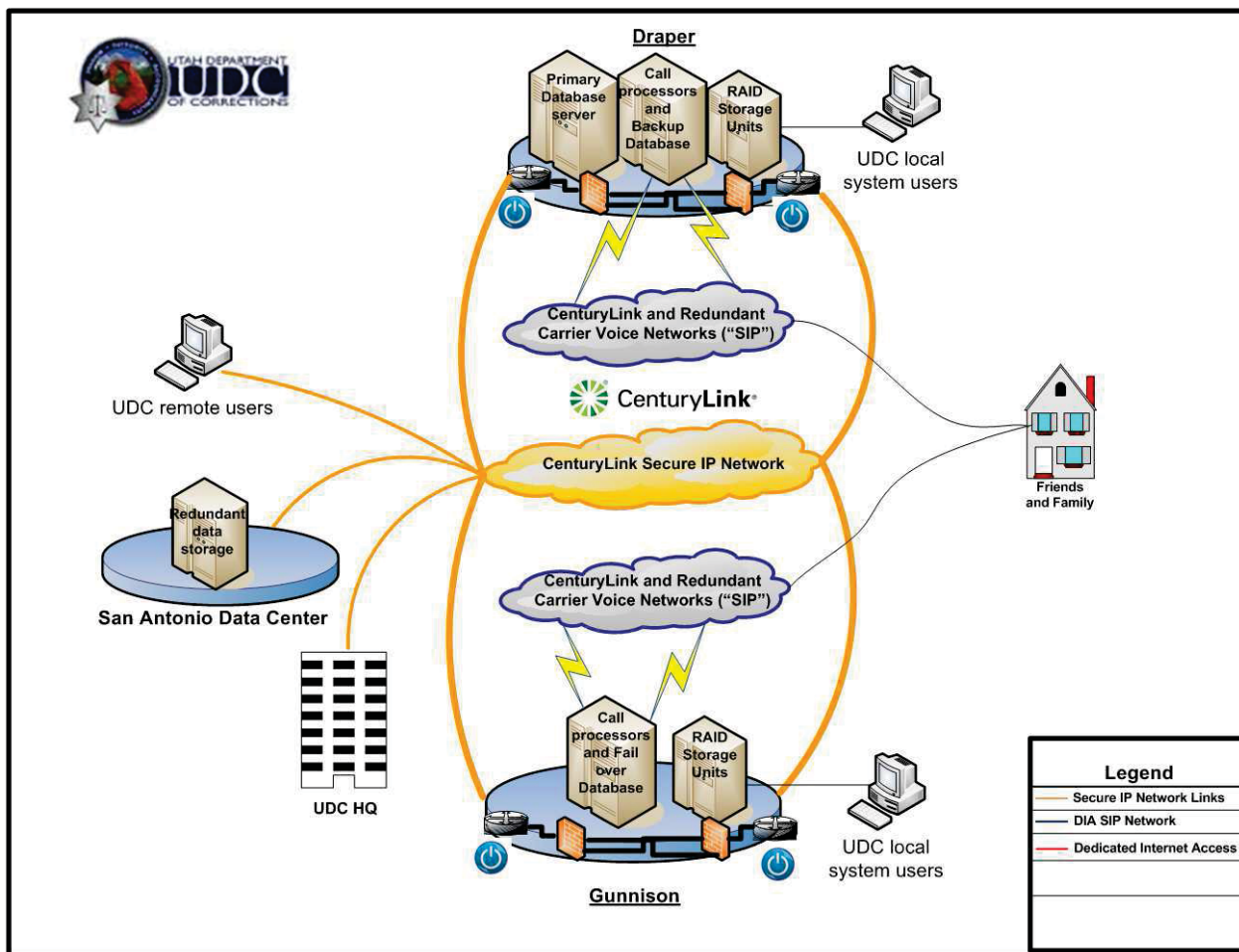
- 1.7. All inmate telephones must be able to function concurrently, at a P.05 GOS, and independently of any database or central processor in the event of database and/or central processor failure. In the case of any such failure, all phones should remain operational in a collect only calling mode, all calls (other than attorney calls) should continue to be recorded and call data should continue to be recorded. Describe your proposed inmate system's capabilities as regards this scenario (operational challenge).

CenturyLink Response: Accept and comply.

CenturyLink is proposing a premise based Enforcer system with local call control that enables all inmate telephones to function concurrently at P.05 GOS (see response to 1.5 above). In addition, the system will have internal redundancy across sites so that a database or processor failure at one site will not impact calling.

To achieve this, the Draper facility will contain our Main Database Server with a backup fail-over server on one of our local call processors so in the unlikely event the Main Database Server has a failure, the Fail-Over Server will handle call control until the Main Database Server is restored to normal service.

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The Draper Facility will contain a Recording and Storage server that will accommodate recordings and system data from Draper and Gunnison. At Gunnison, the system will contain its own call processors as well as a third Fail-Over Database server in the unlikely event of a major event at the Draper facility that impacts the network or the “physical” integrity of the “System”. Call recordings for Gunnison will be stored locally with a back-up copy at Draper.

Further, in the highly unlikely event of catastrophic failures at both Draper and Gunnison, UDC’s data will be additionally backed up to our San Antonio Data Center site. This ensures no data will be lost in any event.

- 1.8. In the event Central Office (CO) wire pairs are inadequate to service required inmate telephones, is there any reason why a T-1 system cannot be utilized to deliver your dial tone or other circuits to UDC prison facilities and/or to areas of UDC facilities? Provide an explanation with your response.

 CenturyLink Response: Accept and comply.

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There is no reason not to utilize a T-1 system. CenturyLink's Enforcer system is certainly capable of operating with single access lines – however, our typical configuration is for T-1 connectivity. The Serving Wire Centers at both UDC sites have T-1 capabilities as confirmed by our Network Engineering organization and it is our intent to use these higher level bandwidth services. We also have the option of augmenting to Ethernet speeds at Draper if needed throughout the term of the contract.

- 1.9. Provide an explanation of the telephones and major equipment you are offering. How long has this specific equipment been available and where has it been utilized in the past? Where and when was the beta testing completed? If any of your proposed equipment is new and lacking field-testing, briefly describe the development process and why you feel the equipment will be reliable for the intended purpose. Do you have patent rights for your proposed system's call processor and software? If so, then demonstrate by listing patent information.

 CenturyLink Response: Accept and comply.

The telephones and major equipment CenturyLink is proposing have been installed in other inmate telephone accounts for nearly 10 years. None of the proposed equipment or applications is "beta," and CenturyLink has a history of reliable service in our existing accounts.

The Enforcer system call processors are off the shelf and commercially available and require no patent rights for the hardware. As for the software that runs the Enforcer system, our subcontractor partner ICsolutions developed the earliest version of the Enforcer system in 2005 and has regularly updated and enhanced the Enforcer since that time.

This is the same Enforcer system that CenturyLink provides to other state DOCs, including the Alabama DOC, Kansas DOC, and Nevada DOC. Where licensing is required for certain calling system components, licensing agreements, all of which extend for periods well beyond the term of this contract, have been obtained. **CenturyLink is proposing the following major equipment:**

Inmate Phones

Wintel ITC7090SS Coinless Inmate Phone with volume control. The inmate telephones have been constructed to be tamperproof and are constructed of 14-gauge stainless steel and designed for indoor or outdoor inmate use. Features and benefits of the Wintel ITC7090SS are listed below:

- Magnetic hook switch
- Built-in volume user controlled volume "LOUD" button on all inmate telephones.
- Meets all ADA requirements for user controlled amplification.
- Rugged vandal resistant housing especially designed for inmate use.
- Sealed handset suitable for heavy use and abuse areas.
- Security screws to minimize tampering.
- Confidencer technology filters out background noise at the user's location.



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- Armored handset cord equipped with a steel lanyard (1000 lb. pull strength) and secured with vandal resistant retainers.
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)

Cutoff Switches

The KS-6100 Kill Switch Box is designed to provide Manual telephone cut-off capability where it is needed. The Kill Switch Box features standard 25 pair Amphenol type connectors for in-coming wiring from the system or punch down block, and for outgoing wiring to the telephones. Easy to install and connect. Velcro cable retainers are provided to prevent accidental cable disconnection. On/Off marking indicators are provided to assure proper switch position for the function you choose.

TMG, Inc.

KS-6100-12 Kill Switch Box

Body: High Security, 14 Gauge Steel

Size: 9 3/4"L x 7"D x 3"H

Paint: Scratch Resistant Black Powder Coat

Weight: 5 lbs. Each

Mounting: Rubber Feet for Desk Top use or Holes for Wall Mounting

Wiring: Standard 25 pair wire, 24 gauge

Connection: Male Amphenol Connector with Velcro cable retainer



Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Prison Hospitals
- Any place a temporary phone may be required

The KS-6100 will accommodate any standard Inmate Telephone, coin telephones as well as other types of telephones.

Also available with 6 Switch and 24 Switch

KS-6100-6-0 6 Switch Box with 0 Amphenol connectors **Size:** 5"L x 7 1/2"D x 3"H

KS-6100-6-1 6 Switch Box with 1 Amphenol connector

KS-6100-24-1 24 Switch Box with 1 Amphenol connector

Call Control Equipment

Database & Recording Storage server

SuperMicro 826TQ-R500LPB chassis. (see below specs)

Deployed into service in Nov 23, 2010. They have operated flawlessly in ICS HQ, Milwaukee, and IADOC.

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Enforcer Call Processor

SuperMicro 6017R-WRF chassis (see below specs)

This model was brought on line Dec 19 2013. The previous generation has been in service since Aug 25, 2011.

Database / storage server:

Mfg	Model	Description
SuperMicro	826TQ-R500LPB	2U chassis with redundant power
SuperMicro	X9SRI-F	Server motherboard with redundant networking and lights-out-management
Intel	E5-2620 V2	1 x 2.1GHz 6 core "Ivy Bridge" CPU
Varies	Varies	24GB (6 x 4GB) DDR3-1866 ECC (Error Checking and Correcting) RAM
Hitachi	HUC109030CSS600	300GB 10,000RPM SAS hard drives
Western Digital	WD1003FBYX	Enterprise grade 1TB SATA hard drives
LSI	9750-8i	SAS RAID card (Server grade storage controller)

Call processor:

Mfg	Model	Description
SuperMicro	6017R-WRF	1U Server with redundant power
SuperMicro	X9DRW-iF	Server motherboard with redundant networking and lights-out-management (included in 6017R0WRF)
Intel	E5-2620 V2	2 x 2.1GHz 6 core "Ivy Bridge" CPU
Intel	EXPI9402PTBLK	2 port Gigabit Ethernet network card (SIP traffic has dedicated network)
Varies	Varies	16GB (4 x 4GB) DDR3-1866 ECC (Error Checking and Correcting) RAM
Western Digital	WD1003FBYX	Enterprise grade 1TB SATA hard drives

- 1.10. The UDC Draper and Gunnison sites are subjected to intermittent power outages and/or "brown-outs". Offerors must provide system capabilities for prevention of power surges and equipment capabilities for prevention of power outages. The use of traditional "power strips" for surge protection is not acceptable for this requirement. Offerors must detail the time frame that the system can remain operable in the event of a commercial power loss and the method of ensuring operation in the event of a commercial power loss. Offerors must describe what will occur when commercial power to the proposed system is lost, what will occur in the event of the failure of any equipment installed to ensure the system remains operable in the event of a commercial power failure and what steps are taken to ensure the integrity of all system data in the event of either of these situations.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

The System is delivered with a 2.2/3.0KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and the Enforcer system will continue to operate for up to 2 hours in the absence of commercial power or during a “Brown-Out” condition. If 2 hours is insufficient additional battery stacks can be added to extend the amount of time the system can run on the UPS .



CenturyLink’s proposed Enforcer system solution also deploys line protection to further shield the system, phones and lines from lightning and power surges.

The Enforcer includes software which is in constant communication with each UPS unit deployed. The UPS Monitor (UPSMon) software checks the status, utility voltage, battery capacity, remaining run-time and UPS Load. The software runs automatically and initiates an alert via email (to the Technical Assistance Center) anytime there is a loss of utility power, for any duration.



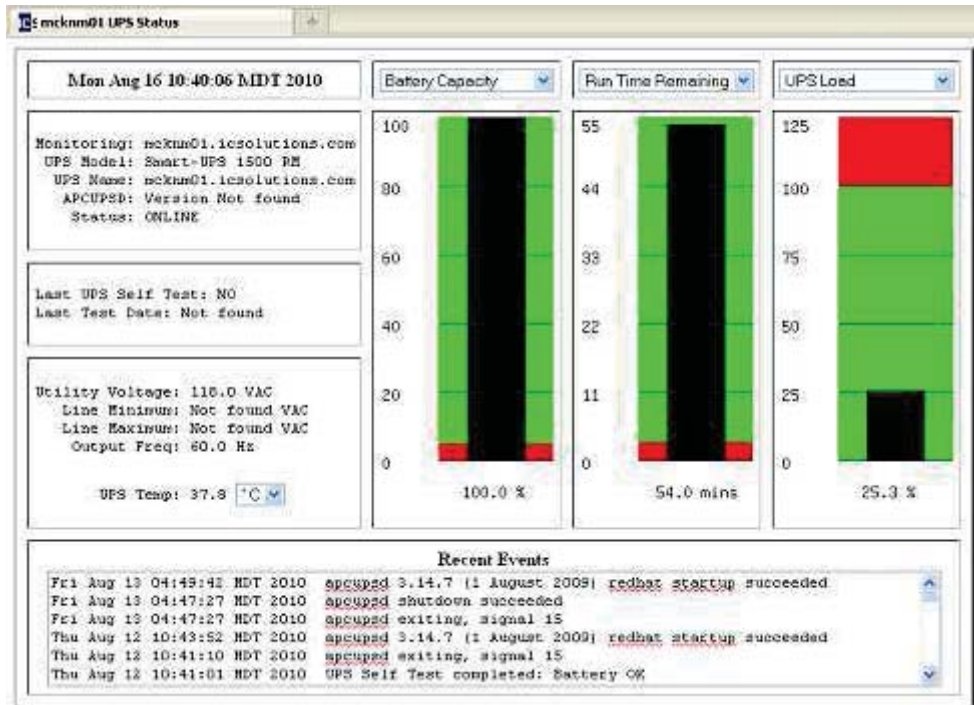
Most utility power interruptions are very short in duration and the alert is provided as information only. Any time the utility power is interrupted for a longer time period, the alert contains detailed information, including ‘up time’ remaining on the UPS. The UPS controlling software is also programmed to perform a graceful shut-down of the affected system one minute before the battery power is exhausted.

In addition to the automated analysis that is on-going, the Technical Assistance Center can view the status of all UPS units in service at any time on demand:

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0%	118.0 VAC	22.7%	24.2° C	36.0 min.	All data
admc004	Smart-UPS 2200 RM	ONLINE	100.0%	115.2 VAC	40.9%	17.1° C	23.0 min.	All data
anlcm91	Smart-UPS 2200 RM	ONLINE	100.0%	122.4 VAC	46.1%	36.0° C	19.0 min.	All data

In addition, detail for each site can be retrieved by selecting an individual system as shown below:

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- 1.11. The UDC Draper and Gunnison sites are subject to frequent lightning storms. Any exposed campus cable has, per NEC code, compliant lightning protectors in place. Do you require additional protection; if so, how do you propose to protect your telephones and equipment from sustaining lightning damage?

☀ CenturyLink Response: Accept and comply.

CenturyLink proposes to use industry standard guidelines to properly ground the system. This grounding will serve as primary and secondary protection. Primary protection is designed to protect people and structures; secondary protection is designed to protect system components from damage caused by direct or indirect lightning strikes.

1. **Bonding:** Bond or electrically connect together at a single point all of the grounds used for protectors and communications equipment. To include all electrical and telecommunications systems and lines in the equipment room where the Enforcer system will be located.
2. **Physical Connections:** Make sure to use the recommended ground wire size and UL Listed ground wire for connections. For ground wire over 60 feet in length, the next largest wire gauge will be installed.
3. **Check Ground System Impedance:** Test the existing ground system against earth ground to ensure no difference in potential between the two. If there is a difference, resolved the mismatch.
4. **Cable Shields:** The metal cable shield will be bonded to the protector/ground system to ensure proper grounding of electrical and telephony cables.

Section 5 – Detailed Response

CenturyLink will install the MCO25 ITWLinx Modular Surge Gate secondary protection on the station side (inmate telephone set) and install the MLLT1 on the T1 circuits that connect to our calling platform equipment.



PRODUCT SPECIFICATIONS:

UDC Approval	UL 497A (Secondary)
LED Indicators	N/A
Grounding Requirements	Uses Electrical AC ground
Recommended Ground Impedance.	< 0.5 Ohm
Width	4.25"
Height	5.87"
Depth	1.5"
Weight	0.8 lbs

SIGNAL LINE SURGE PROTECTION:

TELCO CIRCUIT PROTECTION

Signal Perfect Circuitry	Yes
Auto-Resetting PTCs.	160 mA (8–10 Ohms)
Clamping Level	260V (T-R, T-G, R-G)
Response Time	1–5 Nanoseconds
Capacitance.	< 50pF
Suppression Modes.	Metallic & Longitudinal
Wires Protected	50-wires (25-pairs, pins 1–50)
Termination Type	RJ-21X (Male In / Female Out)

Section 5 – Detailed Response



PRODUCT SPECIFICATIONS:

UDC Approval	UL 497A (Secondary)
LED Indicators	N/A
Grounding Requirements	Uses Electrical AC ground
Recommended Ground Impedance.	< 0.5 Ohm
Width	4.25"
Height	5.87"
Depth	1.5"
Weight	0.8 lbs

SIGNAL LINE SURGE PROTECTION:

TELCO CIRCUIT PROTECTION

Signal Perfect Circuitry	Yes
Auto-Resetting PTCs.	160 mA (8–10 Ohms)
Clamping Level	70V
Response Time	1–5 Nanoseconds
Capacitance.	< 50pF
Suppression Modes.	Metallic & Longitudinal
Wires Protected5-wires, 2-pairs per jack (pins 1,2 &4,5)
Termination Type	RJ-48C or RJ-48S)

- 1.12. Contractor will install and test all inmate phone lines, telephones and communications system equipment at no cost to the State to ensure proper functioning and blockage intercept of incoming calls to inmate telephones. Incoming calls to inmate telephones will not be permitted.

 CenturyLink Response: Accept and comply.

As part of the CenturyLink implementation process, CenturyLink will install and test (see below) all inmate phone lines, telephones and communication equipment at no cost to the State to ensure proper functioning and blockage intercept of incoming calls. The on-premise IP Gateways are incapable of processing an inbound call – as a result no inmate telephone is capable of receiving an incoming call.

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ITS Installation Cutover Sheet	
System Specification	
System Size	_____
Number of T1 cards	_____ SITE _____
Number of analog cards	_____
Number of station cards	_____
Network Tests	
B1s tested to allow outgoing calls only?	_____
ITS provider has B1s loaded for validation?	_____
Modem line allows incoming and outgoing calls?	_____
Router line allows incoming and outgoing calls?	_____
T1s tested to allow outgoing calls only?	_____
Does T1 allow toll free dialing?	_____
WAN connection verified?	_____
Workstation has proper icons available as customer requested?	_____
Icons are all tested and properly work?	_____
Information backup source (CD or Tape) tested?	_____
Do recording from hard drive need to be transferred to alternative recording media?	_____
Do CDRs from hard drive need to be transferred to alternative recording media?	_____
Test Calls	
Live calls monitored? _____	On all Ports? _____
Recorded calls played back? _____	How many? _____
Incomplete calls checked to verify reason call was incomplete? _____	
Are calls going through validation? _____	
Are calls cashing after validation? _____ Y N	Cash time frame? _____
Connection fee verified? _____	
Local rates verified? _____	
IntraLATA rates verified? _____	
InterLATA rates verified? _____	
Interstate rates verified? _____	
PINs loaded and working? _____	Inmate received PIN numbers? _____
Calls without PIN not complete? _____	
Calls to ANIs not on PAN completed? _____	
Attorney numbers loaded into system as private (unless facility request otherwise)? _____	
Private (attorney or other as requested by customer) blocked from monitoring? _____	
Private (attorney or other as requested by customer) blocked from recording? _____	
Calls on global allow list completing? _____	
Long distance calls being completed? _____	
Local calls being completed? _____	
TTY to voice test calls completed? Voice to TTY test calls completed? Mute accepted programmed? _____	
If inmate states name one time is recording working properly? _____	
Proper system availability programmed? _____	
All inmate phones and jacks tested? _____	
All inmate phones and jacks identified by port? _____	
Cut off switches installed and properly working? _____	
Number of cut off switches? _____	
Any TTY units provided? _____	
Customer Training	
Verified end-users could log-in and using http://ksdoc.ctlenforcer.com _____	
Reviewed system with customer _____	

Section 5 – Detailed Response

- 1.13. Designated UDC site personnel will assign existing site telephone cable pairs, when available, from the site demarcation point to the telephone location. If pairs are not available, then the contractor will be responsible to install any/all cable pairs when such (required) pairs are not available. Once installed, such cable pairs become the property of the State.

 CenturyLink Response: Accept and comply.

- 1.14. Department of Technology Services (DTS) and designated UDC site electronics personnel will coordinate the installation of any additional and/or specialized system cabling with the contractor. The contractor may opt to use multiplexing equipment for copper or Multi Mode Fiber cable to provide adequate service to inmate phones. The contractor will be required to provide and install any/all additional and/or special equipment to the State's satisfaction, at no cost to the State. Any such cable, once installed, will become the property of the State. Actual electronics, e.g., multiplexing equipment, will remain the property of the contractor.

 CenturyLink Response: Accept and comply.

- 1.15. Contractor will provide UDC site electronics personnel with the actual telephone numbers of all inmate telephones by location.

 CenturyLink Response: Accept and comply.

- 1.16. Contractor will number all inmate telephones. This number may be the actual telephone number or any other number that will identify the specific telephone and its location for problem reporting, etc. The number should be easily seen but not easily removed (by inmates).

 CenturyLink Response: Accept and comply.

- 1.17. All wire runs must be inside of walls where possible. If wire has to be run on wall surfaces or baseboards, then it must be enclosed within metallic conduit. Rigid pipe may be required for security reasons. New installations will be reviewed on an individual case basis.

 CenturyLink Response: Accept and comply.

- 1.18. If, as a result of this RFP, there is a change of contractor, then the new contractor will be required to obtain approval from DTS/UDC electronics personnel to use the existing house wiring and/or to install their own wiring. If existing cable plant pairs are not available, then the contractor must install required additional cable at no cost to the State. All cross-connect cable used for inmate phone applications must be White-Blue, Blue-White in color. All termination hardware used for inmate phone systems must be labeled as "inmate phones". Any/all cabling, once installed, will become the property of the State. UDC owns all cabling; new contractor may use cable that is in-place. If contractor needs additional wiring for their equipment, they will have to furnish it at their cost.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

- 1.19. UDC site facilities range from more than 50 years old to relatively new. Site telephone cabling systems are primarily 24 awg twisted pair copper cabling. Proposed communications system(s) should be able to function on the existing twisted pair copper cabling. If your proposed system(s) require additional or specialized cabling, then you must stipulate what that cabling is in your proposal and be prepared to supply and install such cabling at your expense. DTS/UDC cannot guarantee that existing conduit and/or raceway space will be available for new cabling. Site requirements will need to be evaluated on a case-by-case basis. To date (generally speaking), insufficient conduit and/or cable pairs have not been a problem. Future growth could cause a problem that may necessitate the installation of additional conduit and/or cable pairs by the contractor. Offeror shall acknowledge their agreement with these requirements.

 CenturyLink Response: Accept and comply.

CenturyLink's proposed Enforcer system is able to accommodate almost any type of house wiring, including 24 awg twisted pair. In addition, based on the site surveys we do not anticipate any issues that would require installation of new conduit or cable. If additional capacity is needed in the future, CenturyLink will install at no cost to the State.

- 1.20. The "tapping" of inmate telephone lines for recording purposes (or monitoring) must not be detectable by the line users and it must not reduce line volume to a level where hearing problems could result for line users.

 CenturyLink Response: Accept and comply.

The Enforcer system offers fully integrated digital recording and monitoring capability with the option to record every call or to track only those phone numbers selected for recording. This function is not detectable by the line users and does not impact the quality of the phone connection.

Critical Call Monitoring Functions include:

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

Section 5 – Detailed Response

CenturyLink **INMATE PHONE SYSTEM** DOC
User: demo v3.0.44.1.6
Copyright 2009-2011

Inmate | Global Numbers | Accounts | Monitor Phones | Call Info | Reports | Site Admin | Tools | Logout

Inmate ID:

Status: Allow MEDICAL Location: BARTLETT JOHN MICHAEL

PIN: 000160004578 High Profile:
 ID: 00016000 Password: 4578
 Edit Pin / Password

Recorded Name:

Class: Normal

Rate Group: Default Tracking Group: No

Restrict: 0 Calls Every 0 Day

VV Status: Enrolled

ALERTS

Email Address(es):
 Pager Number(s):
 Monitor Number(s): 2105818102.4088381157
 Payment Email(s):
 General CVV Failures Only

Max PANs Allowed: Default: 20 PANs enabled Disabled Last Reset:
 Free Calls: Allowed 0 Remaining: Voice Id: Enabled Status:
 Threshold: default: 0.03

Last Calls: Attempt:05/30/2011 08:07:52 Success:02/01/2008 15:24:37 Reject:08/24/2007 13:16:31 Fail:05/30/2011 08:07:52

Live Monitoring alerts can be sent to any device, and triggered whenever a watched inmate makes a call.

"Find Me / Follow Me" feature allows use of multiple contact numbers. If the first number is not answered, the next number is automatically dialed

Inmate Screen with Live Monitoring Alerts Set

Inmate | Global Numbers | Accounts | **Monitor Phones** | Call Info | Reports | Site Admin | Tools | Logout

Launching call monitor...

Display of Calls in Progress V1.034

Project: Cecil County 4 Talking Stns. 0 alerts

Status	Station	Number	Min	Cost	Inmate no.	Name
greet	FEMALE POPULATION	1-443-690-2651	3.3	0.00	100437	CROCKETT, BOBBI JO
rec	GYM	1-410-287-6847	11	0.85	100707	Ward, Matthew Clayton
greet	LOWER D RIGHT	1-443-493-0073	1.5	0.00	100767	bechtel, alexander charlie,
rec	UPPER A LEFT	1-410-920-5558	12	0.85	100505	Feazelle, Corey Ray

Call Player V1.006 csn:516177 100505 Feazelle, Cor...
 csn:516177 100505 Feazelle, Corey Ray 1-410-920-5558
 30 min
 buffer: 14.0 secs Call Time: 13:15 play point: 9:49

Call Player V1.006 csn:516179 100707 Ward, Matthe...
 csn:516179 100707 Ward, Matthew Clayton 1-410-287-6847
 30 min
 buffer: 6.8 secs Call Time: 12:21 play point: 12:14

Call Player V1.005 csn:516179 100707 Ward, Matthe...
 csn:516179 100707 Ward, Matthew Clayton 1-410-287-6847
 30 min
 buffer: 9.7 secs Call Time: 12:21 play point: 7:31

Multiple calls can be monitored simultaneously.

By using the call player any active call can be paused, advanced, reversed or terminated

Live Monitoring – Calls in Progress Screen

Section 5 – Detailed Response

- 1.21. Official UDC policies and procedures require that all inmate phone locations be "signed" with the notice that "All inmate calls may be monitored and/or recorded at any time". This statement of intent fulfills UDC' legal requirements associated with inmate monitoring and recording activities. The contractor must provide all signs. Signs should be securely mounted (tamper proof), metal, non-combustible of a size clearly readable from anywhere in the inmate phone area. A quantity "rule of thumb" follows: one sign for each phone-area, e.g., a typical dayroom may have two to three inmate phones. Therefore, one sign centrally located just over the phones would cover the signage requirement for a given dayroom's two to three phones. Based upon this logic, at the present time, approximately 84 signs would be required at the Draper site and approximately 16 signs would be required at the Gunnison site. Additionally, notification of inmate calls being monitored and/or recorded must be provided by a pre-recorded announcement at the beginning of each inmate phone call. A further positive acceptance is provided by requiring the called party to accept the call and acknowledge recording and/or monitoring by pressing some digit to accept the call.

 CenturyLink Response: Accept and comply.

CenturyLink will comply with UDC's request for signage. Upon award CenturyLink will work with representatives of UDC to provide signage that will meet the above requirements.

Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the call is accepted by the called party, the inmate hears the following: "Thank you for using CenturyLink. This call may be monitored or recorded. You may begin speaking now."

- 1.22. Recording/Monitoring System Requirements:
- A. Digital recording capacity for all existing inmate lines plus expansion as needed

 CenturyLink Response: Accept and comply.

CenturyLink will connect inmate phones to the Enforcer call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. **All recordings, unless otherwise directed by UDC, will be stored online for the life of the contract.**

- B. Capability to provide immediate, real time audible monitoring output from any selected line or channel. If this function is accomplished over the internet using UDC workstations, then the offeror must identify the amount of UDC LAN/WAN bandwidth each investigative or monitoring station will utilize. Any and all UDC based workstations that have internet access shall be capable of monitoring active telephone calls. UDC currently has three workstations that can access the stored (recorded) telephone conversations. The limitation of the three is based on decisions made by UDC. In the future, UDC may expand the number of workstations that are able to access stored (recorded) telephone conversations. The system shall be capable of unlimited simultaneous access to recording/monitoring systems.

 CenturyLink Response: Accept and comply.

CenturyLink's Enforcer system offers local and remote connectivity for monitoring and recording purposes.

Section 5 – Detailed Response

For UDC workstations that are local, such as the three current UDC workstations and other on-site workstations as defined by the Department, CenturyLink provides unlimited simultaneous access to call data, recording, monitoring and all other system functionality. As the number of local workstations/users accessing data grows, the on-site system design easily accommodates these users.

For remote users, as the number of workstations/users grows, CenturyLink's network capabilities enable us to ensure more than sufficient bandwidth is available to access the system database. The only limiting factor is the "access" bandwidth available to the user (e.g. from a remote user's home internet service). The bandwidth used to monitor an active or streaming call is 64 kbs. If a remote user downloads a large report, the bandwidth needed is variable depending on the transaction being conducted – again, in this case the user's access bandwidth would be the limiting factor. If there are any concerns about remote user bandwidth, bandwidth limitation rules can be set up on network devices for quality of service control.

Bottom line: No one is better able to ensure quality, scalable system access than CenturyLink.

The Enforcer system has been successfully used by many law enforcement and corrections officers and investigators to remote access from their computers into the Enforcer. The agents have the ability to conduct investigations through the use of reports, monitoring live calls or listening to recordings as if they were working from the administrative workstations on site.

CenturyLink also provides user level access based on the users need to block, unblock numbers, assign PIN numbers, post debit accounts, run reports, monitor live calls, and listen to archived calls that are stored on site for the life of the contract.

- C. All calls, except legal calls, must be recorded and stored on an on-site server. The system must provide an integrated capability to monitor, record, store and retrieve non-legal inmate phone conversations on a real time basis to enable UDC personnel to quickly and efficiently find specific calls placed by individual inmates by name, PIN number, number called, inmate phone used, etc. Recording of inmate phone calls start at an off hook condition. Recordings must be stored on-line for one year with the option to archive to CD, DVD and/or some other UDC approved medium. Archived recordings/data must be stored on-site at the Draper and Gunnison Prisons. The contractor may want to store the information at their site(s) in addition to prison on-site storage.

 CenturyLink Response: Accept and comply.

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

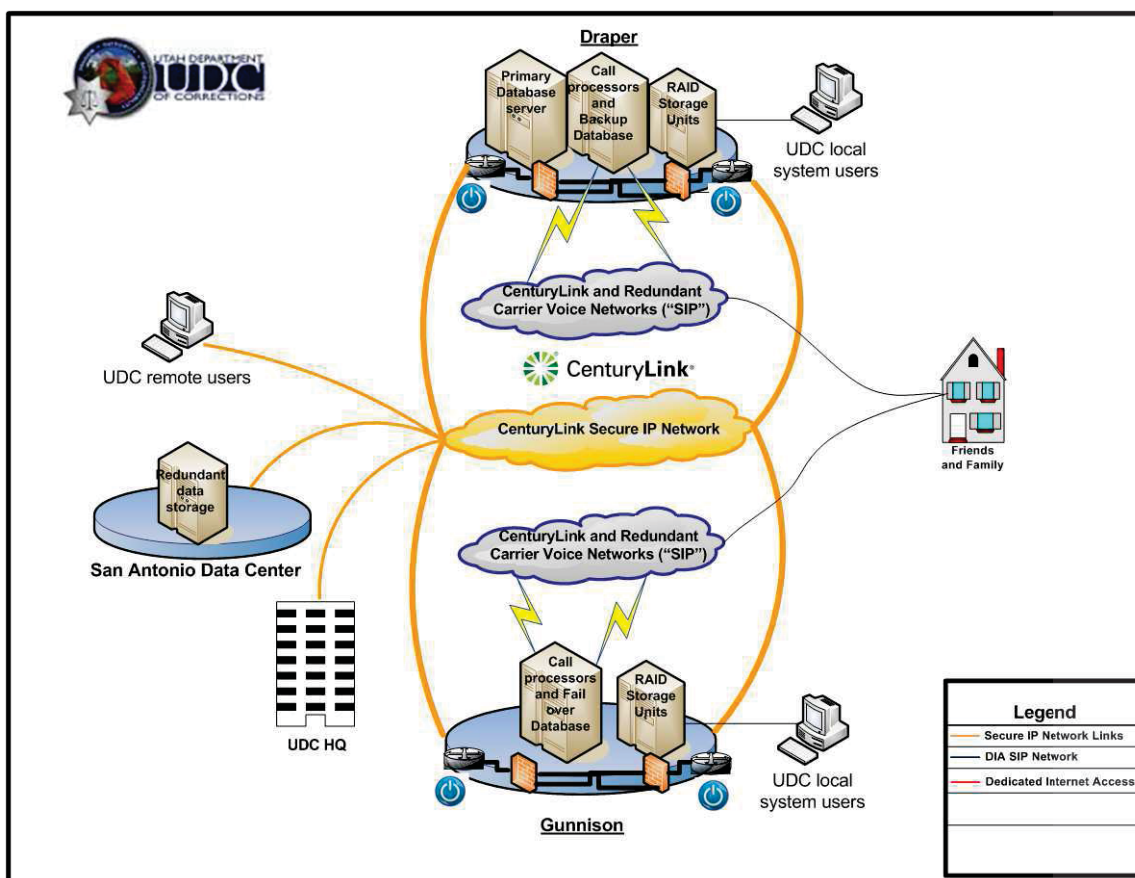
The proposed CenturyLink Enforcer system configuration for the facility will include a RAID (Redundant Array Independent Disks) server solution for long-term recording storage. This solution avoids the hassles of loading and unloading tapes or optical disks, as all recordings are stored online for the life of the contract. The proposed RAID server for long-term recording storage will be configured to contain all recordings for immediate, on-line retrieval with no change of storage media.

Section 5 – Detailed Response

In the event that either call processor loses its link to the RAID server, each call processor will independently store and “queue” recordings until the connection to the RAID server has been restored. Retrieval of recordings, regardless of age, will utilize the same, simplified graphical user interface (GUI) operation provided by the Enforcer system.

In addition, the Enforcer department system will have internal redundancy across sites so that a database or processor failure at one site will not impact calling.

To achieve this, the Draper facility will contain our Main Database Server with a backup fail-over server on one of our local call processors so in the unlikely event the Main Database Server has a failure, the Fail-Over Server will handle call control until the Main Database Server is restored to normal service.



The Draper Facility will contain a Recording and Storage server that will accommodate recordings and system data from Draper and Gunnison. At Gunnison, the system will contain its own call processors as well as a third Fail-Over Database server in the unlikely event of a major event at the Draper facility that impacts the network or the “physical” integrity of the “System”. Call recordings for Gunnison will be stored locally with a back-up copy at Draper. Further, in the highly unlikely event of catastrophic failures at both Draper and Gunnison, UDC’s data will be additionally backed up to our San Antonio Data Center site. This ensures no data will be lost in any event.

Section 5 – Detailed Response

- D. Recording “media” sufficient to maintain a twelve (12) month library of all inmate (non-legal) conversations at the Draper and Gunnison sites

☀ CenturyLink Response: Accept and comply.

The proposed RAID server storage solution for long-term (up to 5 years and any contract renewal years) recording storage will be configured to contain all recordings for immediate, on-line retrieval with no change of storage media. Retrieval of recordings, regardless of age, will utilize the same, simplified graphical user interface (GUI) operation provided by the Enforcer system. **All recordings will be redundantly stored with online access for the life of the contract.**

- E. High speed recording “downloading” function

☀ CenturyLink Response: Accept and comply.

After a staff member has performed a call detail query, the recording can be saved to a location on the work station, or burned to a CD or DVD by clicking the Burn/Save button, as shown below:



Call Detail Query Screen

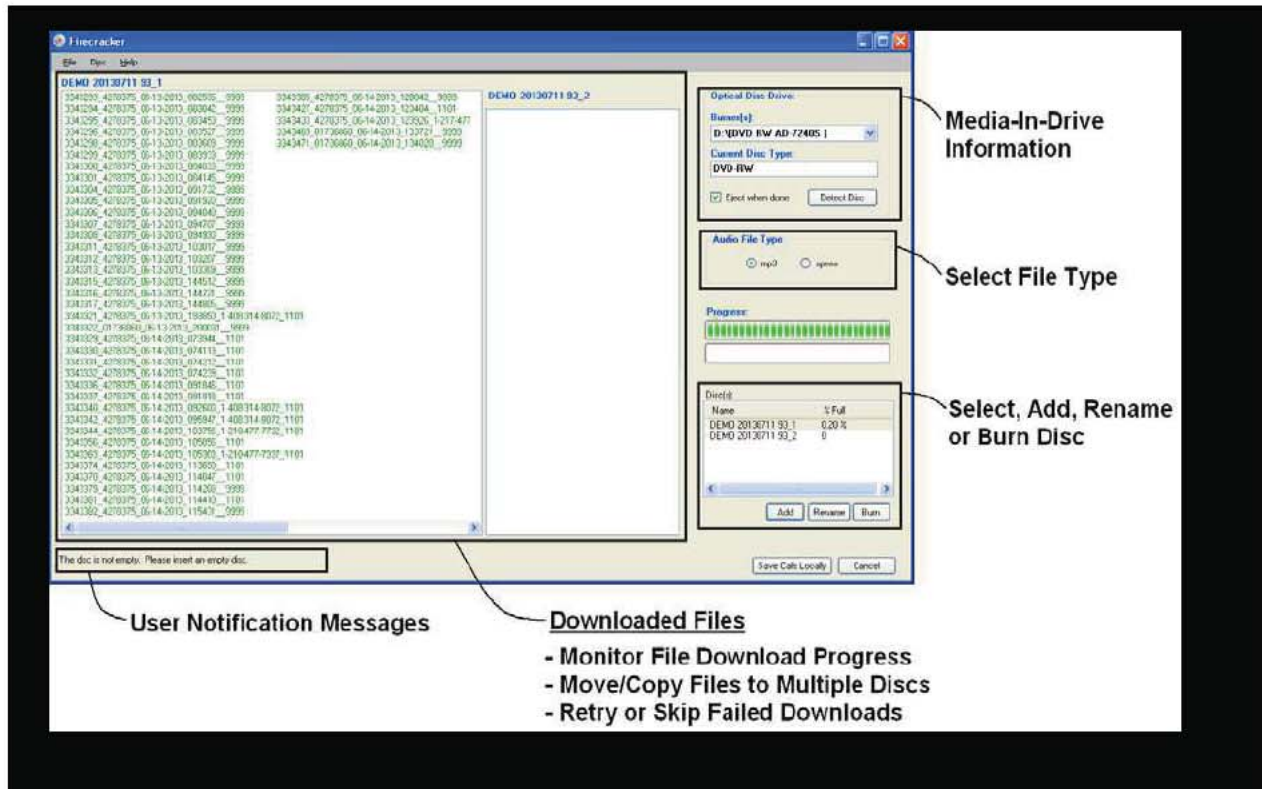
After clicking Burn/Save, the Enforcer system opens the Firecracker application window. The Firecracker application streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker lets you perform the following tasks through a multi-pane GUI user interface:

- Burn recordings to DVDs, which provide much larger storage capacity
- Download files in either mp3 or speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save speex or other formatted files to your local computer

Section 5 – Detailed Response

❖ INDUSTRY-LEADING CAPABILITY ❖

With high-speed access to locally stored files, the Enforcer's call downloading feature saves investigators hours of wasted time previously spent downloading calls. With the click of a button, calls are directly downloaded to external media in multiple different formats in a fraction of the time.



“Firecracker” Call Recording Copy Screen

- F. Monitoring and recording of TDD telephone calls with the exception of legal calls; UDC-DIO desires that TDD calls be converted to text

 CenturyLink Response: Accept and comply.

The CenturyLink Enforcer records and converts each TDD call to text. The text is then inserted into a Note and attached to the call recording. Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely.

Call control for hearing-impaired inmates will be provided through the CenturyLink Enforcer System. The System provides the ability to place outgoing telephone calls utilizing an Ultratec Superprint 4425 TDD device integrated with the Enforcer, which means all call control features are maintained—including live monitoring of the text.

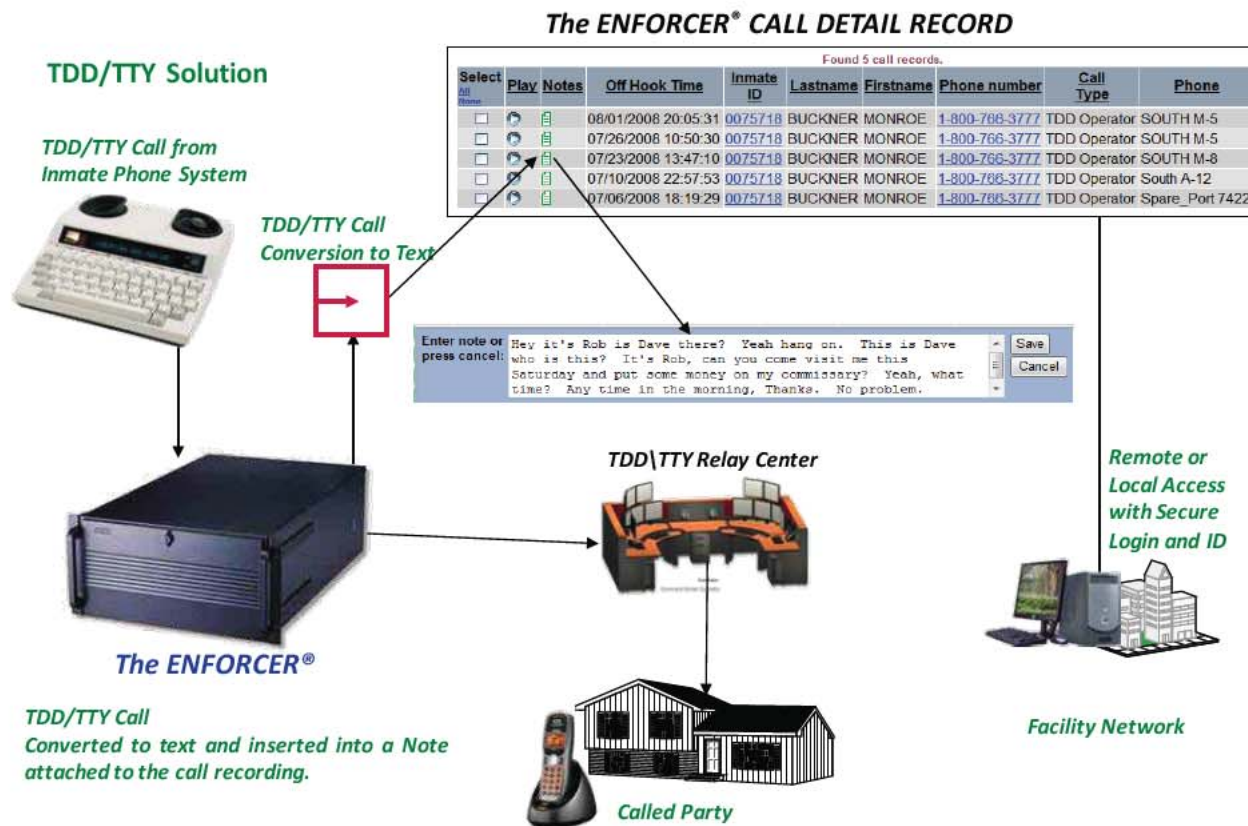
Section 5 – Detailed Response

❖ **UNIQUE FEATURE** ❖

Built specially for Kansas DOC, the Enforcer has TDD transcription software built into the system. This ensures that security features for hearing-impaired calls are maintained, including PINs/PANs, live monitoring, and access to recordings.

Recorded text can be simply accessed from the Call Detail Screen, and the attached Notes can be printed locally or remotely.

The technology that will be provided will eliminate the need for a staff member from having to initiate the call process. Also, it means that inmates will not gravitate to TDDs in order to try to defeat the Enforcer security features. The inmate calling process is initiated when the inmate types the information into the TDD device that will dial out through the Enforcer to the Telecommunication Relay Center.



Call progress tells the inmate if the phone their calling is ringing or busy via an LCD display. Convenient arrow keys make it easy to review information saved in memory. The TTD Announcer lets hearing people know the inmate is on the line.

The User-programmable Relay Voice Announcer tells hearing callers to use a TDD or use relay, and gives the phone number for the inmate's relay service. Auto ID notifies called parties that the inmate caller is using a TTD.

Section 5 – Detailed Response

- G. All records and data prepared pursuant to the contract will belong to UDC. The contractor shall maintain custody and control of such records and data while they are in the possession of the contractor. At the contract's conclusion, any/all such records/data in the possession, custody and/or control of the contractor must be transferred to UDC. At all times, the contractor shall keep confidential any/all records and data. Contractor employees shall be allowed access to these files only as needed for their duties related to the contract and in accordance with the rules established by UDC. The contractor shall honor all policies and procedures for safeguarding the confidentiality of such data. UDC staff authorized by the Director of Corrections shall have complete access to records and data, whether stored on-site or off-site.

 CenturyLink Response: Accept and comply.

- H. The State requires the following inmate system investigative functionality:
1. Multi-level password security protection

 CenturyLink Response: Accept and comply.

The Enforcer controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges established by administrators when they granted that user access.

These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. These privileges can also define access by site or multiple-sites.

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all UDC users, but **UDC staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user**, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

Section 5 – Detailed Response

Username: (type * for wildcard)
 jsmith Find/Now
 Active accounts only

Username: jsmith Email: jsmith@yano.com Save
 FirstName: John Phone: Reset
 LastName: Smith Organization: Yano Dept of Corrections Help

Password: Confirm: ●

Account Disabled

Roles: Sys Admin
 Site Admin
 Site User
 Invest.
 Booking
 Monitor
 Comm.
 PPC
 DISABLED
 Comm Admin
 Acct
 Rec Admin
 Class.

Sites: All Sites
 ICS Test

Account Settings—Assign/Revise User Function Privileges

Role / Access Definitions
 Edit Roles Cancel Changes Save Changes

Clicking the 'Edit Roles' button displays the Role Definitions table.

	Sys Admin	Site Admin	Site User	CDR Share	Internal Affairs	Security Specialist	CCPS Site Tech	CCPS Agent	CCPS Billing	PAN Entry	NEW
accounting_reports_vis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
accounts_visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_write_sysa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acct_visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alerts_visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
attreg_edit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
attreg_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_collect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_prepaid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_records_hide_cdr	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_records_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_complaint	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_monitor_alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_switch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr_burn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr_limited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdr_listen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

All roles defined in the Role Definitions table will create a column in the Role / Access Definitions matrix.

Role Definitions

Role Id	Name	Description	Order	Deleted
0	Sys Admin	System Administrator	0	<input type="checkbox"/>
1	Site Admin	Site Administrator	0	<input type="checkbox"/>
2	Site User	Site User	0	<input type="checkbox"/>
3	Invest	Investigator	0	<input checked="" type="checkbox"/>
4	Booking	Booking	0	<input checked="" type="checkbox"/>
5	Monitor	Monitor	0	<input checked="" type="checkbox"/>
6	Comm.	Commissary	0	<input checked="" type="checkbox"/>
7	PPC	Prepaid Collect	0	<input checked="" type="checkbox"/>
9	Comm Admin	Commissary Admin	0	<input checked="" type="checkbox"/>
10	Acct	Accounting	0	<input checked="" type="checkbox"/>
11	Rec Admin	Recording Admin	0	<input checked="" type="checkbox"/>
12	Class	Classification	0	<input checked="" type="checkbox"/>
13	Embarg Agent	Embarg Agent	0	<input checked="" type="checkbox"/>
14	Phone Admin	Phone Admin	0	<input checked="" type="checkbox"/>
15	CDR Share	CDR Share	0	<input type="checkbox"/>
16	Internal Affairs	Internal Affairs	0	<input type="checkbox"/>
17	Security Specialist	Security Specialist	0	<input type="checkbox"/>
18	CCPS Site Tech	CCPS Site Tech	0	<input type="checkbox"/>
19	CCPS Agent	CCPS Agent	0	<input type="checkbox"/>
20	CCPS Billing	CCPS Billing	0	<input type="checkbox"/>
21	PAN Entry	PAN Entry	0	<input type="checkbox"/>
22	NEW		0	<input type="checkbox"/>

Adding a new role in the Role Definitions table will create a new column in the Role / Access matrix.

Role Settings – Customize Role/Function Privileges

Section 5 – Detailed Response

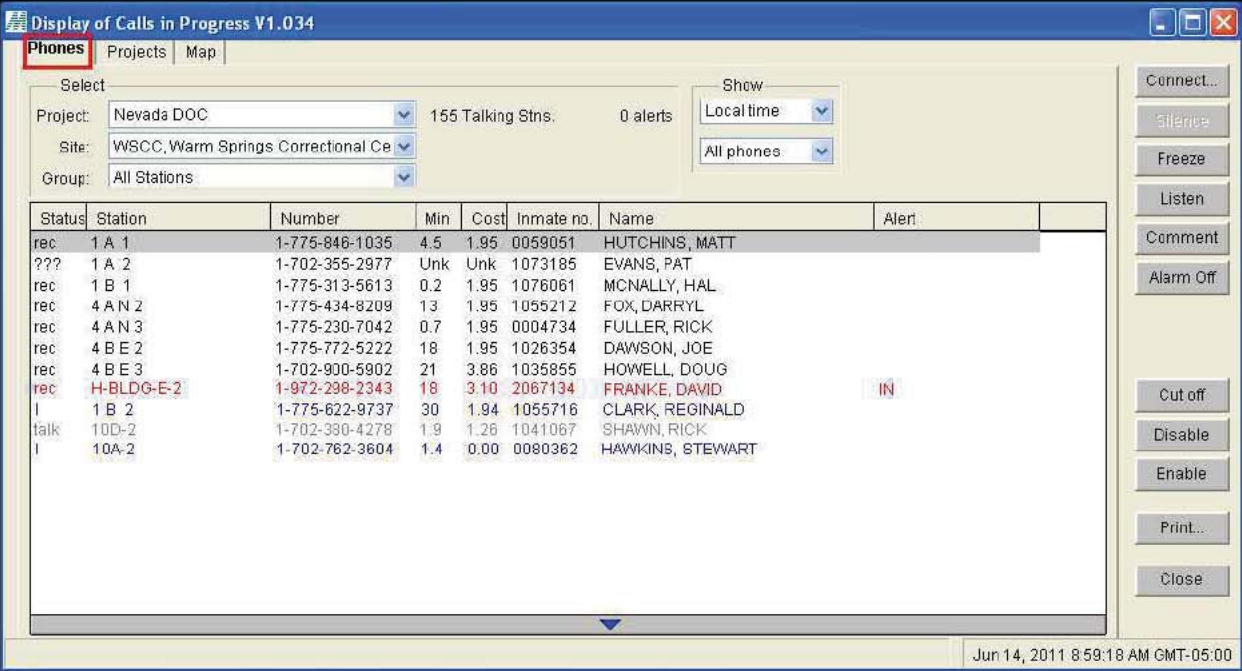
2. Call monitoring and call recording

CenturyLink Response: Accept and comply.

Call monitoring is fully integrated with System and is accessible through the Monitor Phones tab, which then displays the “Display of Calls in Progress” screen. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the “Connect” button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**. Users cannot monitor calls flagged as “do not record”.

Authorized personnel can monitor any live call in progress with a high level of audio quality **from any location, whether remote or on-site**.

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



Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
rec	1 A 1	1-775-846-1035	4.5	1.95	0059051	HUTCHINS, MATT	
???	1 A 2	1-702-355-2977	Unk	Unk	1073185	EVANS, PAT	
rec	1 B 1	1-775-313-5613	0.2	1.95	1076061	MCNALLY, HAL	
rec	4 A N 2	1-775-434-8209	1.3	1.95	1055212	FOX, DARRYL	
rec	4 A N 3	1-775-230-7042	0.7	1.95	0004734	FULLER, RICK	
rec	4 B E 2	1-775-772-5222	18	1.95	1026354	DAWSON, JOE	
rec	4 B E 3	1-702-900-5902	21	3.86	1035855	HOWELL, DOUG	
rec	H-BLDG-E-2	1-972-298-2343	18	3.10	2067134	FRANKE, DAVID	IN
I	1 B 2	1-775-622-9737	30	1.94	1055716	CLARK, REGINALD	
talk	10D-2	1-702-390-4278	1.9	1.26	1041067	SHAWN, RICK	
I	10A-2	1-702-762-3604	1.4	0.00	0080362	HAWKINS, STEWART	

Display of Calls in Progress Screen

The Monitor Phones function group lets you perform several actions on live (in-progress) calls, recent calls, and the phone stations from which the calls are made. These include:

- Customizing or limiting the calls/stations you are viewing
- Monitoring a call in progress

Section 5 – Detailed Response

- Performing security-related tasks, such as cutting off a call in progress or disabling a phone station
- Taking a “snapshot” of the displayed information
- Accessing more detailed information about a selected call
- Adding comments for a call

Each line is color-coded and displays information about the call. The color codes indicate:

- Black – Call in progress
- Gray – Call in progress, but not being recorded (attorney call, for instance)
- Blue – Phone station is currently inactive (most recent call displayed)
- Light Blue – Phone station is currently inactive, and most recent call was not recorded
- Red – Alert triggered (call in progress or most recent call triggered alert)

Staff can filter the type of call being displayed to narrow the range of calls displayed:

- All Phones – Every phone in the facility, in use or not in use
- Call only - Displays calls in progress
- Alerts only – Call in progress, or most recent call made that has triggered an alert
- All Active – All phones off-hook (calls in progress, or a phone handset off the hook, but no call placed)
- Visitation – Calls in progress or most recent calls made on visitation phones

Double-clicking on any call in the list will display additional call details, as shown below:

The screenshot displays the 'Display of Calls in Progress V1.034' application. At the top, there are tabs for 'Phones', 'Projects', and 'Map'. Below these are dropdown menus for 'Project' (New Hampshire DOC), 'Site' (Berlin), and 'Group' (All Stations). A 'Show' dropdown is set to 'Local time' and 'All Active'. The main table lists calls with the following data:

Status	Station	Number	Min	Cost	Inmate no	Name	Alert
dial	B-TIER-1	Dialing			64271	MAGGI, JAMES	
creat	B-TIER-6	1-603-286-3056	1.3	0.00	71681	CRUZ, ROBERTO	
rec	C-TIER-4	1-603-957-9189	18	2.85	67032	CHARLES, PAUL	
rec	D-TIER-3	1-603-548-2111	7.5	1.20	80342	GUNN, JON	
rec	D-TIER-5	1-603-224-8912	29	4.20	85077	PATRICK, VINCENT	
dial	H-TIER-6	Dialing			74250	BARNA, RAYMOND	


The 'Call details' window shows the following information:

- Destination: PORTSMOUTH NH
- Start: Jun 18, 2011 8:31:29 AM GMT-05:00
- Duration: 18:24
- Time available: 41:35
- Cost: 2.85
- Balance: 23.30
- Station: 6307/C-TIER-4
- Dialed digits: 6039578189
- Answer type: SPCH
- Answer delay: 01:26
- Phone number: 16039578189
- Tariff Band: IntraLata IntraState
- Site: Berlin
- csn: 25886544
- Call Type: Debit
- Trunk: 6120

Display of Calls in Progress Screen

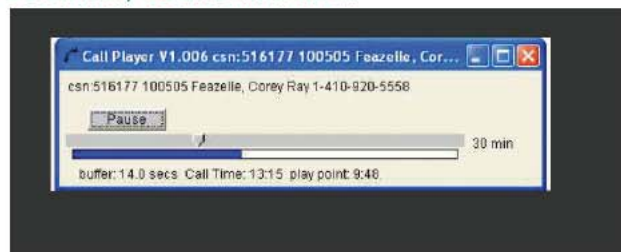
Section 5 – Detailed Response

Along the right side of the screens are several buttons that allow staff to perform various monitoring functions, including listening, disconnecting the call, or adding comments to the Call Detail Record for a particular call:

Action Button	Function
Connect...	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities.
Silence	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities.
Freeze	Click this button to freeze the list of displayed calls (displays point-in-time list and "freezes" the dynamic display of call activity).
Listen *	Click this button to monitor the call. After you click this button, your default Call Player opens on top of the Monitor Phones window. The inmate and called party <i>are not</i> notified and <i>are not</i> aware that you are monitoring the call.
Comment *	Click this button to add a comment (note) to the Call Detail Record for the call.
Alarm Off	Function is for ICS Technical Support only; not currently used by ENFORCER client facilities.
Cut off *	If fraudulent activity or threatening behavior is detected on the call, click this button to cut off (disconnect) the call.
Disable *	Click this button to temporarily disable the phone station. If a call is currently in progress when you click Disable, the inmate will be allowed to complete the call before the station is disabled. If you want to cut off the call <i>before</i> disabling the station, click Cut off <i>before</i> you click Disable. After you click Disable, the station will remain in a 'disabled' state until you select the station, and then click Enable.
Enable *	Click this button to re-enable the phone station.
Print..	Click this button to print the current list view from your browser. To prevent the display from changing, you should click the Freeze button prior to printing the screen. If you want to display a detailed record for a call, click the call information line, and then click the  icon to show the Call Details window.
Close	Click this button to close the Monitor Phones window.

