

Part 5
Systems

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2.5-A. System B: Inmate Telephone Service:

1. General Conditions – Inmate Telephone Service:

- a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, Contractor work, associated wiring or any other cost to install and maintain the inmate telephone service. The Contractor is responsible for all costs associated with software or hardware upgrades and licenses. For the most part the Commonwealth cabling and conduit is provided at all Department of Corrections locations; however in some instances Contractor may have to supply what is required to complete the project. At this point, that amount cannot be determined. Estimation would be 1% of inmate phones.

The non-coin collect-only inmate stations may be replaced on a one-for-one basis. The placement of inmate stations, at a minimum, shall meet existing standards and comply with all Americans With Disabilities Act (ADA) requirements. The current Verizon placement of inmate stations complies with ADA requirements.

- b. Compliance with Regulations and Law: The Contractor shall comply with all applicable regulations and mandates set forth by the Commonwealth of Pennsylvania Public Utilities Commission (PUC) and the Federal Communications Commission (FCC) and must meet all applicable requirements of the Telecommunications Act of 1996 and any updates or replacements of the act. All installations must be in compliance with the Americans With Disabilities Act to include the installation of text telephones (TTY) as required by the law. The Contractor shall not engage in unreasonable practices as specified in FCC regulations.

Attachment 14 is Act 181 of 2002. This bill amend the Dual Part Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

- c. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment and systems, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and telephone systems proposed.
- d. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment (inmate phones) that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones in Place.
- e. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. This listing shall clearly identify that the features are provided at no cost to the Commonwealth.
- f. Text Telephones:

Automated Inmate Telephone System Delegations DC-ADM 818:

Contractors will refer to Attachment 9 Department of Corrections Automated Inmate Telephone System policy number DC-ADM 818, VI Procedures B. Telecommunication Devices for the Hearing Impaired, as follows.

1. Facilities housing hearing impaired inmates shall provide Telecommunication Devices for the Deaf (TTY/TDDs) to provide communication to or from hearing or speech-impaired persons.
2. The Pennsylvania Relay Service allows persons to use TTY/TDDs to communicate with hearing impaired and speech-capable persons and vice-versa, through the assistance of specially trained operators.

The toll free number for operator assistance for placing TTY/TDD calls is 800-855-1155.

3. A remote printer will produce a copy of the conversation for monitoring purposes.

No toll-free and emergency numbers, e.g., 800, 888, 911; with the exception of toll-free numbers for the Pennsylvania Relay Service for TTY/TDD equipment for the hearing impaired, are permitted to be used by the Contractors in the design of the proposed system.

1. The Contractor shall be notified by the DOC of a need for a text telephone (TTY) and the designated SCI. Within ten (10) working days of notification, the Contractor will have the TTY installed. The facility manager or designee will determine the installation location(s) at the designated SCI. The text telephone shall be provided at no cost to the Commonwealth. The unit shall be an Ultratec Supercomm 4400, OR APPROVED EQUAL. It shall be equipped with a RJ-11 with a 25 foot mounting cord and include the standard keyboard, battery pack, LED display and print capability.

2. The Contractor shall consistent with Automated Inmate Telephone System Delegations DC-ADM 818 process the TTY/TDD's calls through the Contractors provided printer(s). The Contractor shall provide at no cost to the Commonwealth all printers, parts, paper, ink and servicing for the printers. Contractors will explain their repair plan when TTY/TDD, printers and other solutions are not working.

3. The Ultratec Supercomm 4400, or approved equal equipment shall be re-programmed to remove the functionality on the TTY/TDD device that gives the ability for an inmate to turn off the printer and any other feature that the DOC wants removed. Also, install a lock on the TTYs in the area of the batteries so the inmates can't remove the batteries.

4. The TTY/TDD shall be programmed for making a 30 minute call.

5. The Commonwealth is looking for additional services rather than using remote printer(s) to record the inmate conversations. The Commonwealth would like the inmate conversation to be recorded through the inmate system.

a. TTY/TDD calls to go through the inmate control system would include the standard pre-programmed message that the call is from a Correctional Institution and will be recorded and monitored, including notice of 1 minute of time remains.

b. Include the interlata rate quote as part of the script, therefore meeting the FCC requirements for the called party and originator of the call to obtain the cost of the call.

6. The Contractor shall contact the AT&T Relay Service to have the TTY line PIC to the Contractor's same long distance carrier that would provide the inmate collect rates and establish the TTY rates the same rates that the inmates would be charged when making collect calls.

7. Information on Telecommunications Relay Service:

Telecommunications Relay Services (TRS) commonly known as TSR provides a relay service for deaf, hard of hearing and/or person with speech and language disorders enabling them to communicate via telephone with the assistance of a trained Communications Assistant (CA). Mandated by the FCC, all of the states provide Telecommunications Relay Service. The Pennsylvania Telephone Association (PTA) presented a Request for Proposal (RFP) to the Public Utility Commission (PUC) in February 1990, which was reviewed and accepted. Formal offers to provide four prospective service providers, which were reviewed by a Bid Committee who identified AT&T as presenting the best bid, submitted the contemplated TRS. On May 29, 1990, the Commission issued an Opinion and Order at Docket No. M-00900239, granting the Petition of the PTA for the purpose of establishing a Pennsylvania Relay Service for the Deaf, and Hearing and/or Speech Impaired Community. The May 29, 1990 Order granted the application of AT&T (Docket No. A-310125) for a Certificate of Public Convenience and Necessity to provide the relay service necessary for delivering TRS in Pennsylvania. AT&T has remained the TSR provider in Pennsylvania.

g. Install Text Telephones: The Contractor shall include in its proposal the commitment that Ultratec Supercomm 4400 or approved equal text telephones (TTY) shall be procured and installed at the following SCIs. Inmates using TTYs are given thirty (30) minutes per session rather than the inmate's normal using inmate phones having fifteen (15) minutes per session.

Current TTY distribution:

8 TTY SCI Albion (5 Ultratec Miniprint 225 (portable), 1 Ultratec 425 (portable) and 2 Ultratec Supercom 4400 (1 hardwired to a dedicated line)

1 TTY SCI Camp Hill (hardwired to a dedicated line)

1 TTY SCI Coal

1 TTY SCI Graterford

1 TTY SCI Huntingdon
12 Total TTYs

Changing operations to four (4) locations where the DOC-SCI deaf inmates are clustered:

1 TTY SCI Camp Hill
1 TTY SCI Graterford
1 TTY SCI Muncy
1 TTY SCI Albion

If the DOC finds deaf inmates at other facilities, they will try to get them moved to one of the four (4) sites mentioned above. The only exception will be if the DOC has a hearing inmate at one of the other SCIs requires a TTY so they she/he could communicate with a deaf parent.

- h. Concurrence for Disconnection/Removal: No inmate stations shall be disconnected/removed without the concurrence of the Commonwealth.

- i. Upgrades or Replacements – Hardware: The Contractor shall regularly upgrade or replace equipment with the latest upgrades of technological equipment and software, as upgrades are available. The proposal shall state Contractor's plans to make hardware upgrades and replacements showing both any pre-planned upgrades by the Contractor and all methods to be used to implement upgrades and convert to new versions of items from all other Contractors whose software or hardware may be utilized by this Contractor for the inmate and monitoring telephone system they propose. Contractor shall promptly within 60 days institute any upgrades that may become available as requested by the DOC.

- j. Federal and State Laws, Rules, Regulations, and Codes:
 - a. The Contractor shall ensure that all services and equipment proposed during the term of the contract complies with all Federal and State laws, rules and regulations including but not limited to rate making, branding, provision of consumer information, access to local, IntraLata, and InterLata carriers, accommodations for individuals with disabilities and any applicable construction, electrical and safety codes.

 - b. The Contractor must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal

Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator. The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

- k. Amplified Handsets: The Contractor shall provide amplified handsets for hard-of-hearing inmates upon request.
 - l. Security Testing: The Contractor shall permit the testing of call detection security enhancements with the Law Enforcement and Corrections Technology Center Northeast (LECTC-NE) as requested.
2. Operational Standards: The system for inmate calling service shall have the following operational standards:
- a. One-way, out-going only service.
 - b. No pulse dialing.
 - c. Collect calling, station-to-station calling and prepaid calling.
 - d. Direct dialed calls of any type shall be prohibited. By law the inmates are only permitted to make collect calls or prepaid calls. The system may not permit any direct dialed calls of any type.
 - e. Access to "411" and/or "555-1212" information service shall be prohibited.
 - f. Access to toll free services 800/888/877/etc, numbers shall be prohibited.
 - g. Access to multiple IntraLata/InterLata carriers via toll free/800+, 900+, 950+, 976+, or 10XXX and other calls as defined from time to time by the Commonwealth shall be prohibited.
 - h. Access to the "911" emergency system shall be prohibited.
 - i. All inmate lines shall be blocked from sending "Caller ID" information.
 - j. Mechanical cut-off control switches shall be provided to facility officials to control telephone service availability. Each facility superintendent shall specify the location of the switches. At the