Monitor Phones – Call/Station Action Button Descriptions

Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real-time. All audio is buffered so even if a call is five minutes in when a user begins monitoring the call, the user may scroll back to any point in the call and listen to the audio using the Call Player scroll bar, as shown below:



Call Player Scroll Bar

Section 5 – Detailed Response

Clicking on the “Map” tab will allow staff to view a geographical map of the continental United States that shows a line between every call in progress, and the last call made from every active station. Other map detail is also available, for example, by clicking on the end point of one of the lines, the call detail is presented, as shown below:

Display of Calls in Progress V1.034

Phones Projects **Map**

Connect...
Silence
Freeze
Listen
Comment
Alarm Off

Zoom out Clicking zooms Clicking shows call Clicking centers show call sources

Line colors: red for alert, pink for free calls, blue for debit, cyan for debit card green for ppc, Gray for completed calls, white for collect and other.

Jun 14, 2011 4:23:54 PM GMT-05:00

HU5D#5	1-831-621-6591	14	2.50	11028359	MIRIAM, CELIA
HU5D#5	1-831-690-7624	0.0	0.00	11011608	WERR, LEE
HU5D#6	1-861-619-2103	0.0	0.00	10043328	AVERY, NINA
HU5D#0	1-831-353-8666	0.0	0.00	11021805	SIERRA, ANN

Map Display of Calls in Progress

- Multiple investigative terminals, as needed/requested

CenturyLink Response: Accept and comply.

- The Draper and Gunnison sites must be connected to their respective inmate system via a commercially available, reliable, high-speed LAN so that UDC investigators at Draper can hear/review Gunnison inmate conversations and so that UDC investigators at Gunnison can hear/review Draper inmate conversations. The State's, specifically DTS', Wide Area Network (WAN) will not be available for networking the two sites.

CenturyLink Response: Accept and comply.

The Enforcer equipment installed at Draper and Gunnison will be connected via a high speed network allowing UDC investigators to access both sites with equal ease for purposes of monitoring, recording and report generation. The DTS WAN will not be utilized for this purpose.

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5. UDC investigative personnel must be able to manage inmate ID codes, debit accounts, generate call detail reports that have multiple search parameters to view and sort call records by phone number called, phone number calling, time of day, etc.

 CenturyLink Response: Accept and comply.

All these system functions can be performed by UDC investigative personnel or any approved user who presents the proper user ID and password during workstation login. The following is a list of key system functions:

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

Screenshots showing the administration of this information are shown below:

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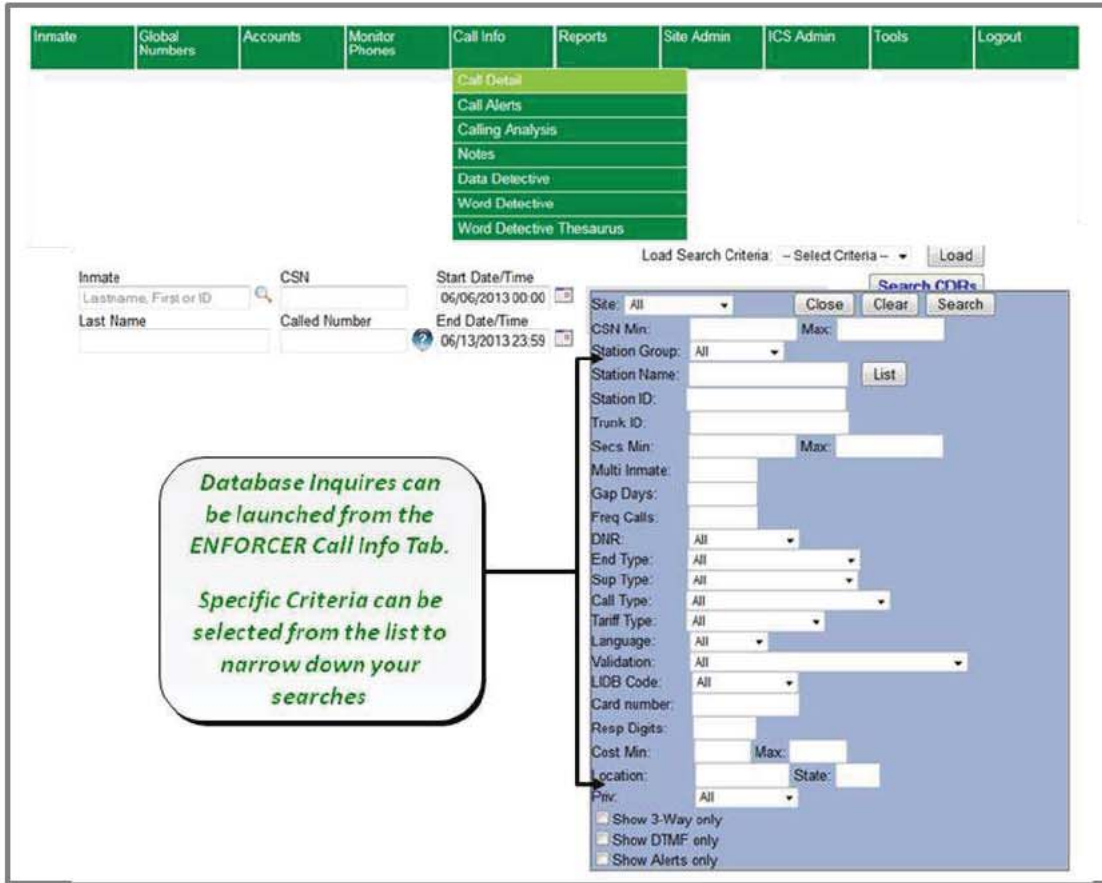
The screenshot shows the 'Inmate' tab interface with a navigation menu at the top including 'Inmate', 'Global Numbers', 'Accounts', 'Monitor Phones', 'Call Info', 'Reports', 'Site Admin', 'ICS Admin', 'Tools', and 'Logout'. The main content area displays details for inmate ID 121967. A red box highlights the 'Edit Pin / Passcode' and 'Pin Reset' buttons. Other visible fields include 'Status' (Allow), 'Location' (3-1-118), 'Last Name' (PINSEL), 'First Name' (JOSEPH), and 'Middle Name' (ANTHONY). The 'ALERTS' section contains fields for 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)'. At the bottom, there are 'Last Calls' and 'Balances' sections.

Inmate Tab – highlighting PIN reset function

The screenshot shows the 'Accounts' tab interface. The navigation menu includes 'Inmate', 'Global Numbers', 'Accounts', 'Monitor Phones', 'Call Info', 'Reports', 'Site Admin', 'ICS Admin', 'Tools', and 'Logout'. Under the 'Accounts' menu, 'Debit Acct', 'Prepaid Collect', and 'Collect' are listed. The main area shows 'Inmate ID' 1625 and 'Name' JASON LEE BEATY. A 'Create New Restricted Debit Acct...' button is present. Below it, the 'Billing ID' is 3369725. An 'Adjust Funds' section is highlighted, showing 'Debit account restricted to' Unrestricted, 'Balance' \$0.90, 'Amount' 0.00, and 'Type' Call/Center Debit Credit. A description field and an 'Adjust Funds' button are also visible. At the bottom, there is a 'Transactions for the last' dropdown set to 30 days.

Accounts Tab - Inmate Debit Account Management

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Call Detail Tab – Call Detail Search Criteria

- UDC investigative personnel must be able to manage call block lists on a real time basis and have access to look up or be notified when an inmate calls a blocked/unauthorized number.

 CenturyLink Response: Accept and comply.

Blocks can be applied individually, and manually or by batch upload using any standard file type and in real time basis.

UDC investigative personnel can add blocks of telephone numbers, or any other phone number using the following screen.

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Global Number Edit

Number: 1-202-787-8089 | Name: Michelle Campbell

Block

User	Date / Time	Inmate	CSN	Notes
cp	12/02/09 17:16:29		0	Blocked by ICSBlocks mt-agent411
cp	12/02/09 17:16:29		0	Blocked by ICSBlocks mt-agent411

Global Number Edit- Add blocked Number

Inmate-Specific Blocked Numbers

To block calls only from a specific inmate to a particular number, add the number to that inmate’s PAN (Personal Allowed Number List) and remove the check in the “Allow” column as shown below.

PANs (Personal Allowed Numbers)
Inmate ID: 179557

Phone Number	Date Updated	Updated By	Speed Dial	Name	Relationship	Allow	In use	Delete
1-478-760-8463	01/11/2300	CP				<input checked="" type="checkbox"/>	1	Delete
1-562-842-0940	195234					<input checked="" type="checkbox"/>	1	Delete
				HALL, JEAN D MBE		<input checked="" type="checkbox"/>		Delete
				2402 RUTH ST		<input checked="" type="checkbox"/>		Delete
				TUPELO, MS 38801-3130		<input checked="" type="checkbox"/>		Delete
				HALL, WILLIAM W MBE		<input checked="" type="checkbox"/>		Delete
				2402 RUTH ST		<input checked="" type="checkbox"/>		Delete
				TUPELO, MS 38801-3130		<input checked="" type="checkbox"/>		Delete

Remove the Check mark here to create an inmate-specific call block to this number

Edit PAN- Add Inmate-Specific Call Block

In addition, the Enforcer can be configured to control calling abuse. Specifically, the threshold can be set to only allow an inmate “X” number of call attempts to a called number in a specific timeframe where called number hangs up each time. Once the Enforcer detects a violation of this threshold, the inmate is locked out from calling this number for “N” minutes.

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Standard blocks are established for each system at the time of installation. Some of the blocking features are:

- Ability to block groups of numbers such as: 800, 888, 866, 911, 611,1411, 555-1212, 1010XXX, etc.
- Block individual numbers – unlimited quantity
- Blocks from your existing system can be imported during installation process
- Soft Block resulting from multiple refused calls
- Simple workstation block entry - REAL-TIME block activation
- Blocked number report

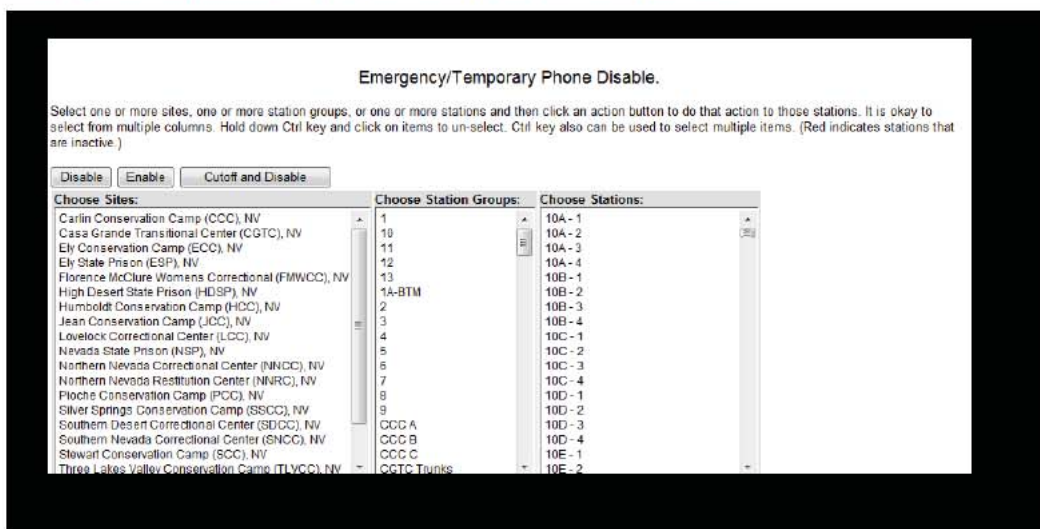
CenturyLink offers to establish and manage a simple file transfer process for regularly updating forbidden number lists.

CenturyLink will coordinate with UDC, if desired, to populate the blocked number table with facility personnel telephone numbers, and will coordinate with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment.

7. UDC investigative personnel must be able to disable individual inmate telephones and/or all inmate telephones on a real time basis.

 CenturyLink Response: Accept and comply.

A single station, multiple stations or individual calls may be quickly switched on/off through the workstation Call Status display. Using the “Phone Disable” function of the System, staff can easily and rapidly shut down a single phone, a single POD, or an entire facility. After selecting “Phone Disable’ on the drop-down menu, a second “Phone Disable Menu” will be displayed. It is important to note that all administrative changes made in the Enforcer occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.



Phone Disable Menu

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On the Phone Disable Menu, select the individual phone, a group of phones, or the site you wish to disconnect. Then select one of the three buttons at the top of the menu to perform the following function:

- Disable – Allows in-progress calls to complete. No new calls will be allowed from the selected phone(s)
- Enable – Allows calls to be made from the selected phones
- Cutoff and Disable – Immediately cuts off all calls in progress and disables the selected phone(s).

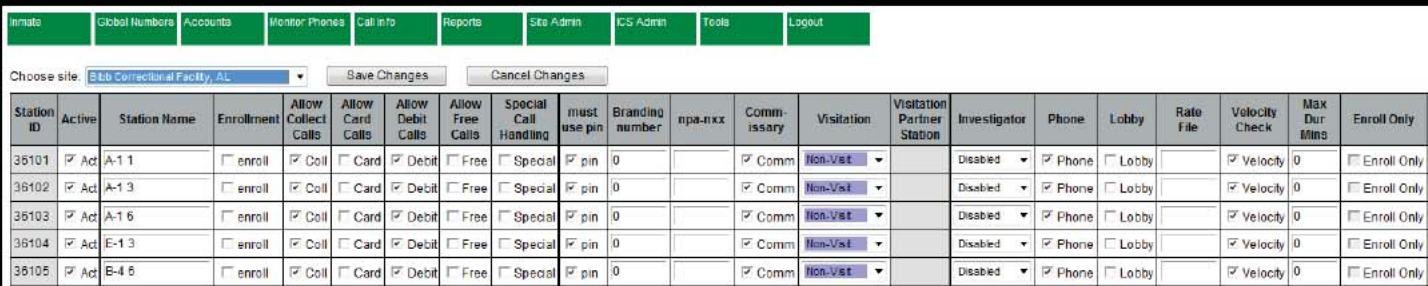
8. UDC investigative personnel must have the ability to enable “free” calls to specified numbers, e.g., Disability Law Center, Salt Lake Association of Legal Defender, Utah Federal Defender, TDD relay service provider and the “Prison Rape Elimination Act” (PREA) hot line, etc.

CenturyLink Response: Accept and comply.

The system accommodates free calls to specific numbers in several ways. This may include free local calls allowed from a designated phone in the booking area or free calls from any phone to designated telephone numbers identified by the facility. The free call function operates automatically with no facility personnel intervention required.

CenturyLink has worked extensively with neighboring Nevada DOC to set up several innovative PREA reporting and tracking programs; we welcome the opportunity to speak more with UDC about how these programs might augment the programs already in place.

On the following screen, administrators can select several parameters for individual phones, including the type of calls made (collect, debit, free, etc.), and the maximum call length allowed from each specific phone:



Station ID	Active	Station Name	Enrollment	Allow Collect Calls	Allow Card Calls	Allow Debit Calls	Allow Free Calls	Special Call Handling	must use pin	Branding number	npa-nxx	Comm-issary	Visitation	Visitation Partner Station	Investigator	Phone	Lobby	Rate File	Velocity Check	Max Dur: mins	Enroll Only
38101	<input checked="" type="checkbox"/>	A-1 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	Non-Vet		Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
38102	<input checked="" type="checkbox"/>	A-1 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	Non-Vet		Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
38103	<input checked="" type="checkbox"/>	A-1 6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	Non-Vet		Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
38104	<input checked="" type="checkbox"/>	E-1 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	Non-Vet		Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	0	<input type="checkbox"/>
38105	<input checked="" type="checkbox"/>	B-4 6	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0		<input checked="" type="checkbox"/>	Non-Vet		Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	0	<input type="checkbox"/>

Site Admin Screen

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- 1.23. Inmate system must be capable of automatically eliminating any monitoring and/or recording of specifically identified categories of calls such as calls placed to legal counsel. This function may be accomplished by the special routing of such calls or through system programming, etc. Meeting this requirement is the sole responsibility of the contractor. When an inmate submits a number request form indicating that a number is that of his attorney, then the contractor must verify that the number listed is in fact an attorney or legal counsel and subsequently protect calls placed to that number. The process the contractor uses to confirm a number requested qualifies for legal counsel status is up to the contractor to develop.

CenturyLink Response: Accept and comply.

CenturyLink already performs attorney validation for Wisconsin, Texas, and neighboring Nevada DOCs, and performs quarterly audits of attorney numbers to ensure the list is up-to-date, and not being used by inmates to make non-recorded calls to parties who should be subject to recording.

Step 1: Import from prior system

Through an existing transition services agreement with UDC's current provider, CenturyLink will receive and preload the system with a file of attorney numbers that have been pre-configured for "non-record" status. Calls made to these numbers will not be recorded.

Step 2: Ongoing attorney verification

When an inmate submits a number request form indicating that a number is that of his attorney, CenturyLink will verify that the number listed is in fact an attorney or legal counsel and subsequently protect calls placed to that number.

Our suggested "best practice" method of attorney registration and verification was developed in partnership with Nevada DOC. At NDOC, inmates request the registration of their attorney's phone number directly on the Enforcer system: :

- The inmate identifies an attorney by whom they want to be represented.
- The inmate makes a call through the Enforcer system, then selects option 5 ("register your attorney number") from the Call Main menu.
- By following the prompts, the inmate provides the phone number of an attorney. This action places the phone number on a pending Attorney Registration list.
- An authorized user can then click on the Attorney Registration quick link under the Global Numbers tab to locate the number, add notes during the evaluation process, and either approve or reject the inmate's request.

- 1.24. Contractor is required to provide (employ) and fund, minimally, one full-time (40 hours per week) system administrator/technician to be assigned to the Utah State Prison - Draper and, minimally, one full-time (40 hours per week) system administrator/technician to be assigned to the Central Utah Correctional Facility (CUCF) - Gunnison. The current two system administrators/technicians are employees of GTL. Additional personnel must be added if deemed necessary to accommodate increased workloads. The number of additional site administrators/technicians will be negotiated between UDC and the contractor. Site administrators/technicians must be available 7X24. They need not be physically present during non-business hours; however, they must be available at all times. The contractor must ensure "in state" coverage when site administrator(s) are unavailable, e.g., vacation, illness, emergency leave, etc. For

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example, a Draper site administrator/technician may “remotely” cover for the CUCF site administrator/technician and vice versa. The contractor must notify UDC anytime a site administrator/technician is not on-site and the contractor must arrange with UDC for coverage when an administrator/technician, for example, is going on vacation. UDC will work with the contractor to establish acceptable 7X24 coverage utilizing site system administrators/technicians, call-out plans, escalation plans, after-hours call center(s), etc. The State’s willingness to adopt a “reasonable” approach to 7X24 system administrator/technician “availability” alters, in no way, the State’s must requirement that the contractor provide a minimum of two full-time (40 hours per week) site system administrators/technicians. Administrators/technicians must be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate system including, but not limited to, the following: training, required line testing, equipment testing, phone repairs and/or replacement, database information collection, data screening, data input, custom report generation, inmate contacts, operation of the recording system, etc. System administrators/technicians must work closely with designated UDC personnel, at each site, to keep the inmate system running at maximum efficiency, meet the communications needs of the inmate population, assist in responding to (answering) grievances, and eliminate operational problems and security hazards as quickly as possible.

 CenturyLink Response: Accept and comply.

A total of two (2) full time System Administrators/Technicians and one (1) Salt Lake City-based Program Manager will be hired to provide onsite service, maintenance and repair of the new inmate calling platform. CenturyLink is willing to hire existing staff members – with UDC approval - to minimize the impact to UDC staff.

In addition to the dedicated resources listed above, CenturyLink has trained inmate communications specialists and technicians supporting our contracts with neighboring Nevada and Idaho DOCs; these personnel are in addition to hundreds of CenturyLink, Inc. traditional telecommunciations technicians deployed throughout Utah.. CenturyLink will ensure that all team members are fully qualified, appropriately trained and certified when necessary, to ensure knowledge levels in excess of the UDC’s expectations.

- 1.25. Contractor will designate a limited number of their personnel, including the site system administrators/technicians, to work at UDC sites. Contractor personnel must pass criminal identification and records checks before being issued UDC contractor identification cards which they will be required to have on their person to enter and work within UDC facilities. They must also agree to sign a standard UDC document which prohibits the forming of and/or carrying on of any personal relationships (fraternizing) between prison staff, contract staff, volunteers and/or inmate(s). Describe how you, as a contractor, will select your site administrators/technicians and other UDC-assigned personnel.

 CenturyLink Response: Accept and comply.

- 1.26. UDC reserves the right to shut down inmate telephones and to limit inmate access to inmate telephones in any/all areas if deemed necessary to manage the inmate population and/or to maintain security of UDC facilities.

 CenturyLink Response: Accept and comply.

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- 1.27. Inmate system must be capable of being shut down quickly and selectively in emergency situations by either or both the contractor and/or UDC. There must be a manual switch in each housing control room for each inmate phone installed in that housing area. Inmate system must be able to be shutdown globally, by facility, by housing unit and/or by individual phone. It must also be capable of restricting any/all PINs and/or voice recognition access. Describe what contractor steps would be taken to ensure integrity of all system data should any of the aforementioned situations take place, and describe how the inmate system would be recovered from an emergency shutdown.

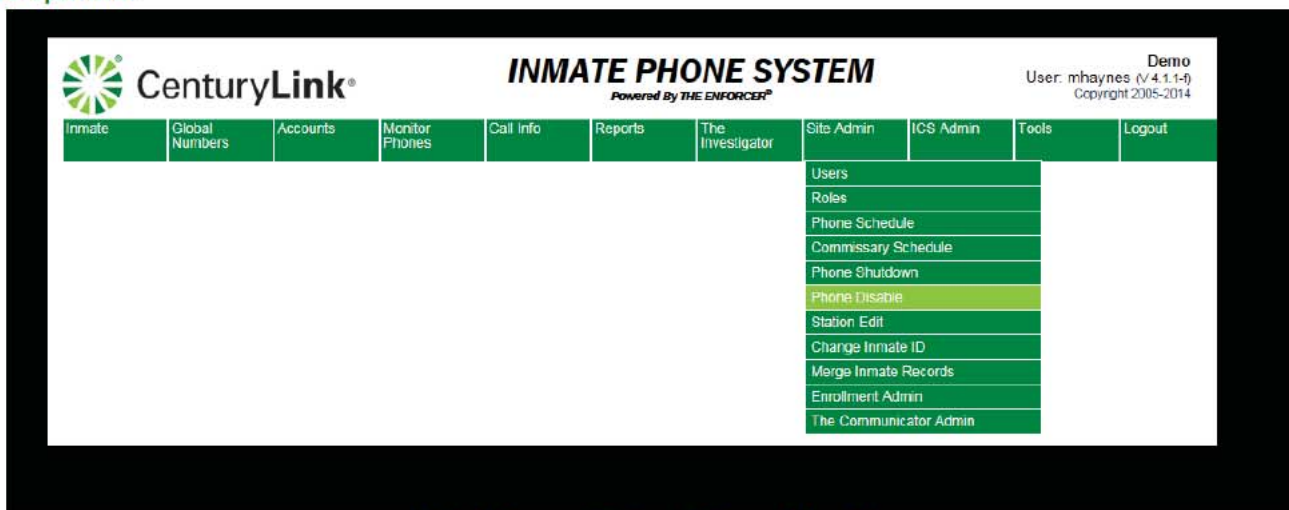
 CenturyLink Response: Accept and comply.

Enforcer system integrity and data are NOT impacted in any way when doing either a software or mechanical disable/shutdown or restriction/suspension of calling. Even though calling is disabled/shutdown using software or mechanical switches, the system is still active and functioning in the background as normal when these processes are implemented, even if it's for all phones at all facilities. When the emergency is over, it would simply be a matter of **reversing the process** (the process options are described in the remainder of this response) either with the software or mechanically to allow calls again.

The Enforcer is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system. A single station, multiple stations or individual calls may be quickly switched on/off through the workstation Call Status display.

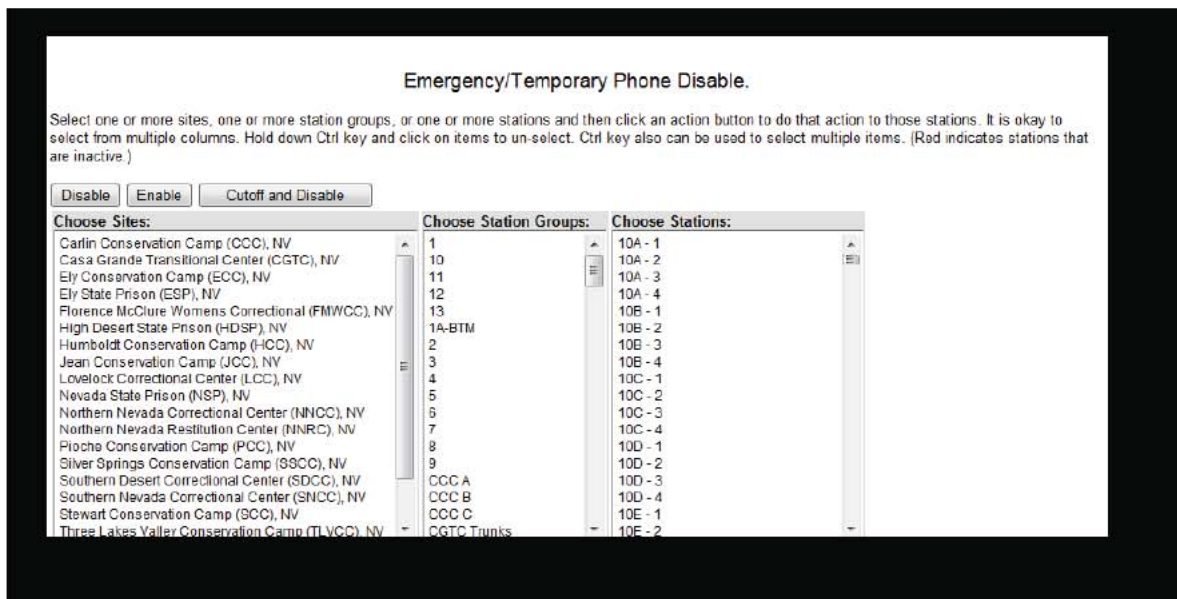
Using the "Phone Disable" function of the System, staff can easily and rapidly shut down a single phone, a single POD, or an entire facility. After selecting "Phone Disable" on the drop-down menu, a second "Phone Disable Menu" will be displayed.

It is important to note that all administrative changes made in the Enforcer system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.



Main Menu – Select Phone Disable

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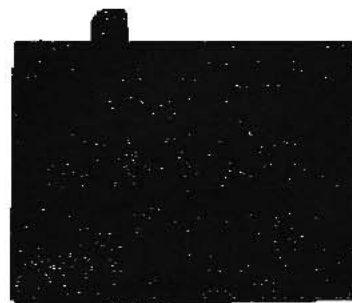


Phone Disable Menu

On the Phone Disable Menu, select the individual phone, a group of phones, or the site you wish to disconnect. Then select one of the three buttons at the top of the menu to perform the following function:

- **Disable** – Allows in-progress calls to complete. No new calls will be allowed from the selected phone(s)
- **Enable** – Allows calls to be made from the selected phones
- **Cutoff and Disable** – Immediately cuts off all calls in progress and disables the selected phone(s).

Mechanical cut-off switches can also be used as an alternative to phone shut down vs. using the system workstation. These manual overrides quickly turn the telephones on/off on demand at a “hardware level” without requiring action by the Enforcer software. The illustration to the right is an example of our typical cut-off switch, manufactured by Telcom Marketing Group (Kill Switch Box model KS-6100). The KS-6100 Kill Switch Box is designed to provide Manual telephone cut-off capability where it is needed. The Kill Switch Box features standard 25 pair Amphenol type connectors for in-coming wiring from the system or punch down block, and for outgoing wiring to the telephones. Easy to install and connect. Velcro cable retainers are provided to prevent accidental cable disconnection. On/Off marking indicators are provided to assure proper switch position for the function you choose.



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In an emergency situation you would most likely want to use the software or mechanical shut down/disable function described above; nevertheless, the Enforcer is fully capable of restricting any/all PINs and/or voice recognition access by means of the Enforcer Inmate Suspension function described below.

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the *Inmate Suspension* section highlighted by a red box, as shown in the following screen:

The screenshot displays the 'Inmate Profile' web interface. At the top, there is a search bar for 'Inmate Id.' with a 'Find/New' button. Below this are fields for 'Status' (set to 'Allow') and 'Location'. The main profile area includes fields for 'Last Name', 'First Name', and 'Middle Name'. A section titled 'ALERTS' contains checkboxes for 'Email Address(es)', 'Pager Number(s)', 'Monitor Number(s)', and 'Payment Email(s)'. There are also fields for 'Max PANs Allowed' (set to 20) and 'Free Calls: Allowed' (set to 0). The 'Voice Id' is set to 'Enabled' and 'Status' is 'Enrolled'. At the bottom, there is a section for 'Inmate Notes' with an 'Add Note' button. The 'Inmate Suspension' section at the very bottom is highlighted with a red box and shows 'No current suspension. Previous suspensions: 0' with a 'Suspensions...' button.

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

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Suspensions

Inmate ID: 3278378 ICS TEST

Start	End or Duration	
Date: Asep	End: <input type="text"/>	Create
<input type="radio"/> Duration:		
<input type="radio"/> Full (no calls) <input checked="" type="radio"/> Standard (Allow calls to Global Numbers with 'privileged' checked)		
Note/comment: <input style="width: 90%;" type="text"/>		

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

user	date created	start date/time	end date/time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	Disable	test

Suspension of Calling Privileges

There are two categories of Suspensions:

- **'Full'** means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers.
- **'Standard'** is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

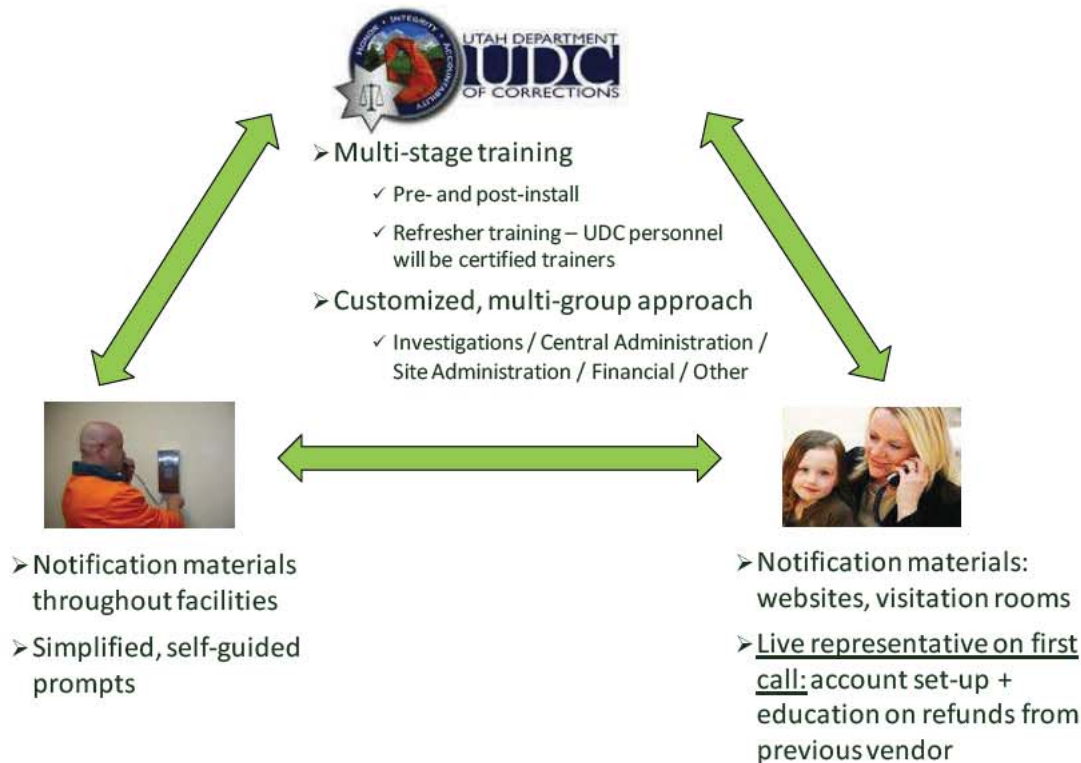
- 1.28. Contractor must provide appropriate training and familiarization to the inmate population and UDC site electronics personnel, etc. on the proper functioning/use of the inmate system. Such training would allow UDC personnel to readily identify "real" problems and to instruct inmates, as well as other UDC staff, about system features, limitations, etc. Training specific to new correctional officers must also be available on the proper functioning/use of the inmate system, how to listen and shut off phone calls, note taking, monitoring, etc. Training must be user friendly and provided at no cost to the State. Describe your proposed training; include course descriptions and how training would be delivered (via power point, video, web, etc.), etc.

 CenturyLink Response: Accept and comply.

CenturyLink's training program naturally places the most emphasis on UDC staff and each group's individual needs – the years of developed features are meaningless unless staff knows how to use them.

At the same time, we also address the needs of inmates and their family members. This training and education ensures completed calls and minimizes complaints to Central Office.

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Staff Training and Communication Plan – Multi-stage, Customized Content

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

UDC Staff Training will be a three phase process as outlined below:

Phase 1 – Pre-Cut Webinar

Each identified user will receive a printable copy of the Enforcer user guide via email in PDF format.

Online training (“Webinar”) will be provided in several sessions to all participants beginning one month prior to the cutover. There is no maximum number of attendees for Webinar training and CenturyLink will schedule as many sessions as needed based on the role of the user.

Each participant must have access to a personal computer, workstation, or laptop with access to the Internet. The online class (“Webinar”) will serve as a presentation of the Enforcer System and preparation for the cutover process.

The goal of Phase 1 Training is an introduction and high level overview of the Enforcer; these sessions typically last 30-45 minutes. Participants will be able to ask questions during the training session.

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Phase 2 – Formal Training at Cut Over

Formal training will be provided immediately after cutover to address in detail managing inmates, global numbers, monitoring, and the retrieval of call recordings. These training sessions can be conducted onsite or at a central training location at the discretion of the UDC.

This will allow multiple users an opportunity to see the system details with live data. The training will be conducted utilizing a laptop and projector and the training location must have Internet access.

Scheduled sessions will be based on the number of users and the needs of the UDC Staff. The goal of Phase 2 training is to fully prepare UDC personnel to operate the Enforcer. These sessions typically last approximately one hour depending on the user level.

Phase 3 – Post Cut Follow Up Training

Follow up training will be provided no more than 30 days after all platform cutovers have been completed and users have had a chance to start using the Enforcer. This training can be conducted onsite or via webinar.

The training method and the locations will be scheduled by the UDC. The goal of Phase 3 Training is to answer any new questions the users may have after working with the system. Phase 3 sessions typically lasts one hour depending on the needs of the users and the questions they may have.

The standard training curriculum is detailed below. This is a typical training agenda which can be customized for the UDC.

A. Day-to-Day System Administration

- Logging In
- User Access Control Settings
- Call Process Flow
- Call Record Search
- Blocked Number Administration
- Inmate Editor Function
- Create a new account
- ANI Advanced Privileges and Controls
- Entering PANs
- Alerts on Inmate Accounts
- Disable Account
- Search for Inmate Account
- Print Account Information
- Debit Account Administration
- Interface functionality (if applicable)

B. Investigative Functions

- Monitoring
- Call Disrupt Function

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Recording
Recording Exempt Numbers
Setting Alerts (email, pager and phone)
Recording Search, Retrieval & Reporting
Recording Export to CD
Report Generation

C. Automated Calling Process

Initiating a Call
Collect Call Process
Debit Call Process
PrePaid Collect

D. Service & Maintenance

Receiving Trouble Reports
Information Gathering & Preliminary Trouble-shooting
Trouble Reporting Instructions
Email updates on trouble tickets

E. Reference Tools

Quick Reference Guide
User Guide
Report Synopsis
Inmate Information Pamphlet in English & Spanish
Support Center

F. Contact Information

CenturyLink will provide a customized training curriculum for the UDC. Training classes will be scheduled to fit the UDC's preferences and the schedules of the personnel involved in the training.

Our systems have evolved with the input and recommendations by corrections industry experts, investigators, security personnel and officers, who use the systems on a daily basis, and provide the best feedback and concepts for further improvements to the system.

Upon the release of upgrades and/or enhancements to the Enforcer, the UDC will be notified and provided documentation of the features and functionalities contained in that release, and if the UDC deems refresher training is warranted, that training will be provided.

Inmate Population Training

Inmate training is a simple but critical component of implementation. The CenturyLink Team's inmate training checklist includes the following:

- Placement of posters in day rooms and common areas

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- New calling procedures
- Account information for family members (need to close out previous accounts)
- Debit funding processes (no change)
- Placement of leaflets at visitation
- Production of pamphlet for intake packet (if desired)

Family & Friends Training

Training for family and friends is equally as important. This is one area where the CenturyLink Team's customer service program is most valuable. Upon an inmate's first call to a number following cutover, prepaid account holders are *automatically* routed to a live representative to initiate an account – not left to call us separately on their own.

CenturyLink's installation process includes training for ALL parties – staff, family members, and inmates. In addition to pamphlets for intake packets, CenturyLink technicians (subject to approval by facilities) will place 8.5" x 11" posters describing system and functionality. CenturyLink also has a multimedia center that has produced training videos for inmates in other states; we are able to customize this video for the UDC's specific needs.

- 1.29. All inmate calls must be blocked in such a way that the inmate cannot hear: 1) the operator make contact with the called party, or 2) responses from the called party.

 CenturyLink Response: Accept and comply.

The Enforcer system will be configured to place the inmate on hold once the called party answers the automated operator, preventing the inmate from hearing the called party or being heard by the called party until active called party acceptance is confirmed. In other words, the inmate cannot hear or communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes: If the call is accepted by the called party, the inmate hears: "Thank you for using CenturyLink. This call may be monitored or recorded. You may begin speaking now."

- 1.30. Inmate system must utilize mechanized (electronic) operators. UDC has found that a mechanized operator system carries inherently less legal liability.

 CenturyLink Response: Accept and comply.

The Enforcer system provides fully automated (mechanized/electronic) calling, using an automated operator resident within the system. Access to live operators is neither required nor permitted at any time.

- 1.31. Inmate system must have the capability to process calls and provide announcements in English and Spanish. Announcement capabilities must be programmable. UDC personnel must approve the wording of announcements. UDC is interested in having the capability to utilize a periodic "voice overlay announcement" during inmate conversations. Provide a list of all languages and any translation/interpretation services that your inmate system is capable of providing.

Section 5 – Detailed Response

 CenturyLink Response: Accept and comply.

The Enforcer prompts are configurable and will be deployed only after UDC approval of exact wording. Voice overlays are also configurable in terms of the wording delivered to the inmate/family member and the timing of announcements.

Whenever prompts or other announcements are being delivered to either the inmate or family member, the call timer is automatically turned off. This is achieved because the Enforcer processes calls using a unique 4-channel separation process (inmate speaking, family member speaking, inmate prompts, and family member prompts) – as a result the timer can be automatically turned off whenever one of the speaking channels is not available. This 4-channel separation process also allows investigators to isolate specified portions of a recording (e.g. listening only to the inmate side of the call at 125% speed) to greatly speed up the review of a call.

The Enforcer currently has prompts developed in multiple languages: English, Spanish, French, Russian and Hmong. The default is English and Spanish only - language is selected by the inmate as part of the call setup process, using a one-digit code: “For English, press 1; for Spanish, press 2.” (or “3” for French, etc.). If additional languages are needed, CenturyLink will provide at no cost to UDC.

- 1.32. UDC prefers a premise-based, database type inmate system minimally capable of the following functions or their functional equivalents:

 CenturyLink Response: Accept and comply.

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

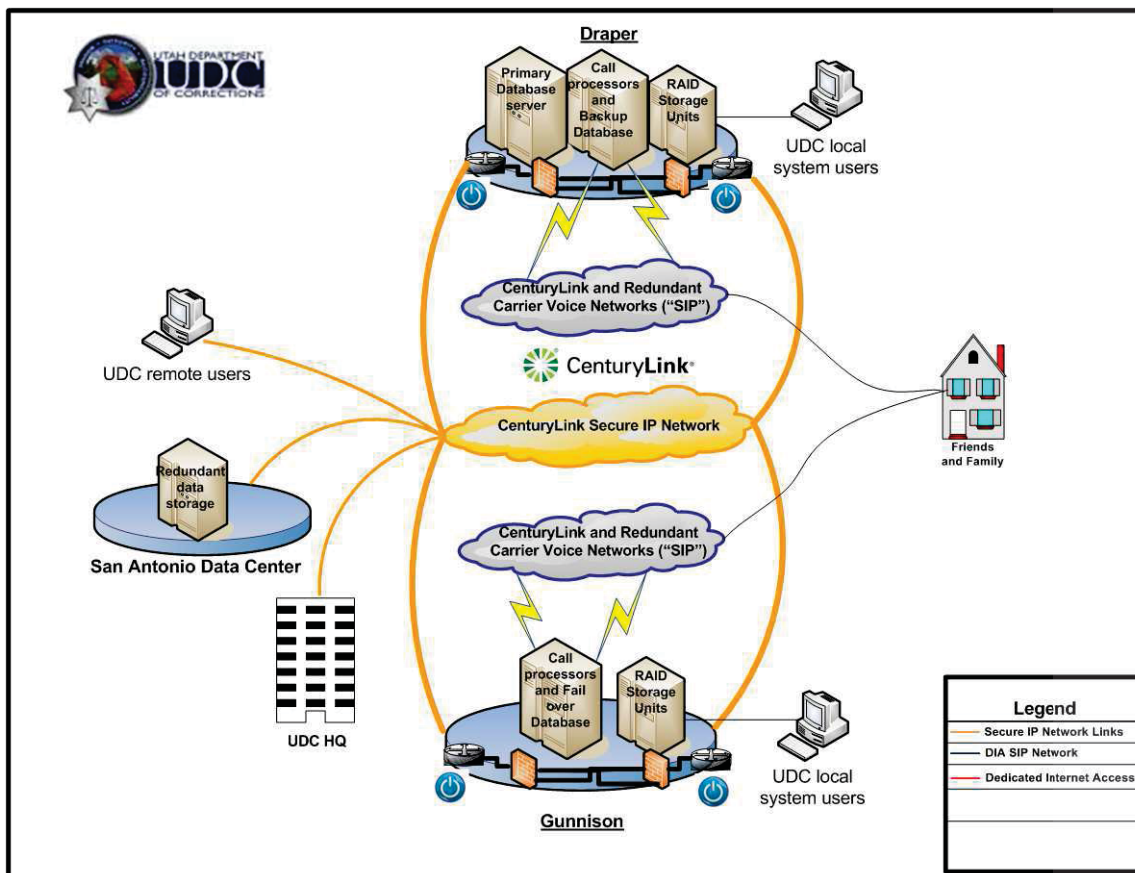
The proposed CenturyLink Enforcer system configuration for the facility will include a RAID (Redundant Array Independent Disks) server solution for long-term recording storage. This solution avoids the hassles of loading and unloading tapes or optical disks, as all recordings are stored online for the life of the contract. The proposed RAID server for long-term recording storage will be configured to contain all recordings for immediate, on-line retrieval with no change of storage media.

In the event that either call processor loses its link to the RAID server, each call processor will independently store and “queue” recordings until the connection to the RAID server has been restored. Retrieval of recordings, regardless of age, will utilize the same, simplified graphical user interface (GUI) operation provided by the Enforcer system.

In addition, the Enforcer system will have internal redundancy across sites so that a database or processor failure at one site will not impact calling.

Section 5 – Detailed Response

To achieve this, the Draper facility will contain our Main Database Server with a backup fail-over server on one of our local call processors so in the unlikely event the Main Database Server has a failure, the Fail-Over Server will handle call control until the Main Database Server is restored to normal service.



The Draper Facility will contain a Recording and Storage server that will accommodate recordings and system data from Draper and Gunnison. At Gunnison, the system will contain its own call processors as well as a third Fail-Over Database server in the unlikely event of a major event at the Draper facility that impacts the network or the “physical” integrity of the “System”. Call recordings for Gunnison will be stored locally with a back-up copy at Draper. Further, in the highly unlikely event of catastrophic failures at both Draper and Gunnison, UDC’s data will be additionally backed up to our San Antonio Data Center site. This ensures no data will be lost in any event.

- A. Assignment of a “Personal Identification Number” (PIN) to each inmate. A pin number of some numeric value must always be assigned to the inmate. The current PIN number is the inmate’s offender number but that number could change to his/her BCI number or any number assigned by UDC. In any case, the PIN number will be verified via some type of bio-based system for positive inmate caller identification.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

The Enforcer system accommodates the use of inmate identification numbers or PINs for call tracking. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility today. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between.

This will be customized based on the facility’s preference and with the goal of minimizing facility personnel time. PIN numbers will be verified for positive inmate caller identification using biometric voice print technology as detailed in our response to 1.38.

B. Ability to regulate and/or restrict numbers called by an inmate using their PIN

 CenturyLink Response: Accept and comply.

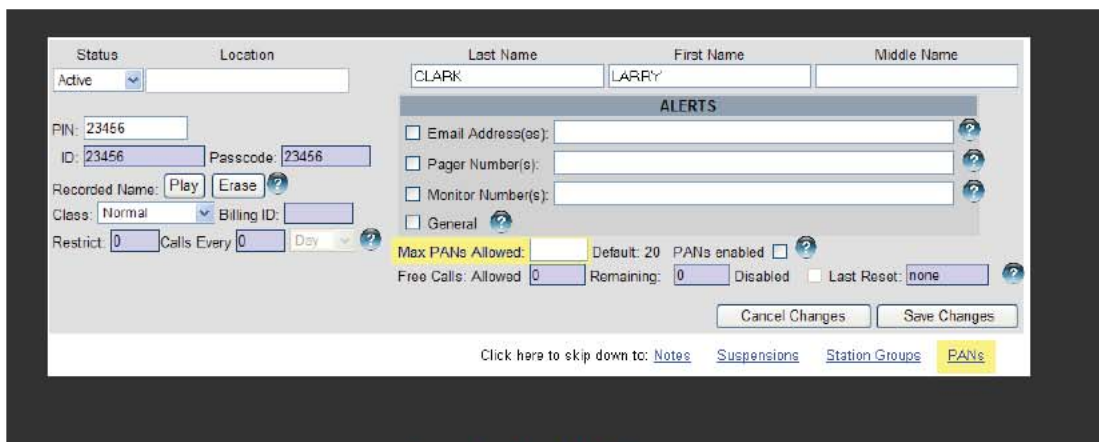
The Enforcer can be configured to require Personal Allowed Numbers (PAN) lists (approved destination numbers assigned and restricted by PIN).

This is a list of defined telephone numbers that each inmate is permitted to call. PAN entries do not override blocked numbers.

Each time the UDC activates the PAN feature for an inmate, the maximum number of PANs to allow can be selected. If the field is left blank, the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

❖ RECOMMENDED BEST PRACTICE ❖

- CenturyLink is easily able to configure phones by site and define a “class of service”, including PAN/no PAN designations per UDC’s requirements
- We are also able to restrict PIN use by site – which reduces PIN theft and disables use of PINs/PANs across facilities with different security levels or operational rules.



Inmate Profile Screen

An inmate’s PAN list can be accessed by clicking on the “PANs” quick link at the bottom of the Inmate Profile Screen. As shown below, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate’s calling history for PAN numbers.

Section 5 – Detailed Response

Personal Allowed/Blocked Numbers (PANs)

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
2	1-440-787-0367		SMITH, TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	Details
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
4	1-773-265-1315		HALL, TIMIKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	Details
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	3	Details

PANs (Personal Allowed/Blocked Numbers)
 Inmate ID: B70414 GREGORY SMITH

(3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0367		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMIKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	3	All	04/20/2010	enf	+ -

PAN History
 Inmate ID: B70414 GREGORY SMITH

phone	date altered	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	anf	UPDATE		GATORS, DEBRA	FRIEND	738 87TH CHICAGO, IL	Allow
1-773-265-1315	03/31/2010 05:58:20	anf	UPDATE		HALL, TIMIKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	anf	INSERT		STUCKEY, ANGEL	COUSIN	CHICAGO, IL	Allow
1-773-426-6443	05/18/2008 00:00:00	anf	INSERT		STONE, BENJAMIN	FRIEND	CHICAGO, IL	Allow
1-312-301-9014	05/18/2008 00:00:00	anf	INSERT		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow

PAN Screens

In addition, the Enforcer offers several tools to query and report PAN information. These include:

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

Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates). PAN lists can be created in one of three ways:

- **By letting an inmate call whoever they want to call.** This occurs only if the Inmate PAN feature has been set up in self-learning mode by the facility administrator. Based on a predefined maximum number of phone numbers, each call completed by an inmate automatically adds the called party number to the Inmate PAN List. As long as the inmate is set up to pay for each call using a debit payment or is calling a number that can accept collect or prepaid collect calls, the inmate can call the called party number without restriction. By default, the inmate is able to add 20 numbers to a PAN list; however, the number of numbers can be set to any value on a per-inmate level.

Section 5 – Detailed Response

- **By staff at the facility**, who accesses the PAN List under the Inmate Profile to add approved numbers (or to block a specific number). This method requires a higher administrative workload to manually build and add numbers to the inmate PAN lists. However, some facilities require administrative approval of all called party numbers before they are added to an inmate PAN list.
- **By employing the Inmate PAN Registration feature**, which can be used by an inmate to request the registration (and addition) of a called party number to their PAN list. The inmate makes this request by placing a call to the Enforcer system and following a series of prompts to enter the desired number on the phone keypad. Next, an authorized user at the correctional facility reviews a “request list” (shown below), and then either approves or rejects each called party number that is requested by an inmate for addition to their PAN list. Staff can search for all “Pending” PAN approvals and individually approve or reject the entry, as shown below:

Phone	Requested	Status	Updated	Note	Inmate	Resolution
1-212-555-9876	03/13/2012	Pending Approval	03/20/2012	Show Add	M11698 DARLA HARKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	B28169 HANNAH BOOKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	R16203 DARRON WILLIAMS	Approve Reject
1-217-299-4151	03/20/2012	Pending Approval	03/20/2012	Show Add	B54764 EARNEST PAUL	Approve Reject

PAN Approval Request Screen

The Enforcer is able to be used as a data input device for most any purpose, including entry of PANs and attorney numbers to reduce paper and provide audit trails.

CenturyLink already performs automated PAN entry and attorney entry/verification at the Nevada Departments of Corrections.

- C. Ability to deny call privileges to one or more PINs at anytime

 CenturyLink Response: Accept and comply.

PIN-based call privilege restrictions are highly configurable above and beyond UDC's requirements.

Inmate-Specific Restrictions

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

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

Section 5 – Detailed Response

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

Inmate Account Profile

To block calls only from a specific inmate to a particular number add the number to that inmate’s PAN (Personal Allowed Number List) and select the check box in the “Block” column as shown below.

PANs (Personal Allowed/Blocked Numbers)
 Inmate ID: B70414 GREGORY SMITH
 Save Changes PAN History
 (3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO IL	<input type="checkbox"/>	1	AI	04/20/2010	enf	+ -
2	1-440-787-0357		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	AI	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	AI	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMKO	WIFE		<input type="checkbox"/>	1	AI	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	2	AI	04/20/2010	enf	+ -

Edit PAN - Add Inmate-Specific Call Block

Suspend Call Privileges

The Enforcer supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

Section 5 – Detailed Response

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the **Inmate Suspension** section highlighted by a red box.

The screenshot displays the Inmate Profile screen with the following sections:

- Search:** Inmate Id. (type name for suggestion) with a Find/New button.
- Profile Fields:** Status (Allow), Location, Last Name, First Name, Middle Name.
- Alerts Section:** Contains checkboxes for Email Address(es), Pager Number(s), Monitor Number(s), Payment Email(s), General, and CVV Failures Only.
- Call Settings:** Max PANs Allowed (Default: 20), PANs enabled, Free Calls Allowed (Remaining: 0), Disabled, Last Reset (none).
- Other Settings:** PIN, ID, Passcode, High Profile, Recorded Name, Class (Normal), Billing ID, Rate Group (Default), Tracking Group (No), Restrict (0 Calls Every 0 Day), VV Status (Enrolled).
- Buttons:** Edit Pin / Passcode, Pin Reset, Play, Erase, Reject, Cancel Changes, Save Changes.
- Last Calls:** Attempt: 11/26/2012 17:29:16, Success: 11/26/2012 17:29:16, Reject: 11/17/2012 15:50:49, Fail: 11/26/2012 11:46:49.
- Navigation:** Click here to skip down to: [Notes](#), [Suspensions](#), [Station Groups](#), [PANs](#). Other helpful links: (no cards) [Show Debit Acct](#), [Show Call Records](#), [Show](#).
- Inmate Notes:** Section with an Add Note button.
- Inmate Suspension:** Section highlighted with a red box, showing "No current suspension. Previous suspensions: 0" and a Suspensions... button.

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

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Suspensions

Inmate ID: 3278378 ICS TEST

Start	End or Duration
Date: <input type="text" value="Asap"/>	<input checked="" type="radio"/> End: <input type="text"/>
	<input type="radio"/> Duration:
<input type="radio"/> Full (no calls) <input checked="" type="radio"/> Standard (Allow calls to Global Numbers with 'privileged' checked)	
Note/comment: <input type="text"/>	

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

user	date created	start date:time	end date:time	duration	type	Disabled	notes
theam	04/27/2010 17:26	04/28/2010 17:24	04/29/2010 12:00	18 hours 35 minutes	Standard	<input type="button" value="Disable"/>	test

Suspension of Calling Privileges

Displayed are two categories of Suspensions. 'Full' means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. 'Standard' is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers. Once the desired type of suspension has been selected, users must define the length of time that this suspension should take effect.

Select the appropriate **Start Date** for the suspension (either immediately, or in the future), and then select either the **End Date** or the **Duration** (in hours, days, weeks, or months). Lastly, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

- D. Ability to restrict certain telephone numbers, e.g., 800, 888 and 900 by all phones, by all PINs, by specific PINs, etc.

CenturyLink Response: Accept and comply.

Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers and live operators. In addition, the CenturyLink project team will work with the site to populate the blocked number table with facility personnel telephone numbers, and will work with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment, etc.

- E. Ability to time various call types, e.g., attorney, clergy, family, etc., selectively by different time frames, by all PINs, by specific PINs, by specific telephone number, etc.; must have programmable time-out announcements as approved by UDC (UDC presently allows 30 minute inmate calls).

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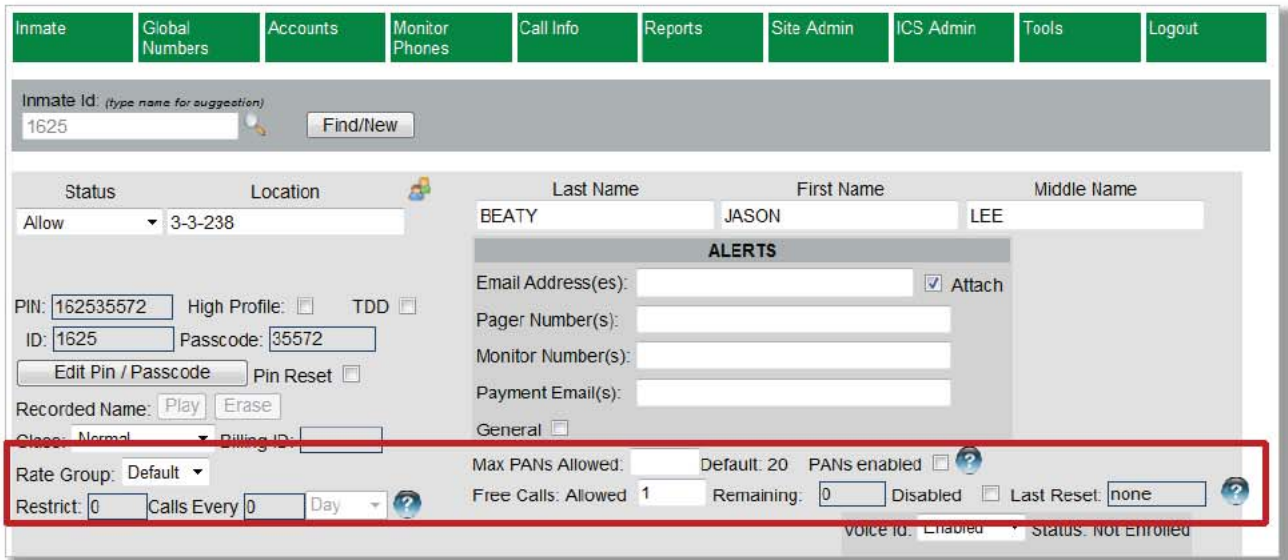
 CenturyLink Response: Accept and comply.

As stated above, calling restrictions are almost infinitely configurable and all restrictions above can be easily accommodated. In the unlikely event that a specific future restriction desired by UDC is not available on the platform, CenturyLink will work with the Department to develop at no cost.

- F. Ability, if authorized by UDC, to selectively customize call billings by PIN to allow free calls to specific call types, e.g., attorney (free calls are allowed to the Disability Law Center and to the State’s TDD relay service provider) or to redirect call payment responsibility to the individual inmate, to an inmate store/commissary account or to some other authorized funding source. UDC handles commissary functions through Utah Correctional Industries (UCI).

 CenturyLink Response: Accept and comply.

This is simple to achieve using the Enforcer’s standard functionality. Special rules can be easily set up by PIN or by called number to meet UDC’s operational needs, as shown by the screenshots below (see especially red-highlighted areas)



The screenshot shows the 'Inmate Tab' interface with the following details:

- Navigation Bar:** Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, ICS Admin, Tools, Logout
- Search:** Inmate Id: (type name for suggestion) 1625 Find/New
- Profile Info:** Status: Allow, Location: 3-3-238, Last Name: BEATY, First Name: JASON, Middle Name: LEE
- Alerts Section:** Email Address(es), Pager Number(s), Monitor Number(s), Payment Email(s), Attach checkbox
- Configuration Fields:**
 - PIN: 162535572, High Profile: , TDD:
 - ID: 1625, Passcode: 35572
 - Buttons: Edit Pin / Passcode, Pin Reset
 - Recorded Name: Play, Erase
 - Class: Normal, Billing ID: [empty]
 - Rate Group: Default
 - Restrict: 0, Calls Every: 0, Day: [dropdown]
 - Max PANS Allowed: [empty], Default: 20, PANS enabled:
 - Free Calls: Allowed: 1, Remaining: 0, Disabled: , Last Reset: none
 - VOICE ID: Enabled, Status: NOT ENROLLED

Inmate Tab – Define special rules by Inmate PIN

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“Global Number Edit” screen – Define special rules by number

- G. Inmate system must include error prompts, initial contact with called party, verification of acceptance of charges, announcement of an inmate name, that the call is from an inmate at a UDC facility, cost of the call and how to accept or reject the call.

 CenturyLink Response: Accept and comply.

What the Enforcer Does During a Call

The bullet points below provide a high-level look at the Enforcer processes that take place for an inmate call.

On the Inmate Side

- Validate the inmate making the call (through PIN number and optional voice validation)
- Enable the inmate to specify a call type
- Validate that funds are available to pay for the call type (for Debit and Debit Card calls)
- Inform the inmate of the current account balance
- Validate whether the inmate is allowed to call the number based on inmate-specific restrictions
- Validate whether the inmate is allowed to call the number based on a facility-wide block that may be placed on the number
- Inform inmate of the time limit for the call (if applicable)
- If the call attempt fails, inform the inmate (through the appropriate notification message) why the call could not be completed
- Play a “one minute remaining” message on call duration (Debit or Debit Card calls)

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On the Called Party Side

- Announce the name of the inmate and location of the facility
- Allow called party to optionally check their account balance (Prepaid Collect calls only)
- Allow called party to accept or reject a call
- Allow called party to set a future block status on calls (block inmate only, or block all calls from correctional facility)
- Play a “one minute remaining” message on call duration (Debit or Debit Card calls)

- H. Following the dialing sequence, the inmate must be put “on hold”. The inmate must not be permitted to monitor call progress and must not be allowed to communicate with the called party until the call is positively accepted.

CenturyLink Response: Accept and comply.

The Enforcer system will be configured to place the inmate on hold once the called party answers the automated operator, preventing the inmate from hearing the called party or being heard by the called party until active called party acceptance is confirmed. In other words, the inmate cannot hear or communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes: If the call is accepted by the called party, the inmate hears: “Thank you for using CenturyLink. This call may be monitored or recorded. You may begin speaking now.”

- 1.33. At the end of the contract term, all databases of users, PINs, allowed and/or blocked calls, etc. become the property of the State.

CenturyLink Response: Accept and comply.

- 1.34. Inmate system must store all call records and system database records on-site and be capable of producing real-time, on demand custom calling reports for investigative and/or for audit purposes. These reports should include all calls by PIN number, all calls from a specific PIN to a specific telephone number, frequently called numbers, etc. All reports should be capable of including date, time, originating telephone number, originating PIN, call duration, number called, etc. Contractor will provide remote terminal(s) and/or connection to the UDC computer system for generating such reports at additional authorized locations in addition to the contractor’s system administration terminals. System security must be available to restrict UDC personnel to various levels of system access. The capability to generate call reports and/or to review call data must be available at each system site. UDC wants to regularly receive reports that identify system rejected call attempts and/or calls refused by the called party. Reports must have multiple search parameters to view and sort data. The data storage system must include a permanent storage medium and appropriate safeguards to protect against any loss of call data in the event of power failures, equipment failures, theft, etc.

CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

Reports

The Enforcer system provides full featured reporting capabilities, allowing facility users to **generate reports immediately and in real time**. The Enforcer's browser-based application allows searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining their own query based on data of interest – allowing instant access to any report you could ever need.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored on system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**. Extensive call detail reports are available to meet the requirements stated. The following screen details the customization options available for call detail reports.

The screenshot displays the CenturyLink INMATE PHONE SYSTEM interface. At the top, the CenturyLink logo is on the left, and the system name "INMATE PHONE SYSTEM" is centered, with "Powered By THE ENFORCER®" below it. On the right, a "Demo" user profile is shown: "User: mhaynes (V 4.1.5-f) Copyright 2005-2014". Below the header is a navigation menu with tabs: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main content area is a search form for "Inmate" records. It includes fields for "Inmate" (with a search icon), "CSN", "Start Date/Time" (05/11/2014 00:00), "End Date/Time" (05/18/2014 23:59), and "Called Number". A "Load Search Criteria" dropdown menu is set to "Select Criteria" with a "Load" button. Below these fields are buttons for "More Search Criteria...", "Search CDRs", and "Clear Search". A message "No Criteria Selected." is displayed. At the bottom right, it says "CDRs per page: 100".

Call Detail Records – Select criteria for custom query

The Enforcer has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. From the initial screen, call recordings can be retrieved based on:

Section 5 – Detailed Response

- Inmate PIN/ID
- Inmate Name
- Date Range
- Called Number
- Facility

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:

The screenshot displays the CenturyLink INMATE PHONE SYSTEM interface. At the top, there is a navigation bar with tabs for Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, The Investigator, Site Admin, ICS Admin, Tools, and Logout. The main content area is divided into several sections:

- Search Criteria:** A dropdown menu labeled "Load Search Criteria: -- Select Criteria --" with a "Load" button.
- Search CDRs:** A search panel with various filters:
 - Site: All
 - Search: [Text Input]
 - CSN Min: [Text Input] Max: [Text Input]
 - Station Group: All
 - Station Name: [Text Input] List
 - Station ID: [Text Input]
 - Trunk ID: [Text Input]
 - Secs Min: [Text Input] Max: [Text Input]
 - DNR: All
 - End Type: All
 - Sup Type: All
 - Call Type: All
 - Tariff Type: All
 - Language: All
 - Validation: All
 - LIDB Code: All
 - Card number: [Text Input]
 - Resp Digits: [Text Input]
 - Cost Min: [Text Input] Max: [Text Input]
 - Location: [Text Input] State: [Text Input]
 - Priv: All
 - Checkboxes: Show 3-Way only, Show DTMF only, Show Alerts only
- Form Fields:** On the left, there are input fields for Inmate (Lastname, First or ID), Last Name, CSN, Called Number, Start Date/Time (05/11/2014 00:00), and End Date/Time (05/18/2014 23:59).

Call Detail Records – Select More Search Criteria

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By clicking **More Search Criteria** the user is provided with an extended list of call recording search options as shown at right.

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Ad-hoc Reporting-Additional Search Criteria

Standard Reports

The following is a list of the standard reports available in the Enforcer. Samples of the most commonly used reports have been uploaded to BidSync under file attachment name: CenturyLink Response to UDC RFP JM14012 – Sample Reports.

All reports can be generated online for quick review or exported to PDF or CSV format for further review and data filtering.

Report Name	Description
Admin Setup Only	<ul style="list-style-type: none"> Listing by inmate name of all “admin setup only” (60-second free) calls made during a user-specified date range. Provides inmate name, ID, number, start time, etc. <i>Benefit: Tracking fraud attempts and free call “churning”</i>

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Report Name	Description
Attorney Registration Status	<ul style="list-style-type: none"> Counts for attorney phone numbers in Global Number list. Provides quantity, percent of total, and total quantity of attorney phone numbers in the Enforcer by status (approved, rejected, pending) <i>Benefit: Quick response to attorney requests + tracking attorney registration process</i>
Attorney Registration Rejects	<ul style="list-style-type: none"> List of all inmates for which a requested attorney has been denied. <i>Benefit: Tracking inmates attempting to fraudulently set up non-recorded calls.</i>
Call Detail	<ul style="list-style-type: none"> Completely configurable database search engine (by payment method, minimum length of call, site location, time period, call termination type, etc.) Provides detailed call information (billed start time, dialed number, site called from, recording status, call cost, detected 3-way attempt, alerted calls, etc.) Individual user queries can be saved for future use. <i>Benefit: Configurable search capability for site operations, investigative, fiscal, or any other DOC personnel.</i>
Call Record Statistics	<ul style="list-style-type: none"> Summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range. <i>Benefit: Provides summary of calling trends by site</i>
Frequently Used PANs Summary	<ul style="list-style-type: none"> Lists all allowed numbers by user-specified number of inmates using number. Lists called number, called party, number of instances (calls), and the number of sites.. <i>Benefit: Provides quick report of potential suspicious numbers used, for example, for coordinating gang activity.</i>
Frequently Used PANs Detail	<ul style="list-style-type: none"> Provides additional detail regarding inmate names and PINs using number. <i>Benefit: Additional detail for investigations</i>
Global Number	<ul style="list-style-type: none"> Detailed report for all parameters that are found in the Global Number Table, e.g. all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and alerts. <i>Benefit: Summary reports for special number administration – attorneys, Informant Lines, PREA Hotline, Tip Lines, etc.</i>

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Report Name	Description
Global Number History	<ul style="list-style-type: none"> Historical records of all changes made to ANI phone number to include an audit trail for users who made the changes <i>Benefit: Summary audit records for DOC operations management</i>
Inmate Alerts	<ul style="list-style-type: none"> Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up. <i>Benefit: Summary audit records for DOC investigations management</i>
Inmate PANs	<ul style="list-style-type: none"> PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). <i>Benefit: Summary record for number administrators and DOC site staff responding to inmate inquiries</i>
Inmate Status	<ul style="list-style-type: none"> Listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. Can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status. <i>Benefit: Assists site operations personnel in inmate management and inquiries</i>
Number Alerts	<ul style="list-style-type: none"> Lists all alerts that have been activated for a called phone number: site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up. <i>Benefit: Coordination between investigations staff</i>
PIN Fraud	<ul style="list-style-type: none"> Listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits. <i>Benefit: Summary information for investigations and site operations staff</i>

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Report Name	Description
Prepaid Balance Summary	<ul style="list-style-type: none"> Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active. <i>Benefit: Summary information for responding to friends and family inquiries, if necessary</i>
Recording Access	<ul style="list-style-type: none"> Listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record. <i>Benefit: Important audit tool for DOC system administration</i>
Revenue	<ul style="list-style-type: none"> Call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. Can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format User-defined date ranges. Reports can be generated by facility, including number of call attempts vs. completions, total minutes, and revenue breakout. <i>Benefit: "At your fingertips" summary tool for fiscal staff</i>
Station Activity	<ul style="list-style-type: none"> Summary of all calls, by site and by station, made for a user-specified date range. Includes site name, station (phone) port, station (phone) name, attempted calls, accepted calls, etc. <i>Benefit: Site operations - Quick identification of phones out of service. Investigations – identifying phones being dominated by an inmate or group of inmates for some reason.</i>
Station Group Privileges	<ul style="list-style-type: none"> Listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls), if used by DOC. <i>Benefit: Summary report for site operations personnel</i>

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Report Name	Description
Inmate Suspensions	<ul style="list-style-type: none"> Listing of all inmate suspensions. Lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension). <i>Benefit: Summary report for disciplinary</i>
Trunk Usage	<ul style="list-style-type: none"> Summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls. <i>Benefit: Primarily used by CenturyLink, and sometimes site, network personnel</i>
Volume Users	<ul style="list-style-type: none"> Summary of high telephone volume usage by inmates. Can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes). <i>Benefit: Filters suspicious calling activity</i>

Remote Access Security

The Enforcer system can be accessed from any Internet-enabled computer. Since one system will handle every UDC facility, there will not be a need to sign in to different systems to access data. Access is simple; if an individual has access to the Internet, they can use their office sign-on and password from any state office building, UDC headquarters, residence, hotel room, etc. Nothing else is required.

Security is through Hypertext Transfer Protocol Secure (HTTPS) which is a communications protocol for secure communication over a computer network, with especially wide deployment on the Internet. It is the result of simply layering the Hypertext Transfer Protocol (HTTP) on top of the SSL/TLS (Secure Sockets Layer/Transport Layer Security) protocol, thus adding the security capabilities of SSL/TLS to standard HTTP communications.

The security of HTTPS is that of the underlying TLS, which uses long term public and secret keys to exchange a short term session key to encrypt the data flow between client and server.

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Passwords and User Roles

Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords, and account privileges in the Enforcer system. The system controls access to all system features by requiring a unique username and log-in password to initiate a session. When the Enforcer system is launched, the user must log in (see following example) to the system with a valid username and password.



User Login Screen

Password Standards

Passwords can use almost any guidelines required by UDC. Our standard password is eight characters; this can be set to any required length, and can use special characters if desired. The passwords can be set to expire at certain timeframes, with passwords not allowed to be reused for several resets. Unsuccessful password attempts can be forced to require a reset password, if desired.

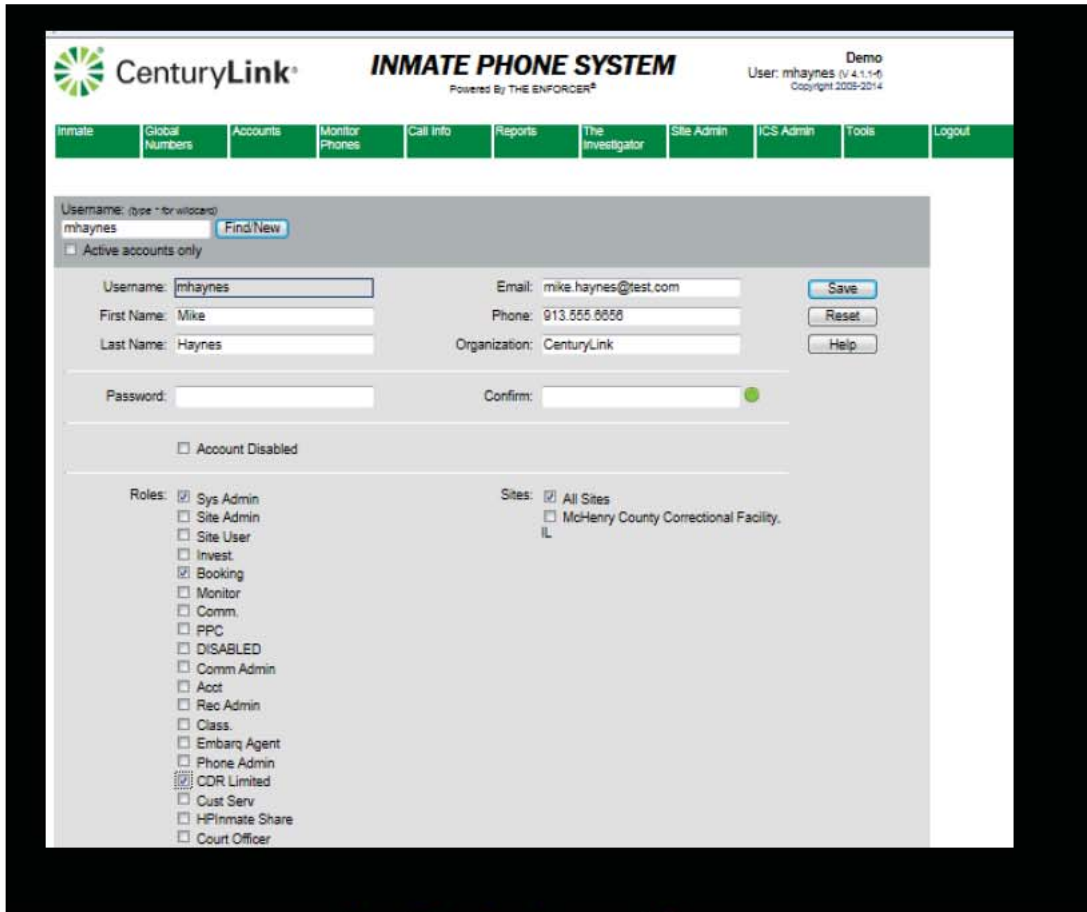
Roles

Each username is linked to a customized set of privileges (a role) which define the access that a user can have; these privileges range from read-only access to certain data, the ability to generate specific reports, modify data, monitor live conversations, play back recordings, etc.

Standard sets of roles can be created for booking officers, investigators and administrators and other staff classifications to simplify the assignment of roles to users. UDC staff with “administrator” authority will always be able to alter or revise these roles, revoke access, or require a user to select a new password at any time.

The following screen depicts the User Role Assignment screen that the site administrator would use to assign an individual to one or more roles. In this case, the user is assigned System Admin, Booking, and CDR Limited roles.

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User Role Assignment Screen

The privileges assigned to each role are added, deleted, or modified using the Roles/Access Definitions screen:

Role / Access Definitions

	Sys Admin	Site Admin	Site User	Invest	Booking	Monitor	Comm	PPC	Comm Admin	Acct	Rec Admin	Class	Embarq Agent	Phone Admin	CDR Limited	Cust Serv	HPinmate Share	Court Officer
accounting_accounts_vis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_write_enabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acct_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alaric_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
atfrag_edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
atfrag_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
audit_menu_visible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
background_researchable_role	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_assign	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_reports_list_edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_reports_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
call_type_assign	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_commission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_assignmnt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
call_type_modify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_monitor_abort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_notify	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
sch_busy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
sch_disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
usr_incls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
usr_sync	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Roles/Access Definitions Screen

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Activity Monitoring

The system logs all users and user actions with the date, time, user ID, IP address and action performed. These records are maintained online throughout the life of the contract, allowing instant access to this historical data. The System Administrator can run reports to view user activity, including a “playback” history of every user that has listened to a recorded call, PIN changes, additions, etc.

The User Report is another way that UDC can track, and monitor what its users do. The User Update Reports display each and every username that made changes on the left, exhibits when they last logged-in, shows which ‘table’ they accessed last, what phone or inmate information was altered, the name of the inmate, and the inmate number (if applicable). At right is an example of the Users showing the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the Department’s needs.

Click on a row to select a user

Sort by Name

Username	Administrator	Last Login
test1	Admin	2008/02/04 12:04
statty		2008/02/03 11:59
cwilliams	Admin	2008/02/03 11:37
cp	Admin	2008/02/03 10:01
jgurati	Admin	2008/02/03 06:39
rr	Admin	2008/02/03 05:03

A sample of the User Status Report is provided below that shows the username, first and last name, organization, last login and status.

Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann		2007-08-16 11:15	Disabled
jtapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
jtumer	Tumer	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafts	Crafts	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin		2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
khanter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

User Status Screen

User Access Reporting

Below is a sample taken from a user log (User Update Report). For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, call recording, inmate lookup, etc.). The report also displays related information, such as inmate name, phone, and inmate number. Administrators can use the User Update Report to see what actions were taken by each user at what time/date. The report below shows that the user “jkline” logged in at 1:38 p.m. on April 17 and listened to the recording of a call placed by inmate Rodney Lehman.

Section 5 – Detailed Response

username	last login	table	Phone or Inmate	Name	Inmate or Number
animchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483
Subtotal		Number of Items 1			
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734
Subtotal		Number of Items 1			
jnorman	2012-04-17 13:33	Inmate	0000000848	CHESTER CALLEBS	
		Inmate	0000000890	ERIC HOWELL	
		Inmate	0000002565	GARY NORMAN	
		Inmate	0000074798	Michael Brown	
		Inmate	0000090117	EDMAURICE IVORY	
		Inmate	0000099510	MICHAEL HIGGINS	

User Access Report Screen

In the example shown below, the individual has been given access to East Hutchinson, Hutchison, and Larned. Note the “All Sites” check box at the top of the “Sites” list to allow access to all sites with one entry.

User Role Assignment Screen

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Safeguards to Protect Against Loss of Call Data

The Enforcer is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. Each Enforcer is built utilizing Enterprise grade components which provide the highest level of performance and reliability. The Quality Standard for the Enforcer is 99.999% system availability.

Each processor will contain an array of mirrored drives along with a separate database server. By distributing the phones among multiple processor chassis, and among multiple processor boards within each chassis, the impact of failure of one processor is minimized.

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

Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. In addition, call records and critical system data are transmitted via WAN connection to our Network Operating Center and stored on industrial quality RAID servers. Should a catastrophic event occur at the site, the data is safe and can be restored quickly.

- 1.35. Inmate system must have the capability to generate real time special reports and to sort data by multiple different categories. What is the time lag from when an inmate phone is dialed until identification, e.g., a print out, of the dialed number is available? Can your system generate "red flag alarms" when specific numbers and/or suspicious patterns are called? Can your system create and share notes, capture segments on calls, identify any/all inmates, recognize and understand difficult recordings, etc.? Describe what investigative tools and technology you have to offer as it relates to this section.

 CenturyLink Response: Accept and comply.

Each call attempt results in the creation of a call detail record. The record is created as soon as the handset is lifted and the record content builds as the call progresses. Calls in progress can be viewed on the system near real time and completed call records are available to the user for reporting as soon as the call is terminated.

Detailed information about the Enforcer's capabilities to generate real time special reports is provided above in our response to the previous requirement Item 1.34.

Information regarding Data Detective Visual Analysis and Call Pattern Analysis is provided in response to Section 3 – Inmate Communication Enhancements and also below for convenience.

Section 5 – Detailed Response

Data Detective Visual Link Analysis & Call Pattern Analysis

Visual Link Analysis

Data Detective Link Analysis provides powerful data mining tools for investigators. Using Link Analysis, UDC staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The Enforcer system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- Inmate phone calls
- Access Corrections / Keefe Deposit services
- E-messaging services

Key features of Link Analysis include:

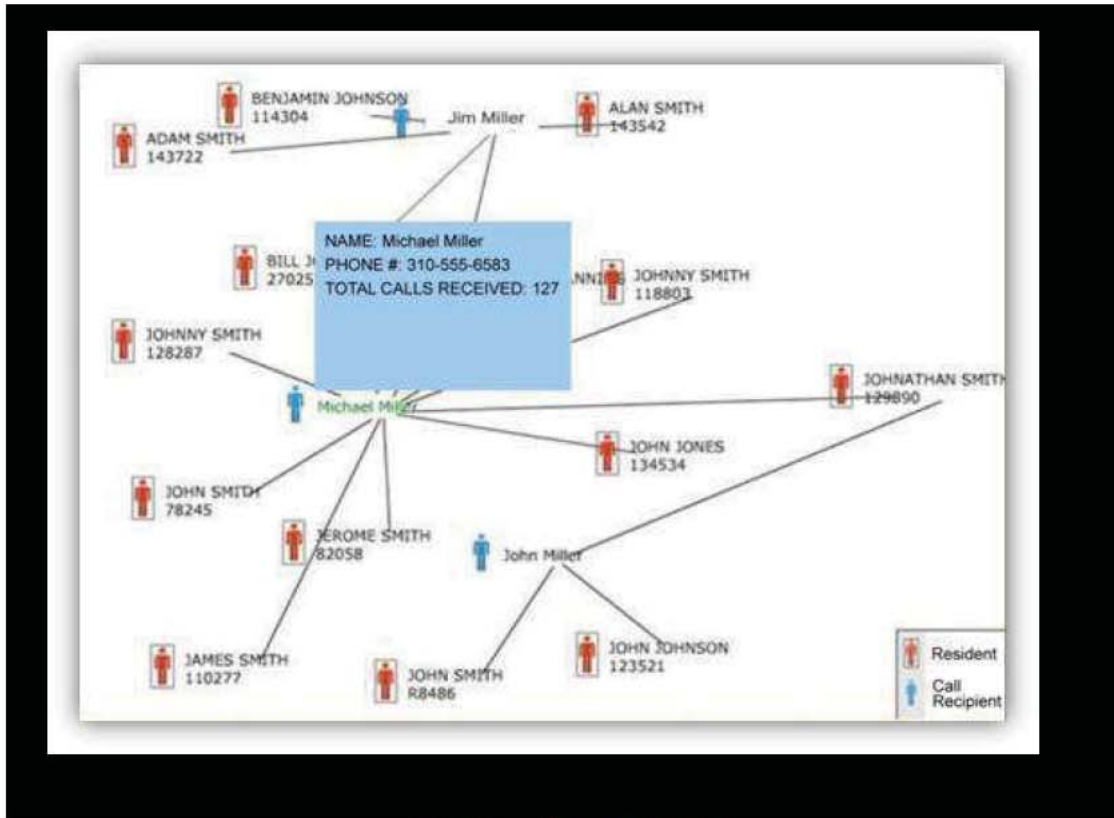
- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Link Analysis is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information. The UDC will have access to Link Analysis reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor’s) address.

Below is a sample Link Analysis visual map. In this sample, an end user “Michael Miller” has received phone calls from multiple inmates. The visual map displays Michael Miller’s name, phone number, and total number of calls received, as well as all the inmates who called him.

The visual map also shows other call recipients who interacted with one or more of the same inmates as Michael Miller. Again, all reports are available 24/7, and reports can also be exported to Excel or downloaded as a PDF.

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Link Analysis Screen

Call Pattern Analysis

The Enforcer system will also be equipped with a robust analytical system that enables correctional staff to quickly and easily identify calls of interest that are most likely to provide actionable intelligence among the thousands of inmate conversations recorded each month. Call Pattern Analysis works by analyzing the associations between inmates, called parties, and even other inmates and – most importantly – by identifying changes in these associations or calling patterns that could indicate illicit activity.

Calling patterns are naturally established as the result of inmate and called party schedules and preferences. For instance, an inmate is usually familiar with each called party's work schedule and will avoid calling during certain times (such as weekdays, for example) when that person is usually at work. To increase the likelihood of having their call answered, the inmate will naturally make a habit of calling in the evening or over the weekend.

While legitimate changes in pattern do sometimes occur – such as when a change is made in the called party's work schedule – disruptions to normal patterns can also be an indicator that illicit activity is occurring.

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For example, if a pattern of regular communication exists between a particular inmate and a called party, and then communication suddenly ceases altogether, the absence of calling could indicate that the inmate has obtained the use of an illegal cell phone, on which he or she is making these phone calls. If calling to this telephone number suddenly resumes on the regular schedule, but it is a different inmate who is placing the calls, this could indicate that the called party is merely facilitating communications to the outside world and possibly assisting in the completion of illegal communications.

Call Pattern Analysis identifies relationships and calling patterns among inmates, called parties, and even other inmates. Call Pattern Analysis then detects subtle and dramatic changes in these relationships and calling patterns to identify calls, inmates, and called numbers as suspicious. Call Pattern Analysis will increase the productivity and efficiency of your investigative staff by automatically identifying calls of interest that are most likely to provide actionable intelligence.

Detailed queries can be structured – based upon timeframe, called number and/or inmate PIN – to help investigators pinpoint calls of interest, such as:

- Phone numbers called by multiple inmates
- Phone numbers that appear on multiple inmates' PAN lists
- Phone numbers that appear on an inmate's PAN list but are never called
- Frequently called numbers
- Sudden absence of an inmate's regular calling
- Sudden absence of calling to a particular number
- Changes in regular calling times/days
- Increase in inmate calling over a finite period
- Decrease in inmate calling over a finite period
- Increase in calling to a particular BTN over a finite period
- Decrease in calling to a particular BTN over a finite period
- Transfer of communication patterns from one inmate PIN to another inmate PIN

Investigators can use this information to isolate call recordings of interest. Or, they can use the ITS' custom reporting tools to create detailed reports containing particular data of interest – for example:

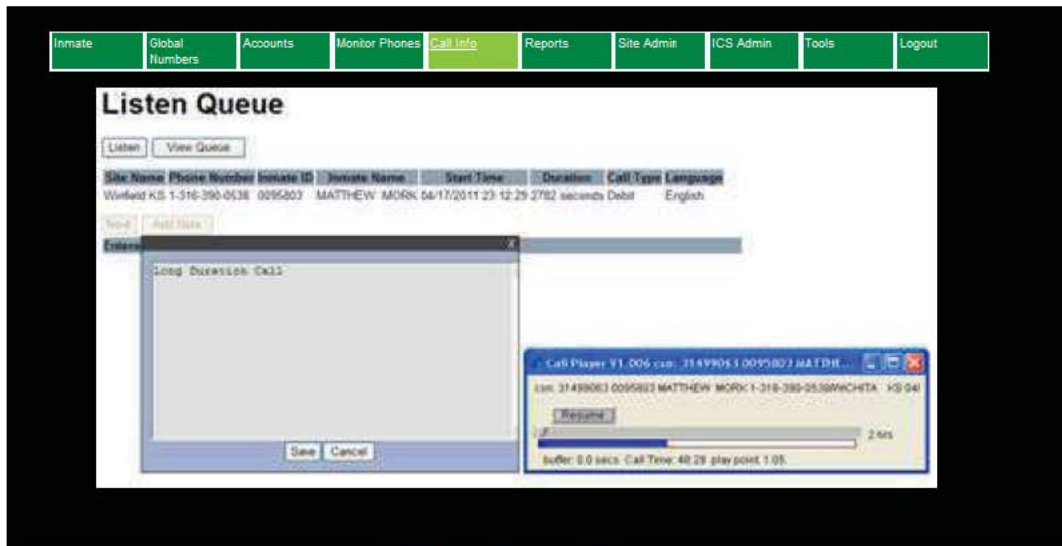
- A list of all numbers called by more than one inmate within a specified timeframe;
- A list of all calls attempted by a particular inmate during a designated timeframe
- A list of all telephone stations used to dial a particular telephone number.

The system's flexible reporting application allows investigators to create custom queries based upon any combination of the data that is collected for each and every phone call, and to save these custom queries locally or globally in order to quickly run the reports again over future timeframes.

Listen Queue

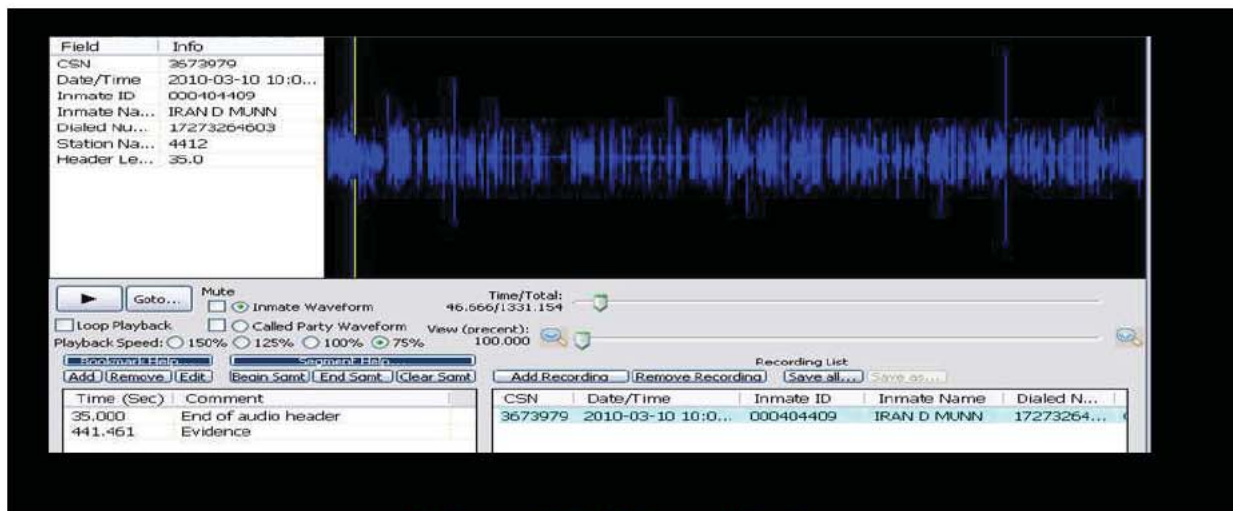
Once calls are identified as suspicious and needing further review, the Enforcer's Listen Queue tool helps Investigations manage case activities. Depending on the Department's rules, authorized listeners can choose calls randomly or be 'forced' to listen to identified calls in order, then include notes and follow-up. All functions are tracked for management review.

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Listen Queue Screen

Listening productivity is also enhanced by the Enforcer's Enhanced Call Player, which allows users to isolate portions of the call, skip, or speed up playback (note human speech can be sped up approximately 130% without loss of understanding). In this way a 15 minute phone call can be reviewed and notated in as little as 3 or 4 minutes.



Enhanced Call Player Display

Alerts

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

- **Monitoring Alerts** - The Enforcer can call an investigator on their telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a the

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Enforcer system monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

- Email/SMS Alerts – The Enforcer can send email or SMS message to an administrative workstation or any public email address when an alert is triggered.
- Paging Alerts - The Enforcer can issue numeric messages to paging services to alert an investigator.

Best-in-Class Solution:
Find Me, Follow Me

This feature enables a single alert to try more than one number to contact an investigator.

Furthermore, investigators can set the Enforcer system to automatically transfer calls to them for monitoring wherever they may be by using CenturyLink’s “Find Me, Follow Me” service. “Find Me, Follow Me” allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.

Notes

The Enforcer is configured to automatically add notes to an Inmate Profile when certain actions occur, such as a user modifying an inmate passcode or changing an inmate status. These notes provide a historical record of user actions, and become a permanent part of the Inmate Profile. You can also enter notes manually.

Inmate Notes

Add Note

User	Date / Time	CSN	Phone Num	Notes
bclark	06/09/11 15:59:48			generic note
bclark	06/08/11 15:52:58			Status changed from Active to Released
bclark	06/03/11 15:02:58			Passcode/Pin Modified

You should also include any details that may be helpful for another Enforcer user who may access the Inmate Profile at a later time. These may include:

- Reason for an inmate’s transfer to a different site
- Details about an inmate investigation
- Reason for placing a calling restriction on the inmate

To add a note, click the Notes quick link, or scroll down to the Inmate Notes screen. Type the text you want to add in the blank field, and then click **Add Note**. The note is added to the Inmate Profile. With all notes, the Enforcer automatically populates the user name and date-time fields.

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The Notes query function provides a valuable search tool for locating call notes, system notes, and inmate notes. This function is accessible by selecting the Notes quick link under the Call Info tab. The Notes Query function lets you search for notes based on the origin or content of the note, including:

- Inmate notes that were entered manually on the Inmate Profile by a user
- Inmate notes that were generated automatically by the system based on a user action (such as transferring an inmate to a different physical site within the correctional facility, or changing an inmate PIN/passcode)
- Call notes generated automatically by the system based on events during a call (such as a called party refusal to accept a call)
- Call notes entered manually for a specific CDR
- Notes (manual and automatic) associated with a specific called party number (displayed in a Number Detail Record in the Global Number table)
- Call notes generated automatically when a user performs an action while monitoring a live call
- Account-related notes entered manually by a user (for collect accounts only)
- Additionally, you can limit a notes query to a specific inmate, user name (the person who entered the note), called party, or a text string.

Search text for:

The Note Type pull-down list lets you search or a specific note type, as described in the table below.

Notes Query - Note Type Descriptions

Note Type	Description
All	Searches all notes – usually used with a text string search
Attorney Registration	Searches for notes created automatically when a user approves an Attorney Registration request submitted by an inmate
Auto Note	Searches for all notes created automatically by the Enforcer
Call Processing	Searches for notes created by the call processor (IVR), such as a call refusal by a called party
CDR	Searches for notes created manually by a user on the CDR
Collect Account	Searches for notes created manually by a user on a Collect Account record

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Direct Bill Sync	Searches for notes entered by an Enforcer accounts user on Direct Bill accounts, usually related to account activation/deactivation or blocking/unblocking
Global Number	Searches for notes created either manually or automatically when a change is made to a Number Detail Record in the Global Number Table
Inmate	Searches for notes created either manually or automatically for inclusion on the Inmate Notes section of an Inmate Profile
Inmate Clone	Searches for notes created when an inmate's Inmate Profile is duplicated for use in association with a different sentencing for a crime committed during the initial incarceration
Inmate Merge	Searches for notes created when an inmate's Inmate Profile is merged with another Inmate Profile.
Inmate Transfer	Searches for notes created when a user transfers an inmate from one site to another in a multiple-site facility by using the Transfer function on the Inmate Profile
JMS Incidents	Not used
Monitor	Searches for notes entered by a user while using the Monitor Phones function. (User clicked the Comment button while monitoring an inmate call.)
TDD Transcription	Searches for notes created when an inmate places a call using a TDD (Telecommunications Device for the Deaf) device

Word Detective Keyword Search

(This description is also included in response to Section 3 – Inmate Communication Enhancements and Impacts Commission Offer to UDC and/or Calling Rates to Inmates & Friends/Family Members)

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

Keyword Search – Expanded Capabilities

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, a generic “Association Table” has been built that contains common search terms and their associated words or phrases.

❖ SUPERIOR PHONETIC TECHNOLOGY ❖

Word Detective uses Nexidia's patented phonetic indexing and search technology based on the roughly 40 “utterances” that make up all human speech, NOT transcription-based cataloging and re-cataloging.

This is a major reason why this technology is widely deployed across different industries with mission-critical needs – including defense, regulatory, and financial trading agencies.

- Greater accuracy. Phonetic search = no need for software to make “subjective” guesses as to what the person actually said.
- Greater flexibility. Not dictionary based = no need to train the system for dialects or accents.
- Greater speed. Indexes all calls at once, independent of the user-defined static library = no need to re-process recordings once new keywords are entered.

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This was developed using information, including slang terms known to be used in correctional facilities, that is readily available in the public domain.

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word or any associated terms. For example, a search for the word “attorney” would find conversations that contain the word “attorney” or the word “lawyer.”

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to NDOC’s inmate population. Custom terms can be entered into a common database table or each user can create their own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, a search for “drugs and sell” would return results in which both words appear in the same sentence.

The features of Word Detective are very intuitive; staff will easily and quickly become proficient in its use. After the user enters desired criteria and clicks the Search button, Word Detective returns search results in the format shown below. In this example, the words “my brother” were specified as well as a limit on the number of displayed results (4):

Inmate ID

CSN

Search Phrase

BTN

Start Date/Time

End Date/Time

Language

Limit

Found 6 results. Displaying 1-4.

Score	Play	Mark	Notes	Inmate ID	CSN	BTN	Off Hook Time
97		8:59		116133	9018329	+8156878334	10/31/2012 11:51:09
86		5:24		116133	9018329	+8156878334	10/31/2012 11:51:09
86		12:04		116133	9018329	+8156878334	10/31/2012 11:51:09
76		8:55		116133	9018329	+8156878334	10/31/2012 11:51:09

Word Detective Screen

The Enforcer assigns a numerical score to each call recording that is detected to contain the specified text string. This score is displayed in the Score column to indicate the probability percentage that an exact match of the text string was found. Search results are displayed in Score order, from highest to lowest.

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All key word search alerts – whether Word Detective or any other commercially available product – must direct investigators to the call recording rather than to a live call in progress. This is because the key word or phrase must have already been spoken in order for the alert to be triggered, and therefore it is impossible to hear the key word or phrase as it is being spoken on a live call; instead, its occurrence is pinpointed by the word search product, and investigators are alerted to its location for retrieval in the call recording.

Word Detective automatically, without DOC staff intervention, performs instant phonetic indexing of every recorded conversation upon completion of the call recording. This process occurs only once, indexing every single word and sound spoken during every conversation. This phonetic indexing makes it possible to locate any word or phrase in the designated language, so indexing never needs to be repeated. Upon indexing, Word Detective can notify staff of every conversation that contains any key words or phrases of interest, which were spoken during the recording of the inmate call. This feature is commercially available and in use today.

Word Detective relies upon a unique phonetic indexing engine that is powered by Nexidia. It is the only product of its kind, which automatically indexes all of the sounds that make up words. It offers investigators the benefit of being alerted to the presence of any word on any call, without ever having to re-index calls in search of new words. By comparison, all other voice recognition / transcription techniques are dependent upon a library / vocabulary being established prior to a call. If a new word or phrase of interest is identified, the software's vocabulary must be updated and call recordings re-indexed in order to locate the new word or phrase.

Word Detective's alert will direct investigators to the exact moment in the call recording in which the key word or phrase was used. Word Detective can be configured to start playback of the recording any number of seconds before the key word, in order for investigators to hear the context in which the key word was spoken.

- 1.36. Inmates are currently allowed ten telephone numbers on their individual calling list. They are allowed to revise their calling list once during a thirty day period. Describe your inmate system's capability to selectively restrict inmate calling.

 CenturyLink Response: Accept and comply.

The Enforcer can be configured to require Personal Allowed Numbers (PAN) lists (approved destination numbers assigned and restricted by PIN).

This is a list of defined telephone numbers that each inmate is permitted to call. PAN entries do not override blocked numbers.

❖ RECOMMENDED BEST PRACTICE ❖

- We recognize some sites may use PANs and others may not
- CenturyLink is easily able to configure phones by site and define a "class of service", including PAN/no PAN designations
- We are also able to restrict PIN use by site – which reduces PIN theft and disables use of PINs/PANs across facilities with different security levels or operational rules.

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Each time the UDC activates the PAN feature for an inmate, the maximum number of PANs to allow can be selected. If the field is left blank, the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

The screenshot shows the 'Inmate Profile Screen' with various fields for inmate information. At the bottom, there are buttons for 'Cancel Changes' and 'Save Changes', and a link for 'PANs' highlighted in yellow.

Inmate Profile Screen

An inmate's PAN list can be accessed by clicking on the "PANs" quick link at the bottom of the Inmate Profile Screen. As shown below, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate's calling history for PAN numbers.

The screenshots show the 'Personal Allowed/Blocked Numbers (PANs)' screen for inmate Gregory Smith (ID: B70414). It includes a table of active PANs and a 'PAN History' table showing past changes.

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
2	1-440-787-0367		SMITH, TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	Details
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
4	1-773-265-1315		HALL, TIMIKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	Details
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	3	Details

phone	date altered	user	action	Speed Dial	Name	Relationship	Description	Allow
1-312-301-9014	03/31/2010 05:58:20	enf	UPDATE		GATORS DEBRA	FRIEND	738 87TH CHICAGO IL	Allow
1-773-265-1315	03/31/2010 05:58:20	enf	UPDATE		HALL TIMIKO	WIFE		Allow
1-773-418-6298	05/18/2008 00:00:00	enf	INSERT		STUCKEY, ANGEL	COUSIN	CHICAGO, IL	Allow
1-773-426-6443	05/18/2008 00:00:00	enf	INSERT		STONE, BENJAMIN	FRIEND	CHICAGO, IL	Allow
1-312-301-9014	05/18/2008 00:00:00	enf	INSERT		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow

PAN Screens

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In addition, the Enforcer offers several tools to query and report PAN information. These include:

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

Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates).

PAN lists can be created in one of three ways:

- **By letting an inmate call whoever they want to call.** This occurs only if the Inmate PAN feature has been set up in self-learning mode by the facility administrator. Based on a predefined maximum number of phone numbers, each call completed by an inmate automatically adds the called party number to the Inmate PAN List. As long as the inmate is set up to pay for each call using a debit payment or is calling a number that can accept collect or prepaid collect calls, the inmate can call the called party number without restriction. By default, the inmate is able to add 20 numbers to a PAN list; however, the number of numbers can be set to any value on a per-inmate level.
- **By staff at the facility,** who accesses the PAN List under the Inmate Profile to add approved numbers (or to block a specific number). This method requires a higher administrative workload to manually build and add numbers to the inmate PAN lists. However, some facilities require administrative approval of all called party numbers before they are added to an inmate PAN list.
- **By employing the Inmate PAN Registration feature,** which can be used by an inmate to request the registration (and addition) of a called party number to their PAN list. The inmate makes this request by placing a call to the Enforcer system and following a series of prompts to enter the desired number on the phone keypad. Next, an authorized user at the correctional facility reviews a “request list” (shown below), and then either approves or rejects each called party number that is requested by an inmate for addition to their PAN list. Staff can search for all “Pending” PAN approvals and individually approve or reject the entry, as shown below:

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Phone	Requested	Status	Updated	Note	Inmate	Resolution
1-212-555-9876	03/13/2012	Pending Approval	03/20/2012	Show Add	M11698 DARLA HARKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	B28169 HANNAH BOOKER	Approve Reject
1-217-273-8170	03/20/2012	Pending Approval	03/20/2012	Show Add	R16203 DARRON WILLIAMS	Approve Reject
1-217-299-4151	03/20/2012	Pending Approval	03/20/2012	Show Add	B54764 EARNEST PAUL	Approve Reject

PAN Approval Request Screen

❖ RECOMMENDED BEST PRACTICE ❖

The Enforcer is able to be used as a data input device for most any purpose, including entry of PANs and attorney numbers to reduce paper and provide audit trails.

CenturyLink already performs automated PAN entry and attorney entry/verification at the Nevada Department of Corrections.

- 1.37. Contractor's system administrators must process inmate phone number requests and subsequently update the database. In order to protect the contractor from being inundated by numerous and/or frivolous requests for number changes and/or additions, system administrators will only be "required" by UDC to change an inmate's calling list once during any given 30 day period. Note: It may be in the contractor's best "revenue interest" to make more frequent changes.

Describe how you would enroll current offenders into your inmate communication system and how you would maintain the process of enrolling new offenders.

UDC' inmate telephone request form is attached; it is entitled "Attachment I - Inmate Telephone Request Form".

 CenturyLink Response: Accept and comply.

CenturyLink offers two alternatives to meet UDC's objectives.

Approach 1: "Status Quo"

CenturyLink is committed to continuing the current phone number request process if desired by UDC. Information from the Inmate Telephone Request Form would be input directly into the Enforcer – these fields are already built into the PAN module and would expedite processing.

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PANs (Personal Allowed/Blocked Numbers)
Inmate ID: 006 [redacted]

(3 digit speed dials must start with a '1' for PANs)

9 out of a 20 Non-Blocked PANs used
Active Non-Blocked PANs: 9
Active Blocked PANs: 0
Total Active PANs: 9
Total Inactive PANs: 0

PAN Num	Active	Phone Number	Speed Dial	First Name	Last Name	Relationship	Description	Allow	In use	Call Type	Approved
		Address 1		Address 2	City	State	Zip		Alt Phone		
1	<input checked="" type="checkbox"/>	1-20 [redacted]		[redacted]	[redacted]	FRIEND	40 M [redacted]	Not Blocked	1	All	01/23/2009
2	<input checked="" type="checkbox"/>	1-20 [redacted]		[redacted]	[redacted]	FRIEND	506 J [redacted]	Not Blocked	1	All	02/01/2010
...											
9	<input checked="" type="checkbox"/>	1-20 [redacted]		MADLINE	FARMINGO	AUNT	144 V [redacted]	Not Blocked	1	All	01/25/2010
10	<input type="checkbox"/>							Not Blocked		All	

PAN Editor

This work is obviously very manual however, and would divert resources away from more value-added activities such as assisting or training investigative personnel.

Alternative Approach: Increased Automation

CenturyLink proposes the following optional process to enroll and verify PANs prior to the number receiving a call with the use of our existing infrastructure. All existing security checks and control could be incorporated into our process, while eliminating the need to collect hard copies of PAN requests from inmates.

This process uses existing intelligence/functionality within the Enforcer system and would completely eliminate PAN forms and ensure that each PAN would be associated with the called parties, name, address, and relationship prior to allowing any calls to be placed to the number.

Step 1: Inmate enrollment. The call prompts within the Enforcer will automatically direct inmates to the PAN module, where they will be given the option to enter a number for enrollment (along with the relationship), delete a PAN, or check their list along with the status of each number.

Step 2: Verification of a number. Once entered, the number is held in pending status until positively verified and approved. If a call is attempted before approval, the inmate will be notified that the number is not authorized. Alternatively, the inmate can enter the PAN module to inquire about its status.

- If the number is already in the database and has name and address information, it is automatically approved.

CenturyLink has a fully operational PAN Validation Center in Rocky Mount, NC that processes PAN request information collected by onsite personnel or through the inmate phone system.

This center handles number verifications for both Nevada DOC and the Texas Department of Criminal Justice, and could be used to augment Utah-based staff.

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- If not in the database, the called party is outward-dialed and provided with options to provide name and address information (online or via live representative), or block all future calls

Step 3: Updates to PAN database and inmate PAN module. Once verified the number is entered into the inmate's PAN list and is immediately available for calling. In addition, inmates can check the updated status of the enrolled (and now approved number) within the PAN module.

Ongoing Updates/Changes

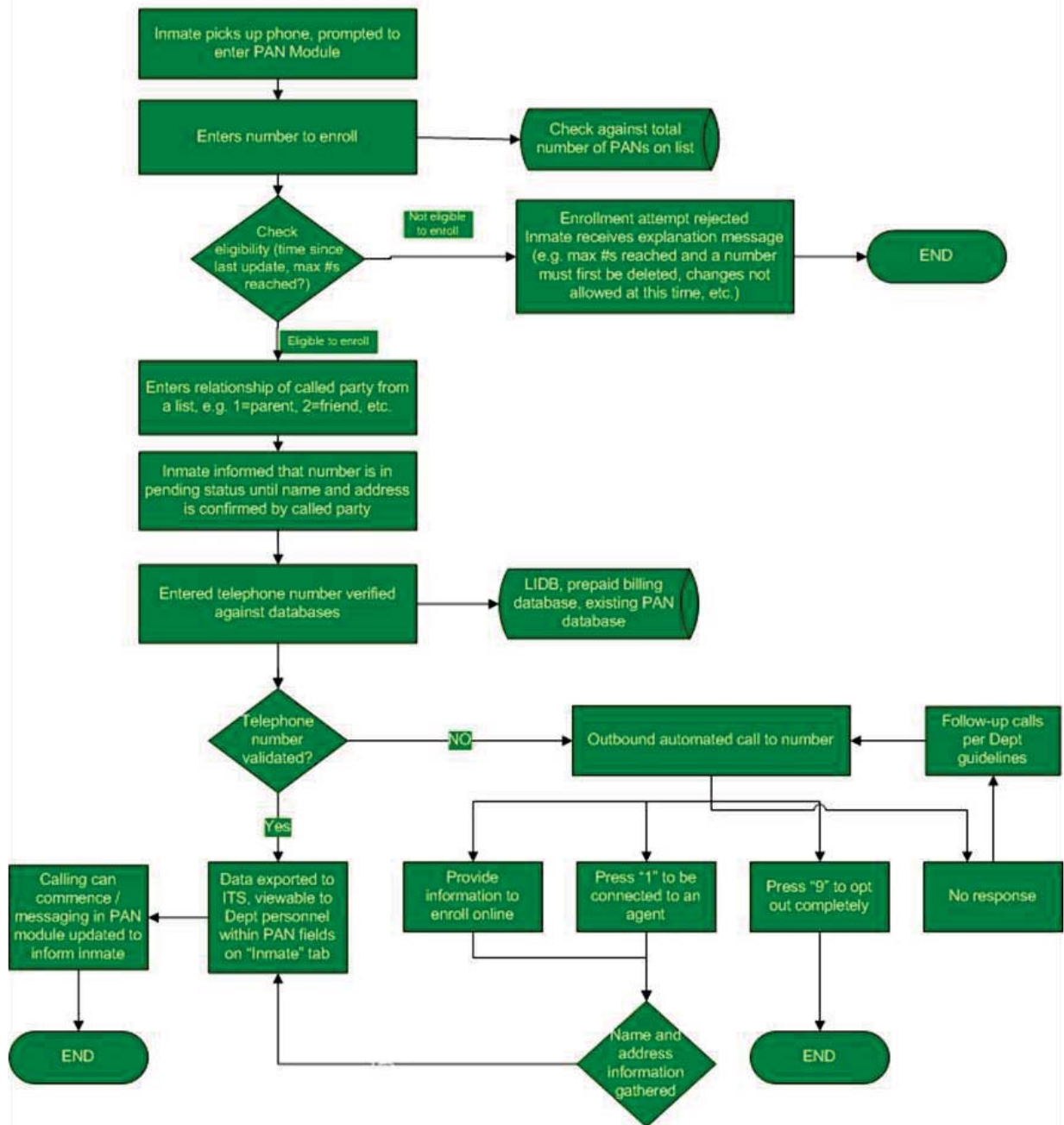
The Enforcer is able to accommodate specific timeframes for updates or changes - rules are configurable to the UDC's needs. For example:

- Additions can be restricted to specific timeframes (e.g. once every rolling 30 days on an individual inmate basis), or during specified "enrollment windows" per facility.
- Approvals can require a mandatory waiting period (e.g. 48 hours).
- Inmates can delete numbers at any time, or only at UDC-specified intervals. Once inmates reach their maximum allowable numbers, the Enforcer would play a message informing the inmate that they must delete a number before adding another.