option of the Commonwealth, the switches shall be located both in the block control facility and at the central control security office. The use of the cut-off switches shall not adversely impact station performance; i.e., no loss of restrictions or programming capabilities upon return to service. All DOC-SCIs have cut off keys and the locations are within the institution, may vary at locations, and are all the property of Verizon. About 50% of the DOC-SCIs have cut off switches in the central control area and the balance of 50% has switches located in other areas. All the sites that currently have cut off keys the Contractor may use the installed cabling if a pair is available, but without disturbing the existing Verizon service. The cut-off control switches are used in emergencies for quick disconnect of service. When the cut-off control switches are activated they terminate the call as if it was a hang up and both sides of the call are disconnected.

- k. Telephone station equipment shall be powered by the telephone line and require no additional power source.
- l. The system shall, by function, be completely integrated with the call monitoring and recording equipment designed to monitor and record individual inmate calls. The system shall alert the monitoring station operator that a preprogrammed Personal Identification Number (PIN) is placing a call or that a PIN has dialed a preprogrammed terminating telephone number in the system. In addition, certain preprogrammed PIN calls shall alert one or more of the Headquarters Security and Professional Responsibility Offices. It is the responsibility of the Contractor to ascertain that Systems B and C are appropriately integrated and that the clocking between Systems B and C is synchronized.
- m. The system shall be restricted to use in association with authorized Personal Identification Numbers (PIN) assigned to each inmate. Individual PIN lists shall have up to 25 telephone numbers for outbound purposes, i.e.: 20 inmate selected non-attorney numbers, three (3) for attorney numbers and two (2) common numbers for administrative purposes. Calls to attorney telephone numbers shall not be monitored or recorded. The Contractor shall be responsible for PIN administration.
- n. Call Control System: The system shall have a central processor, one or more terminals/PC at the DOC Headquarters Security Office, the DOC Headquarters Office of Professional Responsibility, and location processors or system control devices at the SCI's. (Refer to Part 1, Paragraph 1.1-34, Definitions, for

explanation of "central" and "location" processors). The terminals at Security, Professional Responsibility shall have on-line, real time access to the database in each SCI location. The DOC staff investigate matters at all DOC-SCIs.

- o. Prepaid Service: The current prepaid interface specifications for the DOC commissary system is the commissary "posts" sales. The commissary system at time of "Close out" electronically transmits individual sales data to the Department of Corrections central Microsoft SQL server. The transaction is formatted in specific manner. The central server validates basic criteria and accepts or rejects the transaction. Duplicate transactions are detected and logged into a separate storage area. On a nightly basis the DOC central server consolidates and FTPs daily sales to the prepaid providers systems. At time of close out-processing commissary client application establishes a connection to the DOC's central Microsoft SQL server using Microsoft ODBC connectivity. Commissary client executes a store procedure (spPostDSITrans) with appropriate parameters.
- Inmate number – Sale date Receipt number, sale amount, institution code, and commissary system transaction id of the sales.
 - SpPostDSITrans 'AB1234', '20030822', o12342', 0000002500, 'CAM', 123454678990.

(1). At this time the DOC doesn't desire a prepaid debit system, but desires a commissary account. The Commonwealth understands that a prepaid debit system would have no administration thought the commissary and the inmate's family and friends would have the ability to add funds at any time and designate funds for the calling of their specific number. Contractors may describe a prepaid debit system for the Commonwealth's future consideration.

(2). Restricted number: The Contractor maintains restricted numbers in the inmate phone system.

(3). Prepaid inmate services shall be supplied at all present and all future DOC-SCI locations. The Contractor shall explain how the prepaid requirement shall function.

(4). Attachment 10 is the DOC Policy number DC-ADM 818-1, date of issue August 19, 2004 with effective date September 19, 2004 for prepaid phone card refunds. The Contractor shall explain how the prepaid phone card refund requirement shall function. The Contractor shall explain prior experience with inmate prepaid

services including locations, length of experience, and scope of services all to be included in the proposal. The system will be required to calculate the cost of each phone call based on the rates. The contractor shall describe how the system proposed rates phone calls and charges them to inmate accounts. The Contractor shall describe how to handle inmate accounts from going into a negative balance. Monthly minimally prepaid reports will be similar to the current summary prepaid reports in Attachment 22.

(5). Prepaid Calling Services is an alternative calling method that allows inmates, family and friends to pay for the inmate's telephone calls by using funds in the DOC-SCI commissary account to create a telephone debit account. The inmates move money from their commissary account to a telephone account through the commissary transaction process. The DCRMS offers the inmate the opportunity to make a collect call or a prepaid call through its call control platform installed at all DOC-SCIs. When an inmate chooses to make a prepaid call, the call accesses the T-Netix (Securus Technologies) prepaid server to determine the balance in the account. If there is enough money in the account to make a one (1) minute call to the dialed number, the call is allowed to proceed. The cost of this call is deducted from the inmate's telephone account. At any time the inmate may check the availability of prepaid funds in his or her prepaid account. In general, the inmates go to the commissary once a week and may purchase prepaid time in amounts of \$15.00, \$25.00, \$50.00. Effective May 17, 2004, the amount of prepaid time an inmate is allowed to purchase per week increased from \$50.00 to \$100.00. These three (3) prepaid amounts are not likely to change, but may. The Inmate prepaid account is currently averaging a nine (9) percent discount, which includes appropriate taxes, but does not include the State six (6) percent tax which is paid by the inmate when he or she purchases his or her prepaid account from a DOC-SCI commissary. Prepaid calling services are used at all DOC-SCIs and would be used in any new DOC-SCI facilities. All DOC-SCI commissary systems are under the DOC Bureau of Correction Industries personnel with the exception of SCI Pine Grove which is currently contracted with Keefe Communications Networks.

(6) The central processor shall have the following functionality:

- Monitors all traffic at SCIs
 - Get real time reports from SCIs
- Backup SCI if SCI goes down. May not apply to a centralized system, however Contractors are to describe both centralized

and decentralized in technical requirements and these reports are required in decentralized.

- Provide real time status of all SCIs
- Redundancy (duplicate)
- Collect data from each telephone call immediately after completion of call
- Store data in a relational database or equivalent
- Four (4) hour power supply backup. Battery back-up is not an acceptable solution.
- All information shall be separated by each facility. For example, if a Contractor chooses to use a centralized computer or controller, all information must be partitioned by facility.

(7). The SCI control processor or device shall have the following functionality:

- Provide control for inmate call control system
- Collect call data - two (2) calendar days capacity
- Produce reports in real time in coordination with the central processor
- Four (4) hour power supply backup. Battery back-up is not a solution.

p. System Administration:

(1) Contractors shall respond to this requirement of the RFP with two (2) options for consideration and decision by the Commonwealth.

(a) Option 1 - A central processor in coordination with location processors supported by a decentralized staff of system administrators serving each SCI, the Quehanna Boot Camp, and the terminals at the Headquarters Security and Professional Responsibility Offices. Refer to 2.5-A. 2.p. (1) a. Option 1.

(b) Option 2 - A central processor in coordination with location processors or system control devices at all SCIs, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, the Headquarters Office of Professional Responsibility. Refer to 2.5-A. 2.p. (1) b. Option 2.

Paragraph p. refers to two (2) options. These options are for decentralized and centralized administration. The decentralized option, as used presently, requires administrators at each SCI versus administrators only at the centralized site. There will be administrative costs in people and possibly costs in data processing

equipment associated with either approach in meeting the requirements for central processor functionality and SCI central processor functionality. The intent is that the central processor in coordination with the SCI processor shall meet the functionality for either the decentralized administration approach or centralized administration approach. The details of the coordination effort may vary in that they may entail various degrees of manual and/or automated procedures. However, in all case, the user functionality must remain essentially the same. The procedures and associated processing requirements on the central and SCI processors may vary but functionality must be maintained. The Contractor may split the coordination function any way it deems right for it, but the user function must remain constant. Automation of data entry of inmate PIN numbers into the inmate calling system by using bubble sheet scanners and other technologies are acceptable to maximize efficiencies in the process.