A sample flow chart of the process to enroll a new PAN is below. Again, the logic and messages within this process are configurable.

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PROPOSED PAN ENROLLMENT AND VERIFICATION PROCESS



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- 1.38. Inmate system must have the capability of restricting specific PINs to specific inmate telephones, thereby stopping an inmate from utilizing an inmate telephone in a housing area other than their own. The incumbent inmate system contractor utilizes "voice print" technology in the matching of a specific PIN to a specific inmate's voice. UDC requires some type of bio-based verification system for positive inmate caller identification, e.g., voice print, thumb print, whatever. Describe what bio-based technology your proposed inmate system utilizes; include: 1) how the technology works, 2) how long the technology has been in service, 3) the number of false positives and the number of false negatives, 4) a reliability statement, 5) a reliability percentage and 6) a list of correctional facilities that you serve that are currently using the proposed technology.

 CenturyLink Response: Accept and comply.

The Enforcer system can assign each inmate to a single phone or a group of phones. Using Station Group Names, which assign one or phones to logically named groups, staff can quickly enforce physical phone restrictions. In the following example, Inmate Clark can only make calls from Apache B and D, however, any inmate without a Group restriction can also use Apache B and D.

Allowed Station Groups for Inmate

Inmate ID: 072320 RODNEY CLARK

Save Changes
Back to Inmate Editor

Station Group Name	Allowed For Inmate
All Stations	<input type="checkbox"/> Allow
APACHE A	<input type="checkbox"/> Allow
APACHE B	<input checked="" type="checkbox"/> Allow
APACHE C	<input type="checkbox"/> Allow
APACHE D	<input checked="" type="checkbox"/> Allow
NAVAJO A	<input type="checkbox"/> Allow
NAVAJO B	<input type="checkbox"/> Allow
NAVAJO C	<input type="checkbox"/> Allow
COCOPA A	<input type="checkbox"/> Allow
COCOPA B	<input type="checkbox"/> Allow

Inmate Profile Screen – Allowed Groups Tab

In addition, CenturyLink will use a voice biometric verification system for inmate caller identification.

1. How the technology works:

Pre-call validation matches a pre-recorded voice print from the inmate that can be compared to the inmate's voice when they make a phone call; if the print and the actual voice do not match, the call is not allowed to be placed. This feature is very useful in reducing attempted PIN theft among inmates.

Section 5 – Detailed Response

- If such an event occurs, the call detail record is marked with a termination code identifying the call as failing biometric validation.
- Note that this is a one-time, up-front rejection of the call attempt. If rejected, the inmate would be required to hang up and attempt the call again.

2. In-service time:

This feature has been in service since 2005.

3. Number of false positives/negatives:

When an inmate is attempting to commit fraudulent activity, the voice print has an accuracy rating of 99% - 100% at detecting this type of fraud. Therefore, its percentage of false negatives is less than 1%.

The percentage of false positives (when an inmate is prevented from placing a legitimate phone call) is between 1% and 5%, depending upon environmental conditions and threshold settings in the Voice Print software.

These accuracy ratings are directly influenced by the quality of the voice enrollment (the “voice print” captured and stored in the system) and ambient sound in the telephone’s vicinity. If higher than average false positives or false negatives are observed, the voice print software can be fine-tuned by adjusting tolerance thresholds to accommodate the environmental conditions in the facility. If a particular inmate experiences an unusually high number of false positives, the inmate can be required to re-enroll their voice to correct a low-quality voice print.

4. Reliability:

The reliability of the voice print software, as discussed previously, is quite high. As with any biometric registration, the main factor influencing reliability is the quality of the registration: if the inmate registration site is in an area with high ambient noise, or the individual supervising the enrollment does not ensure the inmate is following the correct steps, reliability will suffer. That being said, the enrollment process has fairly wide latitude in handling environmental conditions; we have successfully enrolled thousands of inmates with minimal issues.

5. Reliability percentages:

Reliability for voice enrollment systems can be measured by false negatives and false positives; as discussed above, this is less than 1% and between 1% and 5% respectively.

6. CenturyLink Enforcer facilities currently using voice print technology:

- Nevada Department of Corrections 12,700 inmates
- Clark County, Nevada 3,700 inmates
- Hillsborough County, Florida 2,900 inmates
- East Baton Rouge Parish, Louisiana 1,800 inmates
- Pasco County, Florida 1,400 inmates

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- Escambia County, Florida 1,300 inmates
- Leon County, Florida 1,000 inmates
- Seminole County, Florida 900 inmates
- Johnson County, Kansas 700 inmates
- Hernando County, Florida 500 inmates
- Putnam County, Florida 350 inmates
- Walton County, Florida 290 inmates
- Sumter County, Florida 250 inmates
- Okeechobee County, Florida 230 inmates

- 1.39. Inmate system must allow "collect only" calling unless exceptions, e.g., calls placed to the Disability Law Center, to attorneys, to clergy, to the State's TDD relay service provider, etc. are specifically authorized in writing by UDC.

CenturyLink Response: Accept and comply.

- 1.40. Inmate system must be capable of detecting and eliminating (minimizing) efforts to "transfer" inmate calls to a third party utilizing "three-way calling" and/or "conferencing". Detection of any attempt by the called party to transfer an inmate call or to create a conference call must result in the call being disconnected. Describe what three-way and what conferencing prevention feature(s)/technology your proposed inmate system utilizes; include: 1) how the feature(s)/technology works, 2) the number of false positives and the number of false negatives, 3) a reliability statement and 4) a reliability percentage. This feature must function without unreasonably restricting an inmate's ability to make a properly authorized and processed call. Are any serious efforts underway within the inmate communications industry to better manage the abuse of three-way calling and conferencing? Is there an option to prohibit these calls from being immediately redialed?

CenturyLink Response: Accept and comply.

Three-way conferencing prevention features:

The Enforcer system has recently undergone additional development to improve its three-way calling detection capabilities. As a result CenturyLink offers a multi-pronged approach to combating this problem, which is described in more detail below. Approach 1 is the current method of detecting and eliminating three-way calls.

On UDC's question about serious efforts within the inmate communications industry to better manage the abuse of three-way calling and conferencing, we offer Approaches 2 and 3. A feature to prohibit these calls from being immediately redialed can and will be developed for Utah, and would be available within 90 days of award notification.

Approach 1: Call Sensing

1. How the technology works

The Enforcer automatically detects attempts by destination parties to connect, or forward, calls to a

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third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can:

- Flag the call for investigation
- Flag the call for investigation, and play a warning message to the inmate and called party
- Flag the call for investigation, play a notification to the inmate and called party, and terminate the call

The Enforcer will be programmed to take whichever action UDC prefers from the list above. This action is also configurable by called number, for example, not taking action on attorney calls (which may be transferred from a receptionist).

CenturyLink highly recommends allowing the call to proceed, because valuable investigative data can be found by reviewing calls that were flagged as three-way attempts.

When the system is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation. This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call.

The resulting call record is then flagged with this detection and termination for future query and reporting purposes, as shown on the following screen:

The screenshot shows a search interface for call records. On the left, there are search criteria for Inmate (Lastname, First or ID, Last Name), CSN (Called Number), and Start/End Date/Time (01/14/2014 00:00 to 01/21/2014 23:59). On the right, there is a 'Search CDRs' panel with various filters: Site (All), CSN Min/Max, Station Group (All), Station Name (with a 'List' button), Station ID, Trunk ID, Secs Min/Max, DNR (All), End Type (All), Sup Type (All), Call Type (All), Tarff Type (All), Language (All), Validation (All), LIDB Code (All), Card number, Resp Digits, Cost Min/Max, Location, and Priv (All). At the bottom of the search panel, there are three checkboxes: 'Show 3-Way only' (checked and highlighted with a red box), 'Show DTMF only', and 'Show Alerts only'.

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Call Detail Screen – Report on Suspected 3-Way Calls

Detection of fraudulent use can be managed through sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call. The success of this DTMF or extended silence, detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up.

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy is much more effective. With such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls.

Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded.

The sensitivity of detection settings is also configurable so that parameters can be set to optimize performance.

Standard three-way activity reports from the System can facilitate investigations into suspected three-way call attempts. The three-Way Attempts report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 three-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.

2. Number of false positives/negatives, reliability statement, and reliability percentage

While we do not review each and every identified three-way call attempt at our hundreds of client facilities, any studies that we have conducted in the past would indicate that false positives and negatives are actually less than 1% of identified three-way call attempts. If an inmate or called party feels their call has been disconnected in error, they may contact us directly at our Customer Service Hotline (for called parties) or via The CommunicatorSM inmate communications portal (for inmates). Our personnel will review each report, including a review of the call recording, in a timely manner and can provide an immediate refund to the paying party if it is discovered that the call was indeed a false positive.

Approaches 2 and 3 address the specific issue of inmates using the telephone system for three-way intercommunication – an obvious and major security issue.

Approach 2: Inmate Inter-Communications Evaluation & Reporting (ICER).

CenturyLink is pleased to offer UDC the ICERTM - Inmate Inter-Communication Evaluation and Reporting system. We are partnering with JLG Technologies, a leading voice biometric analysis technology company. After developing its Investigator Pro voice identification and crime investigation system now in place in 176 correctional facilities throughout the country, JLG furthered its research as a result of requests from corrections investigators to develop an automated way of identifying inmates who are illegally communicating with other inmates using the inmate telephone system. The result of

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this research and development effort is ICER.

The Threat

Inmates have been, and continue to communicate with each other over the telephone systems that have been provided for their controlled contact with the outside world.

Until now, ITIC (short for Inmate-to-inmate phone communications) has essentially gone undetected because there was neither practical technology nor uniform networking capability to identify such communications. Following are highlights of the ITIC threat:

- Through a variety of methods, inmates are circumventing the inmate phone system at a particular facility to communicate with another inmate whether the other inmate is in a neighboring POD or in a facility in a different state and using a different inmate phone system.

Inmates exploit conference bridges, services such as Skype, Google Voice and other kinds of modern telecommunications technology. In addition, they rely on called parties to bridge the calls, place three-way calls, or even put two speaker-phones in proximity to one another, so that inmates can talk to other inmates

- Until recently, ITIC incidents were only found when accidentally stumbled upon by correctional staff and Incidents are now known to occur with much wider frequency than previously known. ICER has already identified more than 1,000 of these events.
- These ITIC communications have involved criminal activities including coordinating gang-related murders, drug trafficking, racketeering, as well as inmate disturbances at multiple correctional facilities around the country.

Technology, Cooperation Between Inmate Telephone System providers, and Participating Nation-Wide Corrections Administrations are Joining to Reduce the Threat

Every day we learn from the news about instances of major crimes being solved because of the increasingly cooperative efforts of state and federal agencies that are now beginning to share case-critical data around the US and the world.

In the world of inmate phone calls, we are offering a new technology based on voice biometric analytics and a dedicated cooperative network provided through a consortium of inmate telephone system providers* and JLG Technologies.

This combined effort will enable all participating corrections administrations throughout the country to receive specific and detailed information on a call-by-call basis when their inmates are using their phone systems to talk to each other – whether the calls are connected between different inmate telephone systems, between PODs in the same facility, or between inmates in facilities from Florida to California.

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The more agencies that take part in the ICER network and share ICER data, the more ITIC calls that will get caught in the net and be reported.

* Inmate Telephone System providers who have joined the ICER Consortium to date includes Securus Technologies and CenturyLink. As of March 25, 2014, PayTel Communications, ICSolutions, and GTL (Global Tel*Link) have signed letters of intent to join.

How ICER Works

ICER uses advanced voice analysis technology to generate a “call signature” — a representation of the call that does not involve any of the original audio — for each completed inmate telephone call.

Call signatures are then automatically encrypted and transmitted to the central data center at JLG Technologies headquarters in Framingham, Massachusetts for analysis. Because none of the original audio is used in a call signature, the ICER system is in full compliance with state laws regarding the transmission of call recordings.

Under normal operations, call signatures are created, transmitted, and received at the data center within seconds of each completed call. Upon arrival, the call signature is immediately analyzed and checked against other call signatures. If an ITIC event is detected, it is logged in the ICER system database and investigators from the participating corrections administration are automatically alerted via email to log into the ICER system for the detailed report.

To protect certain elements of inmate data from being displayed to participating agencies, on-line consent by both parties must be gained before details of the full report are made available. The ICER system doesn't require correctional facilities to transmit audio files and each agency is always in complete control of the level of sensitivity of any data transferred.

The above is a sample report showing data which investigators in two participating agencies will see once mutual viewing acceptance is granted.

Until mutual viewing acceptance is granted, investigators will only be able to see inmate call data for their own facility (either the right or left sides of the report) plus limited data on the inmate from the other facility.

Where inmates are calling each other within their own facility (not shown), all data for both inmates will

Inmate	WILLIAMS, LAURIE	SMITH, DAVID
Agency	Russ County Detention Center	Russ County Detention Center
Site	45678	24781
Inmate ID	0041996789	0042797568
Called Number	17024463043	17022141399
Station Name	OPEN AREA MALE - 26	OPEN AREA MALE - 27
Call ID	4631857072	4318321735
Call Start Time	Mar 11, 2014 10:12 pm (EDT)	Mar 11, 2014 10:13 pm (EDT)
Time into Recording (H:M:S)	04m:21s (261 sec)	03m:30s (210 sec)
Duration of Event (H:M:S)	01m:22s (82 sec)	01m:22s (82 sec)

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be displayed automatically.

While we view ICER as a significant contribution to detecting inmate inter-facility communication, participation of your administration and facility is voluntary and will be provided at no cost to your facility. The cost of this technology is born by the consortium of inmate telephone providers and JLG Technologies. We would be pleased to discuss ICER further with UDC during contract discussions. We have included a copy of the user's license that would grant permission to UDC to participate in the nationwide ICER operations at the end of this Item response. The only prerequisite is completion of the JLG Technologies standard license form contained herein.

Where the ICER Network is Currently Operating?

ICER is currently operational in these states: California, Florida, Kansas Maryland, New Hampshire. Upon completion of the license agreement, UDC facilities will automatically be added to the network.

Customer Correctional Agencies Participating in the ICER ITIC Program:

- Kansas Department of Corrections (CenturyLink is contract holder)
- New Hampshire Department of Corrections (ICSolutions is contract holder)

ICER™ – is a registered trademark of JLG Technologies

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Beginning of Redacted Proprietary / Confidential Information



End of Redacted Proprietary / Confidential Information

JLG END USER ICER SOFTWARE LICENSE AGREEMENT

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END-USER LICENSE AGREEMENT

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This End-User License Agreement ("Agreement") is the sole and exclusive agreement between you (herein after "You" or "Your") and JLG ICER Technologies, LLC, its suppliers, and licensors (collectively referred to as "Licensor"). You agree and covenant to the following terms and conditions:

- 1. License Grant:** Subject to Your continued compliance with this Agreement, Licensor grants You a personal, single user, non-transferable, non-exclusive, revocable license to use, install, store, load, execute, and display the Licensor's software, including software fixes, patches, new releases, upgrades, new versions, enhancements and/or portions thereof, in binary code form only, and the accompanying documentation, if any, (collectively the "ICER Software"), for You solely as a single user. You may make one (1) copy of the ICER Software solely for backup or archival purposes provided you reproduce and include all ICER Software copyright and other proprietary legends. You shall only use the ICER Software strictly in support of Your internal business operations and to process Your own data.

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- 2. Term:** This Agreement remains effective until terminated. You may terminate this Agreement at any time by destroying the ICER Software, including all copies. This Agreement shall automatically terminate, without notice, if at any time you fail to comply with all of the terms and conditions of this Agreement. Upon termination for any reason, You shall promptly destroy the ICER Software and all copies or portions thereof in any form and delete all electronic copies.
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- 4. Terms Governed by Contract with Supplier:** You agree and acknowledge that additional terms and conditions including, but not limited to, support, service, fees, and payment terms may be governed by one or more separate agreements between You and the supplier of the ICER Software, other software, computer system, and/or computer network. You further agree and acknowledge Licensor is not a party to any other such agreement. In the event of a dispute between You and any such supplier, You agree to look solely to the supplier for relief. In no event shall Licensor be responsible for or incur any liability for any claim, dispute or lawsuit related to or resulting from any agreement or contract between You and any supplier or other third party.
- 5. Warranty:** YOU ACKNOWLEDGE THAT THE ICER SOFTWARE IS SUBJECT TO FALSE POSITIVE AND FALSE NEGATIVE READINGS. YOU ACKNOWLEDGE AND AGREE THAT THE OCCURRENCE OF SUCH FALSE POSITIVES AND FALSE NEGATIVES ARE NOT A FAILURE IN THE SYSTEM AND DO NOT CONSTITUTE A BREACH OF WARRANTY. THE SOFTWARE IS PROVIDED "AS IS." LICENSOR MAKES NO REPRESENTATION OR WARRANTY TO YOU OF ANY KIND CONCERNING THE SOFTWARE, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. LICENSOR DOES NOT WARRANT THAT THE ICER SOFTWARE IS ERROR-FREE, WILL OPERATE WITHOUT INTERRUPTION OR IS COMPATIBLE WITH ALL EQUIPMENT AND SOFTWARE CONFIGURATIONS. IN NO EVENT SHALL LICENSOR OR ITS SUPPLIERS BE RESPONSIBLE OR LIABLE FOR ANY PROBLEM OR ERROR CAUSED BY OR TO COMPUTER HARDWARE, NETWORK, APPLICATION ICER SOFTWARE OR OPERATING SYSTEM SOFTWARE. YOU EXPRESSLY ACKNOWLEDGE THE SOFTWARE IS PROVIDED "AS IS" AND YOU ASSUME THE SOLE RESPONSIBILITY FOR DETERMINING WHETHER OR NOT TO INSTALL OR USE THE SOFTWARE.
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- 7. Limitation of Liability:** YOU UNCONDITIONALLY AGREE THAT IN NO EVENT SHALL THE AGGREGATE LIABILITY OF LICENSOR, ITS MEMBERS, MANAGERS, DIRECTORS, OFFICERS, EMPLOYEES, LICENSEES, DISTRIBUTORS, OR SUPPLIERS EXCEED \$100.00, PRORATED OVER THREE YEARS BEGINNING FROM THE DATE YOU PAID THE LICENSE FEE, FOR THE PERIOD GIVING RISE TO ANY CLAIM. YOU SHALL NOT USE THE SOFTWARE IN ANY CASE WHERE SIGNIFICANT DAMAGE OR INJURY TO PERSON, PROPERTY OR BUSINESS MAY OCCUR IF ANY ERROR OCCURS. YOU EXPRESSLY ASSUME ALL RISK FOR SUCH USE.
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BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY, EVEN IF ADVISED OF OR HAVE REASON TO KNOW OF THE POSSIBILITY OF SUCH DAMAGES.

- 9. Governing Law:** The validity, construction, and performance of this Agreement shall be governed by the laws of the Commonwealth of Massachusetts, exclusive of its rules regarding conflicts of law. You unconditionally and irrevocably agree any legal action, proceeding or controversy with respect to this Agreement shall be brought in Massachusetts and such courts shall have exclusive jurisdiction and consent to personal jurisdiction exclusively in Massachusetts. English shall be the governing language of this Agreement. Section headings are intended for convenience only and shall not to be used to interpret this Agreement. Any dispute, claim or cause of action You believe You may have against Licensor must be filed in the appropriate court in Massachusetts within one (1) year of the event giving rise to any such action or You unconditionally agree You are forever barred from bring any such action. In the event You file or bring any claim against Licensor that is inconsistent or contrary to this Agreement, Licensor shall have the right to recover all attorneys fees and costs (including in-house attorneys fees). You and Licensor waive all rights to a jury trial.
- 10. Voice Recordings:** You agree and acknowledge that by using the ICER Software, Licensor will have access to Your voice recordings. You own the voice recordings. You expressly and unconditionally grant Licensor a perpetual, irrevocable, royalty-free, non-exclusive right to use, install, store, load, execute, copy, non-publicly display, create derivative works, manipulate, and otherwise utilize, any and all of Your voice recordings created as a result of Your use of the ICER Software. Licensor will not copy or remove Your voice recordings from any of Your computer systems, except in the performance of services provided by Licensor to You under this Agreement without Your consent. Licensor shall have the right to utilize Your voice recording for software development, product testing, or for any other purpose as determined solely by Licensor other than product demonstrations. Some jurisdictions may provide certain privacy, confidentiality or other rights or laws regarding voice recordings and all such recordings shall remain subject to such laws. You expressly covenant that your use of the ICER Software is subject to You, now and forever, unconditionally waiving any and all such rights, including without limitation, any and all results relating to voice recordings processed or analyzed by the ICER Software. You are solely responsible, now and forever, for verifying Your use of the ICER Software and Licensor's use of Your voice recordings is not in violation of any law or regulation in Your jurisdiction.
- 11. General Terms:** This Agreement is the complete and exclusive agreement between You and Licensor regarding this subject matter and supersedes all prior agreements and all communications, whether written or oral, between the parties. This Agreement may only be amended, changed, or revised by a written agreement signed by a duly authorized representative of Licensor and acknowledged by You. No third party, including but not limited to, any supplier, distributor, sales representative, service provider, or government employee has the authority to modify, alter or otherwise revise this Agreement on behalf of Licensor. You agree to indemnify, defend, and hold Licensor and Supplier harmless for any and all claims and/or liabilities arising from or related to this Agreement unless You are prohibited from providing such indemnification by a pre-existing contractual obligation. Any waiver of a violation or failure to enforce any provision of this Agreement by Licensor shall not constitute a waiver of any Licensor right. All terms and conditions of this Agreement are severable. If any term or provision, or any portion thereof, of this Agreement is held to be invalid, illegal or unenforceable, the remaining portions shall not be affected. Sections 3 through 12 of this Agreement shall survive the expiration or termination of this Agreement. You agree to comply with all applicable laws and regulations. The export and re-export of the ICER Software is subject to applicable U.S. export regulations, and other applicable laws and regulations and shall be Your sole responsibility.

YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS.

<i>Accept</i>		<i>Do not accept</i>
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- 1.41. Describe how your proposed inmate system handles inmate calls that are answered by answering machines, busy signals, call waiting, not answered, etc.

 CenturyLink Response: Accept and comply.

Through the use of industry-standard answer supervision technology, the Enforcer recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones) and is able to clearly distinguish events such as busy signals, call waiting, and even fraud-invoking events like chain-dialing from a called party legitimately answering the phone and providing positive acceptance.

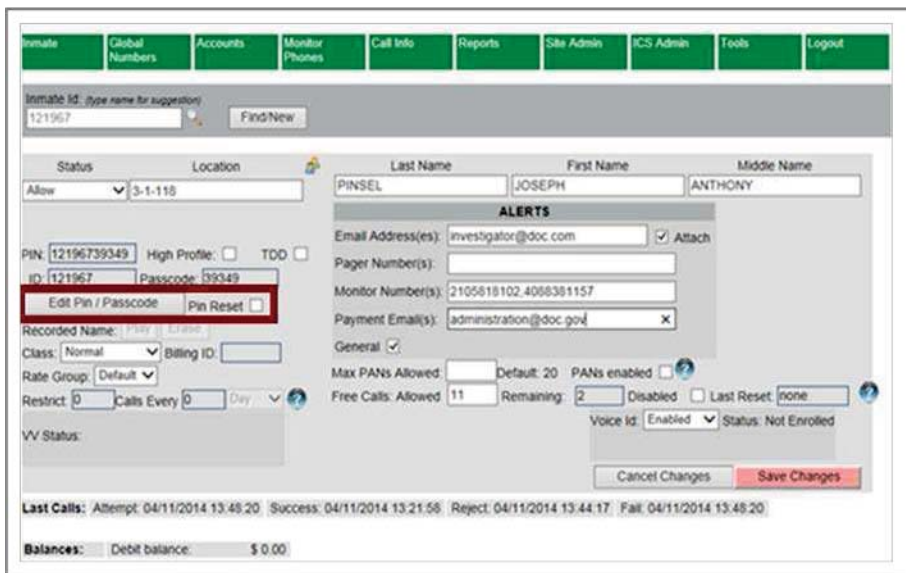
Upon detecting answer, the system will only acknowledge positive acceptance by the called party, and ensure that billing does not occur until after this positive acceptance. If a call is not completed due to a 'non-conforming' event, the Enforcer informs the inmate as to the reason for call termination.

- 1.42. Describe how UDC would provide input data to you, the contractor, for establishing the inmate system’s operational database; include sample data input forms.

 CenturyLink Response: Accept and comply.

CenturyLink does not impose data formatting requirements on its customers – instead we write our interfaces to your requirements. As a result, no data input templates are needed. In addition, we will work with the outgoing vendor to import all critical data (attorney numbers, blocked numbers, PANs, etc.) without any involvement necessary by UDC other than prior approval of the data elements being imported.

For individual inmate data that is entered manually for any reason, CenturyLink administrators or authorized UDC personnel may do so directly in the Enforcer system.



The screenshot shows a web-based interface for managing inmate data. At the top, there is a navigation menu with tabs: Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, ICS Admin, Tools, and Logout. Below the menu, there is a search bar for 'Inmate ID' with the value '121967' and a 'Find New' button. The main form area is divided into several sections:

- Status and Location:** Status is set to 'Allow' and Location is '3-1-118'.
- Name Fields:** Last Name: PINSEL, First Name: JOSEPH, Middle Name: ANTHONY.
- Alerts Section:** Includes fields for Email Address(es) (investgator@doc.com), Pager Number(s), Monitor Number(s) (2105818102.4068381157), and Payment Email(s) (administration@doc.gov). There are checkboxes for 'Attach', 'General', 'PANS enabled', and 'Status: Not Enrolled'.
- General Settings:** Max PANS Allowed (Default: 20), Free Calls Allowed (11), Remaining (2), and Last Reset (none).
- Pin and Passcode:** PIN: 12196739349, High Profile (checkbox), TOD (checkbox), ID: 121967, Passcode: 39349. The 'Edit Pin / Passcode' button is highlighted with a red box.
- Other Fields:** Recorded Name, Class (Normal), Billing ID, Rate Group (Default), Restrict (D), Calls Every (D) Day, and VV Status.
- Buttons:** 'Cancel Changes' and 'Save Changes' buttons are at the bottom right.
- Summary:** 'Last Calls' section shows a log of call attempts (Abtempt, Success, Reject, Fail) with timestamps. 'Balances' section shows a debit balance of \$ 0.00.

Inmate Tab – highlighting PIN editing function

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Of course, both UDC and CenturyLink wish to automate data entry as much as possible. This automation is simple:

Step 1: Import of data from prior vendor

Again this would occur with essentially no UDC staff or system involvement. CenturyLink has an existing bi-lateral transition services agreement in place with the current vendor and has performed similar migrations in a number of other accounts. This migration simply involves “normalizing” identified data from the prior system into the table formats used by the Enforcer system.

Step 2: Ongoing data updates

Ideally, we would like to receive a full active roster of all inmates in custody every 15 minutes to include the data elements listed below. This roster can be in any standard format, and be “pulled” by CenturyLink from a UDC-controlled location or “pushed” by UDC to a CenturyLink-controlled location (e.g. secure FTP).

- Facility ID Number or Site ID Number
- Permanent ID Number
- Intake Number
- Last Name
- First Name
- Middle Name
- Housing Location – Section and Unit
- Gang or Other Affiliation (at UDC’s option)
- Other Identification or Tracking Information (at UDC’s option)

Typically we would provide an ftp site and credentials for you to send files to. Again any file type is acceptable, but we would recommend simple text, CSV or XML-formatted data. If you have another file type established please let us know, and we can accommodate your needs.

A few things to avoid:

1. Consistent irrelevant info at the beginning of the file is fine (with consistent referring to the number of lines), as we can make the parser skip a number of lines, but this needs to be the same number of lines each time.
2. Irrelevant info at the bottom of the file, however, will cause issues.
3. Double quotes aren’t strictly needed, but in our experience leaving them out can cause problems.

- 1.43. Inmate system feature functionality shall be site programmable/ controllable by contractor system administrators and remotely programmable/controllable from the contractor’s service center. Contractor must complete the input of new inmate calling requests and inmate data into the inmate system’s database within 24 hours or within one normal work day after collection/receipt of the new inmate calling request/data. This paragraph refers to inmates who are new to prison or who are being returned to prison from parole. The rationale being, provide new inmates access to their families and legal counsel ASAP after their arrival to prison. Paragraph 1.37 verbiage, specifically, “change an inmate’s calling list once during any given 30 day period” refers to subsequent calling requests. Subsequent requests are

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changes that an inmate may want to make to their list of approved numbers (requests received after an inmate is already in the system). Describe how you would maintain the integrity of telephone numbers submitted, and possibly resubmitted, by inmates that are disapproved by UDC; include how “disapproved” telephone numbers would be handled if UDC subsequently approves “disapproved” telephone numbers.

CenturyLink Response: Accept and comply.

The proposed CenturyLink site administrator/technicians will process PIN/PAN requests in the same manner as the current UDC policy requires. In other accounts where we process these types of requests, they are usually handled within one business day of receipt. Disapproved numbers can also be removed as desired by the UDC. The UDC may choose to use the AutoPAN feature (as described previously in response to Item 1.37) that allows the inmate to automatically generate their own PANs. In this case the UDC would have up to 48 hours to investigate and “disapprove” any auto generated PAN entry.

The Enforcer system can be accessed from any Internet-enabled computer whether on-site or remotely. Since one system will handle every UDC facility, there will not be a need to sign in to different systems to access data. Access is simple; if an individual has access to the Internet, they can use their Enforcer system sign-on and password from any state office building, department headquarters, residence or a hotel room. Nothing else is required.

Security is through Hypertext Transfer Protocol Secure (HTTPS) which is a communications protocol for secure communication over a computer network, with especially wide deployment on the Internet. It is the result of simply layering the Hypertext Transfer Protocol (HTTP) on top of the SSL/TLS (Secure Sockets Layer/Transport Layer Security) protocol, thus adding the security capabilities of SSL/TLS to standard HTTP communications. The security of HTTPS is that of the underlying TLS, which uses long term public and secret keys to exchange a short term session key to encrypt the data flow between client and server.

- 1.44. Contractor must maintain inmate system software, including the operating system (system administration and system reporting terminals/PCs), at the latest general release at no cost to the State. The operating system must be compatible with all hardware and wireless phones. Describe the process for handling other than general release software upgrades and/or system enhancements requested by UDC; include any costs that would be imposed on the State for the requested non-general software upgrades and/or system enhancements. It is the State's opinion that general release software upgrades and/or general inmate system improvements throughout the term of the contract should be provided at no cost to the State. The State will negotiate “payment” with the contractor if/when UDC requests the deployment of altogether “new” inmate technologies, e.g., video visitation/arrestment and/or the complete change-out of the inmate system. Contractor shall discuss inmate system upgrade/enhancement benefits with UDC and proceed only with UDC approval. Describe how system wide inmate system upgrades/enhancements are handled.

CenturyLink Response: Accept and comply.

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Software Development Methodology

CenturyLink is recognized as a leader in technology innovation. Many features that are currently available on the Enforcer system are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

CenturyLink follows an efficient, flexible and adaptive software development methodology to ensure that the Enforcer is always functioning optimally and offers the most cutting-edge features in the market today.

Our development process is a cooperative effort between CenturyLink and our technology partner ICSolutions that has been designed to balance speed-to-implement with analysis and testing rigor. UDC will be notified at least 14 days prior to any upgrade and be provided with documentation on the new features and functionality of the new software. Notification/documentation takes several forms:

- Email/phone notification from the CenturyLink Program Manager to personnel designated by UDC as contract managers and System Administrators (“Super Users”). If upgrades require user training, the Program Manager will work with UDC designees to schedule the training.
- Release Notes, which are included in notification emails and directly within the Enforcer User Interface screen under “Tools”.
- An updated User Reference Guide, which is always available from the user screen under “Tools”.

Software Development Process

When releasing new features, updates, and bug fixes, the CenturyLink Team follows the Agile software development process, which allows for expediency and flexibility in development. While many companies go through a long process of analysis and documentation for business justification, we are driven by the needs and desires of the customers to get to the end result quickly and efficiently. Business justification is left to a very few cases where the requested feature will only benefit a single customer.

Benefits of Agile Software Development

The Agile Software Development process is unique in that the development methods are based on **iterative** and **incremental** development, rather than focusing on one long-term project from beginning to end. Instead, Agile breaks the development cycle into small pieces that allows for short-term planning that can be completed more quickly and fluidly.

This incremental development allows developers to create solutions that evolve through collaboration with multiple cross-functional teams and in many cases, directly with the client, throughout the development process. Benefits of this type of flexibility include:

- Quick turn-around, with the ability to develop and deliver working software within days or weeks

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- High level of customer input in every phase, allowing for adaptive change throughout the development process
- Collaborative effort that evolves with internal and external feedback



Agile Software Development Cycle

CenturyLink's Software Development Cycle consists of five phases after the Initial Request is placed:

- Phase 1: Define & Analyze
- Phase 2: Design & Develop
- Phase 3: Quality Assurance & User Acceptance Testing
- Phase 4: Deployment
- Phase 5: Post-Deployment

These phases are described in detail on the following pages.

Phase 1: Define & Analyze

Enhancements and upgrades to the Enforcer are predominantly driven by **emerging technology and technological ideas**, market demand and specific client requests. Enhancements, upgrades, or client requests are entered into our ticketing system, which are prioritized and tracked through each phase of development. Feature requests may be submitted by internal CenturyLink employees, as well as external clients.

All feature requests are reviewed at the executive level by the Vice President of Technology, the Vice President of Business Development and other general management to determine the order of priority for each enhancement.

- *Preliminary Product Requirements.* Business owners present features/functionality desired, including considerations of basic versus advanced functionality.

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- *Analysis of Business Need.* Business owners additionally present data regarding the individual customer and/or broader market need for their idea.
- *Go/No-Go Decision.* A go/no-go decision is made based on preliminary business analysis. If “go,” the project proceeds to formal evaluation.

Enhancements that are approved for development are ported into a Project List to outline the priority and order in which the enhancement will be completed. The Project List includes:

- Detailed list of feature(s) required, listed in order of priority
- For each feature required, requirements for each solution component are listed: application design and development, database design and storage requirements, as well as ongoing maintenance/monitoring and customer care (staff as well as consumers).

A Project Plan is then created to track progress and capture the overall essence of the project flow. Functional owners detail tasks and timelines needed to fully deploy the project; the project is then placed in the development queue.

The number of system updates required for a particular enhancement is dependent upon the scope of the project.

Phase 2: Design & Develop

During the Development phase, the Engineering Manager oversees the development of functional requirements through to the QA Testing phase. To ensure that development is on track, Engineering Scrums are run three times per week. Using Scrum methodologies in Agile, projects are broken down into smaller, more manageable pieces, known as “sprints,” that can be completed within two to three days. At the end of each sprint, the Development Team meets to assess the project’s progress and plan the next steps.

Due to the collaborative nature of the Agile process, CenturyLink’s Developers work closely with customers throughout the development phase to define and fulfill a requirement request in the most efficient and accurate way. The focus is on getting the feature developed that is most beneficial and useful to the customer, not on extraneous process and documentation.

For specific customer requests, periodic work-in-progress demonstrations of the new feature may be performed for customers where appropriate.

Phase 3: Quality Assurance & User Acceptance Testing

CenturyLink conducts thorough Quality Assurance testing, and in cases of specific customer request, User Acceptance testing. Once the Development phase of each iteration is complete, the Quality Assurance Team will define test parameters for the system, which is reviewed with the entire Development Team. This Test Parameters and Requirements document will be used to generate a QA matrix. Testing is performed in a QA Test environment to verify functionality of new enhancements, bug fixes, and software patches.

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Due to the incremental nature of Agile, testing often occurs concurrently with development so that each iteration of a feature is tested as it is developed. Testing in this manner lessens the risk of a compressed test period that often occurs in traditional Software Development Cycles as a result of running out of time on the development timeline.

For enhancements resulting from specific customer requests, our Engineers will work closely with the customer to conduct User Acceptance Testing in a controlled test environment to ensure that all requirements of the requested enhancement are met. Customers will review their enhancement for the appropriate functionality and usability and report any issues or requested changes back to the Testing Engineer.

While Engineers are completing QA Testing, CenturyLink's Technical Writer begins creating documentation of the new features that will go into the User Reference Guide and Release Notes, which are released to UDC before deployment.

Phase 4: Deployment

After the Testing Phase is complete, the feature/module is moved from the development branch into the software trunk. The software is then forwarded to the System Architect for incorporation into the appropriate software release. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Due to this centralized system update, downtime is minimal. CenturyLink's Program Manager will work with UDC to arrange a mutually agreeable maintenance schedule at the most convenient time to ensure as little disruption to site operations as possible. CenturyLink can accommodate any time of day or night for release, whether during business hours or after hours.

Whenever an upgrade and/or enhancement to The Enforcer finishes testing and is ready for wide release, UDC will be notified of the new release updates (typically within two weeks of the release) and provided documentation of the features and functions of the new software. A white paper "Feature Flyer" will be distributed to UDC, which describes the new system feature and its functionality. At this point, the newly updated User Reference Guide and Release notes are uploaded online for UDC users to access through The Enforcer GUI.

CenturyLink schedules two major and two minor releases per year on a quarterly basis to ensure the system is always state-of-the-art. In addition, specific customer requests can be completed on-demand and pushed to UDC as a patch. These requests will then be rolled out to all clients in the next quarterly release. Any bug fixes and critical patches will be completed and applied immediately, as well.

Phase 5: Post-Deployment

In the Post-Deployment phase, our Technical Services Center is notified of all system changes in the release so that they are aware of and prepared for any potential issues that may occur. All software is built to report non-standard behavior through our central monitoring system, Enforcer Real Time Status (ERTS).

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System monitoring is part of the fundamental design of all components of The Enforcer system. All key applications send heartbeat messages to CenturyLink's central monitoring system, ERTS. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration to ensure that no missing heartbeats are ignored.

Any condition which is deemed "not normal" can cause an event to trigger. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately. Should an event occur as a result of a recent release, our Technical Services Center will work with the Engineering department to troubleshoot the issue so that Engineering can begin development of a bug fix or software patch where appropriate.

- 1.45. Contractor must be capable of providing inmate communications systems/services as described within this RFP to approximately 4,500 inmates at the USP in Draper, Utah, approximately 1,600 inmates at the CUCF in Gunnison, Utah, as well as various other UDC sites, Community Correctional Centers and all interested political subdivisions located within Utah.

 CenturyLink Response: Accept and comply.

CenturyLink has over **23 years** of Inmate Telephone System (ITS) implementation and service experience. We currently provide inmate telephone services for facilities housing over 240,000 inmates nationwide, including multiple major counties and **five state departments of corrections** (Alabama, Kansas, Nevada, Texas, Wisconsin), and are in the process of transitioning the Idaho Department of Corrections to our Enforcer system from GTL's ITS.

Our Project Team has almost 300 years of combined telecommunications experience with inmate services, and has demonstrated the ability to understand our customer's issues and creatively adapted our approach to address their issues and meet their needs.

Within the last five years CenturyLink Correctional Markets has seamlessly **implemented systems serving over 190,000 inmates nationwide**. CenturyLink's support staff is experienced, fully trained, and **certified** on the Enforcer^s system which we will install for the UDC.

Qualifications

CenturyLink Public Communications, Inc. ("CenturyLink")

- 23 years experience in inmate telephone systems
- 5 existing state contracts; numerous county contracts
- Provide inmate telephone services for over 240,000 inmates nationwide, growing to over 250,000 after installation at Idaho DOC.
- System transitions/installations totaling 190,000 inmates in last 5 years
- 100% retention rate with the Enforcer system dating back to 2006

CenturyLink, Inc. (parent corporation)

- 3rd largest telecommunications company in U.S.
- \$18 billion annual revenues
- Only publicly held, currently Sarbanes-Oxley compliant company in inmate communications

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- 1.46. In the past, UDC has not allowed for debit calling. UDC is interested in the possibility of putting this option in place for inmates to place a call using telephone time that has been pre-purchased (debited from his/her trust fund/commissary account). The inmate system would need to be secure, interface at no cost to UDC with the current inmate accounting/commissary system, track balances for the inmate, have the ability to refund unused funds upon the inmates release and provide an option where the inmate would not need to have a calling card in their possession. Please describe your debit calling services.

CenturyLink Response: Accept and comply.

The purchase of inmate pre-paid calling time (often called “debit”) can be achieved in any number of ways. Because debit provides a new revenue source for CenturyLink (and therefore for UDC), we are always eager to accommodate DOC’s system needs for inmate debit purchases...and we provide several different options to accomplish it.

The bottom line is that we try to make debit as simple as possible for both UDC and its inmates. All potential processes include a no-cost interface to UDC’s accounting/commissary system, as well as refunds of unused funds (as applicable) without requiring a physical calling card.

Traditional Commissary Debit Purchase

This traditional method allows inmates to purchase blocks of credit to be used for phone calls from commissary. Debit time is simply added to the commissary menu, and purchase records are sent to the Enforcer on an agreed-upon time schedule.

These purchase records can be as simple as a text file with inmate number and purchased amount. With this information, CenturyLink would immediately load the balance onto the inmate’s debit account for use. In addition, **no physical cards are necessary** – the inmate simply inputs his/her PIN into the phone system and chooses the debit calling option from the prompts.

With our integration expertise, we are certain that we can create the required integrations to provide this seamless calling service. In just the last 2 years we have written SOAP, FTP and SFTP, XML, CSV, 2XML, Incremental, Sync, Webservices and other types of software interfaces with inmate commissary, banking / trust account systems, JMS/OMS and/or VINE systems.

These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities. We guarantee our ability to create customized interfaces with UDC’s systems to support our full range of premium integrated services.

CenturyLink has several standardized reports that display debit account activity. Additional reports can also be generated at no cost to UDC.

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Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates.
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range.

DirectLink Trust Debit

If UDC's trust or commissary system allow a real-time interface, DirectLink Trust Debit is a superior process to traditional commissary purchase. Enabled by a real-time interface between the Enforcer and the banking system, DirectLink Trust debit allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes PIN verification, the Enforcer will offer the inmate the option to place a Collect Call or debit call.

If the inmate selects a debit call, the system will then prompt the inmate to enter the destination number. If this destination number is allowed to be called by the inmate, the Enforcer will calculate the maximum cost of this call and immediately query the banking system to determine if the inmate has sufficient funds to complete this call.

If the inmate has sufficient funds to allow this call (minimum of 1 minute), the system will then place a temporary lien on these funds and, once the call is complete, the Enforcer system will compute the actual cost of the call and communicate this cost to the banking system.

This action triggers the banking system to decrement the inmate trust account, release the lien, and confirm the financial transaction to the Enforcer system platform.

❖ INDUSTRY BEST PRACTICE ❖

DirectLink Trust debit provides several important benefits.

- ✓ No need for refunds upon release
- ✓ Immediate availability of funds = more calling + more commission revenue
- ✓ No need to track separate debit account balances – all funds remain in the banking/trust system
- ✓ All funding occurs through inmate banking/trust system, ensuring restitution and other payment rules are followed

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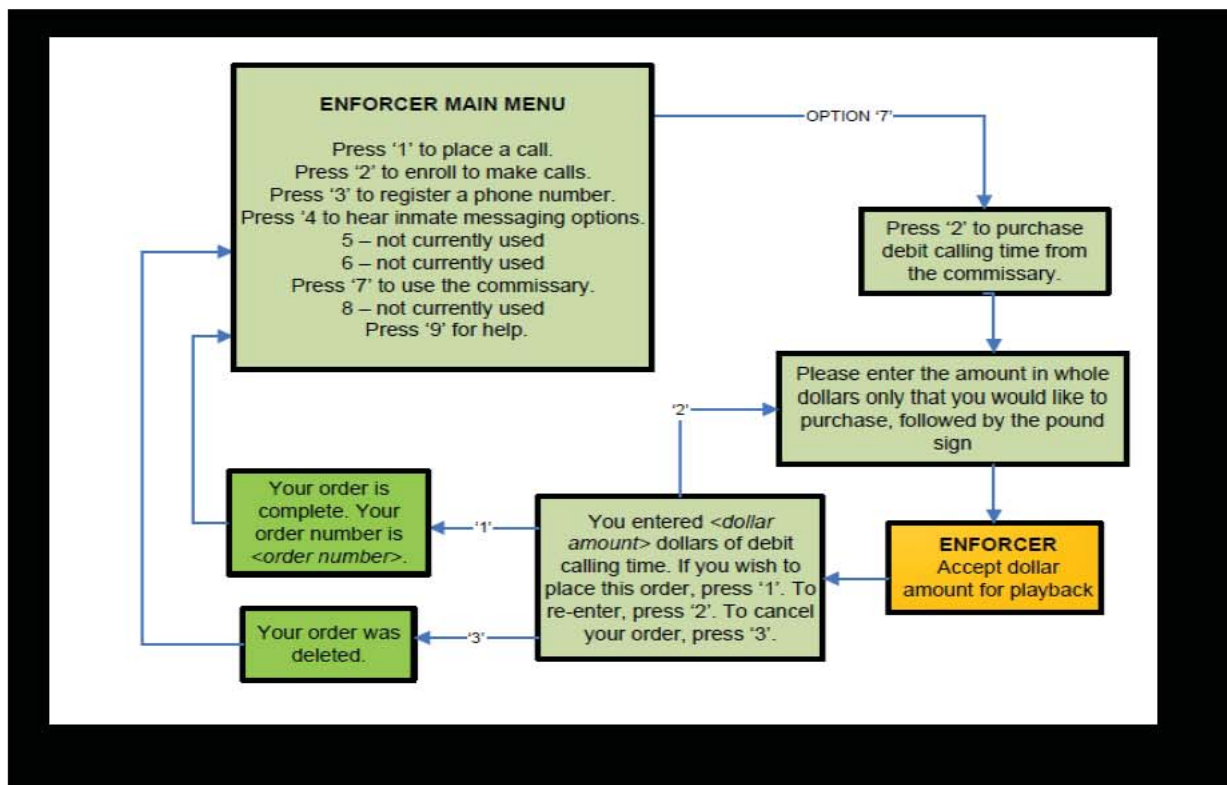
This interface eliminates the need, and potential delay, to transfer funds to the inmate phone account for debit calling, thereby ensuring an enhanced and more efficient user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.

Additional Alternative: Debit / Commissary Transfers

While this process is more manual, it provides an additional option for facilities to enable debit calling. With this option, may place an internal phone call to request that funds available in their commissary account be transferred (applied) to their inmate debit calling account in the Enforcer.

Call Flow

The diagram below shows the prompts that are heard by the inmate when the inmate places a request to purchase debit calling time through your site’s commissary system. From the Enforcer Main Menu, the inmate begins the process by selecting Option ‘7’ to access the site’s commissary system. The diagram shows all possible prompts that an inmate may hear during the process of requesting the purchase.



Inmate Commissary to Debit Call Flow

Approving or Rejecting Funds Transfer Requests

The Debit / Commissary Transfers screen is shown below. From one location, this screen enables an authorized user to view, annotate, and either approve or reject each inmate funds transfer request. This sample shows requests from a single sites across a multiple-site system.

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Site	Date	Order Number	Inmate Id	Name	Requested	Accepted	Accept	Reject	Note
Bibb Correctional Facility, AL	2014-08-08 10:15	186095	22	J	3.00	3.00	<input type="checkbox"/>	<input type="checkbox"/>	
Bibb Correctional Facility, AL	2014-08-08 10:09	186091	25	J	5.00	5.00	<input type="checkbox"/>	<input type="checkbox"/>	
Bibb Correctional Facility, AL	2014-08-08 10:21	186098	26	M	5.00	5.00	<input type="checkbox"/>	<input type="checkbox"/>	
Bibb Correctional Facility, AL	2014-08-08 13:44	186169	26	A	30.00	30.00	<input type="checkbox"/>	<input type="checkbox"/>	

Account Tab – Debit/Commissary Transfers

- 1.47. Presently UDC requires a physical address to be attached to all telephones to which calls are being made by UDC offenders. This requirement is based on UDC’ investigative needs and UDC’ requirement to have a physical address associated with the called number. This requires all cell phones that inmates want added to their calling lists to submit a phone bill with the physical address. The phone numbers must be verified by the contractor’s onsite technician. UDC does not foresee a change in this requirement. Future requirement: UDC will require that all cell phone bills are scanned and saved for investigational purposes.

 CenturyLink Response: Accept and comply.

CenturyLink’s onsite technicians will verify the physical address for cell phone bills. In order to expedite the process for registering cell phones, CenturyLink is able to automate the process of inmates’ submission of numbers, including wireless numbers, and contacting family members to submit their phone bills for review – this contact could include an initial call by the inmate or an automated call to the family member, with UDC’s agreement. We believe this would help UDC’s overall revenue performance which, even given this verification requirement for family members, is low based on our experience in other states.

- 1.48. Contractor must provide sufficient number of lines, ports, channels, etc. to ensure that inmates are allowed to place calls 99% of the time. UDC reserves the right to require additional lines, ports, channels, etc. at no cost should there be complaints about busy signals or unavailable prompts.

 CenturyLink Response: Accept and comply.

There will be a sufficient number of station and trunk ports available to provide acceptable off-hook availability to all inmate telephones. All inmate telephones will have sufficient bandwidth to place a call using VoIP.

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2. Installation Requirements

- 2.1. Contractor shall be responsible for all conversion-related and ongoing inmate system costs, including but not limited to the purchase of equipment, installation, service, maintenance, voice network, data network, day-to-day operations, etc. Contractor, if other than the incumbent, shall coordinate all conversion activities, etc. with UDC and with the incumbent contractor. Describe your proposed conversion time line. How would you ensure a seamless (non-disruptive) change-out of inmate communication systems/service?

 CenturyLink Response: Accept and comply.

CenturyLink has over **23 years** of Inmate Telephone System (ITS) implementation and service experience. We currently provide inmate telephone services for facilities housing over 240,000 inmates nationwide, including multiple major counties and **five state departments of corrections** (Alabama, Kansas, Nevada, Texas, Wisconsin), and are in the process of transitioning the Idaho Department of Corrections to our Enforcer system from GTL's ITS.



To ensure a seamless (non-disruptive) change-out of the inmate telephone system CenturyLink will install and test the Enforcer inmate calling platforms at Draper and Gunnison ahead of cutting over the phones. The day of the cut, we would work with the outgoing vendor and move over the phones in the main equipment room, unit by unit until all the phones had been transitioned to our Enforcer system.

The day of the cutover both systems would be operational, and in the unlikely event of an issue, we would move the phones back over to the current vendor's system.

The transfer of service from the existing ITS to the Enforcer system will result in no loss of service, and all existing relevant customer data (PIN number, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc. will be successfully transferred.

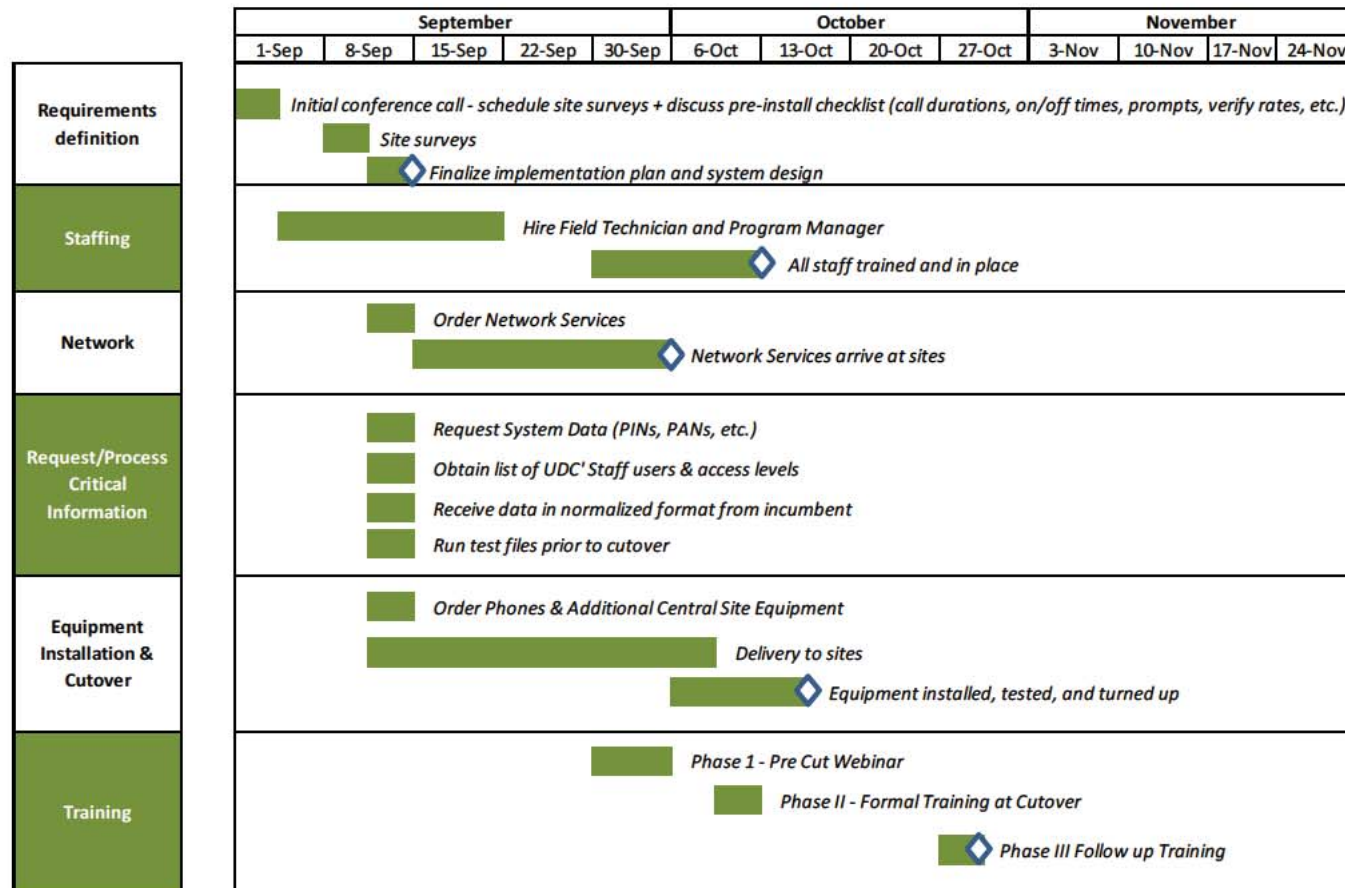
CenturyLink's detailed Implementation Plan Schedule Gantt Chart is provided at the end of this Section 2.1 after the Implementation Summary Overview below.

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Installation Activities

Installation consists of 6 mostly independent lanes:

1. Requirements definition (Calling times, disciplinary rules, PINs/PANs, etc.)
2. Staffing (Full-time employees with CenturyLink, Inc. benefits)
3. Network (Critical Path & CenturyLink Unique Capability)
4. Equipment order & install (Simple on-site installation)
5. Data entry & integration (PINs, PANs, Attorneys + Integration Testing)
6. Training (Content customized to staff needs)



Final Check-off

Pre-defined and tested checklists – consistent across all sites by certified Quality Control Team and Results – are presented to UDC for final check-off and System Acceptance:

- Hardware checks – labeling, equipment security, power cycling
- Network checks – cabling, operation
- Power up – UPS test, GUI test
- Software checks – data verification (PIN/PANs, inmate stations), IP/subnet
- End-to-end operational tests – Test calls from all phones, call rating
- System documentation – Training manuals (paper and online)

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Minimal need for UDC staff involvement:

CenturyLink will handle all infrastructure installation, data transition, and interfaces with third party vendors, as well as training materials. UDC involvement will be restricted to:

- Up-front definition of rules & processes
 - PINs/PANs by site, location restrictions,
 - Interfaces with UDC systems – e.g. OMS + commissary (CTL will handle any third-party software directly)
 - Communication plan – website links, hanging posters in day rooms
- Facility Access – escorts during installation + security clearances for technicians
- Training – assistance defining requirements, space/logistics
- Warehouse – some staging space desired, but not required
- Signoff procedures – agreement on System Acceptance requirements

Finally – CenturyLink’s training program addresses all parties:

- Multi-stage approach
 - 2 weeks prior & 2 weeks post, with live data
 - Refresher training as needed (preferably 2-3 times/yr)
- Customized, Multi-group approach
 - Offender investigations
 - Internal investigations (if desired)
 - Central Administration/Site Administration/Financial/Other
- Notification materials: websites, visitation rooms
- Live representative on first call: simple set-up + education on refunds from previous provider
- Notification materials throughout facility
- Instructional video for intake (if desired)

❖ COMPREHENSIVE TRAINING PROGRAM ❖

Program Manager and System Administrators / Field Technicians will be certified trainers

Quarterly webinars available for staff refresher training

Training Program also addresses UDC Inmates & Family Members

Utah Department of Corrections / CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Calendar
1	Contract Awarded	38.5 days	Tue 9/2/14	Mon 10/27/14		9/2 - 9/2
2	UDC informs CenturyLink of contract award (estimated award date)	1 day	Tue 9/2/14	Tue 9/2/14		9/2 - 9/2
3	On-Site / Conference Call between CenturyLink personnel and UDC personnel to Verify Critical RFP Data	0.24 days	Wed 9/3/14	Wed 9/3/14		9/3 - 9/3
4	UDC Contact Names, Titles, and Phone Numbers	10 mins	Wed 9/3/14	Wed 9/3/14	2	9/3 - 9/3
5	Verify Physical Addresses of All Facilities and Shipping/Delivery Policies	5 mins	Wed 9/3/14	Wed 9/3/14	4	9/3 - 9/3
6	Verify phone location and phone count	5 mins	Wed 9/3/14	Wed 9/3/14	5	9/3 - 9/3
7	Breakdown of traffic (local versus LD, collect versus debit versus prepaid)	5 mins	Wed 9/3/14	Wed 9/3/14	6	9/3 - 9/3
8	Verify rate information.	5 mins	Wed 9/3/14	Wed 9/3/14	7	9/3 - 9/3
9	Scheduling Constraints (beginning and end dates, site priorities and constraints)	5 mins	Wed 9/3/14	Wed 9/3/14	8	9/3 - 9/3
10	PIN/PAN usage and format	5 mins	Wed 9/3/14	Wed 9/3/14	9	9/3 - 9/3
11	Discuss training and who needs trained	10 mins	Wed 9/3/14	Wed 9/3/14	10	9/3 - 9/3
12	Connectivity and who needs access to the System	10 mins	Wed 9/3/14	Wed 9/3/14	11	9/3 - 9/3
13	Allowed calling duration	5 mins	Wed 9/3/14	Wed 9/3/14	12	9/3 - 9/3
14	System On and Off Times	5 mins	Wed 9/3/14	Wed 9/3/14	13	9/3 - 9/3
15	Desired Quantity and Location of new Phones	5 mins	Wed 9/3/14	Wed 9/3/14	14	9/3 - 9/3
16	Existing workstation - to be interfaced with Enforcer platform (quantity and location)	5 mins	Wed 9/3/14	Wed 9/3/14	15	9/3 - 9/3
17	UDC data files (blocked, free numbers, speed dial numbers, privileged call list, etc)	10 mins	Wed 9/3/14	Wed 9/3/14	16	9/3 - 9/3
18	Schedule and coordinate access for the Site Surveys	10 mins	Wed 9/3/14	Wed 9/3/14	17	9/3 - 9/3
19	Scheduled work hours and discuss dates not allowed in facilities	10 mins	Wed 9/3/14	Wed 9/3/14	18	9/3 - 9/3
20	Identify specific site names to be announced during call	5 mins	Wed 9/3/14	Wed 9/3/14	19	9/3 - 9/3
21	Site Survey	1.48 days	Mon 9/8/14	Tue 9/9/14		9/8 - 9/8
22	CenturyLink's implementation team will complete a detailed inspection and develop a list of equipment, phones, cabling, wiring, material, etc. that will need to be ordered. Obtain information for ordering services and note any repairs.	1.48 days	Mon 9/8/14	Tue 9/9/14	3	9/8 - 9/8
23	Central Utah Correctional Facility (CUCF) - 255 E 300 N, Gunnison - 89 Inmate Phones	3 hrs	Mon 9/8/14	Mon 9/8/14	18FS+3 days	9/8 - 9/8
24	1 hour 38 minutes / 105.62 miles	2 hrs	Mon 9/8/14	Mon 9/8/14	23	9/8 - 9/8
25	Fred House Training Academy - 14591 S State Street, Draper - 2 Payphones	1 hr	Mon 9/8/14	Mon 9/8/14	24	9/8 - 9/8
26	6 minutes / 5.43 miles	0.25 hrs	Mon 9/8/14	Mon 9/8/14	25	9/8 - 9/8
27	Utah State Prison - 14425 Bitterbrush Lane - Draper - 193 Phones	5 hrs	Tue 9/9/14	Tue 9/9/14	26	9/9 - 9/9
28	16 minutes / 13.85 miles	0.5 hrs	Tue 9/9/14	Tue 9/9/14	27	9/9 - 9/9
29	Bonneville Community Correctional Center - 1141 S 2250 W., Salt Lake City - 2 Electronic Payphone	1 hr	Mon 9/8/14	Mon 9/8/14	18FS+3 days	9/8 - 9/8

Utah Department of Corrections/CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	T	W	T	M	S	F	S	T	W	T	M	S	F	S	Nov	
30	10 minutes / 7.10 miles	0.25 hrs	Mon 9/8/14	Mon 9/8/14	29																
31	Fremont Community Correctional Center - 2587 W 2365 S, Salt Lake City - 7 Electronic Payphones	1.5 hrs	Mon 9/8/14	Mon 9/8/14	30																
32	6 minutes / 4.17 miles	0.25 hrs	Mon 9/8/14	Mon 9/8/14	31																
33	Fortitude Treatment Center - 1747 S 900 W, Salt Lake City - 4 Payphones	1 hr	Mon 9/8/14	Mon 9/8/14	32																
34	5 minutes / 2.30 miles	0.25 hrs	Mon 9/8/14	Mon 9/8/14	33																
35	Adult Probation & Parole - 36 Fremont Avenue, Salt Lake City - 1 Payphone	1 hr	Mon 9/8/14	Mon 9/8/14	34																
36	5 minutes / 2.19 miles	0.25 hrs	Mon 9/8/14	Mon 9/8/14	35																
37	Salt Lake Transition Facility - 460 E Slade Place, Salt Lake City - 1 Electronic Payphone	1 hr	Mon 9/8/14	Tue 9/9/14	36																
38	11 minutes / 5.20 miles	0.25 hrs	Tue 9/9/14	Tue 9/9/14	37																
39	Orange Street Community Correctional Center - 80 Orange Street, Salt Lake City - 6 Electronic Payphone	1 hr	Tue 9/9/14	Tue 9/9/14	38																
40	20 minutes / 18.45 miles	0.5 hrs	Tue 9/9/14	Tue 9/9/14	39																
41	Adult Probation & Parole - 875 W 100 N, Farmington - 1 Payphone	1 hr	Tue 9/9/14	Tue 9/9/14	40																
42	22 minutes / 20.63 miles	0.5 hrs	Tue 9/9/14	Tue 9/9/14	41																
43	Northern Utah Community Correctional Center - 2445 S 1125 W, Ogden - 10 Electronic Payphone	2 hrs	Tue 9/9/14	Tue 9/9/14	42																
44	Staffing																				
45	Hire Field Technicians and Program Manager	30 days	Tue 9/2/14	Mon 10/13/14																	
46	Train Field Technicians and Program Manager	15 days	Tue 9/2/14	Mon 9/22/14																	
47	System Requirements Review and Finalize System Design	10 days	Tue 9/30/14	Mon 10/13/14	45FS+5 days																
48	Review site survey with UDC Staff and resolve any outstanding issues	0.5 days	Wed 9/10/14	Wed 9/10/14																	
49	Design ITS Platform (# of phone ports, trunks, workstations, storage capacity, features, etc.)	2 hrs	Wed 9/10/14	Wed 9/10/14	42FS+1 day																
50	Define number of IP addresses needed	2 hrs	Wed 9/10/14	Wed 9/10/14	48																
51	Contract Signed by UDC and CenturyLink	1 hr	Wed 9/10/14	Wed 9/10/14	48																
52	UDC and CenturyLink signed contract (est)	10 days	Wed 9/3/14	Tue 9/16/14																	
53	Finalize Implementation Plan with UDC	10 days	Wed 9/3/14	Tue 9/16/14	2																
54	Via email or conference call to obtain approval of installation of equipment and cutover of system	0.25 days	Wed 9/10/14	Wed 9/10/14																	
55	Order Equipment and Services	2 hrs	Wed 9/10/14	Wed 9/10/14	48																
56	Order ICS Equipment (get delivery date)	1 day	Wed 9/10/14	Thu 9/11/14																	
57	Order Equipment - Phones, Enclosures, Pedestals, TOD, Laptops etc	1 day	Wed 9/10/14	Thu 9/11/14	48																
58	Order Network CPE (get delivery date)	1 day	Wed 9/10/14	Thu 9/11/14	48																
59	Order Network Services (get delivery date)	1 day	Wed 9/10/14	Thu 9/11/14	48																

Utah Department of Corrections/CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	T	W	T	F	S	S	October	October	November
60	Request/Process Critical Information	5 days	Thu 9/11/14	Thu 9/18/14										
61	Request That System Data Be Provided By The Incumbent (PINs, PANs, blocked numbers, attorney numbers, free numbers, etc.)	1 hr	Thu 9/11/14	Thu 9/11/14	59									
62	Receive data in normalized format from incumbent	1 hr	Thu 9/11/14	Thu 9/11/14	59									
63	Identify local calling areas for billing purposes	1 hr	Thu 9/11/14	Thu 9/11/14	59									
64	Identify dialing rules (local versus intraLATA versus interLATA versus interState).	1 hr	Thu 9/11/14	Thu 9/11/14	59									
65	Obtain ILD Sub-CIC for LEC processing	1 hr	Thu 9/11/14	Thu 9/11/14	59									
66	Run test files prior to cutover	1 hr	Thu 9/11/14	Thu 9/11/14	59									
67	Obtain UDOC Detention Center and Regional Correctional Center Staff that needs access to the system	5 days	Thu 9/11/14	Thu 9/18/14	59									
68	Delivery of Equipment To Sites	15 days	Fri 9/12/14	Fri 10/3/14										
69	ICS Equipment Arrives at Sites (Project Mgr confirms where site has stored equipment)	15 days	Fri 9/12/14	Fri 10/3/14	58FS+1 day									
70	Inmate Phones and Hardware Arrive at Sites (Project Mgr confirms where site has stored equipment)	15 days	Fri 9/12/14	Fri 10/3/14	57FS+1 day									
71	Network CPE Arrive at Sites (Typically brought by CPE Tech or ITS Vendor)	15 days	Fri 9/12/14	Fri 10/3/14	57FS+1 day									
72	Network Services Arrive at Sites (Project Mgr confirms demarc location)	15 days	Fri 9/12/14	Fri 10/3/14	59FS+1 day									
73	Phase 1 Training - Webinar (via internet)	5 days	Mon 9/29/14	Fri 10/3/14										
74	Webinar Training - sessions last 30-45 mins (customer can schedule several training sessions)	5 days	Mon 9/29/14	Fri 10/3/14										
75	Install or Changeout Inmate Phones - Prepare phone room by installing 66 blks and wiring install the system equipment - 2 Phone Installation Teams - 2 Techs ea - 1 Payphone Team 2 Techs - 2 Cutoff Team 2 Techs ea - 1 System Team 1 Tech - 1 Project Manager	7 days	Mon 10/6/14	Tue 10/14/14										
76	Central Utah Correctional Facility (CUCF) - 255 E 300 N, Gunnison - 89 Inmate Phones - Inmate Team 1	3 days	Mon 10/6/14	Thu 10/9/14	70FS+1 day									
77	Central Utah Correctional Facility (CUCF) - 255 E 300 N, Gunnison - 89 Inmate Phones - Cutoff Switch Team 1	3 days	Mon 10/6/14	Wed 10/8/14										
78	Central Utah Correctional Facility (CUCF) - 255 E 300 N, Gunnison - 89 Inmate Phones - System Tech	2 days	Mon 10/6/14	Tue 10/7/14										
79	1 hour 38 minutes / 105.62 miles	1.75 hrs	Tue 10/7/14	Tue 10/7/14										
80	Utah State Prison - 14425 Bitterbrush Lane - Draper - 193 Phones - Inmate Team 2	5 days	Mon 10/6/14	Mon 10/13/14	70FS+1 day									
81	Utah State Prison - 14425 Bitterbrush Lane - Draper - 193 Phones - Cutoff switch Team 2	5 days	Mon 10/6/14	Fri 10/10/14										
82	Utah State Prison - 14425 Bitterbrush Lane - Draper - 193 Phones - System	3 days	Wed 10/8/14	Fri 10/10/14										

Utah Department of Corrections/CenturyLink Implementation Plan

ID	Task Name	Duration	Start	Finish	Predecessors	September	October	November
						T W T T M S S	T W T W T M S S	T W T M S S
83	Fred House Training Academy - 14591 S State Street, Draper - 2 Payphones - Payphone Team	3 hrs	Mon 10/6/14	Tue 10/7/14	70FS+1 day		10/6 10/7	
84	6 minutes / 5.43 miles	0.25 hrs	Mon 10/6/14	Mon 10/6/14	72		10/6 10/6	
85	Bonnieville Community Correctional Center - 1141 S 2250 W., Salt Lake City - 2 Electronic Payphone - Payphone Team	3 hrs	Mon 10/6/14	Mon 10/6/14	84		10/6 10/6	
86	10 minutes / 7.10 miles	0.25 hrs	Mon 10/6/14	Mon 10/6/14	84		10/6 10/6	
87	Fremont Community Correctional Center - 2587 W 2365 S, Salt Lake City - 7 Electronic Payphones - Payphone Team	1 day	Tue 10/7/14	Tue 10/7/14	86		10/7 10/7	
88	6 minutes / 4.17 miles	0.25 hrs	Tue 10/7/14	Tue 10/7/14	86		10/7 10/7	
89	Fortitude Treatment Center - 1747 S 900 W., Salt Lake City - 4 Payphones - Payphone Team	5 hrs	Wed 10/8/14	Wed 10/8/14	88		10/8 10/8	
90	5 minutes / 2.30 miles	0.25 hrs	Wed 10/8/14	Wed 10/8/14			10/8 10/8	
91	Adult Probation & Parole - 36 Fremont Avenue, Salt Lake City - 1 Payphone - Payphone Team	2 hrs	Wed 10/8/14	Wed 10/8/14	90		10/8 10/8	
92	5 minutes / 2.19 miles	0.25 hrs	Wed 10/8/14	Wed 10/8/14	91		10/8 10/8	
93	Salt Lake Transition Facility - 460 E Slade Place, Salt Lake City - 1 Electronic Payphone - Payphone Team	2 hrs	Thu 10/9/14	Thu 10/9/14	92		10/9 10/9	
94	11 minutes / 5.20 miles	0.25 hrs	Thu 10/9/14	Thu 10/9/14	93		10/9 10/9	
95	Orange Street Community Correctional Center - 80 Orange Street, Salt Lake City - 6 Electronic Payphone - Payphone Team	5 hrs	Thu 10/9/14	Thu 10/9/14	94		10/9 10/9	
96	20 minutes / 18.45 miles	0.5 hrs	Thu 10/9/14	Thu 10/9/14	95		10/9 10/9	
97	Adult Probation & Parole - 875 W 100 N, Farmington - 1 Payphone - Payphone Team	2 hrs	Fri 10/10/14	Fri 10/10/14	96		10/10 10/10	
98	22 minutes / 20.63 miles	0.5 hrs	Fri 10/10/14	Fri 10/10/14	97		10/10 10/10	
99	Northern Utah Community Correctional Center - 2445 S 1125 W, Ogden - 10 Electronic Payphone - Payphone Team	2 days	Mon 10/13/14	Tue 10/14/14	98		10/13 10/14	
100	Phase II - Formal Training	0.5 days	Wed 10/8/14	Wed 10/8/14				
101	Site Administrator Training	2 hrs	Wed 10/8/14	Wed 10/8/14			10/8 10/8	
102	Site Investigators Training	2 hrs	Wed 10/8/14	Wed 10/8/14	101		10/8 10/8	
103	Site Preparation - Prepare phone room by installing 66 bks and wiring and install the system equipment to prepare for cutover. Identify all phones by cable pair, verify cutoff switches, etc - System Configuration, Testing and Cutover UDC facilities	10.5 days	Mon 10/13/14	Mon 10/27/14				
104	Network Testing (verify facilities available and working, internet access working, and IP address assignment)	30 mins	Mon 10/13/14	Mon 10/13/14	77		10/13 10/13	
105	Convert and Load Data Files into New Platforms - PINS, PANS, globally allowed numbers, globally denied numbers, local calling areas, rate tables	30 mins	Mon 10/13/14	Mon 10/13/14	77		10/13 10/13	

Section 5 – Detailed Response

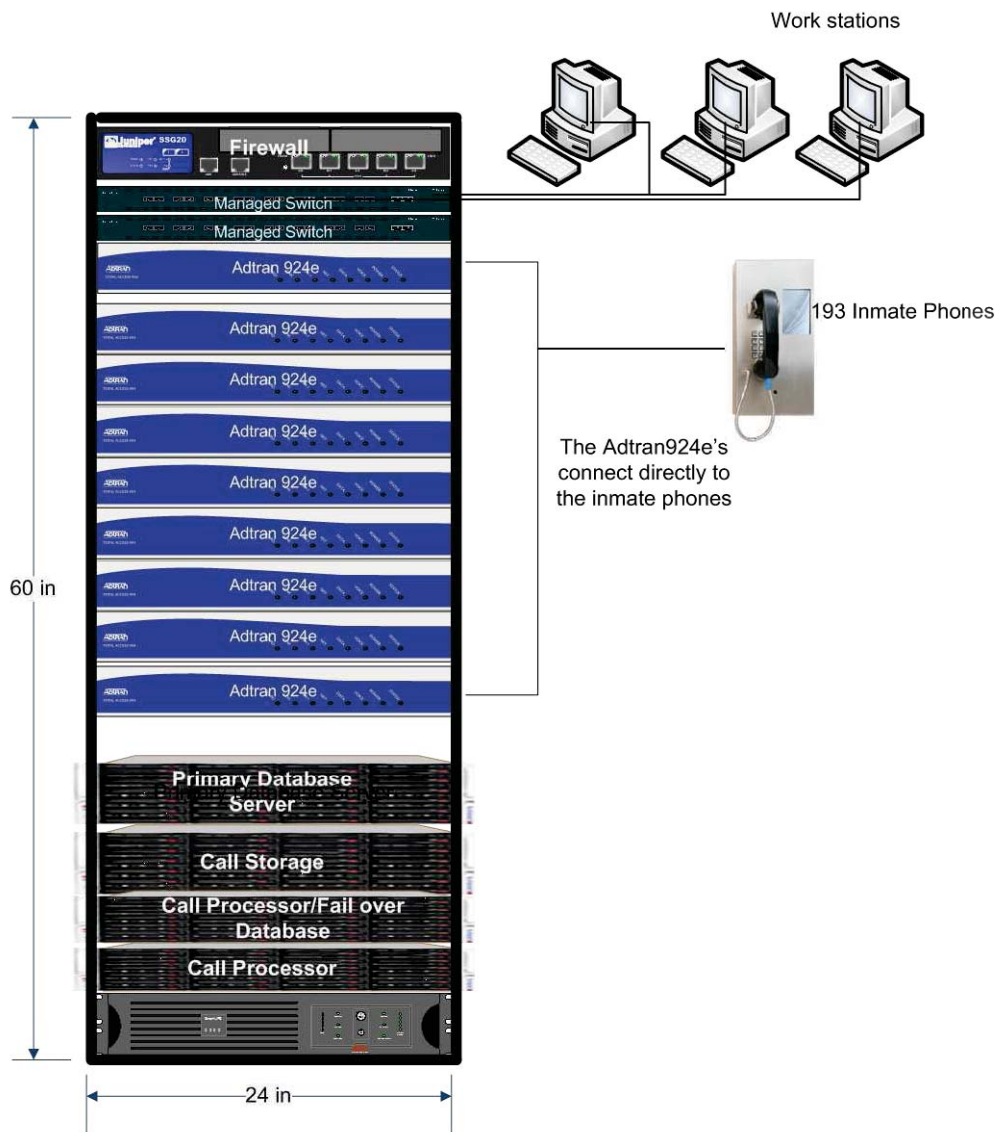
2.2. Contractor shall be responsible for determining all wiring and software requirements.

☀ CenturyLink Response: Accept and comply.

2.3. Describe any/all inmate system hardware, etc. space requirements. Based upon information/insight gained during site walk-throughs, provide: 1) an equipment configuration and 2) a scale drawing of the space required for the main server, storage devices, all on-site computers and peripheral equipment.

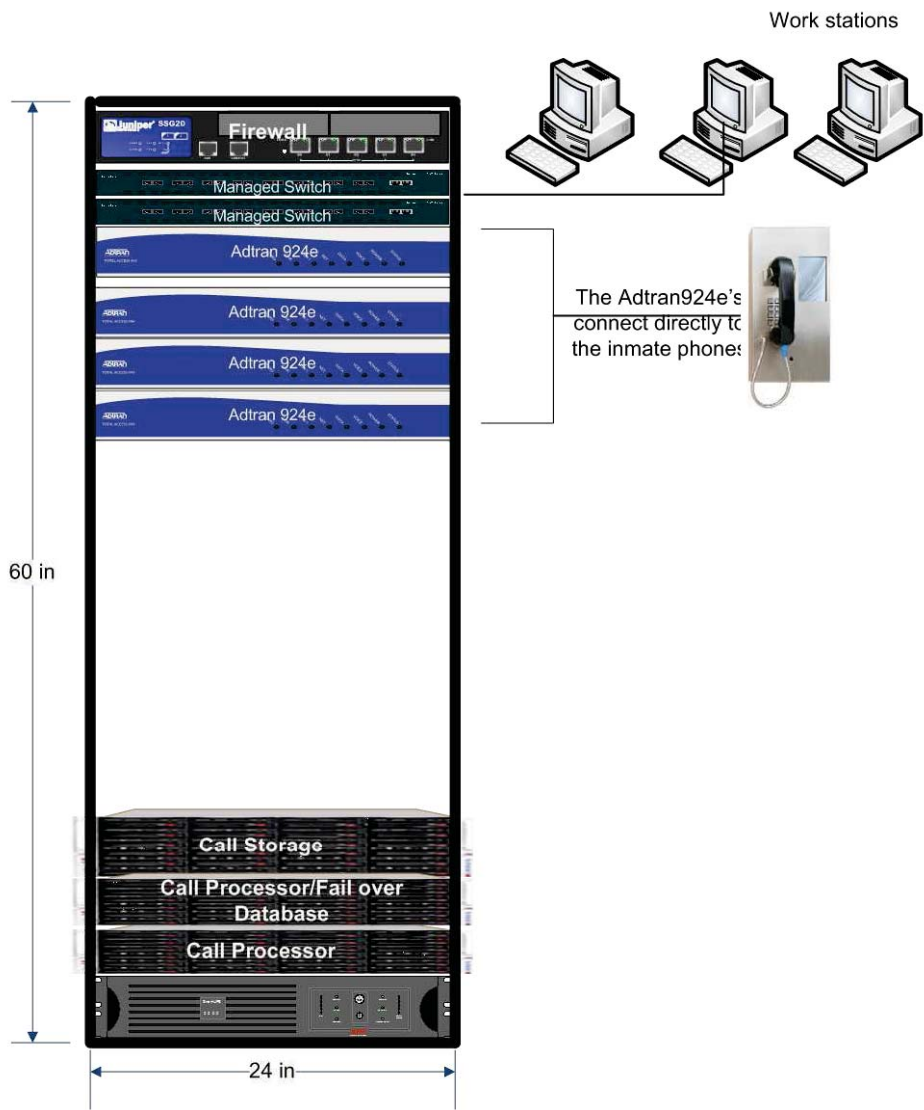
☀ CenturyLink Response: Accept and comply.

UDC system drawing



Section 5 – Detailed Response

CUCF system drawing



2.4. Contractor will be responsible for obtaining all required permits, licenses, and bonding to comply with pertinent municipal, state and federal laws.

 CenturyLink Response: Accept and comply.

2.5. Contractor shall ensure that all inmate telephones are serviced by cabling from the inmate telephone to the telephone closet that is independent of the existing facility state-owned Avaya PBX telephone system (serves UDC’s administrative telephone requirements).

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

- 2.6. All inmate system equipment/hardware, ancillary (supporting) equipment/hardware, wiring, etc. shall be installed in accordance with accepted industry standards, applicable codes, etc. after receiving approval to proceed from UDC and DTS (wiring). Where special installation considerations are appropriate or required because of environmental conditions, the type of operation at the installation site, or other factors, the contractor shall take these conditions into account and provide for them. Heavy duty (hardened) equipment shall be installed as dictated by the location and/or type of operation.

 CenturyLink Response: Accept and comply.

- 2.7. All inmate system equipment/hardware, ancillary (supporting) equipment/hardware, wiring, etc. shall be mounted compatibly with standard telephone company mountings. If incumbent equipment is replaced, then the “new” equipment/hardware must be installed/mounted as well as, or better than the equipment being replaced.

 CenturyLink Response: Accept and comply.

- 2.8. Contractor shall be responsible for providing and installing, at no cost to the State, all inmate system equipment/hardware and all UDC-related payphone service, e.g., payphones, pedestals, shelters, enclosures, isolation panels, mounting hardware, signage, ancillary items, etc. New equipment, replacement equipment, associated wiring, etc. shall be functionally and aesthetically equal to or better than the existing equipment, wiring, etc. In new locations, all equipment/hardware, etc. shall be appropriate for the location, use and environmental conditions. UDC shall have the final approval on all configurations, support equipment/hardware, etc. Any/all damage to State property caused by the contractor during installation and/or thereafter shall be repaired to the State’s satisfaction at the contractor’s sole expense.

 CenturyLink Response: Accept and comply.

This information is provided in response to Section 1.9 and also below for convenience.

The telephones and major equipment CenturyLink is proposing have been installed in other inmate telephone accounts for nearly 10 years. None of the proposed equipment or applications is “beta,” and CenturyLink has a history of reliable service in our existing accounts.

The Enforcer system call processors are off the shelf and commercially available and require no patent rights for the hardware. As for the software that runs the Enforcer system, our subcontractor partner IC Solutions developed the earliest version of the Enforcer system in 2005 and has regularly updated and enhanced the Enforcer since that time.

This is the same Enforcer system that CenturyLink provides to other state DOCs, including the Alabama DOC, Kansas DOC, and Nevada DOC. Where licensing is required for certain calling system components, licensing agreements, all of which extend for periods well beyond the term of this contract, have been obtained.

CenturyLink is proposing the following major equipment:

Section 5 – Detailed Response

Inmate Phones

Wintel ITC7090SS Coinless Inmate Phone with volume control. The inmate telephones have been constructed to be tamperproof and are constructed of 14-gauge stainless steel and designed for indoor or outdoor inmate use. Features and benefits of the Wintel ITC7090SS are listed below:

- Magnetic hook switch
- Built-in volume user controlled volume “LOUD” button on all inmate telephones.
- Meets all ADA requirements for user controlled amplification.
- Rugged vandal resistant housing especially designed for inmate use.
- Sealed handset suitable for heavy use and abuse areas.
- Security screws to minimize tampering.
- Confidencer technology filters out background noise at the user’s location.
- Armored handset cord equipped with a steel lanyard (1000 lb. pull strength) and secured with vandal resistant retainers.
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)



Cutoff Switches

The KS-6100 Kill Switch Box is designed to provide Manual telephone cut-off capability where it is needed. The Kill Switch Box features standard 25 pair Amphenol type connectors for in-coming wiring from the system or punch down block, and for outgoing wiring to the telephones. Easy to install and connect. Velcro cable retainers are provided to prevent accidental cable disconnection. On/Off marking indicators are provided to assure proper switch position for the function you choose.

TMG, Inc.

KS-6100-12 Kill Switch Box

Body: High Security, 14 Gauge Steel

Size: 9 3/4”L x 7”D x 3”H

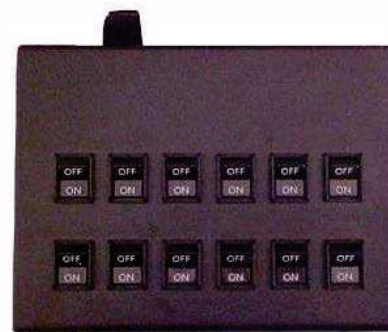
Paint: Scratch Resistant Black Powder Coat

Weight: 5 lbs. Each

Mounting: Rubber Feet for Desk Top use or Holes for Wall Mounting

Wiring: Standard 25 pair wire, 24 gauge

Connection: Male Amphenol Connector with Velcro cable retainer



Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Prison Hospitals
- Any place a temporary phone may be required

Section 5 – Detailed Response

The KS-6100 will accommodate any standard Inmate Telephone, coin telephones as well as other types of telephones.

Also available with 6 Switch and 24 Switch

KS-6100-6-0 6 Switch Box with 0 Amphenol connectors **Size:** 5”L x 7 1/2”D x 3”H

KS-6100-6-1 6 Switch Box with 1 Amphenol connector

KS-6100-24-1 24 Switch Box with 1 Amphenol connector

Call Control Equipment

Database & Recording Storage server

SuperMicro 826TQ-R500LPB chassis. (see below specs)

Deployed into service in Nov 23, 2010. They have operated flawlessly in ICS HQ, Milwaukee, and IADOC.

Enforcer Call Processor

SuperMicro 6017R-WRF chassis (see below specs)

This model was brought on line Dec 19 2013. The previous generation has been in service since Aug 25, 2011.

Database / storage server:

Mfg	Model	Description
SuperMicro	826TQ-R500LPB	2U chassis with redundant power
SuperMicro	X9SRI-F	Server motherboard with redundant networking and lights-out-management
Intel	E5-2620 V2	1 x 2.1GHz 6 core "Ivy Bridge" CPU
Varies	Varies	24GB (6 x 4GB) DDR3-1866 ECC (Error Checking and Correcting) RAM
Hitachi	HUC109030CSS600	300GB 10,000RPM SAS hard drives
Western Digital	WD1003FBYX	Enterprise grade 1TB SATA hard drives
LSI	9750-8i	SAS RAID card (Server grade storage controller)

Call processor:

Mfg	Model	Description
SuperMicro	6017R-WRF	1U Server with redundant power
SuperMicro	X9DRW-iF	Server motherboard with redundant networking and lights-out-management (included in 6017R0WRF)
Intel	E5-2620 V2	2 x 2.1GHz 6 core "Ivy Bridge" CPU
Intel	EXPI9402PTBLK	2 port Gigabit Ethernet network card (SIP traffic has dedicated network)
Varies	Varies	16GB (4 x 4GB) DDR3-1866 ECC (Error Checking and Correcting) RAM
Western Digital	WD1003FBYX	Enterprise grade 1TB SATA hard drives

Section 5 – Detailed Response

- 2.9. Contractor must coordinate all inmate system and payphone line, trunk and/or circuit orders with the local telephone companies and long distance carriers. All dial tone and associated costs shall be bourn by the contractor. Installation (cutover) due-dates shall be coordinated with UDC.

 CenturyLink Response: Accept and comply.

- 2.10. UDC will coordinate final acceptance testing and approval.

 CenturyLink Response: Accept and comply.

- 2.11. The State reserves the right to have any or all of the equipment and/or software provided by contractor to be independently tested and evaluated. Contract must replace, at no cost to the State, any equipment and/or software found to be non-compliant and reimburse the State for any testing that reveals non-compliant equipment and/or software.

 CenturyLink Response: Accept and comply.

- 2.12. New products and services that replace or augment those already included under this contract may, with the approval of the Division of Purchasing, be added to this contract. Pricing for such new products and services must follow the same discount formulas and/or commission rates established for the original products and services.

 CenturyLink Response: Accept and comply.

3. Inmate Communication Enhancements

- 3.1. It is recognized that the technology available for inmate systems and the methods by which an inmate may communicate with family, etc. is constantly developing and expanding. UDC is interested in the optional features and technology that the industry has to offer, e.g., e-mail through the prison mail unit, video visitation, video arraignment, video relay services, tablets, voice biometrics, etc. Offerors are invited to describe and offer additional inmate communication features and/or functionality not described or requested herein. Such value-added options could include, but not be limited to, additional/enhanced inmate system features, integrated solutions and/or external technologies that complement the inmate calling system and that enhance UDC' ability to perform investigative functions, etc. Offerors must identify how their proposed value-added options would be funded, e.g., no cost to the State, commission rate reduction at time of feature/function activation, etc. Any/all offered value-added options must include information on: 1) any/all cost(s) to the inmate/called party (e.g. inmate's family), 2) possible revenue stream(s) resulting from the deployment of value-added option(s) and 3) the specifications for all value-added equipment, systems, etc. UDC reserves the right to implement any, all or none of the offered value-added option(s).

 CenturyLink Response: Accept and comply.

CenturyLink has a number of value-added features and enhancements that will improve staff efficiency and security, in addition to improving the welfare of the inmates. As required these offerings are divided into three sections depending on the following:

Section 5 – Detailed Response

- (1) Offers with no cost to UDC, inmates, or friends & family
- (2) Offers with no cost to UDC, but with fees to inmates and/or friends & family
- (3) Offers impacting commissions to UDC or rates to inmates and friends & family

We look forward to discussing these technologies that will streamline investigations, improve staff efficiency, simplify inmate communications and operations, and increase connections between inmates and their friends/family with UDC.

No Cost Value Added Offerings			
Site Operations / Efficiency Features	(1)	“The Communicator” Paperless Inmate Communications	<ul style="list-style-type: none"> • Reduced staff time • Eliminate paper kites • Kite audit trail • Reduced paper usage • Staff can respond using text to speech technology
	(2)	“The Attendant” Inmate Information Line and “Message of the Day”	<ul style="list-style-type: none"> • Reduced staff time • Enhanced inmate and F&F welfare • Better staff to inmate communications
	(3)	Emergency Auto-Dialer	<ul style="list-style-type: none"> • Can provide call-outs to numbers called by inmates for facility incidents (general information / all fine notifications) • Can be generated on short notice using ITS call lists • Part of CenturyLink’s existing disaster recovery plans
	(4)	Backup Technical Assistance	<ul style="list-style-type: none"> • Additional service resources for UDC
Investigative / Security Features	(5)	Data Detective Visual Link Analysis + Call Pattern Analysis	<ul style="list-style-type: none"> • Increased investigative capabilities
	(6)	Additional Carrier Investigative Assistance (Includes Access to Additional Reverse Lookup Databases)	<ul style="list-style-type: none"> • Increased staff efficiency • Potential reduction of criminal activity
	(7)	Interagency Data Integration	<ul style="list-style-type: none"> • Data sharing across neighboring DOCs (esp ID, UT, and WY)

Section 5 – Detailed Response

Value-Added Features – End-user fees with UDC Revenue Opportunity			
Inmate services / Increased communication options	(8)	Video Visitation & Digital Media	<ul style="list-style-type: none"> Scheduled video visitation Called parties can use computer, tablet, or smart phone. Additional kiosk-based services / digital media (e.g. music)
	(9)	Inmate E-Mail	<ul style="list-style-type: none"> E-mail integrated with video visitation kiosk

Value-Added Features - Impacts Commission Offer to UDC and/or Calling Rates to Inmates & Friends/Family Members			
Additional Investigative / Security Features	(10)	Word Detective Keyword Search	<ul style="list-style-type: none"> Industry-leading phonetic keyword search Search recordings for key words and defined related words in one query
	(11)	Investigator Pro Continuous Voice Biometrics	<ul style="list-style-type: none"> Analyzes voices throughout call Identifies impostors and other suspicious activities

No-Cost Value-Added Features

(1) The Communicator – Paperless Inmate Communications (including PREA reporting)

Through standard IVR data entry and response technology, the Enforcer can be used to automate most any transaction that is occurring by paper forms today.

- ✓ Commissary ordering by phone
- ✓ Grievance filing
- ✓ Appointments
- ✓ PREA Reporting
- ✓ Staff to inmate communications
- ✓ Automated inquiries

100% Paperless Reporting

With our paperless telephone process, inmates can file grievances, make PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Section 5 – Detailed Response

Depending upon the type of inmate report, the appropriate facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology or traditional voice messaging, staff can respond to inmate reports via the ITS, and the response will be delivered to a secure voice mailbox for inmate retrieval. This improves the efficiency by reducing labor costs as information passing move away from traditional paper ordering as staff spends less time collecting and processing medical forms. Implementation would be a collaborative effort and customized to meet UDC’s requirements.

CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded	Elapsed	Listened	Play
3343316	Doctor request	4278375	TEST, JCS	06/13/2013 14:47:53					Reply
3343312	Grievance	4278375	TEST, JCS	06/13/2013 10:32:53	06/13/2013 14:58:48				Reply
3343311	Doctor request	4278375	TEST, JCS	06/13/2013 10:31:07					Reply
3343307	Information Request	4278375	TEST, JCS	06/13/2013 09:47:47	06/13/2013 09:47:51	06/13/2013 09:49:30	0:01		View
3343300	Grievance	4278375	TEST, JCS	06/13/2013 06:40:55					Reply
3343299	Doctor request	4278375	TEST, JCS	06/13/2013 06:40:10		06/13/2013 06:41:46	0:01	06/13/2013 09:10:47	View

Communicator Management Screen

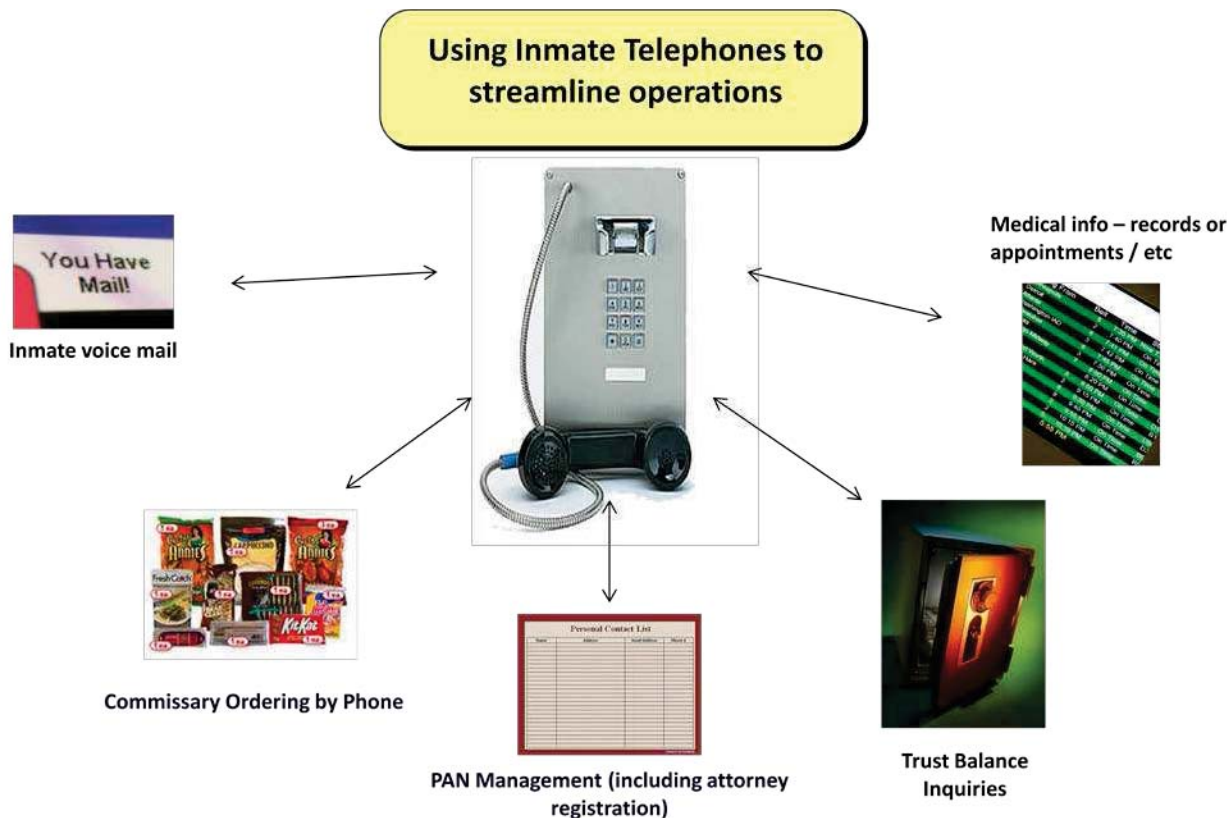
System Capacity Management

This additional load on the telephone system is easily accommodated by CenturyLink’s system “over-provisioning”. As part of a Tier 1 network provider, we are able to cost-effectively architect the system to handle multiple times more call volume than simple inmate-to-family calling.

Operational Efficiencies

Put together, UDC can enjoy significant improvement over existing processes.

Section 5 – Detailed Response



(2) The Attendant – Inmate Information Line/Message of the Day

Complementary with the Communicator module, inmate information takes two forms.

First, the Inmate Information Line allows inmates to check information such as release dates, account balances, and other simple information through straightforward prompts within the Enforcer. Velocity restrictions can also be placed so that inmates are able to call into the IVR no more than once or twice a day – this was an important learning during a similar installation at South Carolina DOC several years ago.

Second, using a voice messaging system, facility staff can create a “Message of the Day” that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ITS, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates. Any time an inmate picks up any inmate phone during the designated timeframe, they will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

The facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the facility’s permission, CenturyLink can create messages to inform inmates of new product rollouts, facility-approved rate modifications, or other changes to inmate calling services.

Section 5 – Detailed Response

(3) Emergency Auto-Dialer

CenturyLink offers the capability, on short notice to generate a calling campaign to provide general information to friends and family. For example, if a disaster at a facility (fire, flood) that causes the ITS to no longer function, an automated calling campaign could provide a status to all numbers dialed by inmates within a certain timeframe.

- ✓ Piece of mind for friends and family
- ✓ Reduces inquiries to central office

(4) Backup Technical Assistance

As “the phone company” throughout much of Utah, CenturyLink, Inc. employs hundreds of highly-skilled telecommunications personnel qualified in a wide range of areas – outside plant location and repair, fiber splicing, demarcation extensions, etc. These personnel are made available to our correctional customers as needed and have been utilized at a number of correctional facilities we serve, including NDOC.

❖ UNIQUE CAPABILITY ❖

Our parent company CenturyLink, Inc. employs hundreds of skilled technicians in southern Nevada and has made them available as needed for complex issue resolution

(5) Data Detective Visual Link Analysis & Call Pattern Analysis

Visual Link Analysis

Data Detective Link Analysis provides powerful data mining tools for investigators. Using Link Analysis, UDC staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The Enforcer system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- Inmate phone calls
- Access Corrections / Keefe Deposit services
- E-messaging services

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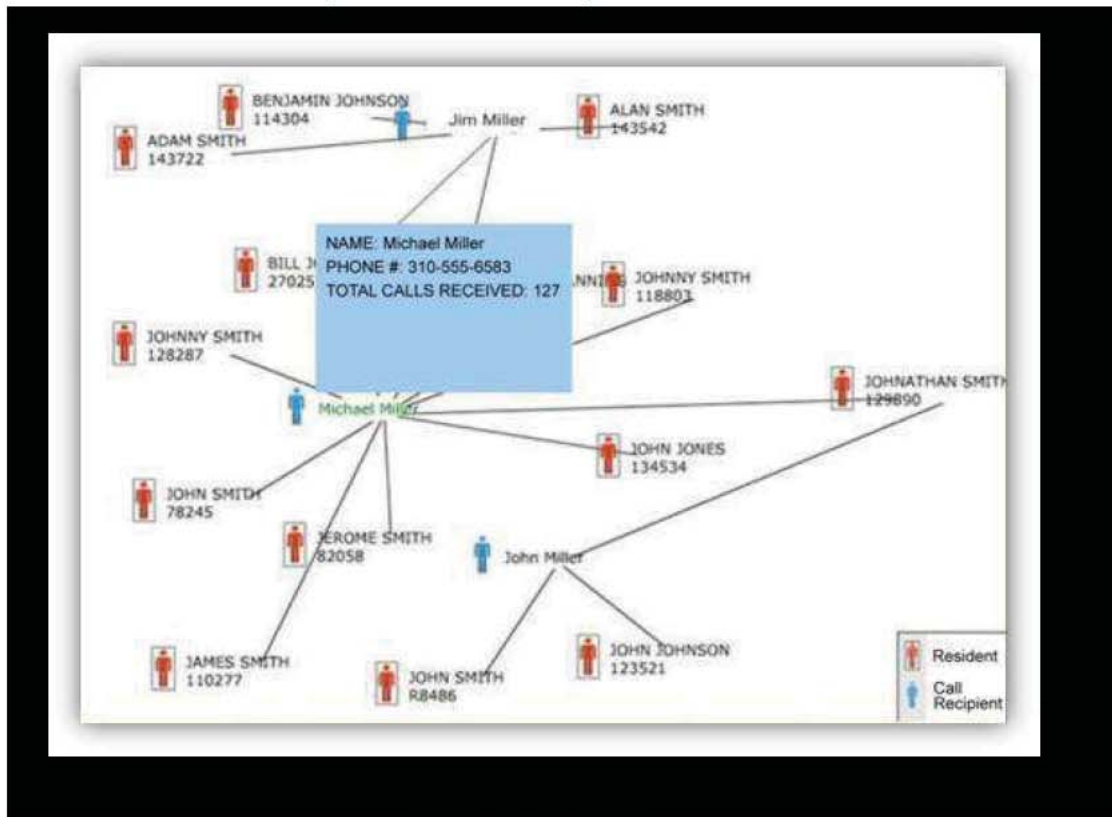
Key features of Link Analysis include:

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Link Analysis is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information.

The UDC will have access to Link Analysis reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

Below is a sample Link Analysis visual map. In this sample, an end user "Michael Miller" has received phone calls from multiple inmates. The visual map displays Michael Miller's name, phone number, and total number of calls received, as well as all the inmates who called him. The visual map also shows other call recipients who interacted with one or more of the same inmates as Michael Miller. Again, all reports are available 24/7, and reports can also be exported to Excel or downloaded as a PDF.



Link Analysis Screen

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Call Pattern Analysis

The Enforcer system will also be equipped with a robust analytical system that enables correctional staff to quickly and easily identify calls of interest that are most likely to provide actionable intelligence among the thousands of inmate conversations recorded each month. Call Pattern Analysis works by analyzing the associations between inmates, called parties, and even other inmates and – most importantly – by identifying changes in these associations or calling patterns that could indicate illicit activity.

Calling patterns are naturally established as the result of inmate and called party schedules and preferences. For instance, an inmate is usually familiar with each called party's work schedule and will avoid calling during certain times (such as weekdays, for example) when that person is usually at work. To increase the likelihood of having their call answered, the inmate will naturally make a habit of calling in the evening or over the weekend.

While legitimate changes in pattern do sometimes occur – such as when a change is made in the called party's work schedule – disruptions to normal patterns can also be an indicator that illicit activity is occurring.

For example, if a pattern of regular communication exists between a particular inmate and a called party, and then communication suddenly ceases altogether, the absence of calling could indicate that the inmate has obtained the use of an illegal cell phone, on which he or she is making these phone calls. If calling to this telephone number suddenly resumes on the regular schedule, but it is a different inmate who is placing the calls, this could indicate that the called party is merely facilitating communications to the outside world and possibly assisting in the completion of illegal communications.

Call Pattern Analysis identifies relationships and calling patterns among inmates, called parties, and even other inmates. Call Pattern Analysis then detects subtle and dramatic changes in these relationships and calling patterns to identify calls, inmates, and called numbers as suspicious. Call Pattern Analysis will increase the productivity and efficiency of your investigative staff by automatically identifying calls of interest that are most likely to provide actionable intelligence.

Detailed queries can be structured – based upon timeframe, called number and/or inmate PIN – to help investigators pinpoint calls of interest, such as:

- Phone numbers called by multiple inmates
- Phone numbers that appear on multiple inmates' PAN lists
- Phone numbers that appear on an inmate's PAN list but are never called
- Frequently called numbers
- Sudden absence of an inmate's regular calling
- Sudden absence of calling to a particular number
- Changes in regular calling times/days
- Increase in inmate calling over a finite period
- Decrease in inmate calling over a finite period

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- Increase in calling to a particular BTN over a finite period
- Decrease in calling to a particular BTN over a finite period
- Transfer of communication patterns from one inmate PIN to another inmate PIN

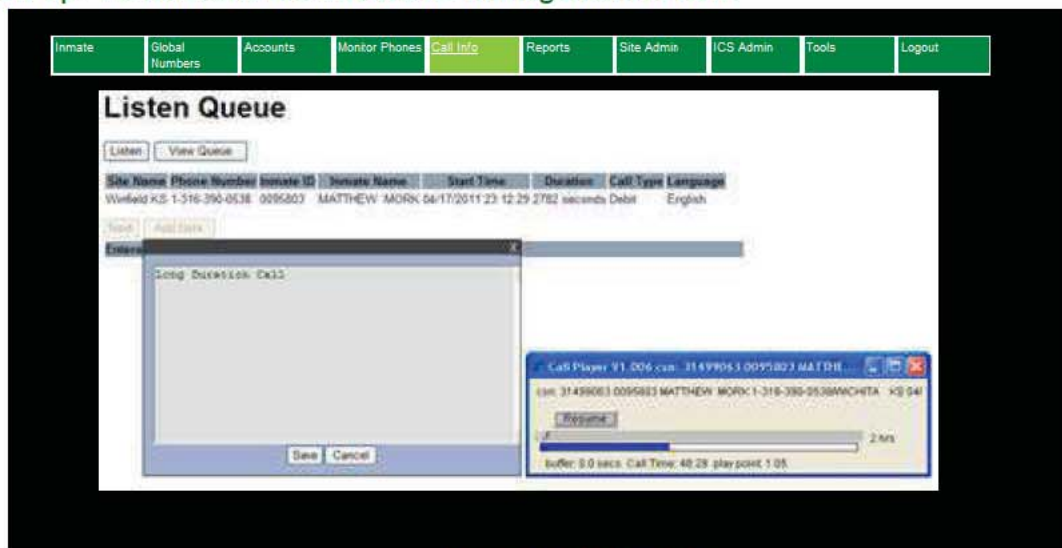
Investigators can use this information to isolate call recordings of interest. Or, they can use the ITS' custom reporting tools to create detailed reports containing particular data of interest – for example:

- A list of all numbers called by more than one inmate within a specified timeframe;
- A list of all calls attempted by a particular inmate during a designated timeframe
- A list of all telephone stations used to dial a particular telephone number.

The system's flexible reporting application allows investigators to create custom queries based upon any combination of the data that is collected for each and every phone call, and to save these custom queries locally or globally in order to quickly run the reports again over future timeframes.

Listen Queue

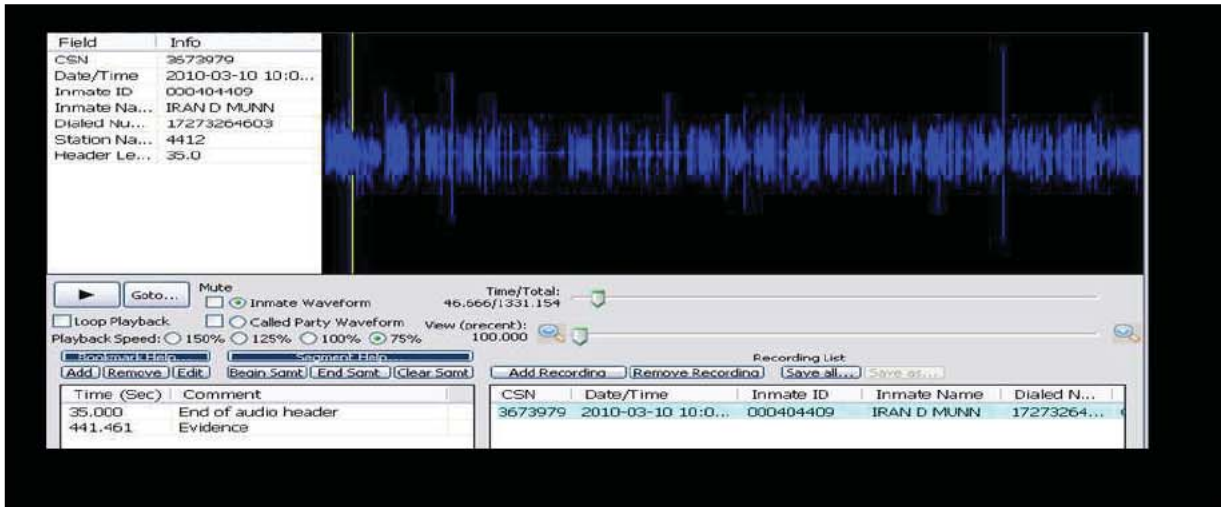
Once calls are identified as suspicious and needing further review, the Enforcer's Listen Queue tool helps Investigations manage case activities. Depending on the Department's rules, authorized listeners can choose calls randomly or be 'forced' to listen to identified calls in order, then include notes and follow-up. All functions are tracked for management review.



Listen Queue Screen

Listening productivity is also enhanced by the Enforcer's Enhanced Call Player, which allows users to isolate portions of the call, skip, or speed up playback (note human speech can be sped up approximately 130% without loss of understanding). In this way a 15 minute phone call can be reviewed and notated in as little as 3 or 4 minutes.

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Enhanced Call Player Display

(6) Additional Investigative Assistance (Includes Access to Additional Reverse Lookup Databases)

Through our Program Manager, CenturyLink offers additional assistance to UDC investigators. This assistance includes:

- ✓ Running standard reports to identify suspicious activity over the ITS.
- ✓ Regular refresher training for investigators

In addition, as a division of a Local Exchange Carrier (LEC), CenturyLink also has unique access to carriers and reverse lookup databases, and continues to offer assistance whenever needed to NDOC investigative staff. These unique relationships are augmented by our “closed loop” prepaid account setup process, which verifies Billing Name and Address information for all called parties upon account setup, and makes this information available to authorized users anywhere in the Enforcer

Additional database access, provided through our exclusive access to the Local Exchange Routing Guide (LERG) database. This database provides carrier information, as well as alternate contact information for subpoena requests, for numbers that may not be entered into the ITS but may materialize in the course of an investigation.

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The screenshot displays the CenturyLink Inmate Phone System interface. At the top, it says "CenturyLink INMATE PHONE SYSTEM Powered by THE ENFORCER". Below this is a navigation menu with options like "Inmate", "Global Numbers", "Accounts", "Monitor Phones", "Call Info", "Reports", "Site Admin", "Tools", and "Logout". A search area includes fields for "Inmate", "CSN", "Start Date/Time", "End Date/Time", "Last Name", "Called Number", "Site", and "Min secs". Below the search area is a table of call records with columns: "Select", "Play", "Notes", "Off Hook Time", "Inmate ID", "Lastname", "Phone number", "Billed Time", and "Stat". A search results window is open, showing a Google search for "MERTIN" with a red dashed box around the search results.

- ✓ Prepaid Account setup verifies Billing Name Address (BNA)
- ✓ ID required with Western Union, verifying identification at point of sale
- ✓ All BNA information available by simply dragging over number anywhere in System
- ✓ IP addresses tracked for online funding
- ✓ CenturyLink subscribes to additional databases, including DOTS Geophone, LERG, enhanced LIDB
- ✓ Unique carrier relationships: recently unlocked SIM card in murder cold case.

(7) Data integration with other DOCs in Western Region

The Enforcer inmate telephone system is installed in several neighboring states: Nevada and Wyoming DOCs, as well as our in-process installation at Idaho DOC. In addition, CenturyLink has been involved in several rounds of presentations and additional written responses within Arizona DOC's current RFP, and are optimistic of the opportunity in that state...as well as Colorado, New Mexico, and other Western Region states when they are next released for bid.

Data integration with neighboring DOCs can take any number of forms – the simplest is a bi-lateral agreement where certain authorized personnel can access pre-approved data with a remote login. Additional opportunities include 'flagging' inmates of interest across multiple jurisdictions.

Regardless of the level of integration, users would have access to the same User Interface and be able to navigate across systems without any additional training.

Value-Added Features with End-User Fees

(8) Video Visitation

Long-standing Partnership

CenturyLink has partnered with JPay – the undisputed leader in video visitation and e-messaging services to state DOCs – to provide kiosk-based services. Together, CenturyLink and JPay have value-added products deployed in every Texas, Kansas and Nevada state facility. UDC will reap the benefits of this partnership by deploying in parallel a robust phone system and kiosk platform.

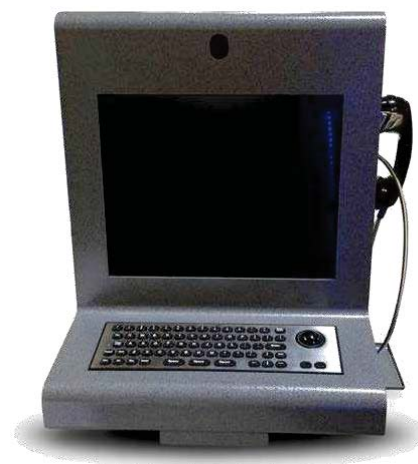
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JPay has been the pioneer and first to market for many of these technologies since inception, due to a deep and constant desire to innovate. With system updates occurring on a biweekly basis, JPay offers new and better functionality and products at a steady rate. The benefit to all stakeholders (prisons, families and inmates) is that with innovation comes efficiencies, cost savings and tremendous personal convenience. All of JPay's services are provided at no cost to UDC. Fees are borne on the inmates or family/friends for use of the services.

The Platform

JPay is a platform. As such, the company hosts and maintains the infrastructure that delivers various content and communications to and from inmates. The platform consists of inmate kiosks, tablets, networks, cloud storage and a host of inmate and customer-facing applications, including:

- Video visitation
- Email
- Music browsing, purchasing & downloads
- Educational and training content
- Commissary ordering
- Account balance/statement Lookup
- Calendar/appointments
- Grievances
- Facility policies, rules and regulations
- Support ticketing
- PREA submissions
- Help & FAQ



JPay's platform is unparalleled in the industry. The applications are built entirely by JPay staff with a deep knowledge of how state prisons operate. Each feature is designed with the utmost focus on usability – whether it applies to the inmate's interface, the customer's interface or the portal used by UDC staff. Our networks, kiosks and tablets are continuously being enhanced and perfected, enabling the state to maximize user adoption and effectively making the endeavor a resounding success.

JPay's Inmate Kiosk

The JPay kiosk is the most time tested, multi-tasking, corrections grade kiosk to ever enter a prison space. The kiosk gives the user a comfortable option to write emails or draft grievances since it has a standard sized keyboard, trackball mouse and comfortable resting space for the user's wrists.

The kiosk can be wall or table top mounted depending on the environment. In addition, it can be mounted high for standing users or low for seated usage and ADA accommodations. Both options are comfortable and satisfy inmates who use the kiosk at length. JPay will conduct site surveys in conjunction with UDC staff to determine optimal kiosk locations but JPay typically installs these kiosks at a rate of 1 per 75 inmates.

Services available on the kiosk include:

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- Pre-Scheduled Video Visitation – The customer schedules and pays for a 30-minute video visit on www.JPay.com. The inmate is notified and, a few days later, both parties log in and the session occurs. All sessions can be monitored in real-time and are recorded and archived for later viewing.
- Email – Customers buy stamp packages and send inmates messages using JPay.com or by downloading the JPay iPhone or Android smartphone app. Customers can also add photo or VideoGram (30-second video clips) attachments to the email. Inmates respond from either the kiosk in their dorm or from their JP4® mini tablet (description to follow). If UDC approves, customers can attach a pre-paid stamp to their message for the inmate's reply. Inmates can also purchase stamps directly from the kiosk.
- Music Store – Inmates browse a catalog of over 10 million song and album titles for purchase and download to their JP4 mini tablet (description to follow). Audio books are available as well.
- eBooks – JPay has over 50,000 eBooks available for inmate to purchase on the kiosk. eBooks will be available in multiple languages including Spanish, French, Russian and German. Most eBooks can be previewed before being purchased and downloaded to the JP4 player.

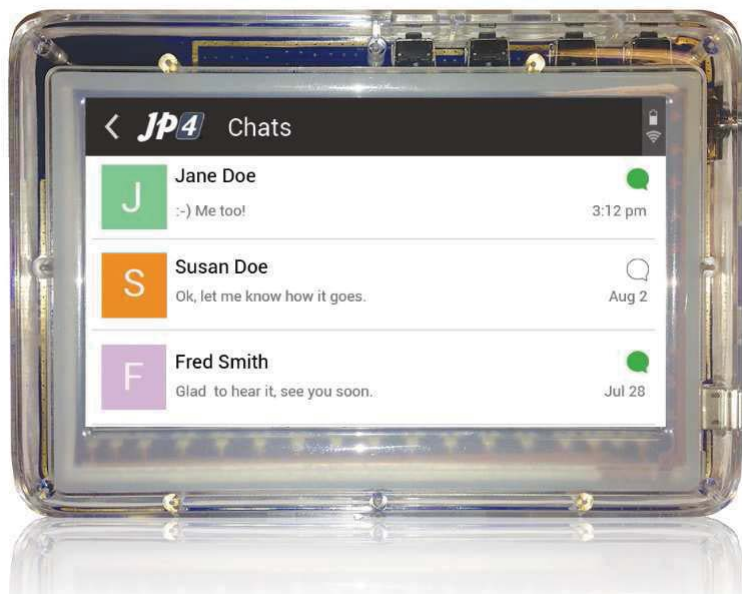


The major publishers include:

- Harper Collins
 - Hachette
 - Macmillan
 - Wiley
 - Penguin Random House
 - Simon and Schuster
 - Zondervan
 - Thomas Nelson
- Educational Materials –The entire Khan Academy catalog is available to every inmate in each institution. Inmates can choose Khan Academy videos from the kiosk and subsequently watch them on the mini tablet. For example, if an inmate wanted to learn three-digit subtraction, they would download the five minute video on three-digit subtraction to their mini tablet. Then, later, while in his cell, he can watch and re-watch the video until he knows three digit subtraction cold!

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The JP4 Mini Tablet



The JP4 mini tablet is the next generation in corrections technology. The mini tablet introduces inmates to consumer technology they can use in their cells, as opposed to on the kiosk. This technology has greatly increased efficiency of prison operations where the tablets are sold. To date, JPay has sold almost 100,000 devices to inmates across seven state Departments of Correction. This resounding success speaks volumes to the reliability of the product and the customer service that supports it.

Inmates can easily purchase a JP4 from the kiosk in their housing unit. Within a week or two, the device arrives to the prison with the inmate's name and ID initialized in the device. The inmate can immediately bring it to the kiosk to begin downloading content.

With 8GB of storage capacity and the option for more, inmates use the JP4 to read and respond to email, listen to music, play games, and most importantly, educate themselves. Inmates can choose to download eBooks, educational videos, music, photo attachments, VideoGrams, and of course, email. In addition, JPay provides each inmate with the ability to choose which content they want on their device.

Reinforced with a high grade clear plastic casing, shock absorbers and an enhanced thickness display, the JP4 can withstand the rigors of usage in a corrections environment. Additionally, the JP4 has a touch screen, eliminating the need for a separate keyboard accessory to type email.

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The Tablet Kiosk



Later this year, JPay plans to deploy its newest innovation. The tablet kiosk is a 10" touch screen tablet, hardened behind a steel enclosure and incredibly resistant touch screen glass. It features a handset mounted to the side of the kiosk for video visits or to listen to song previews. The tablet kiosk offers all of JPay's services and can be deployed at a ratio of 1 to every 20 inmates. For inmates in administrative segregation, the tablet can be portable, allowing inmates to use it without leaving their cells.

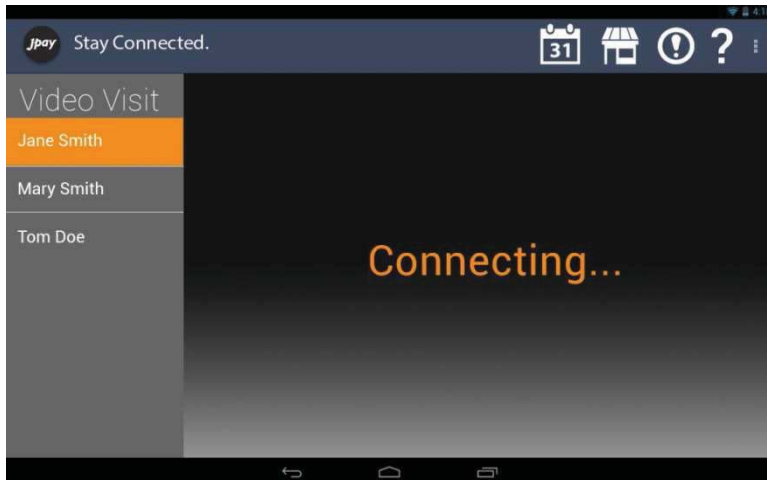
In addition to supporting all of the applications available on JPay's original inmate kiosk, the tablet kiosk provides access to JPay's newest innovation – on-demand video visitation.

On-Demand Video Visitation

This program re-invents the model for video visitation by allowing inmates to initiate video calls from the kiosk in their housing unit. To initiate the session, inmates simply log into the tablet kiosk and choose the available contact they want to visit with.

They are shown a list of approved visitors, which comes directly from UDC on a daily basis. Once the inmate chooses the approved contact, the system initiates the session.

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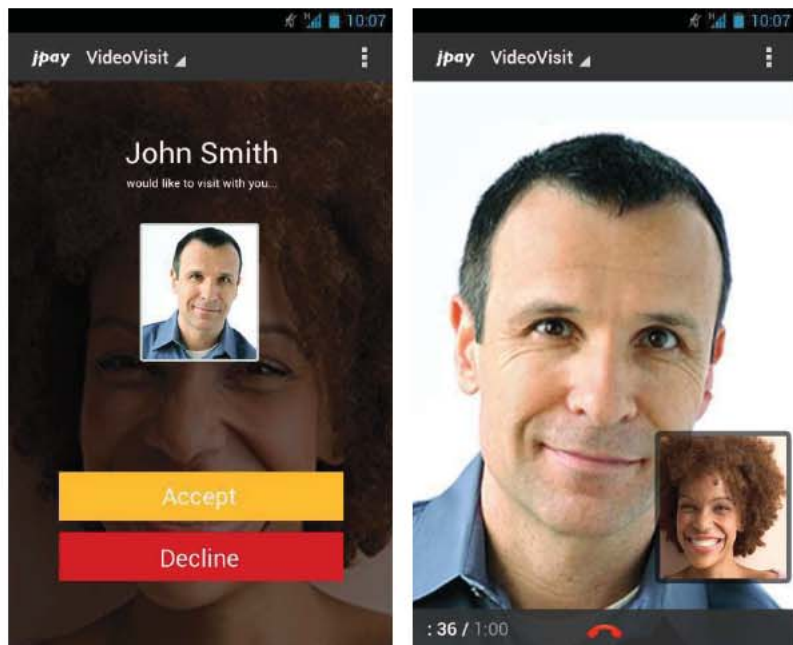


To participate, a customer must:

- a) be on the approved visit or call list,
- b) have downloaded the JPay app onto their iPhone or Android smartphone
- c) be currently subscribed to the program

By accepting and conducting video visits on a smartphone, customers no longer have to be stationed at a PC at work or at home. Inmates will be able to reach the customer wherever they may be, making the likelihood of a successful visit increase exponentially. This dramatic increase in visitations will no doubt have a significant impact on the lives of UDC inmates, their family and their friends.

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(9) Inmate E-mail

Inmate E-mail also allows inmates and external parties communicate with each other, and is an effective method to reduce staff workload, reduce contraband, and provide additional revenue for UDC. The incoming e-mail can be easily and rapidly scanned by staff, and tools with the system also highlight key works to further enhance productivity. Once approved, the e-mail is delivered via the inmate video visitation kiosk.

Customers buy stamp packages and send inmates messages using JPay.com or by downloading the JPay iPhone or Android smart phone app. Inmates respond using the kiosk in their dorm. The customer can also add photo or VideoGram attachments to the email.

FINANCIAL IMPACT OF KIOSK-BASED SERVICES (#8 AND #9)

These services provide both a new communications channel for inmates, as well as a revenue opportunity for UDC.

Video Visitation		
Item	End-User Fee	Commission
30-Minute Session	\$ 9.95	\$ 1.00

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Digital Media		
Item	Fee	Commission
Stamp for Email*	\$ 0.35	\$ 0.05
JP4 Player (8GB)	\$49.99	\$ 5.00
Song**	\$ 1.99	5%
eBook	\$ 3.99 and up	5%
Educational Content and Videos	Free	N/A

*Package discounts are available

**Average Price

Value-Added Features with Impacts to Commissions or Calling Rates

(10) Word Detective Keyword Search

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

Keyword Search – Expanded Capabilities

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, a generic “Association Table” has been built that contains common search terms and their associated words or phrases. This was developed using information, including slang terms known to be used in correctional facilities, that is readily available in the public domain.

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word or any associated terms. For example, a search for the word “attorney” would find conversations that contain the word “attorney” or the word “lawyer.”

❖ SUPERIOR PHONETIC TECHNOLOGY ❖

Word Detective uses Nexidia’s patented phonetic indexing and search technology based on the roughly 40 “utterances” that make up all human speech, NOT transcription-based cataloging and re-cataloging.

This is a major reason why this technology is widely deployed across different industries with mission-critical needs – including defense, regulatory, and financial trading agencies.

- Greater accuracy. Phonetic search = no need for software to make “subjective” guesses as to what the person actually said.
- Greater flexibility. Not dictionary based = no need to train the system for dialects or accents.
- Greater speed. Indexes all calls at once, independent of the user-defined static library = no need to re-process recordings once new keywords are entered.

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Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to NDOC’s inmate population. Custom terms can be entered into a common database table or each user can create their own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using “and / or” statements. For example, a search for “drugs and sell” would return results in which both words appear in the same sentence.

The features of Word Detective are very intuitive; staff will easily and quickly become proficient in its use.

After the user enters desired criteria and clicks the Search button, Word Detective returns search results in the format shown below. In this example, the words “my brother” were specified as well as a limit on the number of displayed results (4):

Inmate ID

CSN

Search Phrase

BTN

Start Date/Time

End Date/Time

Language

Limit

Found 6 results. Displaying 1-4.

Score	Play	Mark	Notes	Inmate ID	CSN	BTN	Off Hook Time
97		8.59		116133	9018329	+8156878334	10/31/2012 11:51:09
86		5:24		116133	9018329	+8156878334	10/31/2012 11:51:09
86		12:04		116133	9018329	+8156878334	10/31/2012 11:51:09
76		8:55		116133	9018329	+8156878334	10/31/2012 11:51:09

Word Detective Screen

The Enforcer assigns a numerical score to each call recording that is detected to contain the specified text string. This score is displayed in the Score column to indicate the probability percentage that an exact match of the text string was found. Search results are displayed in Score order, from highest to lowest.

All key word search alerts – whether Word Detective or any other commercially available product – must direct investigators to the call recording rather than to a live call in progress. This is because the key word or phrase must have already been spoken in order for the alert to be triggered, and therefore it is impossible to hear the key word or phrase as it is being spoken on a live call; instead, its occurrence is pinpointed by the word search product, and investigators are alerted to its location for retrieval in the call recording.

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Word Detective automatically, without DOC staff intervention, performs instant phonetic indexing of every recorded conversation upon completion of the call recording. This process occurs only once, indexing every single word and sound spoken during every conversation. This phonetic indexing makes it possible to locate any word or phrase in the designated language, so indexing never needs to be repeated. Upon indexing, Word Detective can notify staff of every conversation that contains any key words or phrases of interest, which were spoken during the recording of the inmate call. This feature is commercially available and in use today.

Word Detective relies upon a unique phonetic indexing engine that is powered by Nexidia. It is the only product of its kind, which automatically indexes all of the sounds that make up words. It offers investigators the benefit of being alerted to the presence of any word on any call, without ever having to re-index calls in search of new words. By comparison, all other voice recognition / transcription techniques are dependent upon a library / vocabulary being established prior to a call. If a new word or phrase of interest is identified, the software's vocabulary must be updated and call recordings re-indexed in order to locate the new word or phrase.

Word Detective's alert will direct investigators to the exact moment in the call recording in which the key word or phrase was used. Word Detective can be configured to start playback of the recording any number of seconds before the key word, in order for investigators to hear the context in which the key word was spoken.

(11) Investigator Pro Continuous Voice Biometrics

The Investigator continuous voice biometric platform includes pre-call verification and brings with it a number of additional capabilities such as detecting impostors after call setup, detecting and marking suspicious activity, and tracking suspicious activity by category.

Suspicious Call Finder

Conventional voice verification systems – where inmates' voice prints are verified before the call starts but not after – have two major limitations: first, they do not detect inmates handing the phone to another inmate after validation, and second, in the case of a verification failure, they only record the event.

The Investigator's Suspicious Call Finder module eliminates these limitations and provides analysis of inmate voices throughout the entire call; in addition, it provides the key piece of information correctional facilities value: the probable identities of imposters. When a call is completed, the Investigator goes to work uses specialized hardware and software to perform the billions of mathematical computations necessary to intelligently compare previously enrolled inmate voice models against the voices on the call, determining the highly probable identities of imposters.

Pre-Call Imposter Detection

The Investigator Pre-Call Imposter Detection module provides pre-call imposter screening. When an inmate initiates a call attempt, the Pre-Call Imposter Detection module compares likely imposters against the voice being provided at the time of the call initiation. Instead of the conventional approach

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of comparing the inmate voice against a previously recorded sample of the inmate voice, it utilizes its imposter detection system to see if an imposter is trying to make the call and alerts the facility of which inmate imposter is trying to defeat the system.

Voice-Biometrics Enhanced Link Analysis

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

Categories of calls the investigator can quickly search on are:

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

The screenshot displays the 'The Investigator Pro' software interface. At the top, it shows 'Logged in as rrcemo' and 'The Investigator Pro Demo' by JLG Technologies, LLC. The main navigation bar includes 'QuickFind', 'Advanced Searches', 'Suspicious CallFinder', 'NoteManager', 'ReportMaker', 'Settings', and 'Help'. The 'QuickFind' section shows search terms for '00011293 MICHAEL VENTOR'. The 'Results' section for '00011293 Michael Sanogo Ventor' includes 'Fast Facts' such as 'About 3784 calls were made with Michael's PIN', '95 different phone numbers (4 high interest) were called by Michael', and '28 of Michael's calls involved 3-Way Events'. Below this is a table of 29 matching records, displaying columns for 'Select All', 'Play', 'Notes', 'CDR', 'Off Hook Date/Time', 'ID of Inmate PIN used', 'Name', 'Phone number', 'Talk Secs', 'Station Name', '3-Way', and 'Susp Index'. Two records are visible, both for Michael Sanogo Ventor with phone number 1-903-281-2275.

Other Investigator System Reports

The Investigator features a number of different system reports that assists the facility investigator in focusing the attention on the most valuable calls to investigate. For investigators, the reports include: enrollment reports, pre-call imposter reports, high-value target calls for review, high-interest-group activity, and a variety of other reports that show frequent abusers of accounts, accounts being abused, and involved called parties. For leadership, the Investigator includes Management Reports to track product usage, ensure user accountability, and provide instant access to any case or inmate-sensitive call activity. For brevity, a small sample of these reports and search screens are provided below. Investigators are able to quickly search for all calls with suspected of PIN abuse, by calls using a specific inmate's voice, or any other number of search criteria, as shown below:

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The Investigator Pro™
 JUG Technologies, LLC
 Voice Search, Call Transfer, Security Systems

Logged in as **11** | Logout | Return to GIPS

QuickFind | Advanced Searches | **Suspicious CallFinder™** | NoteManager | ReportMaker | Manager | Settings | Help

The Suspicious Call Finder™

1. Create Report on Recorded Calls
 Where: Since: [] on: Suspicious Calls [] Search

2. Suspicious Call Report A total of 48 calls were found.
 View: All High Suspicion Calls Low Suspicion Calls Inconclusive Calls

ID	Case #	Date of Call	Phone #	Name	State	City	Station	Officer	Call Type
1001293	10/11/2006	10/11/2006	1-903-281-2275	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	867	3-Way
1001293	12/05/2006	12/05/2006	1-903-281-2315	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	898	3-Way
1001293	12/05/2006	12/05/2006	1-903-281-2315	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	865	3-Way
1001293	12/05/2006	12/05/2006	1-903-281-2315	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	867	3-Way
1001293	12/05/2006	12/05/2006	1-903-281-2315	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	639	3-Way
1001293	12/04/2006	12/04/2006	1-903-281-2275	Michael Sanogo Vantor	MI	Kalamazoo	C-3S	903	3-Way
1001293	12/04/2006	12/04/2006	1-903-281-2275	Michael Sanogo Vantor	MI	Kalamazoo	C-3S	852	3-Way
1001293	12/04/2006	12/04/2006	1-903-281-2275	Michael Sanogo Vantor	MI	Kalamazoo	C-4W	171	3-Way
1001293	12/04/2006	12/04/2006	1-903-281-2275	Michael Sanogo Vantor	MI	Kalamazoo	C-2E	787	3-Way

3. Most Likely Inmate Callers
 Number Called: 1-903-281-7060 TX, TexasKansas
 Inmate assigned to this pin: **Storms Laine**
 Notes for this call exist: Show Notes Add Inmate

Inmate whose notes might be based on the call selected in #2	Inmate ID	Rating	Case #	Date	Phone #	Station	Officer
Storms Laine	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Engelmann Thomas B	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Jones Green	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Robinson Russell John	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Carroll Subramanian	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Ellis Laine	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Lewis Leonard Mark	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867
Adams Management	0001293	1	1001293	10/11/2006	1-903-281-2275	C-2E	867

4. Search Call Records
 Search on: Phone Number Called [] Only Completed Calls [] Search

VoiceSearch™

1. Search for calls with the voice of: **00011293 MICHAEL VENTOR Kalamazoo City A 10/11/2006** Search
 Date/Time Range: 10/11/2006 To Now Advanced Search

2. Results Based on the voice of: **Michael Sanogo Vantor** Inmate ID: **00011293**
 Found 3782 records total. Displaying 1-10. Next 10 Records to show at a time 10
 Edit View Burn Selected to CDR Save Selected Export to Excel Print

View: Calls using his/her PIN (9) Calls where he/she was impostor (0) Other calls (1) Retrieve calls with lower voice score

Select	Voice Score	Play	Notes	csn	Off Hook Date/Time	ID of Inmate PIN used	Name	Phone number	Talk Secs	Station Name	3-Way	Case
<input type="checkbox"/>	34			1686100	01/25/2009 17:19:40	00016169	Mark Watkins Mondragon	1-903-281-2275	867	C-4W		
<input type="checkbox"/>	35			1651314	12/05/2006 21:52:11	00011293	Michael Sanogo Vantor	1-903-281-2315	874	C-2E		
<input type="checkbox"/>	35			1651135	12/05/2006 21:35:14	00011293	Michael Sanogo Vantor	1-903-281-2315	898	C-2E		
<input type="checkbox"/>	35			1650979	12/05/2006 21:19:49	00011293	Michael Sanogo Vantor	1-903-281-2315	865	C-2E		
<input type="checkbox"/>	34			1647912	12/05/2006 11:30:50	00011293	Michael Sanogo Vantor	1-903-281-2315	867	C-2E		
<input type="checkbox"/>	34			1647809	12/05/2006 08:43:33	00011293	Michael Sanogo Vantor	1-903-281-2315	639	C-2E		
<input type="checkbox"/>	35			1646984	12/04/2006 20:50:24	00011293	Michael Sanogo Vantor	1-903-281-2275	903	C-3S		
<input type="checkbox"/>	35			1645943	12/04/2006 20:29:51	00011293	Michael Sanogo Vantor	1-903-281-2275	852	C-3S		
<input type="checkbox"/>	35			1645092	12/04/2006 18:52:06	00011293	Michael Sanogo Vantor	1-903-281-2275	171	C-4W		
<input type="checkbox"/>	35			1644965	12/04/2006 16:15:04	00011293	Michael Sanogo Vantor	1-903-281-2275	787	C-2E		

FINANCIAL IMPACT OF ADDITIONAL INVESTIGATIVE/SECURITY FEATURES (#10 AND #11)

Additional investigative/security features		
Item	Rate impact	Commission impact
WordDetective	none	2.0 percentage point reduction
Investigator Pro continuous voice	Varies widely by deployment scope; requires negotiation	

Section 5 – Detailed Response

- 3.2. UDC is interested in access for inmates to place their commissary and music orders on their housing unit telephones using Speed Dial Connection via Session Initiation Protocol (SIP) or equivalent technology. The inmate system would need to provide the capability for commissary and music orders free of charge. The inmate would dial an access code that would connect the inmate to an off-site data center (Commissary's Operating Software Provider). Once connected, the inmate would then key in their order on the telephone using an automated system. This order would be forwarded to UCI (Utah Correctional Industry) Commissary for filling and delivery. UCI had a total of 159,957 orders placed in the year 2013. Additional phones/lines may be required by UDC to accommodate for this expansion. Offerors must describe and offer how this value-added option would operate and be funded, e.g., no cost to UDC, UCI or the inmate, commission rate reduction at time of feature/function activation, etc. Any/all offered options must include information on: 1) any/all cost(s) and 2) the specifications for equipment, systems, detailed explanation of operational procedures, etc. UDC reserves the right to implement any, all or none of the option(s).

 CenturyLink Response: Accept and comply.

We would welcome the opportunity to work with UDC to provide **a no cost solution for commissary ordering using the phone system**. The technology described below is an inherent part of the phone system software.

As part of a top-tier network provider, CenturyLink would be able to accommodate the additional load on the phone system for commissary ordering at no cost to UDC. And as a subsidiary of the nation's largest commissary software and supply company, CenturyLink's technology partner ICSolutions has developed the most robust commissary ordering and processing by phone module available today.

The module offers complete flexibility to UDC to use the phone system in the way it most sees fit:

- As a complete commissary management tool, including warehousing, purchase restrictions on a global (no one can purchase more than x items) or individual (diabetic, indigent) basis, inventory management, picking slips, and P&L reporting.
- As an "Electronic Bubble Sheet / Shopping Cart Manager", where inmates enter and delete items on the phone to be presented to UDC order fulfillment and inventory systems.
- As a simple free "Speed dial" into a UDC -managed automated system for order entry and control or combinations, such as an Electronic Bubble Sheet that enforces restrictions prior to order entry. The Enforcer system has existing customers using the commissary module in all three ways.

Products are given a 4-digit code within the system, thereby allowing 9,999 unique products to be sold. Laminated product sheets would be installed by CenturyLink for inmates' reference. Once entering the commissary ordering module, simple prompts would be provided to allow inmates to enter product codes and quantities, as well as the opportunity to review and modify an order before submitting.

Inventory

The Enforcer includes inventory management so that UDC personnel can check order history and stocking levels.

Section 5 – Detailed Response

Red indicates items that are below re-order level.

Item Code	Description	Max per Sale	Class	Category	Sale Price	Last Cost	Available	Reserved For Inmates	Expected Stock	Re-order Level	Qty Due Soon (on order)	Edit/View
1000	DISP. RAZOR	1	Reg Trustee	Misc	\$0.35	\$0.25	2529	0	2529	0	0	Edit...
1001	Gatorade (orange flavor)	5	Reg Trustee	Misc	\$1.00	\$0.65	6	0	6	0	0	Edit...
1002	Gatorade (arctic blue)	6	Reg Trustee	Misc	\$1.00	\$0.65	20	0	20	10	0	Edit...
1003	Gatorade (red punch flavored)	5	Reg Trustee	Misc	\$1.00	\$0.65	2	0	2	0	0	Edit...
1004	Gatorade (Lemon-Lime flavored)	5	Reg Trustee	Misc	\$1.00	\$0.65	54	0	54	10	0	Edit...
1005	ROLAIDS	5	Disc Reg Med Trustee	Misc	\$0.75	\$0.51	69	0	69	10	0	Edit...
1006	GUMMY FRUIT SNACKS	5	Reg Trustee	Misc	\$0.25	\$0.14	24	0	24	10	0	Edit...
1007	Instant COFFEE	0	Reg Trustee	Misc	\$1.75	\$1.50	88	0	88	10	0	Edit...
1008	BR-SAVERS MINTS	5	Reg Trustee	Misc	\$0.75	\$0.47	12	0	12	10	0	Edit...
1009	BUTTERFINGER	5	Reg Trustee	Misc	\$0.80	\$0.60	52	0	52	10	0	Edit...
1010	PAYDAY	5	Not For Sale	Misc	\$0.80	\$0.56	0	0	0	10	0	Edit...
1011	Payday (KING SIZE)	5	Reg Trustee	Misc	\$1.25	\$1.00	21	0	21	10	0	Edit...
1012	SNICKERS	5	Reg Trustee	Misc	\$0.80	\$0.56	68	0	68	10	0	Edit...
1013	MILKY WAY king size	5	Reg Trustee	Misc	\$1.25	\$1.00	17	0	17	10	0	Edit...
1014	Whatchamacallit Candy Bar	5	Reg Trustee	Candy	\$0.80	\$0.55	50	0	50	10	0	Edit...
1015	3 MUSKETEERS	5	Reg Trustee	Misc	\$0.80	\$0.56	5	0	5	10	0	Edit...
1016	Snickers Peanut Butter	5	Reg Trustee	Misc	\$0.85	\$0.56	22	0	22	10	0	Edit...
1017	REESE'S PEANUT BUTTER CUP king size	5	Reg Trustee	Misc	\$1.25	\$1.00	34	0	34	10	0	Edit...
1018	Reese's mini cups (king size)	5	Reg Trustee	Candy	\$1.25	\$1.00	37	0	37	10	0	Edit...
1019	Jack Link's JERKY CHEW	4	Reg Trustee	Misc	\$1.25	\$1.00	53	0	53	10	0	Edit...
1020	100 Grand candy bar	5	Reg Trustee	Misc	\$0.80	\$0.65	55	0	55	10	0	Edit...
1021	Mint SNUFF pouches	1	Reg Trustee	Misc	\$2.75	\$2.00	62	0	62	10	0	Edit...
1022	Baby Ruth	5	Reg Trustee	Misc	\$0.80	\$0.65	32	0	32	10	0	Edit...
1023	SPAM (individual serving)	5	Reg Trustee	Misc	\$1.50	\$1.16	21	0	21	10	0	Edit...
1024	Starburst fruit chews	10	Reg Trustee	Misc	\$0.80	\$0.60	25	0	25	10	0	Edit...
1025	Cheese squeezer - Hot Pepper	10	Reg Trustee	Misc	\$0.70	\$0.50	59	0	59	10	0	Edit...
1026	OATMEAL CREAM PIE	5	Not For Sale	Misc	\$0.80	\$0.30	0	0	0	10	0	Edit...
1027	M&M PLAIN	5	Reg Trustee	Misc	\$0.80	\$0.55	45	0	45	5	0	Edit...
1028	MEAT & CHEESE sticks	0	Reg Trustee	Misc	\$0.85	\$0.50	137	0	137	10	0	Edit...
1029	HUGE RICE KRISPIE TREATS	5	Not For Sale	Misc	\$1.25	\$0.50	11	0	11	10	0	Edit...
1030	tube of toothpaste	2	Disc Reg Med Trustee	Misc	\$1.75	\$1.00	21	0	21	5	0	Edit...

Purchase history

Full inmate purchase history is easily accessible for authorized commissary personnel, along with the opportunity to review and approve purchases:

Item Code: Description:

Category:

Sale Price: Total In Stock: Re-order level: Max qty per inmate sale: (0 means unlimited)

Indigent
 Discipline
 Regular
 Medical
 Trustee
 Not for sale

 (for missing or found items)

[Inventory](#)

Purchase History

Date	Transaction Type	Qty	Cost	Qty Ordered	Qty Received
07/02/2012	Found	1	\$0.00	0	0
06/29/2012	Found	1	\$0.00	0	0
05/30/2012	Found	1	\$0.00	0	0
03/22/2012	Purchase	2526	\$0.25	3000	3000
08/12/2010	Purchase	0	\$0.22	4000	4000
02/09/2010	Purchase	0	\$0.22	2000	2000
09/21/2009	Purchase	0	\$0.22	2000	2000
08/27/2009	Purchase	0	\$0.22	500	500
04/23/2009	Purchase	0	\$0.22	1000	1000
03/04/2009	Purchase	0	\$0.26	800	800
03/02/2009	Purchase	0	\$0.26	200	200
12/01/2008	Purchase	0	\$0.25	200	200
10/20/2008	Found	0	\$0.00	0	0
07/30/2008	Purchase	0	\$0.37	40	40
07/02/2008	Purchase	0	\$0.37	20	20
02/27/2008	Purchase	0	\$0.37	40	40
01/09/2008	Purchase	0	\$0.37	40	40
11/28/2007	Purchase	0	\$0.37	40	40
10/24/2007	Purchase	0	\$0.37	40	40
06/06/2007	Purchase	0	\$0.37	20	20
05/31/2007	Adjust	0	\$0.37	102	102

Section 5 – Detailed Response

Select	Order Number	State	Date	Inmate ID	Name	Item Code	Qty	Description	Comment	Cost	Total Cost
	61277	Delivered	undo 07/10/2012	20110419	LESTER E SMITH	1023	2	SPAM (individual serving)		\$3.00	\$3.00
	61251	Delivered	undo 07/10/2012	20110419	LESTER E SMITH	2035	1	pencil cap eraser		\$0.10	\$6.70
2074						2	BIG 24 oz. Pepsi		\$3.00		
2084						3	Ramen ~ Chicken		\$1.80		
2085						3	Ramen ~ Beef		\$1.80		
	61246	Delivered	undo 07/10/2012	20110419	LESTER E SMITH	1007	1	instant COFFEE		\$1.75	\$7.65
1040						1	big Box of snack crackers 12 oz.		\$2.25		
1059						1	2 in 1 Shampoo & conditioner		\$1.75		
1149						2	ENVELOPE WITH STAMP		\$1.10		
2033						1	TradeWinds SWEET TEA		\$1.00		
	60776	Delivered	undo 06/26/2012	20110419	LESTER E SMITH	1149	3	ENVELOPE WITH STAMP		\$1.65	\$1.65
	60769	Delivered	undo 06/26/2012	20110419	LESTER E SMITH	1000	1	DISP RAZOR		\$0.35	\$13.80
1007						1	instant COFFEE		\$1.75		
1056						1	BAR SOAP		\$1.75		
1149						1	ENVELOPE WITH STAMP		\$0.55		
2010						2	HUGE 5oz Sausage ~ mild		\$3.50		
2044						2	Mocha Cappachino		\$1.10		
2074						2	BIG 24 oz. Pepsi		\$3.00		
2084						3	Ramen ~ Chicken		\$1.80		
	60687	Delivered	undo 06/19/2012	20110419	LESTER E SMITH	1174	1	INDIGENT PACKAGE (complete)		\$0.00	\$0.00
	60470	Delivered	undo 06/12/2012	20110419	LESTER E SMITH	1000	1	DISP RAZOR		\$0.35	\$0.35
	60169	Delivered	undo 06/05/2012	20110419	LESTER E SMITH	1059	1	2 in 1 Shampoo & conditioner		\$1.75	\$2.30
1149						1	ENVELOPE WITH STAMP		\$0.55		
	59798	Delivered	undo 06/22/2012	20110419	LESTER E SMITH	1007	1	instant COFFEE		\$1.75	\$5.80
1056						1	BAR SOAP		\$1.75		
1149						2	ENVELOPE WITH STAMP		\$1.10		

Order Entry Rules

Times allowed for order entry are configurable. This is particularly useful if UDC manages inventory in an “Electronic Bubble Sheet” scenario - inventory amounts provided to the ITS can therefore be “frozen” to avoid over-ordering. Alternatively, the ITS could allow “over-ordering” and simply disclose to inmates that their orders are taken pending approval, with the final picking slip describing items fulfilled versus denied.

Day	Open time	Close time
Monday	0:00	0:00
Tuesday	15:00	23:00
Wednesday	0:00	0:00
Thursday	0:00	0:00
Friday	0:00	0:00
Saturday	0:00	0:00
Sunday	0:00	0:00

0:00 for start and 24:00 for stop means commissary is on all day.
 0:00 for start and stop means commissary is off all day.

Section 5 – Detailed Response

Reporting

Numerous reporting capabilities (account balances, order history, etc) are native in the system. Only a select grouping of reports are shown for brevity.

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Commissary Item Price List

Code	Description	Price	Allow	Max		Code	Description	Price	Allow	Max
1000	DISP. RAZOR	0.35	RT	1		1109	SPORTSBRA 36	4.50	RMT	2
1001	Gatorade (orange flavor)	1.00	RT	5		1110	SPORTSBRA 38	4.50	RMT	2
1002	Gatorade (arctic blue)	1.00	RT	6		1111	SPORTSBRA 40	4.50	RMT	2
1003	Gatorade (red punch flavored)	1.00	RT	5		1112	SPORTSBRA 42	4.50	RMT	2
1004	Gatorade (Lemon-Lime flavored)	1.00	RT	5		1113	SPORTSBRA 44	4.50	RMT	2
1005	ROLAIDS	0.75	DRMT	5		1114	T-SHIRT LG	4.00	RT	2
1006	GUMMY FRUIT SNACKS	0.25	RT	5		1115	T-SHIRT XLG	4.00	RMT	2
1007	instant COFFEE	1.75	RT	0		1116	T-SHIRT 2X	4.50	RT	2
1008	BR-SAVERS MINTS	0.75	RT	5		1117	T-SHIRT 3X	4.50	RT	2
1009	BUTTERFINGER	0.80	RT	5		1118	small t-shirt	4.00	RMT	1
1011	Payday (KING SIZE)	1.25	RT	5		1119	T-SHIRT MEDIUM	4.00	DRMT	2
1012	SNICKERS	0.80	RT	5		1134	CHEESE COMBO	0.80	RT	5
1013	MILKY WAY king size	1.25	RT	5		1136	JALAPENO COMBO	0.80	RT	5
1014	Whatchamacallit Candy Bar	0.80	RT	5		1139	MENS CANVAS SHOE 6	5.00	RMT	1
1015	3 MUSKETEERS	0.80	RT	5		1140	MENS CANVAS SHOE 7	5.00	RMT	1
1016	Snickers Peanut Butter REESE'S PEANUT BUTTER CUP	0.85	RT	5		1141	MENS CANVAS SHOE 8	5.00	RMT	1
1017	king size	1.25	RT	5		1142	MENS CANVAS SHOE 9	5.00	RMT	1
1018	Reese's mini cups (king size)	1.25	RT	5		1143	MENS CANVAS SHOE 10	5.00	RMT	1
1019	Jack Link's JERKY CHEW	1.25	RT	4		1144	MENS CANVAS SHOE 11	5.00	RMT	1
1020	100 Grand candy bar	0.80	RT	5		1145	MENS CANVAS SHOE 12	4.00	RMT	1
1021	Mint SNUFF pouches	2.75	RT	1		1146	MENS CANVAS SHOE 13	4.00	RMT	1
1022	Baby Ruth	0.80	RT	5		1147	MENS CANVAS SHOE 14	4.00	RMT	1
1023	SPAM (individual serving)	1.50	RT	5		1149	ENVELOPE WITH STAMP	0.55	DRMT	10
1024	Starburst fruit chews	0.80	RT	10		1150	POSTAGE STAMP	0.45	DRT	6
1025	Cheese squeezer - Hot Pepper	0.70	RT	10		1152	writing paper	1.75	RT	2
1027	M&M PLAIN	0.80	RT	5		1155	MANILA ENVELOPE	0.30	DRMT	5
1028	MEAT & CHEESE sticks	0.85	RT	0		1156	FOLDER W/POCKETS	0.40	RMT	5
1030	tube of toothpaste	1.75	DRMT	2		1159	CROSSWORD PUZZLE BOOK	1.50	RT	2
1031	Skittles	0.70	RT	5		1160	WORD SEARCH PUZZLE BOOK	1.50	RT	2
1033	Big Mayonaise squeezer	0.25	RT	4		1162	PLAYING CARDS	2.00	RMT	1
1034	Chili pouch (Western Style)	1.75	RT	6		1166	UNO CARDS	2.50	RT	1
1035	Chili pouch (mild)	1.75	RT	6		1170	DICTIONARY	1.00	RMT	1

Section 5 – Detailed Response

Commissary Category Report
 Start_Time = 07/06/2012 00:00:00 End_Time = 07/13/2012 23:59 Choose_Category = All

Category	Order	Inmate ID	Item	Description	Notes	Qty	Price	Cost	
Candy	61137	20060231	1018	Reese's mini cups (king size)		1	1.25	1.25	
	61139	0004	2037	cherry/cheese bear claw danish		2	0.00	0.00	
	61140	20100320	2028	Iced Honey Bun		4	0.85	3.40	
	61141	20020356	2050	Reese's Fast Break candy bar KING SIZE		2	1.25	2.50	
	61142	20000074	2021	salted peanuts		1	0.75	0.75	
	61143	20020828	2050	Reese's Fast Break candy bar KING SIZE		3	1.25	3.75	
	61144	20120208	2002	Reese's Pieces		2	0.80	1.60	
	61147	20110403	2002	Reese's Pieces		3	0.80	2.40	
	61147	20110403	2001	Hershey w/Almonds		2	0.80	1.60	
	61147	20110403	2000	Big Peanut Butter Cookie		2	0.80	1.60	
	61148	20120244	2028	Iced Honey Bun		2	0.85	1.70	
	61148	20120244	2012	Chocolate sandwich cookies		2	0.75	1.50	
	61148	20120244	2011	Peanut Butter Sandwich cookies		2	0.75	1.50	
	61149	20060027	2046	Bun candy bar (maple)		3	0.80	2.40	
	61149	20060027	2012	Chocolate sandwich cookies		1	0.75	0.75	
	61149	20060027	1018	Reese's mini cups (king size)		1	1.25	1.25	
	61149	20060027	2018	Deluxe mixed nuts		2	1.50	3.00	
	61149	20060027	2016	sweet and salty nut mix		1	0.99	0.99	
	61149	20060027	2038	diet Pepsi 16.9 oz		2	1.10	2.20	
	61151	20120142	2033	TradeWinds SWEET TEA		1	1.00	1.00	
	61151	20120142	2037	cherry/cheese bear claw danish		2	0.85	1.70	
	61152	20020356	2050	Reese's Fast Break candy bar KING SIZE		2	1.25	2.50	
	61152	20020356	2011	Peanut Butter Sandwich cookies		1	0.75	0.75	
	61152	20020356	2012	Chocolate sandwich cookies		1	0.75	0.75	
	61152	20020356	2014	Twix Peanut Butter		2	0.80	1.60	
	61153	20110146	2033	TradeWinds SWEET TEA		5	1.00	5.00	
	61153	20110146	2032	KING SIZE Peanut M&Ms		2	1.25	2.50	
	61153	20110146	2011	Peanut Butter Sandwich cookies		2	0.75	1.50	
	61153	20110146	2012	Chocolate sandwich cookies		1	0.75	0.75	
	61154	20040182	2055	Peanut Butter squeezer	Ord: 61154, User smcintyre set order as Return: qty was 2 (07/11/2012 07:26)		0	0.50	0.00

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Special Acct Summary

Special Acct	Credit	Debit	Balance
Commissary Sales	-493,429.22	493,429.22	0.00
Debit Calling	0.00	0.00	0.00
Restitution	0.00	0.00	0.00
Hygiene	-1,685.99	1,711.99	26.00
Property Damage	-277.32	287.62	10.30
Medical Co-pay	-15,074.83	15,374.83	300.00
Copy Fees	-0.60	0.60	0.00
Inmate Trust Account	-48.20	1,213.11	1,164.91
Total	-510516.16	512017.37	1501.21

3.3. All inmate communication system enhancements must be 95% operational within 30 days of implementation. Describe how implementation would be handled to achieve this requirement.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

All features and functionality made available to UDC as part of this proposal have been developed using the Software Development Cycle described in section 1.44. Once feature enhancements are complete, they are loaded onto our central call processing site and loaded onto premise-based platforms (such as UDC's) within a two-week window to ensure consistency in software versions across accounts. This expedites facilities' access to new technology and simplifies the job of technical support technicians.

Each enhancement will be tested as part of our system acceptance procedure to ensure they meet UDC's expectations. If any development changes are required, they will be made utilizing this process and rolled out in the next quarterly software release.

One piece of information for note – CenturyLink has proposed additional inmate communication options that would be delivered over living unit kiosks. Given the physical wiring and installation work required, it would typically take about 90 days to install these units and begin service for these additional enhancements. This is typical for any kiosk installation and would be the same situation for any provider.

4. Maintenance

- 4.1. Contractor shall provide maintenance on all inmate communication systems to include inmate phones, payphones, cable pairs carrying inmate telephone circuits, etc. at no cost to the State with the exception of offeror proposed value-added options (refer to section 3.0). Contractor response to normal service issues shall be within two (2) working days. Contractor response to emergency service issues (situations deemed by UDC to be critical) shall include being on-site or logged in remotely to initiate repair within 1 hour.



CenturyLink Response: Accept and comply.

CenturyLink's on-site technicians will be assisted by remote technical support technicians to ensure the service levels below are met or exceeded. In most cases, issues will be resolved by the Technical Support Center prior to UDC personnel realizing there is a problem. For all issue resolutions, a ticket is opened and tracked for follow-up.

We urge UDC to contact any of our references to confirm our commitment to timely and high-quality service.

Section 5 – Detailed Response

Description of Priority Levels	Response Times (Maximum Time After Service Request by UDC)
Priority Level 1 - Emergency Emergency Service Issues, 50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, any failure in call restriction functions, any other condition that renders the system incapable of performing all its normal functions, or any other issue deemed as critical in UDC's sole discretion.	1 Hour
Priority Level 2 – Normal Service Issues Normal Service Issues, less than 50% of the service at a single site or housing unit is out of service	24 Hours

- 4.2. Contractor shall, at the Draper and Gunnison sites, physically (on-site) check all inmate phones for proper operation once every 60 days. Contractor shall check all inmate phones for proper operation during the five (5) working days immediately prior to all major State holidays, specifically New Years, Memorial Day, July 4th, July 24th, Labor Day, Thanksgiving and Christmas. The ability for contractor personnel to remotely test and diagnose system status and/or problems must be resident on the inmate system.

 CenturyLink Response: Accept and comply.

Our Operations Team will perform hands-on preventative maintenance inspections on the Enforcer system calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary, if the need for additional repairs is identified.

Extensive preventative maintenance inspections are completed on a routine basis. Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked. The circuit interfaces are checked for errors to ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all Enforcer users.

- 4.3. Describe your escalation procedure for service issues. Contractor, with UDC involvement, shall establish a mutually agreeable, formal (written) problem reporting and resolution process/procedure. Such process/procedure shall identify the establishment and maintenance of repair logs, minimally at the Draper and Gunnison sites, the purpose of which to track problems and to document problem resolution.

 CenturyLink Response: Accept and comply.

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Levels of Support and Escalation

CenturyLink will provide a Program Manager (PM), Debra Lambe transitioning to a new Salt Lake City-based Program Manager, who will have overall responsibility for maintaining contract compliance and will be the primary liaison for UDC throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

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

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State DOC Quality Assurance Program

Daily

- ✓ NOC Network monitoring
- ✓ Remote Call Control Monitoring
- ✓ "No Revenue" report by phone
- ✓ Help Desk Support 24x7x365 by toll-free #

Weekly

- ✓ Call Center Metrics (average answer speed, abandoned calls)
- ✓ Internal Operations Review
 - ✓ Ticket Aging Report
 - ✓ Chronic Issues & Escalations

Quarterly

- ✓ Attorney Validation
- ✓ Calling Platform Refresher Training
- ✓ Quarterly Account Review with Customer

Monthly Operations Review

- ✓ Sev1 + Sev2 Incident Reports (Root Cause + Resolution)
- ✓ Total System Availability (Platform + Phones)
- ✓ Call Completion Percentage (Blocks vs. Refusals)
- ✓ Rate Audit of ALL call detail records
- ✓ Test calls and funding events – ensure compliance with rate and fees in contract
- ✓ Compliance with Preventative Maintenance Checklists
 - ✓ Call Control
 - ✓ Inmate Phones
 - ✓ Network
 - ✓ Software Checks
- ✓ Usage / Training Report (% of Authorized Users who Logged In)

Customer Escalation Process

Debra Lambe will report to Barry Brinker, CenturyLink’s Director of Operations, who reports to Paul Cooper, our General Manager. All service and maintenance personnel will report directly to the Program Manager. The following table details the process that will be used for escalation of UDC trouble tickets. This escalation process may be initiated at the discretion of UDC.

Level	Escalation Point	Escalation Responsibilities
1	Program Manager (Debra Lambe – transitioning to new SLC-based Program Manager) Phone: (702) 244-6762 debra.d.lambe@centuryLink.com	<ul style="list-style-type: none"> • Notifies personnel and supervisors of strategy for problem resolution. • Keeps the UDC and management involved in progress of problem resolution. Escalates as necessary. • Responsible for seeing problem through to resolution. • Contacts Manager –Operations within eight hours of missed performance standard.
2	Director – Operations (Barry Brinker) Phone: (503) 990-6466 barry.e.brinker@centuryLink.com	<ul style="list-style-type: none"> • Operations Director resolves trouble/issue or escalates further if necessary. • Contacts additional resources (CenturyLink, Vendors, LECs, IXC, etc.) as necessary. • Keeps the UDC informed of ongoing activities involving problem resolution. • Contacts Director – General Manager within 24 hours if issue is not resolved.

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3	National Sales & Account Management Director (Darryl Lynn) Phone: (913) 345-6343 darryl.w.lynn@centurylink.com	<ul style="list-style-type: none"> Keeps the agency informed of ongoing activities involving problem resolution. Contacts General Manager within 24 hours if issue is not resolved.
4	General Manager (Paul Cooper) Phone: (913) 345-6002 paul.n.cooper@centurylink.com	<ul style="list-style-type: none"> Escalates further if necessary.

- 4.4. Describe your repair criteria, e.g., response time(s), repair time(s), repair verification, etc. Describe your policy when the above criteria are not met. Factory-trained technicians must make repairs.

 CenturyLink Response: Accept and comply.

CenturyLink's Project Team has nearly 300 years of combined telecommunications experience in complex implementations and account management. We have demonstrated the ability to understand our customer's issues and creatively adapted our approach to meet their needs.

Levels of Support and Escalation

Program Manager

CenturyLink will provide a Program Manager (PM) who will have overall responsibility for maintaining contract compliance and will be the primary liaison for UDC throughout the life of the contract. Customer satisfaction will be achieved through five separate programs:

- 1) The trouble ticket process which ensures that every problem is identified, worked, tracked, and recorded for future review.
- 2) A weekly conference call is held by the Program Manager with the field operations team to discuss outstanding tickets, chronic problems, and customer concerns.
- 3) A weekly conference call is held by the Program Manager with the ITS platform vendor personnel to discuss any tickets opened in the previous week that have not yet been closed.
- 4) The ongoing Preventative Maintenance (PM) program, which ensures service standards are maintained. The Field Service Technicians inspect Enforcer equipment and inmates phones at each facility on a regular scheduled basis (weekly, monthly, or quarterly, depending on the service element). The PM plan ensures that all relevant operational data concerning all aspects of the contract (sales support, installation, project coordination, technical support, field service and maintenance, etc.) is obtained, documented, distributed, and acted upon as necessary.
- 5) Periodic service reviews (typically conducted at customer's location quarterly) to review trouble ticket statistics, identify any chronic or major problems, discuss any future additions, deletions, or modifications (new phones, new sites, etc.), and resolve any operational, financial, or contractual concerns held by the customer. Service reviews ensure that feedback from the customer is obtained, documented, and addressed.

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Operations Team

A total of two (2) full time System Administrators/Technicians and one (1) Program Manager will be hired to provide onsite maintenance and repair of the new inmate calling platform. CenturyLink is willing to hire existing GTL System Administrators/Technicians to minimize the impact to UDC staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Utah to assist as needed. CenturyLink will ensure that all team members are fully qualified, appropriately trained and certified when necessary, to ensure knowledge levels in excess of the UDC's expectations.

Customer Service Policies and Procedures

The CenturyLink operations team will respond promptly to all service and maintenance situations, and is available to UDC on a 24/7/365 basis. When a trouble condition is reported, our technicians will quickly perform diagnostic testing to isolate the problem, determine if a remote resolution is an option, and if not, quickly dispatch a field technician to the site. Should technical roadblocks or system issues prevent a trouble condition from being resolved within the timeframe contractually permitted, the issue will be immediately escalated to the Program Manager who will discuss the situation with UDC as appropriate. Once a resolution to the issue is achieved, acceptance testing is completed before any trouble ticket is closed.

CenturyLink recognizes that an effective service program addresses all three key stakeholders: UDC staff, the inmates and the inmates' friends and family members.

- Customer Service.
 - Our service team has many years of experience in the industry, is dedicated to gaining a deep understanding of each customer's unique issues, and is committed to delivering the most effective solutions possible. Our Program Managers provide oversight and management of the day-to-day operations of the account.
 - Customer service representatives in long-established, U.S.-based call centers. Many of our competitors are only now on-shoring their call centers. From experience we know that call center migrations are difficult and prone to operational failures. In short, UDC can expect significant and immediate improvement in customer service operations.
 - Our blocking and unblocking rules for collect calls are clearly defined and uniformly applied to all customers, thereby reducing complaints to UDC.
 - Significantly lower than industry average customer service account fees. While others in the industry use billing fees as commissioned profit centers, our philosophy is very different: provide multiple convenient no-cost options to end-users, and charge fees only when customers choose specific high-cost funding options (e.g. choosing to fund an account with a live representative rather than an automated method). This results in less customer complaints and higher call volumes.

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- Calling platform management The ITS platform is engineered with maximum redundancy to ensure peak performance and minimize troubles. Further, the Network Operations Center proactively identifies potential problems by real-time central monitoring of hardware, software, and system performance.
- No loss of data and minimal transition time. Over the last four years the CenturyLink Team has successfully transitioned fifteen separate accounts to the Enforcer system platform – a total of 47 sites with 6,231 inmate phones serving 40,815 inmates. Every cutover has gone smoothly with no loss of data and minimal transition time.
- No lost Call Detail Records (CDRs) or recordings. Since March 2007 we have processed over 100 million call detail records (CDRs) and audio recordings with the Enforcer system platform. Not a single CDR or audio recording has been lost to date.
- Rate and audit accountability. As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify billing accuracy. Moreover, a unique feature of the ITS system platform is its on-line real-time direct rating of each call, for immediate and unalterable on-line visibility to call detail records and billing records.
- Payment options.
 - Collect calling with extensive billing and collections arrangements with incumbent local exchange companies (ILECs) and competitive local exchange companies (CLECs).
 - Prepaid calling with a best-in-class process to direct otherwise collect-unbillable called parties to prepaid. Our solution identifies unbillable parties and transfers them to live representatives during call setup, to ensure all end-users are presented with billing options in real-time. This is especially important given the growing number of cell phone and IP-based phone users, whose carriers do not offer collect calling options to ITS providers.
 - Debit calling through a variety of flexible options.

Preventative Maintenance

Our Operations Team will perform hands-on preventative maintenance inspections on the Enforcer calling platform and all inmate phones on a regularly scheduled basis. A trouble ticket will be established to document the preventative maintenance process, and additional trouble tickets will be opened and tracked as necessary if the need for additional repairs is identified.

Extensive preventative maintenance inspections are completed on a routine basis. Through remote access, verification of telephone and trunk usage is completed prior to arriving on site to ensure quality repairs. The inmate telephone dial pads and handsets are checked for functionality, usability, appearance and voice quality. All backboards, telephones and wiring are checked.

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The circuit interfaces are checked for errors to ensure that all connections are clean and secure. Routine traffic analysis for stations and trunks are conducted to determine failing telephones or lines to provide proactive maintenance and reduce downtime for the phones. Ongoing remote and onsite assistance is available to all ITS users.

Additional Staffing

In addition to the field operations support team, our Program Manager Debra Lambe will have a strong back office support team, with system development skills, exceptional financial accounting and reconciliation abilities, and comprehensive network knowledge. This team has been together for many years, and will be ready to support our system implementation and ongoing operations for UDC.

The following table details CenturyLink's proposed support organization, and is followed by an organization chart:

Staffing Roles and Responsibilities

Name and Title	Location	Manager	Primary Responsibility
Paul Cooper, General Manager	Overland Park, KS	Bill Cheek, President Wholesale Operations	Contract Execution; Fiscal Authorization; Product Roadmap; Escalations
Barry Brinker, Director Operations	Salem, OR	Paul Cooper, General Manager	Implementation; Ongoing Maintenance and Operations; Feature Development; Escalations; Vendor Management
Debra Lambe, Program Manager	Las Vegas, NV	Barry Brinker, Director Operations	Implementation; Ongoing Maintenance and Operations; Program Management; Escalations
TBH – (2) On Site Field Technicians	Utah	Debra Lambe, Program Manager	Implementation; Ongoing Maintenance and Operations

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Darryl Lynn, Director Sales and Account Management	Overland Park, KS	Paul Cooper, General Manager	Sales; Customer Contract Negotiation; Ongoing Account Management; Escalations
Victoria Johnson, Sr. Account Manager	Harrodsburg, KY	Darryl Lynn, Director Sales and Account Management	Sales; Customer Contract Negotiation; Ongoing Account Management
Joe Stables, Director Installation and Engineering	Overland Park, KS	Paul Cooper, General Manager	Implementation; System Engineering; Network
Mike Haynes, Director, Systems Support	Overland Park, KS	Paul Cooper, General Manager	Operation of Information Systems; Back Office Support
Darlene House, Director Customer Care and Verification	Rocky Mount, NC	Paul Cooper, General Manager	Attorney Verifications; Collect Billing Inquiries
Tammie Saucedo, Commissions and Compliance Manager	Las Vegas, NV	Mike Haynes, Director, Systems Support	Monthly Commission and Rate Audits
Kristie Dean, Lead Trainer	Apopka, FL	Joe Stables Director Installation and Engineering	Implementation; Training
Shelia Rafferty, Project Manager	Overland Park, KS	Joe Stables Director Installation and Engineering	Implementation; Project Management
Tim McAteer, General Manager ICSolutions	San Antonio, TX	Nathan Schulte, President Keefe Group	Escalations; Overall Management

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Brendan Philbin, VP Business / Product Development ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Business / Product Development
John Goetsch, VP Technology ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Production Engineering; Development
Brian Dietert, Director of Operations ICSolutions	Houston, TX	Tim McAteer, General Manager	Technical Support; Field Operations
Sylvia Castillo, Manager Client Services ICSolutions	San Antonio, TX	Tim McAteer, General Manager	Call Center Support
Latisha Holmes, Product Manager ICSolutions	Tampa, FL	Brendan Philbin, VP Business / Product Development	Lead Subject Matter Expert for new features; Training

- 4.5. Describe how you would handle/process UDC requests to add phones or workstations, remove phones or workstations, etc. Describe how you would handle the addition or removal of phones or workstations in the event that you deem such action as necessary. Keep in mind that any changes to the number of phones or workstations would require prior approval from UDC.

 CenturyLink Response: Accept and comply.

Moves, adds and change requests are very simple and part of our normal course of business. UDC requests would be submitted to the CenturyLink Program Manager who would open up a ticket and provide updates to UDC throughout the installation process. Requests that do not require additional network typically take 7 days to complete and up to 45 days if network is required, depending on network provisioning intervals.

- 4.6. UDC personnel will assist contractor site administrators/technicians whenever possible by notifying them of phone failures, damage and other inmate system maintenance needs/requirements.

 CenturyLink Response: Accept and comply.

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- 4.7. Offeror must be willing and able, at no cost to the State, to demonstrate their proposed inmate system to assure UDC that proposed systems/service can perform as specified by the State. See Suppliers Oral Presentation Phase 3.

 CenturyLink Response: Accept and comply.

Inmate telephone systems are obviously multi-faceted and complex, and require demonstration of capabilities. We welcome the opportunity to speak further with UDC about our proposal and fully demonstrate these capabilities.

- 4.8. Contractor shall maintain inmate system in good working order throughout the contract term. Warranties, remedies, etc. identified in this RFP apply.

 CenturyLink Response: Accept and comply.

CenturyLink unconditionally guarantees its work for the life of the contract.

- 4.9. UDC will establish hours of accessibility to inmate phones for repairs, service checks, etc. Access, at any time, may be denied to ensure the safety of UDC personnel, contractor personnel and/or to maintain institutional control.

 CenturyLink Response: Accept and comply.

- 4.10. Contractor must correct, at no cost to the State, any faulty workmanship that does not comply with the State's specifications and with all applicable local, state and/or federal codes.

 CenturyLink Response: Accept and comply.

- 4.11. UDC designated representatives, will be the sole determining judge of whether products and services rendered under this contract satisfy the requirements as identified in the contract.

 CenturyLink Response: Accept and comply.

- 4.12. Any "service agreement" and/or "work order" terms must be included in your RFP response (they cannot be added later).

 CenturyLink Response: Accept and comply.

CenturyLink's offer requires no separate service agreements, work order terms, or the like.

5. Service and Reliability

- 5.1. Provide the following offeror information: company/corporate name and address; official representative's name and business address, telephone number, fax number and email address.

 CenturyLink Response: Accept and comply.

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Name: CenturyLink Public Communications, Inc. d/b/a CenturyLink
Main Business Address: 5454 W 110th St, Overland Park, KS 66211
Official Representative: Paul Cooper, General Manager
 5454 W 110th St, Overland Park, KS 66211
 913-345-6002 (office telephone number)
 720-264-8121 (fax number)
 Paul.N.Cooper@centurylink.com (email address)

5.2. Describe your organization, e.g., proprietorship, partnership, corporation, etc.

 CenturyLink Response: Accept and comply.

CenturyLink Public Communications, Inc. (CPCI) d/b/a CenturyLink was incorporated in Florida in 1994. CPCI is a subsidiary of CenturyLink, Inc., a worldwide network services and data center infrastructure provider.

5.3. Specify the year in which your company was organized to do business, substantially as the entity which now exists, whether or not your organization has subsequently changed as a result of incorporation, merger or other organizational change, and regardless of name changes. The intent of this requirement is to ascertain offeror’s longevity of continuous operation.

 CenturyLink Response: Accept and comply.

CenturyLink Public Communications, Inc. d/b/a CenturyLink was incorporated in the State of Florida in March, 1994; however, we have been providing correctional market communications services for over 23 years (since 1991).

5.4. Provide the name, office address and business telephone number for your organization’s principal officer(s); include (minimally) the officers who hold the following functional positions: 1) Board Chairman, if a corporation, 2) President or other Chief Executive Officer, 3) Corporate Secretary, if a corporation and 4) Chief Financial Officer.

 CenturyLink Response: Accept and comply.

Name	Title	Contact
Glen F. Post, III	CEO, President, and Chairman of the Board	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9542
R. Stewart Ewing, Jr.	EVP, CFO, Asst. Secretary, and Director	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9512
Stacey W. Goff	EVP, General Counsel and Secretary , Director	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9539

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William E. Cheek	President – Wholesale Operation	100 CenturyLink Dr, Monroe, LA 71203 (318) 388-9582
Paul N. Cooper	Assistant Secretary	5454 W. 110 th Street, Overland Park, KS 66211 (913) 345-6002

5.5. Provide the name, title/position, contact information and credentials of the individual who would be responsible for “contract” oversight.

 **CenturyLink Response: Accept and comply.**

Vicki Johnson, National Account Manager, will be responsible for first-level contract oversight. In this role she will partner with Debra Lambe, Nevada & Idaho DOC Program Manager, who will transition to a newly hired Salt Lake City-based Program Manager for UDC.

Both Vicki and Debra report through Paul Cooper, General Manager, who provides hands-on management for all of CenturyLink’s DOC customers.

Ms. Johnson’s contact information and credentials are provided immediately below, with information for Ms. Lambe and Mr. Cooper following.

Victoria Johnson		
	Title:	Account Manager
	Department:	Sales
	Address:	1401 Curry Pike Harrodsburg, KY 40330
	Office:	(859) 734-9424
	Cell:	(850) 212-8880
	Home:	
		Primary Responsibilities: <ul style="list-style-type: none"> • Contract Negotiation • Sales • Account Management
		<ul style="list-style-type: none"> • 15 years in Telecom • 7 years leading CenturyLink • Variety of functional expertise (finance, network, ops) • BA & MA (Economics), MBA

VICTORIA JOHNSON

National Account Manager
 1401 Curry Pike, Harrodsburg, KY 40330
 888-375-7318 Office
 Victoria.L.Johnson@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 33 Years experience in Telecommunications
- 15 Years experience in Offender Telephone Systems Market supporting complex state and county government offender telephone systems contracts providing overall account management, contract administration and implementation oversight
- Extensive experience in communicating technical information in clear, non-technical terms

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CURRENT RESPONSIBILITIES:

- Senior Account Manager serving state and county Offender Telephone Systems Market.
- Responsible for prospecting, establishing and maintaining business partnerships.
- Primary customer advocate, consult with executive, communication, security and administration staff to identify communications specifications. Accounts include Nevada and Alabama DOCs.
- Confer with CenturyLink’s networking and vendor design engineers to develop secure call control solutions.

EDUCATION / TRAINING:

- Associates Degree in Business Administration

Debra Lambe		
	Title:	Program Manager
	Department:	Operations
	Address:	6700 Via Austi Parkway Las Vegas, NV 89119
	Office:	(702) 244-6762
	Cell:	(702) 439-7379
	Home:	(702) 439-7379
		<ul style="list-style-type: none"> • 15 years in Telecom • 7 years leading CenturyLink • Variety of functional expertise (finance, network, ops) • BA & MA (Economics), MBA
		<p>Primary Responsibilities:</p> <ul style="list-style-type: none"> • Implementation • Maintenance • Program Management • Operations Escalations

DEBRA LAMBE

(Interim Program Manager until in-state dedicated Program Manager is hired)

6700 Via Austi Parkway
Las Vegas, Nevada 89119

PROFESSIONAL EXPERIENCE:

- 16 Years experience in the Telecommunications Industry providing account management, customer service, implementation and representation for communications corporations in Nevada. Managing the programs associated with Customer Service and Field Operations. Work daily with Engineering, Network Planning, Project Management, Procurement and Technical Support to keep all accounts maintaining service at their highest possible level.
- 22 Years experience in the United States Air Force working in multiple career fields


CURRENT RESPONSIBILITIES:

- Program Manager of CenturyLink's NDOC, Clark County Detention Center and City of Las Vegas Detention Center Inmate Telephone System accounts with the following responsibilities:
 - Management of the following teams and processes:
- Three Field Service Technicians and Two On Site Coordinators
- Overall day to day activity on all assigned accounts
 - Vendor Management
 - Account Performance
 - Service trouble ticket tracking and follow up
 - Providing Inmate Telephone System Training
 - Inmate grievance responses
 - Customer Satisfaction

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EDUCATION / TRAINING:

- Troy State University, Troy, AL, Bachelor of Science in Criminal Justice
- Community College of the Air Force, Fort Walton Beach, FL, Associate of Arts in Personnel Administration

Paul Cooper		Experience:	Primary Responsibilities:
	Title:	General Manager	<ul style="list-style-type: none"> • Contract Execution • Fiscal Authorization • Product Roadmap • Escalations • Overall Performance Management
	Department:	CenturyLink	
	Address:	5454 W 110th St Overland Park, KS 66211	
	Office:	(913) 345-6002	
	Cell:	(816) 305-4764	
	Home:	(816) 305-4764	
		<ul style="list-style-type: none"> • 15 years in Telecom • 7 years leading CenturyLink • Variety of functional expertise (finance, network, ops) • BA & MA (Economics), MBA 	

PAUL COOPER

General Manager
 5454 West 110th Street, Overland Park, KS 66211
 (913) 345-6002 Office
 Paul.N.Cooper@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 14 Years experience in Telecommunications
- 7 Years experience leading CenturyLink’s Inmate Communications business
- Variety of functional expertise including finance, program management, network design and technical sales and support

CURRENT RESPONSIBILITIES:

- Lead 100+-member team responsible for sales, service, and operations for CenturyLink’s state and county inmate telecommunications market, in addition to managing public pay phones throughout the U.S.

PRIMARY FUNCTION FOR UDC

- Overall contract administration
- Contract Approval
- Escalation Point

EDUCATION / TRAINING:

- Bachelor of Arts in Political Science and Economics
- Masters of Business Administration in Marketing and Finance
- Masters of Arts in Economics

Section 5 – Detailed Response

- 5.6. Provide a brief history of your company, that clearly demonstrates your experience within the corrections environment and hands on knowledge of implementing and running inmate communication systems/service comparable to that being proposed in response to this RFP;

 CenturyLink Response: Accept and comply.

CenturyLink has over **23 years** of Inmate Telephone System (ITS) implementation and service experience. We currently provide inmate telephone services for facilities housing over 240,000 inmates nationwide, including multiple major counties and **five state departments of corrections** (Alabama, Kansas, Nevada, Texas, Wisconsin), and are in the process of transitioning the Idaho Department of Corrections to our Enforcer system from GTL's ITS.

Our Project Team has almost 300 years of combined telecommunications experience with inmate services, and has demonstrated the ability to understand our customer's issues and creatively adapted our approach to address their issues and meet their needs.

Within the last five years CenturyLink Correctional Markets has seamlessly **implemented systems serving over 190,000 inmates nationwide**. CenturyLink's support staff is experienced, fully trained, and **certified** on the Enforcer system which we will install for the UDC.

Corporate Qualifications

As a division of the third largest telecommunications company in the United States, CenturyLink Public Communications, Inc. ("CenturyLink") has the financial resources to support our accounts. Just as important, CenturyLink, Inc. is **currently Sarbanes-Oxley-compliant – not past-compliant or SAS70/SOC1 "certified"** – meaning that we have the financial and operational controls in place to ensure the integrity of the UDC's data as well as the integrity of our rating and billing data. CenturyLink, Inc., CenturyLink's parent company, is the third largest telecommunications company in the United States (45,000 employees, \$18B in annual revenues), is a S&P 500 company and ranked at number 150 on the Fortune 500 list of America's largest corporations. It is recognized as a leader in network and data center services by technology industry analyst firms.

CenturyLink, Inc. provides data, voice and managed services in local, national and select international markets through its high-quality advanced fiber optic network and multiple data centers for businesses and consumers.

Qualifications

CenturyLink Public Communications, Inc. ("CenturyLink")

- 23 years experience in inmate telephone systems
- 5 existing state contracts; numerous county contracts
- Provide ITS services for over 240,000 inmates nationwide, growing to over 250,000 after installation at Idaho DOC.
- Already providing public payphone services to the State of West Virginia
- System transitions/installations totaling 190,000 inmates in last 5 years
- 100% retention rate with Enforcer System dating back to 2006

CenturyLink, Inc. (parent corporation)

- 3rd largest telecommunications company in U.S.
- \$18 billion annual revenues
- Only publicly held, currently Sarbanes-Oxley compliant company in inmate communications

Section 5 – Detailed Response

CenturyLink, Inc. will also provide significant additional support for our inmate communications contracts, including world class data center infrastructure, network bandwidth, and repair personnel.

Technology Partner - ICSolutions


CenturyLink’s key partnership is with Inmate Calling Solutions, LLC (“ICSolutions”), a division of the Keefe Group of companies. ICSolutions is the industry-leading provider of inmate telephone and call control systems, with unmatched end-user call-routing as well as investigative usability and security features.

- **Enforcer System Development and Technical Support.** ICSolutions designs and manages the Enforcer core offender call control and recording system. As detailed in our response, the Enforcer System will be completely dedicated to UDC and includes upgrades provided at no cost throughout the contract.
- **Enforcer System Integration.** Data integrations with state and other third party systems, e.g. the Offender Management System. All integrations are written to UDC-defined specifications, not vice versa, and are available at installation and throughout the contract (as systems change or additional integrations are requested) at no cost to the state or inmates/family members.
- **Special Feature Design.** As CenturyLink and ICSolutions have done at other state agencies, custom reporting and features are available upon request at no cost. The dedicated architecture specified in the RFP facilitates custom feature deployment strictly for UDC.


Experience and Customer References

References - Summary


The following are the Department of Corrections that CenturyLink currently serves – in order to provide a complete picture of our service history, **none of our state DOC customers have been excluded from the list below.**

Customer	Alabama Department of Corrections	
Served since	2012	
Account size	30 facilities, 25,000 inmates	
Summary of Services	OMS interface, first-time installation of self-learning PANs, CTL attorney audits, fraud and velocity controls, prepaid collect and inmate debit, location-based calling restrictions	
Contact	Robert M Brantley, Assistant Accounting Director Phone: (334) 353-5561 Email: robert.brantley@doc.alabama.gov	

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Customer	Kansas Department of Corrections	
Served since	2007	
Account size	13 facilities, 9,500 inmates	
Summary of Services	OMS interface, interface with JPay kiosk system for inmate debit purchase, interface with Union Supply for commissary ordering by phone (in-process), prepaid collect	
Contact	Chris Walker, Communications Supervisor Lansing Correctional Facility (formerly Kansas State Penitentiary) Phone: (913) 727-3235 Email: chris.walker@doc.ks.gov	

Customer	Nevada Department of Corrections	
Served since	2008	
Account size	18 facilities, 12,700 inmates	
Summary of Services	OMS interface, prepaid collect, inmate debit, continuous voice biometrics, cell phone detection equipment trial, automated inmate information services, detailed location-based calling restrictions by housing units, inmate voicemail	
Contact	Dawn Rosenberg, Chief of Purchasing and Contract Management Phone: (775) 887-3219 Email: drosenberg@doc.nv.gov	


Customer	Texas Department of Criminal Justice	
Served since	2008	
Account size	114 facilities, 160,000 inmates	
Summary of	First-time installation of phone	

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Services	infrastructure (Gigabit-Ethernet LAN), OMS interface, prepaid collect, inmate debit, pre-call voice biometric validation, Managed Access implementation, called party and attorney identity and residency verification	
Contact	Lynda Cobler	

Customer	Wisconsin Department of Corrections	
Served since	2001	
Account size	36 facilities, 22,000 inmates	
Summary of Services	OMS interface, first time PIN implementation, attorney balloting, continuous recording storage	
Contact	John Shanda, Telecommunications Manager Phone: (608) 240-5666 Email: john.shanda@wisconsin.gov	

We also invite UDC to contact our newest customer, Idaho Department of Corrections, where we are currently in the process of installing.

Customer	Idaho Department of Corrections	
Served since	Currently installing	
Account size	13 facilities, 7,500 inmates	
Summary of Services	OMS interface, word search, voice biometrics, installation of inmate living unit kiosks including video visitation, commissary ordering by phone and kiosk, inmate debit, automated inmate information services	
Contact	Juliet McKay, Contract Officer Phone: (208) 658-2176 Email: jmckay@idoc.idaho.gov	

Section 5 – Detailed Response

Description of Past Projects

Alabama Department of Corrections

CenturyLink signed a contract in June 2012 with the Alabama Department of Corrections to install 1,121 inmate phones serving approximately 25,000 inmates at 30 facilities throughout the state. The installation was completed in September 2012.

The project goal was to complete the installation on schedule and within specifications. During implementation, our team uncovered widespread wiring issues; however, the project goals were achieved and the installation was completed on-time.

Alabama DOC: *CenturyLink's service to ADOC has included several firsts for the agency:*

- *Repair of widespread inside cabling issues left behind by previous provider*
- *First-time implementation of self-learning PANs*
- *Implementation of remote video visitation pilot program*

CenturyLink worked closely with the incumbent ITS vendor to ensure a seamless transition of service from the existing calling platform to the Enforcer System with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred.

Noteworthy aspects of the implementation project were:

- Interface with the Alabama DOC Offender Management System.
- First-time implementation of automated Personal Allowed Number (PAN) management
- Pilot implementation of remote video visitation
- Development of a debit calling interface with the Alabama DOC trust account system

Kansas Department of Corrections

CenturyLink has provided inmate telephone service for Kansas Department of Corrections since December 2007, and was recently awarded a new long-term contract to continue serving KDOC.

CenturyLink is one of the only inmate telephone providers in the past 5 years who has been able to retain an existing state DOC account under a newly issued RFP/contract.

KDOC has 967 inmate phones at 13 facilities throughout the state, and an average daily inmate population is approximately 9,500.

Kansas DOC: *During our installation at the Kansas DOC in 2007, we recognized a significant amount of "noise" on many of the lines at the state's largest facility. Site staff stated that it was a reported chronic issue that had not been addressed by the previous provider, who faced a \$15,000+ cost of hiring outside contractors to fix the problem. However, through the network organization of CenturyLink, Inc. we were able to dispatch an outside plant expert to the site, and resolved the problem within one day.*

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After the initial contract and renewal options expired, the contract went out to bid in 2012 and a new contract was awarded to CenturyLink and signed in January 2013 for an additional three years with two one year renewal options.

CenturyLink worked closely with the incumbent ITS vendor on the initial installation in 2007 to ensure a seamless transition of service to the Enforcer System with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred, including a compressed installation schedule and “buyout” of the prior vendor ahead of the Christmas holiday.

Noteworthy aspects of the implementation project were:

- Interface with the State of Kansas Offender Management System.
- Interface with the State of Kansas Commissary System
- Automated debit calling
- Interface with JPay for kiosk features

Nevada Department of Corrections

CenturyLink signed a contract to provide inmate telephone service for Nevada Department of Corrections in February 2008 and completed the installation in April 2008. CenturyLink installed 678 inmate phones at 18 facilities throughout the state. The average daily inmate population is approximately 12,700.

The project goal was to complete the installation on schedule and within specifications. Even though there were challenges with the installation (as with any large project), all goals were completed on time and within specifications.

CenturyLink worked closely with the incumbent ITS vendor to ensure a seamless transition of service to the Enforcer System with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred. Noteworthy aspects of the implementation project were:

- Interface with the State of Nevada Offender Management System.
- Interface with the State of Nevada Inmate Banking System Commissary
- Automated PIN and Debit calling
- Initially implemented Pre-call Voice Biometrics
- Implemented Continuous Voice Biometrics (Investigator Pro) mid-contract
- Network bandwidth swap mid-contract

Nevada DOC: *CenturyLink is proud of our long-standing partnership with NDOC, and has implemented a number of value-added products and features with no impact to calling rates or commissions throughout the contract. These features have included no-cost bandwidth augmentations to the State's internal network, inmate voicemail, automated information services for inmates, and other products.*

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- Inmate automated information services – trust-account verification implemented through the Enforcer System mid-contract
- Inbound friends & family voicemail for inmates mid-contract
- Informational messaging system implemented mid-contract

Texas Department of Criminal Justice (TDCJ)

CenturyLink signed a contract to provide inmate telephone service for the Texas Department of Criminal Justice in October 2008. The installation began in February 2009 and was completed in December 2009. CenturyLink installed 5,385 inmate phones at 114 prison facilities throughout the state. The average daily inmate population is approximately 160,000.

The project goal was to complete the installation on schedule and within specifications. **TDCJ did not offer inmate telephone service prior to this contract. This made the implementation the largest inmate telephone system project ever undertaken, requiring all new wiring, conduit, and telephone installation in every facility.** In addition, a customized PAN verification process was developed by CenturyLink to meet the rigorous requirements of TDCJ.

Texas DCJ: CenturyLink installed the first inmate telephone system ever allowed in Texas – the largest ITS project ever undertaken.

CenturyLink is also in the process of installing a contraband cell phone Managed Access system at two TDCJ sites; this installation was negotiated mid-contract.

Noteworthy aspects of the implementation project were:

- Automated population of inmate information
- Voice print biometrics
- Interface with TDCJ Commissary
- Automated debit calling
- Customized PAN verification process

Wisconsin Department of Corrections

CenturyLink has provided inmate telephone service for Wisconsin Department of Corrections since 2001. CenturyLink installed 1,287 inmate phones at 36 facilities throughout the state. The average daily inmate population is approximately 22,000.

Wisconsin is another example of CenturyLink's long-term commitment to service and customer retention. At the expiration of the original 2001 contract and extensions in 2009, CenturyLink won the resulting RFP and new long-term contract.

Wisconsin DOC: WIDOC is CenturyLink's longest-served DOC customer, since 2001. We were awarded the opportunity to continue serving Wisconsin in 2009 under a new long-term contract.

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CenturyLink worked closely with the incumbent ITS vendor to ensure a seamless transition of service from the existing calling platform to the Enforcer System with no loss of service, and all existing customer data (PIN numbers, PIN/PAN lists, globally blocked numbers, privileged (do not record) numbers, etc.) successfully transferred. Noteworthy aspects of the implementation project were:

- First-time implementation of PINs
- Secure and approved system User Remote Access when this was a relatively new and uncommon feature
- On-line call recording storage for the life of the contract and seven years beyond
- Instructional video production
- Placement of on-site PIN administrators

- 5.7. Identify the name, roles, and responsibilities of key personnel (which would be those individuals who are experienced in the areas of inmate communication systems, maintenance and related services) and, through a resume or similar document, the Project personnel's education and experience in providing the services required by UDC and how long each has been with your company;

 CenturyLink Response: Accept and comply.

Staffing Roles and Responsibilities

Provided below is the service organization CenturyLink will have in place to meet the requirements of the contract. Our service organization begins with the customer, who is provided with a Program Manager, Debra Lambe. Debra will be focused on customer satisfaction and contract compliance.

Debra, to be replaced by a Salt Lake City-based Program Manager, will oversee a staff of two (2) Utah-based System Administrator/Field Technicians.

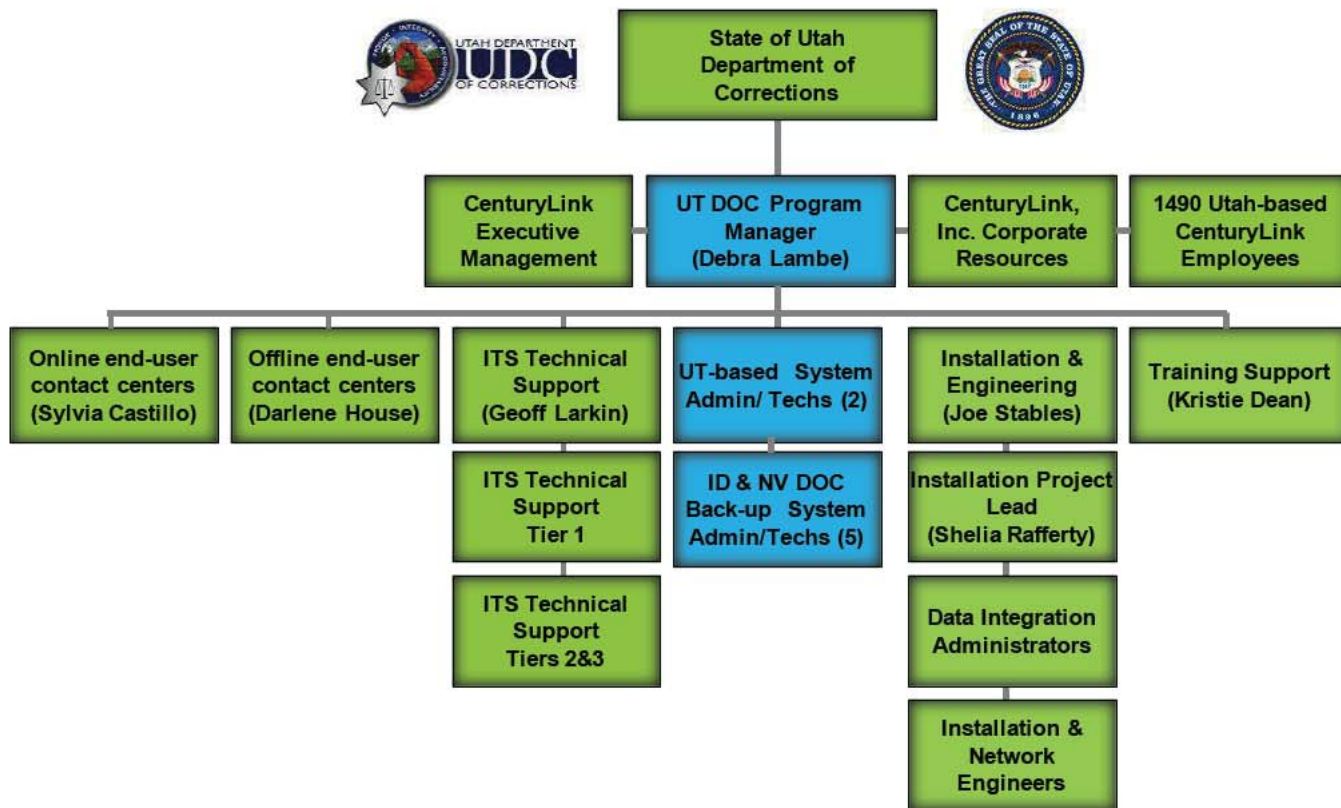
CenturyLink is willing to hire existing GTL System Administrators/Technicians to minimize the impact to UDC staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 additional existing technicians throughout the state of Utah to assist as needed. CenturyLink will ensure that all team members are fully qualified, appropriately trained and certified when necessary, to ensure knowledge levels in excess of the UDC's expectations.

In addition to service personnel focused serving all of CenturyLink's other DOC contracts, Debra will have access to all of the corporate resources of CenturyLink, Inc. – network, data center infrastructure, skilled higher-level technical personnel (e.g. outside plant technicians, fiber splicers), as well as the financial resources of an \$18 billion company.

Put together, no other provider can come close to providing UDC with the service resources that CenturyLink can.

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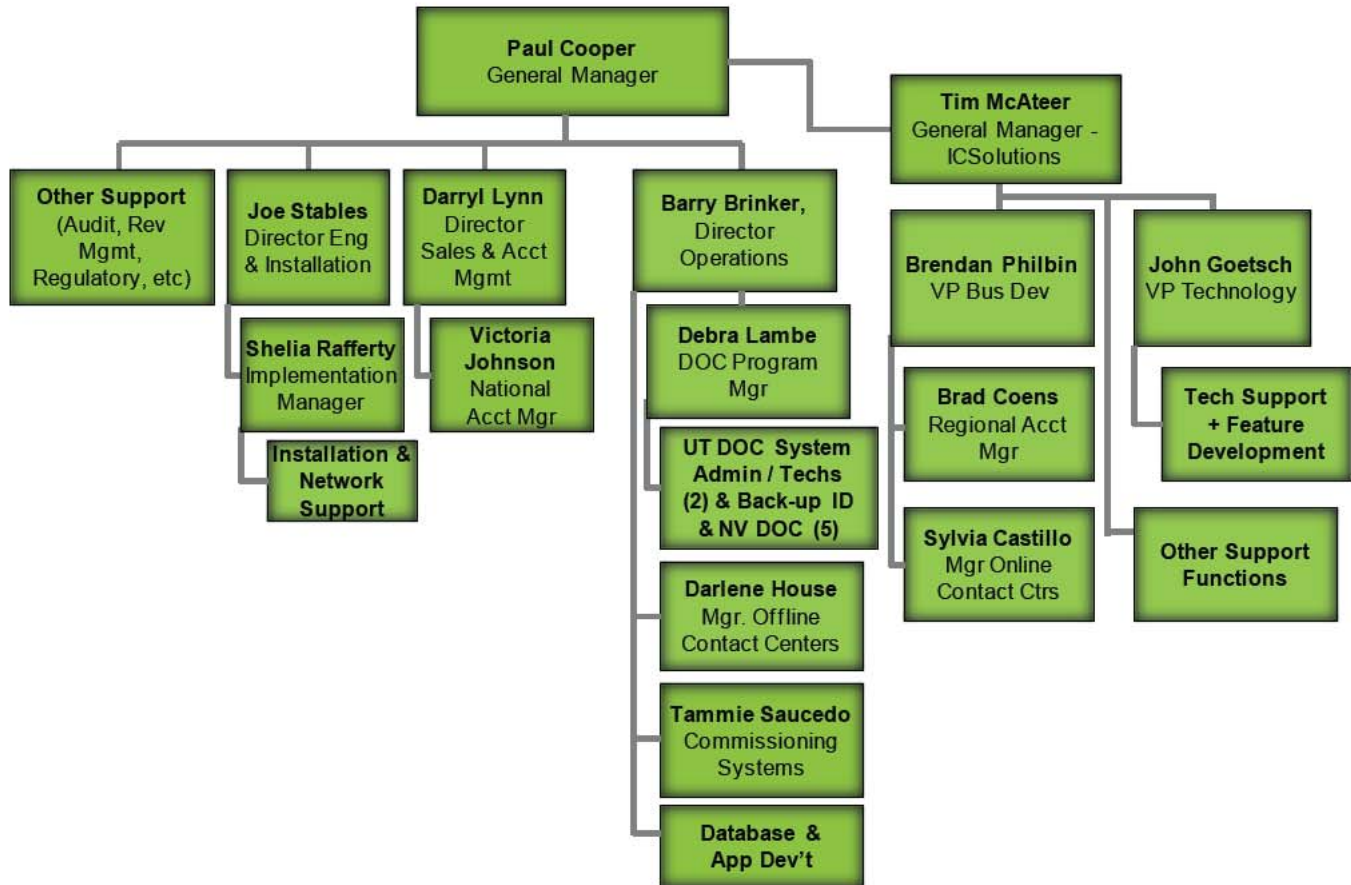
Service Organization Chart – Utah Department of Corrections



CenturyLink’s Service Delivery Team provides overall management oversight to all of CenturyLink’s DOC contracts, including but not limited to contract compliance, service metrics, security feature development, data integrations, network operations, and all other aspects of turnkey correctional communications services:

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CenturyLink Public Communications – Service Delivery Team



Escalation List

In the event the Program Manager is unable to timely resolve an issue for any reason, or if an issue is determined by the UDC as critical and needing immediate escalation:

Level	Escalation Point
1	Program Manager (Debra Lambe) Phone: (702) 244-6762 Debra.D.Lambe@centurylink.com
2	Director – Operations (Barry Brinker) Phone: (503) 990-6466 Barry.E.Brinker@centurylink.com

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3	Director – Sales & Account Management (Darryl Lynn) Phone: (913) 345-6343 Darryl.W.Lynn@centurylink.com
4	General Manager (Paul Cooper) Phone: (913) 345-6002 Paul.N.Cooper@centurylink.com

The contact information for Bill Cheek, President Wholesale Markets (Mr. Cooper's supervisor) and Glen Post, President & CEO (Mr. Cheek's supervisor) will be additionally provided to the UDC upon contract award. Although CenturyLink has never experienced a situation where a customer issue required escalation past Mr. Cooper, this option is available to UDC personnel at their discretion.

Key Contract Personnel - Resumes

CenturyLink's service to UDC begins with our Program Manager, who is supported by the personnel shown in the organizational charts above. Resumes of key contract personnel are detailed below:

Debra Lambe

(Interim Program Manager until in-state dedicated Program Manager is hired)
6700 Via Austi Parkway
Las Vegas, Nevada 89119

Professional Experience:

- 16 Years experience in the Telecommunications Industry providing account management, customer service, implementation and representation for communications corporations in Nevada. Managing the programs associated with Customer Service and Field Operations. Work daily with Engineering, Network Planning, Project Management, Procurement and Technical Support to keep all accounts maintaining service at their highest possible level.
- 22 Years experience in the United States Air Force working in multiple career fields

Current Responsibilities:

- Program Manager of CenturyLink's NDOC, Clark County Detention Center and City of Las Vegas Detention Center Inmate Telephone System accounts with the following responsibilities:
 - Management of the following teams and processes:
 - Three Field Service Technicians and Two On Site Coordinators
 - Overall day to day activity on all assigned accounts
 - Vendor Management
 - Account Performance
 - Service trouble ticket tracking and follow up
 - Providing Inmate Telephone System Training

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- Inmate grievance responses
- Customer Satisfaction

Relevant Experience

CenturyLink, Las Vegas, Nevada Program Manager

May 2006 to Present

Responsible for the overall day to day account activities of the Inmate Telephone Systems for state, county and city customers extending across the state of Nevada to include 21 facilities, 1,200 phones, and for more than 16,600 inmates with an emphasis on customer service

- Achieved through having positive working relationships with contracted vendors
- Providing reliable and timely customer response times to inmate grievances and the status of service, repair, equipment install and removals
- Training correctional facility investigators on how to search for, listen and monitor calls

United States Air Force Reserve, Nellis AFB, Nevada 926th Group Superintendent - Retired

July 2002 to Feb 2014

Advised the 926th group commander on all matters concerning the health, morale, welfare and effective management of more than 600 Reserve members at seven squadrons and two detachments at five locations. Provided leadership and guidance as the commander's representative to numerous committees, councils, boards, and military functions throughout the group, base and command. Served as the commander's advisor on personnel programs, career progression, family needs, financial matters and recognition programs. Provided problem solving recommendations to group personnel and commanders.

Golden-Tel Communications, Las Vegas, Nevada Major Account Representative

Nov 1998 to May 2006

Responsible for new sales, re-signs, leases, and change of ownership public payphone contracts for major hospitality and corporate accounts. Managed adds, removals, & installs of payphones & equipment for these major accounts.

United States Air Force (Active Duty) Pope AFB, North Carolina, Osan Air Base Korea, and Eglin AFB, Florida Personnel Specialist

Aug 1988 to July 1995

Unit Officer & Enlisted performance report monitor. Managed promotion recommendation process for unit commander by screening candidates for having the proper eligibility requirements. Outbound Assignments Counselor, ensured all security clearances, special orders, and training requirements were correct and complete prior to member departing base on a permanent change of station. Separations Specialist conducted oral entitlement briefings to member separating from the Air Force.

EDUCATION / TRAINING:

- Troy State University
Troy, AL

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Bachelor of Science in Criminal Justice
June 1997

- Community College of the Air Force
Fort Walton Beach, FL
Associate of Arts in Personnel Administration
April 1997

Program Manager (To be hired)

The CenturyLink Team will assign a full time Program Manager that will be dedicated for the full term of the contract. They will be responsible for the overall operational performance of the account to include account management, troubleshooting, training, and any other responsibilities agreed to with the Contract Manager. The duties of the Program Manager include, at a minimum:

- Overall responsibility for performance of the contract
- Customer advocate to CenturyLink Team management
- All Operations personnel will report up to the Program Manager
- Commissioning and billing resolution
- Service and technical issue resolution
- Training
- Attendance at on-site meetings as requested by UDC
- Promptly responding to UDC and offender family requests, which shall include, but not be limited to e-mail, telephone and facsimile requests.

Minimum Requirements: This System Administrator shall have a minimum of three (3) years experience within the last five (5) years at the management level, providing direct administrative oversight of the telephone services.

Field Repair/Site Technicians

The CenturyLink Team will have two (2) full time Field Repair/Site Technicians dedicated to the contract for the successful implementation of the project and ongoing support of the contract. CenturyLink is willing to hire existing GTL Field Repair/Site Technicians to minimize the impact to UDC staff. In addition to the dedicated resources listed above, CenturyLink has access to 12 existing technicians throughout the state of Utah. The duties of the Field Repair/Site Technicians include, at a minimum:

- Field Repair/Site Technicians will maintain, repair and operate the onsite telecommunications hardware, networking hardware/software, various electronic equipment and wiring at all UDC correctional facilities

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- Interface with all internal CenturyLink Team organizations, various vendors and contractors to resolve all onsite technical problems
- Data entry input and changes to the inmate phone access information including input of approved inmate PIN and authorized calling numbers
- Perform preventative maintenance and process PAN requests
- Install cable and equipment as necessary
- Provide onsite technical support and repairs
- Provide onsite instruction and training for UDC personnel
- Perform all tasks required to maintain industry leading customer satisfaction
- Advise management and open tracking tickets for all facility service affecting issues

Minimum Requirements: This Field Repair/Site Technicians shall possess a High School Diploma or GED and have two years minimum experience with a computer-based telephone system similar to the type required in this contract.

VICTORIA JOHNSON

National Account Manager
1401 Curry Pike, Harrodsburg, KY 40330
888 375-7318 Office
Victoria.L.Johnson@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 33 Years experience in Telecommunications
- 15 Years experience in Offender Telephone Systems Market supporting complex state and county government offender telephone systems contracts providing overall account management, contract administration and implementation oversight
- Extensive experience in communicating technical information in clear, non-technical terms

CURRENT RESPONSIBILITIES:

- Senior Account Manager serving state and county Offender Telephone Systems Market.
- Responsible for prospecting, establishing and maintaining business partnerships.
- Primary customer advocate, consult with executive, communication, security and administration staff to identify communications specifications.
- Confer with CenturyLink's networking and vendor design engineers to develop secure call control solutions.

EDUCATION / TRAINING:

- Associates Degree in Business Administration

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SHELIA RAFFERTY

Implementation Manager

5454 West 110th Street, Overland Park, KS 66211

(913) 345-4956 Office

Shelia.Rafferty@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 35 Years experience in Telecommunications
- 10 Years experience in Inmate Call Control Systems
- An experienced project manager. Successfully managed the installation and conversion of inmate systems, phones, enclosures, pedestals, etc. for three (3) state accounts (88 facilities) and six (6) county jails.
- Participated in and provided detailed information for 150+ site surveys

CURRENT RESPONSIBILITIES:

- Develop installation schedules with input from state personnel, facilities personnel, Local Exchange Carrier (LEC) personnel, suppliers, and technicians.
- Order equipment and services: phones, enclosures, network circuits, routers, Internet access devices, call control recording and monitoring equipment, etc.
- On-site supervision of installations
- Troubleshoot and escalate unforeseen issues
- Ensure facility personal are appropriately trained

PRIMARY FUNCTION FOR WEST VIRGINIA DOC:

- Lead Installer

EDUCATION / TRAINING:

- Masters Certificate in Project Management from George Washington University
- Enforcer Administration Certification
- Enforcer Installation, Support and Maintenance Certification
- Company training in customer service, technology and management

BARRY BRINKER

Director - Operations

1944 Jamison Drive SE, Salem, OR 97306

(503) 990-6466 Office

Barry.E.Brinker@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 17 Years experience in Telecommunications providing leadership, vision and direction for technology based corporations across North America. Managing all aspects of Operations and

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Customer Service - Implementation, Account Management, Field Operations, Engineering, Network Planning, Project Management, Procurement and Technical Support

- 5 Years experience in Inmate Call Control Systems Management

CURRENT RESPONSIBILITIES:

- Overall management of CenturyLink's Operations team with the following responsibilities:
 - Management of the following teams:
 - Program Managers
 - Call Center - Help Desk
 - Field Service Technicians
 - Technical Support Technicians
 - Customer Service and Billing
 - Contract negotiation and compliance with both customers and subcontractors
 - Vendor Management
 - Implementation of all products agreed to during contract negotiations
 - SLA reporting and overall contract compliance

PRIMARY FUNCTION FOR WEST VIRGINIA DOC:

- System operations management and field operations
- Escalation Point

EDUCATION / TRAINING:

- Bachelor of Science in Information Technology
- Extensive training on project management, implementation techniques, contract negotiation, customer service, managing vendor relationships and network design (SONET, LAN/WAN, DWDM)

LEONARD (JOE) STABLES

Director - Engineering & Installation

5454 West 110th Street, Overland Park, KS 66211

(913) 345-7525 Office

Leonard.J.Stables@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 23 Years experience in Telecommunications
- 5 Years experience in Inmate Call Control Systems
- Experienced in the supervision, operation and maintenance of telecommunications Networks.
- Former Electronics Maintenance Chief for a Marine Corps communications unit

CURRENT RESPONSIBILITIES:

- Research and development of new network technologies for use on Inmate Communications Systems

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- Work with vendors and service providers to improve product features and functionality for our customers
- Oversee the Project Implementation, including Training
- Subject Matter Expert on Inmate communications systems and serve as highest level technical support

PRIMARY FUNCTION FOR WEST VIRGINIA

- Implementation & System Design
- Highest level technical troubleshooting and resolution

EDUCATION / TRAINING:

- Bachelors in Business Management

PAUL COOPER

General Manager

5454 West 110th Street, Overland Park, KS 66211

(913) 345-6002 Office

Paul.N.Cooper@CenturyLink.com

PROFESSIONAL QUALIFICATIONS/EXPERIENCE:

- 14 Years experience in Telecommunications
- 7 Years experience leading CenturyLink's Inmate Communications business
- Variety of functional expertise including finance, program management, network design and technical sales and support

CURRENT RESPONSIBILITIES:

- Lead 100+-member team responsible for sales, service, and operations for CenturyLink's state and county inmate telecommunications market, in addition to managing public pay phones throughout the U.S.

PRIMARY FUNCTION FOR WEST VIRGINIA DOC

- Overall contract administration
- Contract Approval
- Escalation Point

EDUCATION / TRAINING:

- Bachelor of Arts in Political Science and Economics
- Masters of Business Administration in Marketing and Finance
- Masters of Arts in Economics

- 5.8. If any change in ownership and/or control of your organization is anticipated within the twelve (12) months following this RFP's due date, then describe the anticipated change, its likely ramifications and when the change is likely to occur.

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☼ CenturyLink Response: Accept and comply.

CenturyLink does not anticipate any change of ownership.

- 5.9. Provide the names, titles/positions and telephone numbers for all management-level personnel who would have direct responsibility for any/all contract services provided to UDC.

☼ CenturyLink Response: Accept and comply.

CenturyLink Key Personnel Contact Information

Paul Cooper		
	Title:	General Manager
	Department:	CenturyLink
	Address:	5454 W 110th St Overland Park, KS 66211
	Office:	(913) 345-6002
	Cell:	(816) 305-4764
	Home:	(816) 587-8090
	Primary Responsibilities:	<ul style="list-style-type: none"> • Contract Execution • Fiscal Authorization • Product Roadmap • Escalations
Barry Brinker		
	Title:	Director
	Department:	Operations
	Address:	1944 Jamison Dr SE Salem, OR 97306
	Office:	(503) 990-6466
	Cell:	(503) 269-3018
	Home:	(503) 990-6466
	Primary Responsibilities:	<ul style="list-style-type: none"> • Implementation • Maintenance • Feature Development • Operations Escalations • Vendor Management
Darryl Lynn		
	Title:	Director
	Department:	Sales
	Address:	5454 W 110th St Overland Park, KS 66211
	Office:	(913) 645-6343
	Cell:	(913) 526-6854
	Home:	(913) 661-9942
	Primary Responsibilities:	<ul style="list-style-type: none"> • Contract Negotiation • Sales • Account Management • Sales Escalations
Debra Lambe		
	Title:	Program Manager
	Department:	Operations
	Address:	6700 Via Austi Parkway Las Vegas, NV 89119
	Office:	(702) 244-6762
	Cell:	(702) 439-7379
	Home:	(702) 439-7379
	Primary Responsibilities:	<ul style="list-style-type: none"> • Implementation • Maintenance • Program Management • Operations Escalations
Victoria Johnson		
	Title:	Account Manager
	Department:	Sales
	Address:	1401 Curry Pike Harrodsburg, KY 40330
	Office:	(859) 734-9424
	Cell:	(850) 212-8880
	Home:	(850) 212-8880
	Primary Responsibilities:	<ul style="list-style-type: none"> • Contract Negotiation • Sales • Account Management

Section 5 – Detailed Response

- 5.10. Describe your Utah-based service operation/organization; include: 1) service location information, e.g., hours of operation, business address, telephone number, fax number, email address, etc. and 2) number and location of your Utah-based, factory trained personnel.

 CenturyLink Response: Accept and comply.

A total of two (2) full time System Administrators/Technicians, located in Draper and Gunnison, and one (1) Salt Lake City area-based Program Manager will be hired in state to provide onsite maintenance and repair of the new inmate calling platform. Debra Lambe, based in Las Vegas, has been assigned the account for transition purposes and will assist in the hiring process for the new in-state UDC Program Manager.

All personnel (and their replacements, if on vacation) will be factory trained and on call 24/7/365 and UDC personnel will have access to their cell phone numbers once established. In addition, our Technical Assistance Center – although not based in Utah – is available 24/7/365 at (866) 228-4031 or through an established UDC email box at UDCSupport@centurylink.com.

CenturyLink is willing to hire existing GTL System Administrators/Technicians to minimize the impact to UDC staff. In addition to the dedicated resources listed above, CenturyLink has 3 existing Enforcer-certified technicians in neighboring Nevada, and will have an additional 2 Enforcer-certified technicians in Idaho, to assist in Utah as needed.

Finally, CenturyLink has additional access to hundreds of Utah-based CenturyLink, Inc. telecommunications technicians at no cost to UDC – in total CenturyLink, Inc. employs almost 1,500 people in Utah.

- 5.11. Contractor shall designate a limited number of personnel, to include site system administrators/technicians, to work at UDC sites. These individuals must pass criminal identification and records checks before being issued UDC contractor identification cards which must be on their person to enter and to work within UDC facilities. They must agree to and they must sign a standard UDC document which prohibits their forming or carrying on any personal relationship(s) and/or "fraternization" between UDC personnel, contract personnel, volunteers and/or inmate(s). UDC must ultimately approve contractor personnel to work at UDC sites. Describe your organization's selection process for personnel who would be assigned to UDC sites.

 CenturyLink Response: Accept and comply.

CenturyLink will designate the personnel described in 5.10 above to work in UDC facilities. As a precaution and with UDC permission, we also propose submitting acknowledgements and background checks for Nevada and Idaho-based personnel for backup and/or vacation coverage.

All personnel hiring will be contingent on the individual's submittal and passing of UDC-required acknowledgements and background checks, recognizing that all personnel serve at the permission of the UDC. In addition, existing resources will be hired whenever possible to ensure compliance with UDC rules and minimize the impact on transition.

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- 5.12. How long has your organization been providing inmate communication systems/service comparable to that specified in this RFP, whether to the public sector and/or to the private sector? Provide a brief description of such systems/service. Include a list of ten (10) such systems/service that your organization presently has in operation in correctional facilities, include the number of inmate phones and workstations installed, number of inmates serviced and size of facility for each of the ten sites.

 CenturyLink Response: Accept and comply.

CenturyLink has been providing secure inmate communication services to state and local governments for over 23 years. Over this timeframe, we have served a number of publicly and privately run facilities. A list of ten (10) such systems similar in size and scope to those desired by UDC are listed below.

Entity	Number of Facilities	Inmate Population	Inmate Telephones	Direct Work Station Connections *
Alabama DOC	29	24,999	1,171	30
Clark County, NV	1	3,734	466	0
East Baton Rouge Parish, LA	1	1,711	144	2
Hillsborough County, FL	1	2,894	280	0
Milwaukee County, WI	2	2,239	332	0
Kansas DOC	13	9,521	967	15
Nevada DOC	18	12,755	678	0
Pasco County, FL	1	1,404	134	0
Texas DCJ	110	150,000	5,385	350
Wisconsin DOC	36	22,088	1,287	0

* Those listed as having zero (0) direct workstations connect remotely through separate workstations provided by that Agency.

- 5.13. Offerors proposing to use subcontractor(s) must explicitly state such in their proposal, including for each subcontractor, the subcontractor's name, address and the purpose of the subcontractor. The State (UDC and DAS) will deal exclusively with the successful contractor. UDC reserves the right to reject any/all subcontractor(s) if to do so is deemed to be in the State's best interest. The State considers equipment manufacturer(s) as subcontractor(s). Therefore, offerors must identify in the RFP response, as part of their subcontractor information, the following: the manufacturer of their proposed inmate communication systems/service; model, version, etc. information for all inmate communication system(s)/service manufactures/models for large verses for small correctional facilities and/or for State of Utah correctional facilities (Draper Prison and CUCF - Gunnison) verses political subdivision correctional facilities (cities, counties and/or private correctional facilities contracting to government agencies) if the manufacture(s)/model(s) proposed for political subdivision correctional facilities provide the same level of functionality/features inherent in the manufacture(s)/model(s) proposed for the Draper Prison and the CUCF – Gunnison.

 CenturyLink Response: Accept and comply.

ICSolutions
 2200 Danbury Street
 San Antonio, TX 78212

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Purpose

The Enforcer system is a fully integrated call-processing platform that combines state-of-the-art hardware, a Linux-based operating system and a robust database. All components for placing calls, monitoring and recording calls, collecting data and processing an investigation are combined in a single, compact unit. Because it's browser based, you can access it from multiple computers, and retrieve all call recordings from online. The system also provides automated alerts for a variety of criteria, supports inmate tracking and integrates with other management and commissary systems.

As for the software that runs the Enforcer system, our subcontractor partner ICSolutions developed the earliest version of the Enforcer system in 2005 and has regularly updated and enhanced the Enforcer since that time. This is the same Enforcer system that CenturyLink provides to other state DOCs, including the Alabama DOC, Kansas DOC, and Nevada DOC. Where licensing is required for certain calling system components, licensing agreements, all of which extend for periods well beyond the term of this contract, have been obtained. ICSolutions also provides our Called Party Prepaid Customer Service and Account Management.

The telephones and major equipment CenturyLink is proposing have been installed in other inmate telephone accounts for nearly 10 years. None of the proposed equipment or applications is "beta," and CenturyLink has a history of reliable service in our existing accounts.

The Enforcer system call processors are off the shelf and commercially available and require no patent rights for the hardware. As for the software that runs the Enforcer system, our subcontractor partner ICSolutions developed the earliest version of the Enforcer system in 2005 and has regularly updated and enhanced the Enforcer since that time.

This is the same Enforcer system that CenturyLink provides to other state DOCs, including the Alabama DOC, Kansas DOC, and Nevada DOC. Where licensing is required for certain calling system components, licensing agreements, all of which extend for periods well beyond the term of this contract, have been obtained. **CenturyLink is proposing the following major equipment:**

Jpay, Inc.

12864 Biscayne Blvd, Suite 243
Miami, FL 33181

Purpose

CenturyLink has partnered with JPay – the undisputed leader in video visitation and e-messaging services to state DOCs – to provide kiosk-based services. Together, CenturyLink and JPay have value-added products deployed in every Texas, Kansas and Nevada state facility. UDC will reap the benefits of this partnership by deploying in parallel a robust phone system and kiosk platform.

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JPay has been the pioneer and first to market for many of these technologies since inception, due to a deep and constant desire to innovate. With system updates occurring on a biweekly basis, JPay offers new and better functionality and products at a steady rate. The benefit to all stakeholders (prisons, families and inmates) is that with innovation comes efficiencies, cost savings and tremendous personal convenience. All of JPay's services are provided at no cost to UDC. Fees are borne on the inmates or family/friends for use of the services.

Wintel

1051 Bennett Drive, Suite 101
Longwood, FL 32750

Purpose

Wintel manufactures the highest quality inmate telephones, handsets, visitation kits, visitation phones, private speakerphones, cord free phones, and associated replacement parts for all. Studies done in actual inmate facilities have shown that Wintel phones and handsets have a significantly lower replacement rate (by a factor of at least 4-times) than any competing brand. This is important because it means fewer out of service conditions and fewer visits by technicians to repair or replace defective equipment.

Wintel is a division of Independent Technologies, Inc. In addition to telephones and handsets, Independent Technologies is an engineering and design firm that makes a variety of test equipment for telecommunications phone lines and systems. This same engineering expertise is one of the reasons Wintel inmate phone equipment is specifically designed to work in the inmate communications arena. Wintel equipment works with all of the platforms of the major inmate facility communications systems providers.

- 5.14. Offerors must provide a complete list of all current and former customers (including any accounts they have "lost" during mid-contract) for up to the 5-year period May 2009 – April 2014 that use similar inmate communication systems/services that you are proposing to the State in response to this RFP– including company name, address, contact person, telephone number, and email address (please also advise if each customer is current, former or "lost"); If during the past three years your company resulted from the merger of other companies, then you must respond to this requirement on behalf of your current company and on behalf of the companies that merged to form your current company; and acknowledge that the State will conduct reference checks to verify the accuracy of submitted materials and to ascertain the quality of the experience. Offeror(s) that fail to provide any "lost" accounts or that provide an incomplete list or that reply with "Not/Applicable", "No Lost Accounts" or equivalent verbiage and the State subsequently finds this to be false will be disqualified and will, therefore, be removed from further consideration. The State reserves the right to pursue any or all current and former customers, as well as "lost" accounts; either submitted or state-researched, to assist in completing this component of the Technical Proposal Evaluation. The offeror with the most customers submitted and with the most positive feedback obtained will score the most points for this section.



CenturyLink Response: Accept and comply.

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The two tables below provide CenturyLink's current and former customers for the last five years; they are labeled "Current CenturyLink Customers" and "Former CenturyLink Customers". One of our customers, the Southwest Indiana Regional Youth Village (SWIRYV), was transferred to another inmate telephone service provider by mutual consent of CenturyLink and SWIRYV. We have not lost any customers prior to the expiration of the contract.

We note that CenturyLink's market approach is to target only those customers where we feel we can best serve their individual needs. As a result, our customer list is far shorter than most other providers. At the same time, our unique network and corporate resources mean that our customers tend to be larger state DOCs. We request special consideration from UDC as you evaluate our abilities and past service history.

CenturyLink wishes to exempt the following information from public disclosure. Our customer contact list is proprietary and disclosure would give our competitors an opportunity to undermine our position with these customers. Furthermore, many of these customers have asked that CenturyLink not release their contact information publicly.

For these reasons we request that UDC exempt it from public disclosure pursuant to Utah Code Subsections 63G-2-305(1) and (2), and 63G-2-309. This information is provided under PDF file named CenturyLink Response to UDC RFP JM14012 – Section 2. Protected Information.

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Email - Chris.Walker@doc.ks.gov

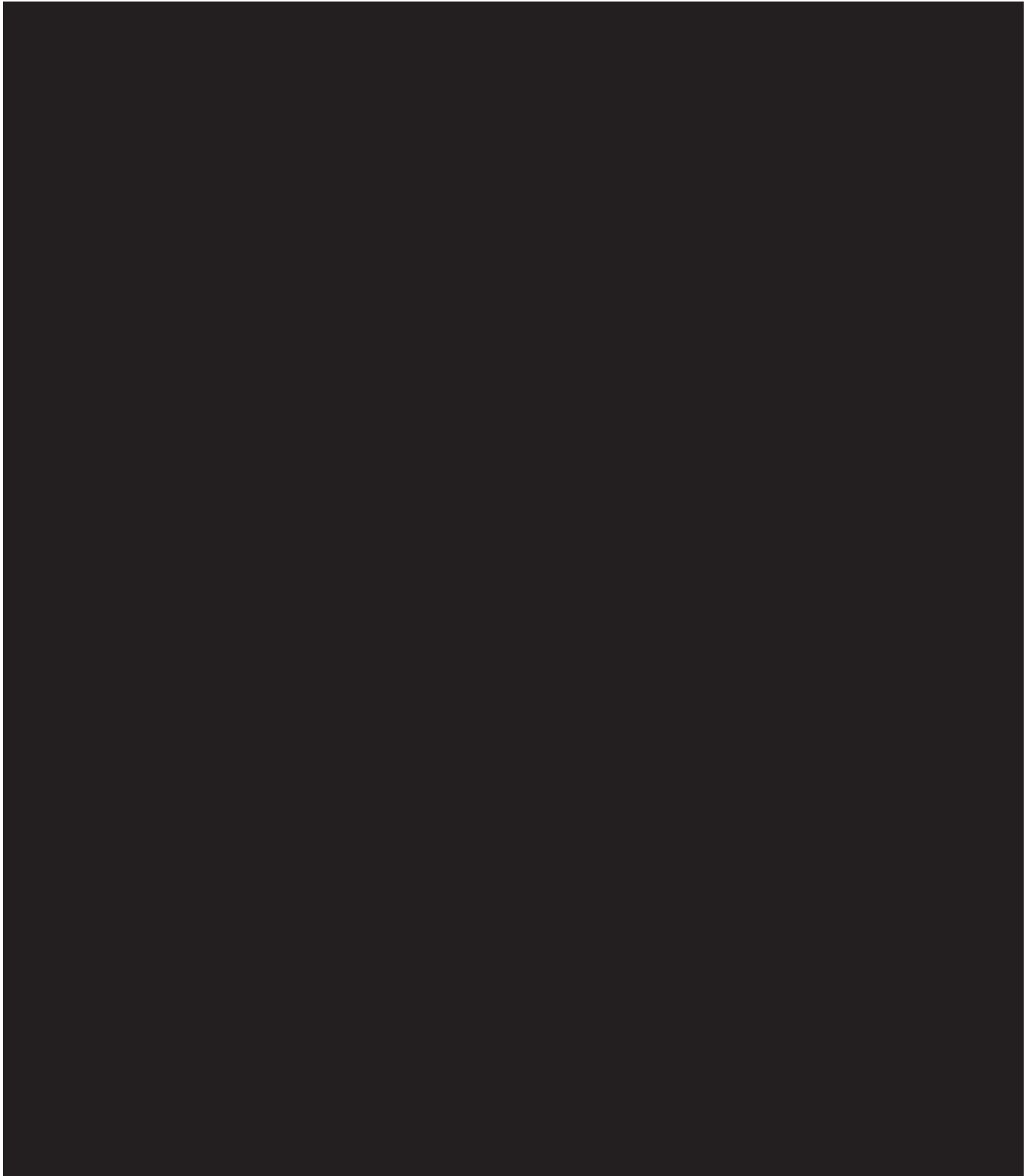
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6. Costs and Commission Structure

The State of Utah must be paid commission on all: local calls, intra-lata long distance calls, inter-lata long distance calls, and/or international long distance calls that originate from any/all offeror provided inmate telephones and/or pay telephones that are located at any/all UDC site(s). The State of Utah will currently accept commission offerors on inter-state calls, but will comply with the Federal Communications Commission (FCC) if they change their policies and/or impose rules on commissions different from those awarded as a result of this RFP (mid-term contract negotiations could be required). The boundary of Utah's largest Lata mirrors the state boundary with the exception of the extreme southeast corner of the state which is its own Lata. Utah is, in fact, a two Lata state. However, most of the state is located within the larger of the two Latas; refer to: "Attachment H - Utah Lata Map".

Offerors may offer different commission rates for each of the following: large correctional facilities (≥ 500 inmates) served by premise-based communication systems; small correctional facilities (< 500 inmates) served by premise-based communication systems, and small correctional facilities (< 150 inmates) served by payphones, e.g., State of Utah - Community Correctional Centers, Adult Probation & Parole offices, the Fortitude Treatment Center, the Fred House Training Academy and the Salt Lake Transition Facility. These offers should be made and submitted separately from Attachment D - Cost and Commission Revenue Sheet and the technical offer. Please label the document "Alternative Cost Proposals". Attachment D – Cost and Commission Revenue will be used for evaluation purposes and is similar to historical call volumes.

CenturyLink Response: Accept and comply.

An alternative cost proposal has been uploaded to BidSync as file attachment name: **CenturyLink Response to UDC RFP JM14012 – Alternative Cost Proposal.**

- 6.1. The State of Utah is interested in reducing inmate call costs. To that end, the State has defined a maximum on call rates. The rates cannot be increased at any point during the five-year term of the contract unless the State (UDC) chooses to do so. Note: Five years assumes that the contractor successfully meets the State's expectations.

In that the State has defined a maximum on call rates, the remaining "unknowns" are: 1) the proposed per minute rates, 2) the commission to be paid to the State of Utah, and 3) the minimum monthly commission payment.

Offerors must compute/propose the commission based upon either the State's defined maximum call rates, OR on the lower rates being proposed. Offerors **may** propose "lower" than "defined maximum" call rates.

CenturyLink Response: Accept and comply.

- A. All calls will be rated with one (1) minute intervals. At no time will the offeror round calling minutes above this specification, e.g., three (3) minute minimal calls will not be allowed.

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

- B. The State of Utah is specifying a maximum on call charges to be charged on both collect and debit rates. There will be no exception(s) to be higher than these specified maximum rates. Offerors will be disqualified if they propose higher than stated (maximum defined) call rates.

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Any taxes, fees and/or surcharges charged to the end-user shall be rated as pass-through (zero mark-up). This includes any local, state and/or federally mandated taxes, fees and/or surcharges.

The contractor must add exactly these charges to the call rates defined by the State; contractor markup(s) on taxes/fees/surcharges will not be allowed. Any changes in these taxes/fees/surcharges by the governing agency will be passed on directly to the end-user with no markup by (for) the contractor.

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

- C. Contractor shall not charge bill (invoice) statement fees, property (premise) imposed fees (PIF), non-mandated governmental fees or any other allowable fees and/or charges not mandated by law or statute of any kind on inmate telephone calls. The State desires to keep the cost of calls as reasonable as possible without excessive and unnecessary charges or additional fees imposed against the inmate or the inmate's called parties (e.g. family and friends).

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

- D. At no time throughout the contract term can the contractor assess State prohibited (denied) fees, charges, etc. Describe how the billing (invoice) statements can be audited and/or verified (at any requested time) by the State to ensure the accuracy and integrity of the rates and fees throughout the contract term.

Offeror shall acknowledge their agreement with this requirement and describe the process.

CenturyLink Response: Accept and comply.

CenturyLink takes its contractual obligations – especially those prohibiting extra and/or hidden charges – very seriously. Our corporate culture, and CenturyLink Inc's hundreds of thousands of Utah-based customers, simply will not tolerate this kind of behavior.

Rate audits

As a division of a Sarbanes-Oxley compliant company, CenturyLink completes monthly audits to verify billing accuracy. Our commissioning system (Commissioning of Prison Systems – “COPS”) compares every completed call to an account-specific table of calling rates. Any discrepancy is immediately investigated and corrected. In the rare occurrence where a discrepancy is found, any additional commissions owed to the account are calculated and discussed with the account, and any refunds due to a friend and family member or the inmate are applied. The monthly rate audit report will be provided to UDC along with the monthly commission statements. UDC can use this report to compare to their contracted rates to verify the accuracy of CenturyLink's rating.

Fee audits

Regarding compliance with UDC's “no-fee” requirements, transaction records may be pulled from both our collect billing feeds to our LEC billing clearinghouse. For prepaid accounts, transaction records

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may also be pulled for UDC call recipients to ensure that taxes are properly applied and fees are not assessed. CenturyLink performs regular 'spot checks' of these transaction logs in addition to placing regular test calls over our inmate telephone systems to ensure ongoing contract compliance. In fact these spot checks will be a monthly duty of the on-site technicians.

Tax compliance

For mandated fees and taxes as one of the largest telecommunications companies in the United States, our corporation is closely monitored by the Federal Communications Commission as well as other government agencies for compliance. The corporation has a large tax department that ensures we follow government requirements for mandated fees (federal taxes, USF, etc.). As an example of the scrutiny that the corporation undergoes, during the months of February 2013 through January 2014, the Universal Service Administrative Company (USAC), the FCC-designated administrator of the Universal Service Fund, conducted an audit of our USF practices.

The system platform also features on-line real-time direct rating of each call, for immediate and unalterable on-line visibility to call detail records and billing records.

- E. Any fees and/or charges added to the called party's bill without the express written consent of State Purchasing shall incur a fine of \$350.00 per day from the date the additional fees and/or charges were first added through the date the fees and/or charges were discontinued. Contractor will be required to refund each called party for the unapproved fees and/or charges for all dates the fees and/or charges were imposed. The fine shall be paid in full to the State and all refunds given within 60 days of discovery. Repetitive abuse or infractions may result in cancellation of the contract.

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

- F. Offerors shall provide an all-inclusive "sample" bill (invoice) that delineates exactly what people who accept inmate calls would receive by way of their monthly inmate/payphone telephone bill. The successful contractor shall assess only State of Utah specified call rates. What the successful contractor can and cannot assess is delineated/specified throughout this RFP document; examples follow:

In summary, if the format of your "sample" bill does not accommodate the State's billing-related specifications that are embodied in this RFP such as State-defined call rates, permissible fees, non-permissible fees, etc., then you must modify (customize) your standard bill format so as to accommodate all of the State's specifications. It is not good enough to agree to (state your compliance with) this requirement contingent upon contract award. Rather, you must provide, as part of your RFP response, a sample bill that complies with all of the State's billing specifications and that would be used by you in the event that you become the State's inmate communication systems/service contractor. You cannot simply provide your standard/generic bill (invoice), unless, coincidentally, it actually embodies all of the State's billing specifications.

Offeror shall acknowledge their agreement with this requirement and offeror shall provide the requested "sample" bill (invoice).

CenturyLink Response: Accept and comply.

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A sample bill has been uploaded to BidSync as file attachment name: CenturyLink Response to UDC RFP JM14012 – Sample Bill.

Please note that inmate billing relevant information is shown on page 4 of 6 of the uploaded CenturyLink Local Phone Company Sample Bill. CenturyLink (as do other inmate phone system and service providers) bills collect calls using a 3rd party billing agent. Our 3rd party billing agent is ILD Teleservices, Inc. (ILD). Please note that the fact that ILD is billing on our behalf is noted on the bill. Calls to ILD that are identified as CenturyLink customers are routed to a CenturyLink Call Center for customer service and billing questions.

A review of the Sample Bill confirms that billing information includes specific rating of each call, minutes spoken, time of call, duration, etc. and delineates all applicable taxes, fees and surcharges separate from the rated value of the call.

- G. The following time limits will be placed on inmate telephone calls:
 1. Local Calls - 30 minutes
 2. All Other Calls - 30 minutes

Note: UDC can change time limits if/when they choose throughout the contract term.

 CenturyLink Response: Accept and comply.

- H. The State of Utah is specifying a maximum on inmate calling rates. At no time during the term of the contract will the contractor vary from these rates without the explicit written authorization from the State of Utah.

UDC does not currently allow debit calling, but may be interested in using the service in the future. The successful contractor must be capable of providing for debit calling if/when UDC permits such calling.

Inmate Collect or

<u>Advance Pay</u>	<u>Connect Rate</u>	<u>Per Minute Rate</u>
Local	\$2.10	No Local Message Charge
Intra-Lata	\$2.00	\$0.15
Inter-Lata	\$2.00	\$0.15
Inter-State	\$0.00	\$0.25
Mexico	\$2.75	\$0.85
All Other Countries	\$3.75	\$1.10

Inmate Debit or

<u>Pre-Paid Card</u>	<u>Connect Rate</u>	<u>Per Minute Rate</u>
Local	\$1.80	No Local Message Charge
Intra-Lata	\$1.50	\$0.15
Inter-Lata	\$1.50	\$0.15
Inter-State	\$0.00	\$0.21
Mexico	\$2.75	\$0.85
All Other Countries	\$3.75	\$1.10

- 1. The above collect, advance pay, debit and pre-paid card call rates, plus any

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governmental mandated taxes and/or fees, are the only rates and fees that will be allowed by the State of Utah, as specified in this RFP, for collect, advance pay, debit and pre-paid card calls throughout the five year contract term. Property (Premise) Imposed Fees (PIFs) will not be allowed. Special billing charges will not be allowed. Any/all one-time fees/charges to establish pre-paid calling plans and credit card fees/charges to establish pre-paid accounts must be disclosed and must be approved by the State of Utah prior to implementation.

2. Refer to: "Attachment H - Utah Lata Map"
3. Per minute rates do not/cannot include mileage and/or time-of-day variations.
4. The above rates include the Payphone Usage Charge. This charge cannot be added separately.
5. Debit calling charges to countries other than Mexico and all 50 states shall be at the flat connect and per minute rates specified above. This includes all other countries within the North American Numbering Plan.

Offeror shall acknowledge their understanding of and shall confirm their agreement with these maximum rates (these requirements).

Exception(s) cannot be taken to these requirements.

CenturyLink Response: Accept and comply.

Addendum 4 issued on July 29, 2014 amended the maximum inmate calling rates above by including Advance Pay with Inmate Debit or Prepaid Card rates instead of Inmate Collect rates.

- I. Payphones identified in Attachment E as "Payphone" and as "Electronic Payphone" shall be excluded from the above "inmate" telephone call maximum rate specifications. "Attachment D - Cost Breakdown Sheet" requires offerors to provide their proposed payphone call cost and their proposed payphone commission rate.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

CenturyLink Response: Accept and comply.

- J. Person-to-Person calls or other calling charges that vary from the above-specified Station-to-Station calls will not be permitted.

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

- K. UDC would like that their inmate system contractor be capable of providing international calling. Describe your inmate system's international calling capabilities. If your inmate system is capable of processing international calls, then your (contractor's) recommended schedule of rates must be approved by the State of Utah prior to implementation.

Note: At present, UDC has chosen not to allow pre-paid international calling. UDC may or may not permit such calling in the future.

Offeror shall acknowledge their agreement with this requirement.

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CenturyLink Response: Accept and comply.

CenturyLink currently offers pre-paid and debit international calling to those facilities served who wish to have this capability. The proposed rates for international calls have been included on the Inmate Telephone Service Cost Sheet provided by the State of Utah.

- L. If Utah legislation passes and/or if the Utah Public Service Commission (PSC) and/or if the Federal Communications Commission (FCC) change their policies and/or impose rates/commissions different from those awarded as a result of this RFP, then mid-term contract negotiations would be required. Describe how rates and/or commissions would be affected in this scenario. Describe the method by which you would propose to renegotiate commission rate(s) if the State Legislature, the PSC and/or the FCC change their policies and/or impose rates/commissions different from those awarded as a result of this RFP. The incumbent contractor's method would be approved or altered by the State of Utah at its (the State's) sole discretion. The incumbent contractor's compliance to a State alternate method would be mandatory. If incumbent contractor is unwilling and/or is unable to comply, then the State would release a new inmate communication systems/service RFP. Under no circumstance would the incumbent contractor whose contract was canceled be allowed to subsequently submit (resubmit) a proposal.

Offeror shall acknowledge their agreement with this requirement.

CenturyLink Response: Accept and comply.

Ongoing policy debates at the Federal Communications Commission and at the state level have provided a great deal of uncertainty when it comes to the future of Inmate Telephone Service. CenturyLink has made a commitment to each of our customers that we will negotiate in good faith should changes in regulatory policy materially change during the course of our contract.

For example, we have continued to pay commissions on Interstate calls and have kept in close communication with our customers concerning the impact of these regulatory changes. This is in stark contrast to some major providers, who quite frankly have taken the opportunity to unilaterally re-negotiate contracts and their customers' expense.

Potential impacts of regulatory changes

Obviously it is not possible to predict the specifics of future regulatory changes. At the same, time, the basic principles of re-negotiation should be the same in any scenario: to keep consistent the economics of CenturyLink's original proposal, which was developed under a competitive bid process.

CenturyLink proposes a simple way to do begin negotiations which we call the "gross margin" approach, calculated as prior revenue less variable cost (primarily variable network costs and commission to the State). If changes to rates or commissions are required by regulatory changes, CenturyLink would provide a forecast of these changes to UDC based on the best comparable data available from other changes in state DOCs. CenturyLink notes that we have high quality revenue and call volume data from five different DOCs that experienced major rate decreases, including two very large decreases resulting from state laws abolishing site commissions.

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The Minimum Monthly Guarantee would be modified in correlation with the change in the commission rate.

Based on these numbers, both parties would be able to come to fact-based conclusions on fair terms for any required negotiations. Regardless, CenturyLink acknowledges and accepts that the State retains discretion and final decision authority over re-negotiation.

Final note: The FCC is currently considering new rules that could possibly include outright elimination of commissions and in-kind payments, and in fact some providers are actively lobbying the FCC to do just that. We respectfully recommend that UDC carefully consider each bidder's actions resulting from the partial implementation of FCC Order 13-113 in February 2014, and discuss these proceedings with each qualified bidder face-to-face.

- M. Commissions shall be paid on the gross revenues on all local calls, intra-lata long distance calls, inter-Lata long distance calls, interstate long distance calls and/or international long distance calls that originate from any/all offeror provided inmate telephones and/or pay telephones that are located at any/all UDC site(s) for completed collect calls, debit calls, pre-paid calls and pre-paid card calls. The inability of a contractor to process or receive payment on telephone call(s) that prove to be unbillable (inclusive of C-LEC unbillable), uncollectible and/or fraudulent shall have no direct or indirect bearing on the commissions paid to the State of Utah.

Offeror shall acknowledge their agreement with this requirement.

An exception cannot be taken to this requirement.

 CenturyLink Response: Accept and comply.

Question 13 was answered on July 9, 2014 with “The State of Utah will currently accept commission offers on interstate calls, but will comply with the Federal Communications Commission (FCC) if they change their policies and/or impose rules on commissions different from those awarded as a result of this RFP (mid-term contract negotiations could be required). In this section it explains that commissions must be paid on categories other than interstate calls and that the State of Utah will accept offers containing commission payments on interstate calls until such time as the FCC or Federal Court of Appeals rules against commission payments on interstate calls.”

To remain consistent with other major inmate telephone providers' interpretation of FCC Order 13-113, CenturyLink's proposal does not include commissions on interstate calls, which constitute less than 5% of total UDC calling in the data provided.

- N. Offerors must complete “Attachment D - Cost and Commission Revenue Sheet”, which is to say, fill in the required fields (highlighted in tan). Offerors who fail to complete Attachment D will be removed from further evaluation/award consideration.

Offeror shall acknowledge their understanding of this requirement.

 CenturyLink Response: Accept and comply.

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The estimated mandated fees per call included in “Attachment D – Cost and Commission Revenue Sheet” will be calculated on each call as a percentage of revenue. These fees are for sales tax & USF charges and will be charged on a pass-through basis only. While the Cost Sheet includes these fees in the commission calculation, the actual fees will not be included in the commission calculation.

- O. The State of Utah - UDC will initiate random calls from inmate telephones and payphones installed by the contractor. Call rates will be compared to the contracted rates for compliance. Additionally, called parties' (customers') bills may be reviewed to ensure that “add-on” fees, charges, etc. are not being assessed by the contractor. Additionally, reported revenues and remitted commissions will be audited and/or verified by the State or State's designated agent to ensure the accuracy and integrity of commission payments. Any deviation from the rate and commission rules specified in this RFP shall be cause for immediate contract default. Such a default may include one, or all, of the following consequences:
1. Contract termination
 2. Mandatory refunding of any/all overcharges to the billed party
 3. Forfeiture of surety bond
 4. Disqualified from future Inmate Telephone opportunities.

If a contractor's contract is terminated, then the contractor must pay commissions on all calls processed through their (contractor's) inmate systems and payphones until such systems/payphones are removed from service.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

CenturyLink Response: Accept and comply.

- 6.2. The State desires at least a monthly accounting and remittance of the commissions earned. Indicate how commissions will be paid and how often they will be remitted under your proposal.

CenturyLink Response: Accept and comply.

CenturyLink will provide payment of commissions within 20 days of the preceding month. For example, commissions for the month of January would be received by the State no later than February 20. CenturyLink prefers to send the commission payments electronically, however, we would be able to provide a paper check, should the State desire.

A monthly commission statement will be generated for the State that will provide the revenue for each inmate telephone as a separate line. This revenue will be broken out by collect and debit/advance pay (prepaid), and also by the classification of the call (local, interstate, international, etc). In addition, the State will receive a Year To Date Summary Report of revenue, and a monthly Rate Audit Report. Sample commission reports are included with our Sample Reports attachment that has been uploaded to BidSync under file attachment name: CenturyLink Response to UDC RFP JM14012 – Sample Reports.

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- 6.3. Describe how the reported revenues and remitted commissions can be audited and/or verified by the State to ensure the accuracy and integrity of commission payments.

 CenturyLink Response: Accept and comply.

CenturyLink imports call detail records (CDRs) from the Enforcer system on a daily basis into the Commissioning of Prison Systems (COPS) database. At the end of the month, these records are processed by COPS to generate the commissions owed to the various accounts.

As part of the commissioning cycle, we use several processes to ensure that all CDRs have been imported and accounted for. If we find any discrepancies, we immediately investigate and resolve the issue, and recalculate the commissions.

The State can perform its own audit fairly simply. The Enforcer has a robust reporting system, and one of the reports is the “Revenue by Account Type” report, which will give the State a total of all messages, minutes, and revenue for a specific time period. Commissions are not on this report; however, the State can easily perform that calculation.

The Revenue by Account Type report can then be compared to the monthly Commission and Revenue Statement Report generated by the COPS system to ensure accuracy. Examples of the two reports are shown below. (Please note that the Commission and Revenue Statement Report is not shown in its entirety; complete reports can be found in the Sample Reports attachment that has been uploaded to BidSync under file attachment name: CenturyLink Response to UDC RFP JM14012 – Sample Reports.

Note that the numbers highlighted in yellow match. These are actual reports from an existing account, however the name on the account has been deleted.

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CenturyLink Report Type s DOC
 s DOC Start = 2014-06-01 End = 2014-07-01 00:00:00

Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	183	124126	2159	388.62	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2241	1915718	33034	5946.12	
	Intrastate	2743	2412208	41557	7480.26	
	Interstate	1294	1271589	21816	3926.88	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		6,461	5,723,641	98,566	17,741.88	4.5
Prepaid	Local	4794	3984288	68709	12367.62	
	Intra Cell	669	464169	8047	1448.46	
	Intra LATA	29626	20803651	360851	64953.18	
	Intrastate	41820	30139012	522267	94008.06	
	Interstate	14671	11609791	200375	36067.50	
	Canadian	14	6588	116	69.60	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		91,594	67,007,499	1,160,365	208,914.42	52.4
Debit	Local	5439	4192759	72496	12324.32	
	Intra Cell	690	460740	8021	1363.57	
	Intra LATA	30445	18609842	324648	55190.16	
	Intrastate	34426	20543806	358699	60978.83	
	Interstate	20338	13772255	239175	40659.75	
	Canadian	36	15314	267	160.20	
	Caribbean	0	0	0	0.00	
	International	203	117951	2046	1227.60	
Subtotal		91,577	57,712,667	1,005,352	171,904.43	43.1
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Grand Total		181,632	130,443,807	2,164,283	398,607.3	100.0

Revenue by Account Type Report

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Sample DOC

Fiscal YTD Summary Report - February 2014 to J

Sample DOC	TOTAL				COLLECT		
	MSGs.	MINS	REVENUE	COMMISSION EARNED	MSGs.	MINS	REVENUE
February, 2014	186,397	2,305,169	\$ 406,461.09	\$ 277,206.46	6,362	96,053	\$ 17,289.54
Mar	210,895	2,601,055	\$ 458,425.88	\$ 312,646.45	6,797	102,736	\$ 18,492.48
Apr	197,432	2,398,732	\$ 422,610.72	\$ 288,220.51	6,525	97,332	\$ 17,519.76
May	203,317	2,435,164	\$ 429,079.02	\$ 292,631.89	6,725	100,552	\$ 18,099.36
June	189,632	2,264,283	\$ 398,560.73	\$ 271,818.42	6,461	98,566	\$ 17,741.88
July	0	0	\$ -	\$ -			
Aug	0	0	\$ -	\$ -			
Sept	0	0	\$ -	\$ -			
Oct	0	0	\$ -	\$ -			
Nov	0	0	\$ -	\$ -			
Dec	0	0	\$ -	\$ -			
January, 2015	0	0	\$ -	\$ -			
YTD TOTAL	987,673	12,004,403	\$ 2,115,137.44	\$ 1,442,523.73	32,870	495,239	\$ 89,143.02

Commission and Revenue Statement Report

- 6.4. Revenue losses due to uncollected telephone bills, inmate fraud or equipment damage of any kind will not be deductible from commission revenue due the State or from the total gross inmate telephone charges before calculating State commission payments. It will be the responsibility of the contractor to absorb or write off all such revenue losses. Under no circumstance will the State be liable for any revenue or communications system equipment losses sustained by the contractor. Commissions must be paid on "gross" revenue not on "net" (after write-offs) revenue. UDC will actively assist the contractor in minimizing any inmate system abuse and/or losses occurring at UDC facilities but it is unrealistic to expect inmate abuses to be totally eliminated.

Commission revenue must be paid when call(s) are generated; not after call payment has been received.

Without exclusion or exception, commission revenue must be computed and paid on any and all inmate telephone call charge(s), rate(s), pay phones and/or fees.

Offeror shall acknowledge their understanding of and shall confirm their agreement with this requirement.

 CenturyLink Response: Accept and comply.

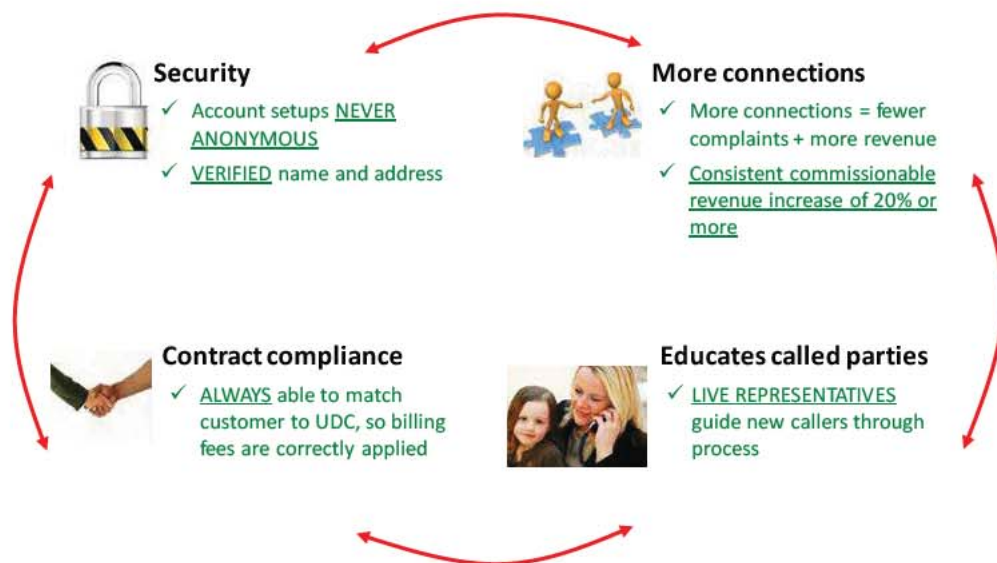
- 6.5. Identify any "non-financial" benefits/advantages (not identified elsewhere in this RFP) to the State if your organization is selected to provide the requested inmate service.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

Industry-leading Billing and Customer Service Program

One of the advantages of CenturyLink’s billing service program, which provides immediate access to live U.S.-based representatives for account servicing, is that it has a proven history of reducing (even eliminating) complaints, connecting more calls from inmates to family, and increasing commission revenue to the State – **typically 20% or more commissionable revenue in addition to a number of other benefits**. This has been proven in multiple accounts, and we welcome the opportunity to show UDC exact figures from historical performance



Utah Service Territory = Accountability + Service

In total, CenturyLink, Inc.’s 1,500 Utah-based employees provide local telecommunications services to Utah-based customers.

- ✓ **Accountability and Responsibility.** With so much existing business at stake within the State, we recognize and accept the scrutiny under which we operate. Incorrectly billed calls, missed service commitments – we will not accept it and our Utah constituents will not allow it.
- ✓ **Service Resources.** As outlined in our response, CenturyLink intends to deploy a Salt Lake City-based Program Manager in addition to on-site technicians at each UDC facility. These people will be supported by CenturyLink, Inc. field technicians throughout the State. If specialized wiring, outside plant, or other work is required, we are typically able to deploy specially trained personnel at no cost to the State.



Section 5 – Detailed Response

❖ CASE STUDY – KANSAS DOC ❖

During our initial installation at Kansas DOC, we recognized a large amount of “noise” on many phones at the state’s largest facility. Site staff stated it was a reported chronic issue that had not been addressed by the previous provider, who faced a very expensive project to hire outside contractors.

Through the network organization of CenturyLink, Inc., we were able to dispatch an outside plant expert to the site, and resolved the problem within one day.

Network and Data Center Ownership = True Telco-Grade Design

CenturyLink, Inc. is both a Tier 1 data center provider and inter-exchange carrier. As a result, we are able to engineer the UDC platform and network for maximum resiliency, providing end-to-end network management that no other provider can match:

Highly scalable connectivity to UDC sites

- ✓ Redundant storage of call records and recordings, with network sized to handle additional transactions such as inmate inquiries by phone (commissary ordering account balance inquiries, etc.)
- ✓ Redundant call processing capacity networked for real-time failover

Control

- ✓ Ability to expedite provisioning if necessary
- ✓ Faster resolution of issues if they occur

Easy customization

- ✓ Because the Enforcer system environment in will be 100% dedicated to UDC, custom features and reporting can be added – or “backed out” if needed –very quickly since changes do not impact other customers. **This is critically important given UDC’s feature and service requirements.**

No resource contention with other accounts

- ✓ The Enforcer system platform is available only to authorized UDC users, ensuring no resource contention with users in other states or counties.
- ✓ Given our network resources, , we are able to “over-provision” connections to ensure full ‘line speed’ connectivity for Utah users.

Section 5 – Detailed Response

☐ *Utah-dedicated recording storage system*

- ✓ Not only is UDC's calling platform dedicated to Utah, but the recording arrays are as well – ensuring fast delivery on-demand.

The Enforcer platform installed at UDC facilities will be 100% dedicated to Utah, and connected with CenturyLink, Inc.'s nationwide fiber backbone.

- ✓ Easy and fast customization
- ✓ Increased availability
- ✓ Total accountability and no finger-pointing

Carrier Relationships = Additional Investigational Assistance

CenturyLink is the only provider with access to the carrier Local Exchange Routing Guide (LERG) and more important, direct access to senior management at other landline and wireless companies. As a result, we provide by far the most complete suite of tools for UDC staff to investigate called numbers.

❖ CASE STUDY – MURDER COLD CASE ❖

One of our County Sheriff customers recently contacted CenturyLink for help on a murder cold case. The victim had been found with a prepaid cell phone – the Sheriff had attempted to contact the carrier to unlock the cell phone's SIM card for over a year without success.

Within just a few weeks, CenturyLink was able to contact the carrier's senior management to find the appropriate technical resources and unlock the SIM card.

- 6.6. The State reserves the right to request a "Best and Final Offer" as part of the evaluation process.

☼ CenturyLink Response: Accept and comply.

- 6.7. Contractor must pay for all federal, state, county and/or city licensing and inspections fees that may be required to complete each project.

☼ CenturyLink Response: Accept and comply.

Minimum Mandatory Requirements/Qualifications

Offerors **must** acknowledge acceptance and compliance to each of these minimum mandatory requirements, and in cases that are applicable provide an appropriate response. Failure to do so may result in a determination that the offer is "non-responsive" and will be disqualified:

Section 5 – Detailed Response

1. Credentials – Provide the following documents, these documents will be maintained with the contract during the life of the contract:
 - a. Business License;
 - b. Form W-9, Request for Taxpayer Identification Number and Certifications, containing business name, federal identification number, remittance address, and authorized signature; and
 - c. Professional Licenses for staff proposed to provide contract services.

 CenturyLink Response: Accept and comply.

CenturyLink Public Communications, Inc.'s (d/b/a CenturyLink) business license # is 1374625-0143 and is active and in Good Standing. CenturyLink Public Communications, Inc. was first registered on 09/23/1997 and last renewed on 09/11/2013. A copy of our W-9 is provided on the following page.

To the best of our knowledge, there will be no need for any staff assigned to UDC to have any specialized professional licensing (as defined on the Utah.gov website) to install or administer the inmate telephone system and related services. The in-state, dedicated Program Manager and System Administrator/Technicians will be trained and certified on the Enforcer system. If any unforeseen electrical work (or any other type of work requiring a specialized professional license) is necessary during the installation and ongoing administration of the contract, a licensed contractor would be hired to complete the work.

Section 5 – Detailed Response

Form **W-9**
(Rev. December 2011)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Name (as shown on your income tax return)
Centurylink Public Communications, Inc

Business name/disregarded entity name, if different from above
dba: CenturyLink

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____
 Other (see instructions) ▶ _____

Exempt payee

Address (number, street, and apt. or suite no.)
100 CenturyLink Drive

City, state, and ZIP code
Monroe, LA 71203

NOTE: THIS ADDRESS IS FOR TAX REPORTING PURPOSES, USE ADDRESS ON BILL FOR PAYMENT

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
			-					

Employer identification number								
5	9	-	3	2	6	8	0	9

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ *Jane Wyatt* Date ▶ *12/6/13*

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

Cat. No. 10231X

Form **W-9** (Rev. 12-2011)

Section 5 – Detailed Response

2. Insurance Certification – Contractor and any subcontractors shall maintain an occurrence-based insurance policy. Said coverage shall be maintained throughout the term of the contract. Prior to finalizing the award recommendation the successful offeror will be required to provide verification of the following insurance coverage:

General Liability (including personal injury and property damage)	\$1,000,000.00 per occurrence / \$3,000,000.00 aggregate
Workers Compensation	As required by Utah Law

 CenturyLink Response: Accept and comply.

3. A statement attesting ability to meet the scope of work –or clearly noting any exceptions; if exceptions are taken, then offerors must outline, in their proposal, the RFP section where exceptions are taken, the reason(s) for exceptions and how they will accomplish the same function (or intent) that is required by the RFP. It is the intent of UDC to acquire desired inmate communication functions utilizing reliable offeror systems (equipment) and services. It is not the intent of UDC to specify what systems (equipment) and/or services offerors can/should utilize to deliver such functions/services.

 CenturyLink Response: Accept and comply.

CenturyLink has reviewed the Scope of Work and attests that we have the ability to meet the scope of work and have no exceptions.

4. Based upon the number of inmate telephones located at the Draper site, the physical layout of the facilities and the equipment requirements of the offered system, approximately how long would it take you to install a fully operational system? How long at the Gunnison site? How long at the “other” UDC sites, e.g., Community Correctional Centers? Explain your proposed implementation plan and timeline that outlines steps required to complete the installation of your proposed systems/service, testing, training, etc. Milestones must include a guarantee that the inmate system will be 90% operational and working properly by day 30 (if not sooner), and 100% fully operational and working properly by day 90 (if not sooner);

 CenturyLink Response: Accept and comply.

This information is provided in our Implementation Plan Summary Overview and Implementation Plan Gantt Chart that was provided as part of our response to Item 2 - Installation Requirements, Sub Item 2.1. CenturyLink commits that the Enforcer system will be 90% operational and working properly by day 30 (if not sooner), and 100% fully operational and working properly by day 90 (if not sooner).

5. A pledge to obtain the required surety bond, payable to UDC, in the amount of FIVE HUNDRED THOUSAND DOLLARS (\$500,000.00) covering the services in this contract – prior to finalization of award recommendation;

 CenturyLink Response: Accept and comply.

CenturyLink pledges that we can and will obtain the required surety bond prior to finalization of award recommendation.

Section 5 – Detailed Response

6. Cutoff switches from the monitoring program upgrade, repair, standardize (RFP Section: 1.6)

 CenturyLink Response: Accept and comply.

7. Function on existing twisted pair copper cabling or supply and install new cabling at the Offeror's expense (RFP Section: 1.19)

 CenturyLink Response: Accept and comply.

8. Access for staff to monitor phone calls real time from any computer (RFP Section: 1.22, B)

 CenturyLink Response: Accept and comply.

9. Remotely review recorded calls (RFP Section: 1.22, C)

 CenturyLink Response: Accept and comply.

10. Store calls for minimum 1 year and download to CD or electronic file (RFP Section: 1.22, C)

 CenturyLink Response: Accept and comply.

CenturyLink will exceed this requirement by storing call online for the life of the contract.

11. Monitor who and what number is being called (RFP Section: 1.23, 1.34 & 1.36)

 CenturyLink Response: Accept and comply.

12. 24/7 support, response time & on-call services (RFP Section: 1.24 & 4.1)

 CenturyLink Response: Accept and comply.

13. Two full time on-site technicians - 1 at USP and 1 at CUCF (RFP Section: 1.24 & 5.7)

 CenturyLink Response: Accept and comply.

14. Provide training/instructions for new hires and all personnel (RFP Section: 1.28)

 CenturyLink Response: Accept and comply.

15. Capability for English and Spanish (RFP Section: 1.31)

Section 5 – Detailed Response

CenturyLink Response: Accept and comply.

16. Space requirements, equipment configuration/site visit (RFP Section: 2.3)

CenturyLink Response: Accept and comply.

17. Intent to Subcontract (RFP Section 5.13)

CenturyLink Response: Accept and comply.

18. Provide complete list of all current and previous customers for up to the 5 year period specified in the RFP (RFP Section 5.14)

CenturyLink Response: Accept and comply.

19. Inter-State commission payout (RFP Section: 6)

CenturyLink Response: Accept and comply.

Proposal Response Requirements

Offerors **must** submit proposals that detail their experience and qualifications in the following areas:

1. All equipment must be new (or work as new), be fully functional and state of the art (RFP Sections: 1.1, 1.9 & 2.8)
2. Constant repair/maintenance, upgrades, replacements, software updates, etc. (RFP Sections: 1.1, 1.44 & 4.1 – 4.12)
3. Hardware meet or exceeds specs (RPF Sections: 1.2 (A-G) & 2.8)
4. Accessible functions for the deaf/new technology (RFP Sections: 1.3 & 3.1)
5. Capability for additional languages and translation/interpretation services (RFP Section: 1.31)
6. Outline how UDC will access reports/data and what multiple search parameters are available to view and sort information (RFP Sections: 1.34)
7. Ability to make notes, flag calls and segments of calls (RPF Section: 1.35)
8. Commissary Orders through Speed Dial Connection via SIP or equivalent technology (RFP Section: 3.2)
9. Site programmable/controllable by system administrators on-site and remotely (RFP Sections: 1.43 & 4.1)
10. Support for existing hardware and wireless devices (RFP Sections: 1.44 & 2.6)
11. Pre-paid phone times (card-less) – debit from inmate account (RFP Section: 1.46)
12. Inmate communication enhancements - latest proven technology (RFP Sections: 3.1 & 3.2)
13. New technology 95% operational within 30 days from Customer approval (RFP Section: 3.3)
14. Experience in Correctional setting, personnel resumes, qualifications, etc. (RFP Sections: 5.6 & 5.7)
15. Ability to serve size of location, how long providing and comparable list, (RFP Sections: 1.45, 3.2 & 5.12)

Section 5 – Detailed Response

16. Customer reference list count/feedback from current, previous and “lost” customers (RFP Section: 1.38, 1.40, 5.14)
17. Provide “sample” bill (invoice) that complies with the State’s billing specifications (RFP Section: 6.10, D)
18. Provide a composite “Dunn and Bradstreet” credit rating score and proof of financial stability through the provision of an audited Financial Statement. The State desires a credit rating score of BA3 or better.
19. Supplier’s Oral Presentation (RFP Section: 1.38, 1.40, Stage 3, Attachment J)

 CenturyLink Response: Accept and comply.

CenturyLink has provided a response to the UDC’s entire Scope of Work and fully understands that the Proposal Response Requirements and referenced RFP Sections listed above are of particular importance to UDC and that our proposal **must** provide detail and qualifications to demonstrate our ability to meet these specific requirements.

Cost Response Requirements

Please enumerate all costs as per Attachment D- Cost Breakdown Sheet

Cost will be evaluated independently from the Technical response, and therefore must be submitted as a separate document. Inclusion of any cost or pricing data within the technical proposal may result in your proposal being judged as non-responsive.

 CenturyLink Response: Accept and comply.

A completed Attachment D-Cost Breakdown Sheet has been uploaded to BidSync as file name: CenturyLink UDC RFP JM14012 – Attachment D - Cost and Commission Revenue Sheet.

PROPOSAL RESPONSE FORMAT

Proposals should be concise, straightforward and prepared simply and economically. Expensive displays, bindings or promotional materials are neither desired nor required. However, there is no intent in these instructions to limit a proposal’s content or to exclude any relevant or essential data.

All proposals must be organized and titled for the following headings (hard copy submissions are to be in a standard 8 ½ x 11 inch three-ring binder):

 CenturyLink Response: Accept and comply.

CenturyLink is submitting the proposal online through BidSync as recommended and preferred.

1. **Section Title: RFP Form.** The State’s Request for Proposal form completed and signed by the offeror.

 CenturyLink Response: Accept and comply.

The Request for Proposal form has been completed and signed (electronically) online through BidSync and is showing accepted status. The online form seems to have a technical glitch in that it did not provide a way to circle or underline or otherwise select the business entity type on the online form, so please note that CenturyLink Public Communications, Inc. is a Corporation entity.

Section 5 – Detailed Response

2. **Section Title: Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary.

 CenturyLink Response: Accept and comply.

CenturyLink's Executive Summary has been provided as an upload to BidSync as file name CenturyLink Response to UDC RFP JM14012 – Section 2. Executive Summary.

3. **Section Title: Protected Information.** All protected/proprietary information must be included in this section of proposal response. Do not incorporate protected information throughout the proposal. Rather, provide a reference in the proposal response directing reader to the specific area of this Protected Information section.

A redacted copy of the proposal must be submitted with the proposal. Contractor acknowledges that the information contained in the redacted copy will be made public upon receipt of a GRAMA request.

 CenturyLink Response: Accept and comply.

CenturyLink's Protected Information has been provided as an upload to BidSync as file name CenturyLink Response to UDC RFP JM14012 – Section 3. Protected Information.

4. **Section Title: Financial Stability.** Describe your company's financial stability and economic capability to perform the contract requirements. Provide your company's financial statements (audited, if available) for the past three fiscal years. Financial statements must include the company's Balance Sheet and Income Statement or Profit/Loss Statements. Also include a Dun & Bradstreet comprehensive report, if available. If your company is a publicly traded company, please provide a link to your financial records on your company website in lieu of providing hardcopies. The State of Utah reserves the right to request additional information it deems necessary to evaluate an Offeror's financial capability.

 CenturyLink Response: Accept and comply.

CenturyLink's Financial Stability information has been provided as an upload to BidSync as file name CenturyLink Response to UDC RFP JM14012 – Section 4. Financial Stability.

5. **Section Title: Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - A. A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
 - B. A specific point-by-point response, in the order listed, to each requirement in the RFP. Responses must demonstrate an understanding of the requirements and the ability to perform. Proposals lacking responses may be rejected.

Section 5 – Detailed Response

- C. For ease in evaluation, your response must immediately follow each item/specification (paragraph, sub-paragraph, etc.). Your use of bolded print or other than black print for your responses, to distinguish them from the actual item/specification, would be appreciated. Some items/specifications ask you to “describe” something. Be aware, if items/specifications do not specifically ask for a description and yet it is implied and/or it would be necessary for an evaluator to fully understand your response, then provide a description. In this circumstance, it will not suffice to simply state, for example: “Accept and comply.” If an evaluator is left wanting for information to fully understand your response, then your response will be scored accordingly. Adequately detailed, yet succinct, (evaluator-friendly) responses are preferred. Responses that direct evaluators to “refer to” and/or to interpret documentation, e.g., from technical materials, pamphlets, brochures, websites, urls etc. are unacceptable. You must respond to each item by using one of the below listed responses:
- 1) Accept and comply - This response should be followed with a brief and concise explanation that sufficiently details your ability to meet the specified requirement(s) unless the specification/requirement is clearly (unequivocally) a “yes/no”, “can do/can’t do”, “will do/won’t do” type of specification in which case “Accept and comply”, without an accompanying explanation, would suffice.
 - 2) Accept and comply with exception - You must clearly state the difference between the specification and your ability to meet the requirement(s) of the specification.
 - 3) Cannot comply - This response should be followed with sufficient detail that explains why the specification cannot be met.

The State considers as unacceptable, offeror responses such as, “if selected as the successful contractor, then a policy/procedure will be created/implemented” (or anything similar).

 CenturyLink Response: Accept and comply.

CenturyLink’s Detailed Response has been provided as an upload to BidSync as file name CenturyLink Response to UDC RFP JM14012 – Section 5. Detailed Response.

6. **Section Title: Potential Conflicts of Interest.** Identify any conflict, or potential conflict of interest, that might arise during the course of the project. If no conflicts are expected, include a statement to that effect in your proposal.

 CenturyLink Response: Accept and comply.

CenturyLink does not expect any conflicts of interest.

7. **Section Title: Exceptions and Additions to the Standard Terms and Conditions.** Proposed exceptions and additions to the Standard Terms and Conditions must be submitted in this section.

Offeror must submit a redline document identifying the proposed exceptions to the RFP terms and conditions with the proposal submission for review and evaluation purposes.

Website URLs, or information on website URLs may not be requested in the RFP document and may not be submitted with a proposal. URLs provided with a proposal may result in that proposal being rejected as non-responsive. URLs are also prohibited from any language included in the final contract document.

Offeror must also provide the name, contact information, and access to the person(s) that will be directly involved in legal negotiations of the terms and conditions in the proposal response.

If there are no exceptions and additions to the Standard Terms and Conditions, indicate “None” in this section.

Section 5 – Detailed Response

 CenturyLink Response: Accept and comply.

None. CenturyLink has reviewed the Standard Terms and Conditions and has no exceptions and additions.

8. **Section Title: Cost and Commission Revenue Proposal.** Attachment D - Cost and Commission Revenue will be evaluated independently from the technical proposal, and must be submitted separate from the technical response. Inclusion of any cost or pricing data, including the Alternative Cost Proposal, within the technical proposal may result in your proposal being judged as non-responsive. Please enumerate all costs and commission revenue on the attached Cost and Commission Revenue Proposal Form.

 CenturyLink Response: Accept and comply.

CenturyLink's Cost and Commission Revenue Proposal has been provided as an upload to BidSync as file name CenturyLink Response to UDC RFP JM14012 – Section 8. Cost and Commission Proposal.

PROPOSAL EVALUATION

All proposals received in response to this RFP will be evaluated by an Evaluation Committee in a manner consistent with the Utah Procurement code, rules, policies, and evaluation criteria established in this RFP.

Each Offeror bears sole responsibility for the items included or not included within the response submitted by the Offeror.

This is a Multiple Stage evaluation.

 CenturyLink Response: Accept and comply.

Stage 1: Determination of Responsiveness

In Stage One of the process, the evaluation committee will review all proposals timely received to determine their responsiveness to the RFP. Non-responsive proposals (proposals that fail to conform to all material respects of this RFP) will be disqualified from further consideration and will not move on to stage two.

The State specifically reserves the right to disqualify any proposal for:

- (a) a violation of the Utah Procurement Code;
- (b) a violation of a requirement of this RFP, including significant deviations or exceptions;
- (c) unlawful or unethical conduct;
- (d) a change in circumstances that, had the change been known at the time the proposal was submitted, would have caused the proposal to be disqualified or not have the highest score; or
- (e) not meeting any/or all of the Minimum Mandatory Requirements.

Proposals determined to be non-responsive (those not conforming to RFP requirements) may be disqualified.

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

Stage 2: Detailed Technical Evaluation

Stage Two will consist of a detailed evaluation of the proposals that have not been disqualified in Stage One. A committee will evaluate proposals against the weighted **Technical Criteria** identified on the “PROPOSAL EVALUATION SCORE SHEET (see Attachment F - RFP Evaluation Score Sheet).” Total Technical Evaluation will consist of 70% of the available TOTAL points (Includes all evaluation criteria except cost).

Only those Proposals that achieve 65% of the possible Total Technical score will proceed on to Stage 3: Proposals with a score of less than the minimum required technical score will be deemed unacceptable and ineligible for further consideration.

If only one proposal receives the minimum score of 65%, the State reserves the right to reduce the minimum score requirement at its discretion. If the State chooses to reduce the minimum score requirement it shall be done in 5% increments until such time as the procurement officer determines in writing that no further reductions in the minimum score will be conducted. The determination shall include a justification for the reduction and the reason for the cessation of further reductions.

 CenturyLink Response: Accept and comply.

Stage 3: Suppliers’ Oral Presentations

Supplier oral presentations will be held on-site at Utah Department of Corrections Administration Building, 14717 S Minuteman Drive Draper, Utah 84020-9249 and will cover the selected UDC specifications listed in this RFP and outlined in Attachment J – Oral Presentation Agenda. The State of Utah expects that Offerors will be available for solution presentation session during the six weeks following the close of this RFP. The State reserves the right to conduct site visits or to invite suppliers to present their proposal factors/technical solutions to the Evaluation Team. It is the expectation of the State that all key project team members, as identified in Offeror’s proposal, will be available for the session. This can be in person or through electronic means.

The State expects to elevate up to three (3) Offerors to schedule oral presentations. If the State determines it is in its best interest, it may elevate additional Offeror(s) at any time.

Cost Proposals and related cost information must not be discussed during the oral presentation of the supplier’s technical solution.

 CenturyLink Response: Accept and comply.

Stage 4: Cost Proposal Evaluation

Proposals successful in the Technical Evaluation and Suppliers’ Oral Presentations will advance to Stage 4 Cost Proposal Evaluation.

Evaluation of Cost Proposals: Cost Evaluation will consist of 30% of the available TOTAL points. The offeror with the return to the State will receive the maximum available Cost points. All other offerors will receive points as determined by the ratio* of their return to the highest offered return. Final price scores will be calculated based on the following:

**Ratio Calculation: Points assigned to each offeror’s cost proposal will be based on the Highest Offered Return. The offeror with the highest offered return will receive 100% of the cost points. All other offerors will receive a portion of the total cost points based on what percentage lower their offered return is than the Highest Offered Return. An Offeror whose offered return is less than half (50%) of the Highest Offered Return will receive no points. The formula to compute the points is: Cost Points x (2- highest return/ Offered Return).*

 CenturyLink Response: Accept and comply.

Section 5 – Detailed Response

COST-BENEFIT ANALYSIS

The Utah Procurement Code §63G-6a-708, requires a cost-benefit analysis to be completed by the State if the highest score awarded by the Evaluation Committee, including the score for cost, is awarded to a proposal other than the lowest cost proposal (or in this case the highest revenue estimate back to the State), and the difference between the cost of the highest scored proposal and the lowest cost proposal (highest revenue estimate) exceeds the greater of \$10,000 or 5% of the lowest cost proposal (highest revenue estimate). The statute outlines the procedures and processes to be used by the State prior to making a final award.

 CenturyLink Response: Accept and comply.

AWARD OF CONTRACT

After the evaluation and final scoring of proposals is completed, the procurement officer shall award the contract as soon as practicable (except as provided in Section §63G-6a-708 Cost Benefit Analysis) to the eligible responsive and responsible offeror with the highest score.

The State reserves the right to award multiple contracts; to selectively purchase service(s) offered in response to this RFP as may be provided for in the Proposal Evaluation section, to pursue alternative competitive bid(s)/proposal(s), or to forgo awarding a contract(s) if it is deemed to be in the State's best interest to do so.

All vendors that submit proposal(s) will be notified of the State's award decision.

 CenturyLink Response: Accept and comply.

Supplier: **CenturyLink Public Communications, Inc. dba CenturyLink**

STATE OF UTAH



SOLICITATION NO. JM14012

Inmate Communication Systems and Services

RESPONSES DUE NO LATER THAN:
Aug 11, 2014 11:00:00 AM MDT

RESPONSES MAY BE SUBMITTED ELECTRONICALLY TO:

www.bidsync.com

RESPONSES MAY BE MAILED OR DELIVERED TO:

State of Utah
Division of Purchasing
3150 State Office Building, Capitol Hill
Salt Lake City, Utah 84114-1061