- (2) The commission data for each option 1 and 2 shall be entered as required on Attachment 25.
- (3) For each option 1 and 2, the system shall be capable of reporting, and notifying the monitoring system operator in real time, occasions when inmate calls placed from different or the same SCI are being dialed to common numbers. The monitoring system operator will be a DOC employee and, in all cases, will be located within the institution. State law prohibits non-Commonwealth personnel access to the monitoring/recording system or its output.
- (4) For each options 1 and 2, the central processor and system control devices shall have full redundancy, and the location processors or system control devices shall down load all call data to the central processor at the time each call is completed.
- (5) For options 1 and 2, the location processor or system control device at each SCI shall have UPS to maintain system operability for a minimum of four (4) hours. The inmate will not have full use of the telephones during a major power outage. The back-up power is for maintaining of the data only.
- (6) For options 1 and 2, the Contractor shall state, for each configuration noted above, how it plans to network the central processor, the location processors or the system control devices, and the two (2) or more headquarters terminals together. The Contractor is required to provide system networking maps as a visual picture of locations, including bandwidth, etc. TelCove

(Adelphia) is the Commonwealth's network service provider. TelCove's fiber is available for subcontracting transport. For information see TelCove's website <http://telcove.com> or contact David Stonfer @ (717) 506-7603, david.stonfer@stelcove.com.

- (7) The Contractor shall state, for options 1 and 2, proposed turnaround time on changes to inmate lists, information requests, etc.
 - (8) Contractors shall state, for options 1 and 2, the exact work items and work functions that Contractor's system administrators anticipates must be done.
 - (9) Contractors shall supply, for options 1 and 2, answers to the two (2) questions below on its application for employment of system administrator(s). The answers to the questions of the system administrators must be given to the Department of Corrections prior to employment.
 - 1.) Do you have any **relatives** or **close friends** confined in any Pennsylvania State Correctional Facility? Answer yes or no.
 - 2.) If yes, give their **name(s)**, **relationship(s)** and the **locations(s)** of their confinement.
- q. It is anticipated that the functions of the system administrator(s) and the process/procedures of PIN administration under the two (2) options above shall be similar. However, Contractors shall explain in detail any functional or procedural differences in the responses to each option. As a minimum:
- (1) The system administrator(s) shall be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate telephone control system including, but not limited to, the following: training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc. The Contractor shall submit its system administrator job description with the proposal.

A system administrator is an employee(s) of the Contractor with an assignment to work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are

identified. System administrator(s) shall be assigned based on the time required to perform the job functions discussed above. The Contractor shall state what provision shall be made for illness, vacation, etc.

These personnel shall have to pass criminal identification and records checks. They shall also be required to agree to, and abide by, all policies and applicable rules of the Department of Corrections. The Contractor shall describe the procedure for selecting the system administrator(s).

(2) The Contractor shall explain in detail the entire process of PIN administration. i.e.:

- Number of digits in PIN
- Method and procedures of assigning or changing PIN
- Method of inputting PIN and permitted telephone numbers
- How Contractor shall handle exceptional, quick turnaround situations
- Proposed interface with the Department of Corrections
- Proposed location of the central processor
- Security procedures to be used in the entire PIN process

(3) Personal Identification Numbers (PIN) shall be issued or changed within forty-eight (48) normal working hours 8:00 am – 5:00 pm, Monday through Friday. The inmate completes a DOC administration form that is then approved by the DOC personnel and then given to the Contractor as an order from the DOC for input and that is when the clock starts for the Contractor. The Contractor is responsible for verification of attorney telephone numbers. The inmates provide their attorney telephone numbers and they are verified by the Contractor's personnel. The Contractor will describe in its response the process for how attorney telephone numbers are verified to prove that they are indeed attorney's telephone numbers. Attorney telephone numbers shall not be monitored nor shall calls to the attorney telephone number be recorded. An automatically played intermittent announcement shall be played during the attorney calls stating that the calls are not monitored or recorded. Changes in regard to

added or issued PINS refer to the requirement that new commitments and recommitments must be issued or reissued a PIN within 48 normal working hours, Monday through Friday.

- (4) PIN information shall be cross-referenced to the Department of Corrections Numbers by Contractor and shall be available on both electronic and hard copy on demand.
 - (5) Attachments 15-19 provide statistics on inmate population, admissions, releases, transfers, and projected growth. It is suggested that Contractors use this data in determining staffing requirements etc. for PIN administration.
 - (6) Contractor shall be able to transfer inmate PIN numbers and calling lists automatically when inmates are transferred from one SCI to another SCI.
- r. The system shall be able to take an individual station out of service. State the procedures and the length of time in minutes that shall be required to take a station off-line.
- s. The Contractor shall be able to provide the following call detail information:
- (1) At the option of the Commonwealth, reports by DOC Number or inmate name for both completed calls and call attempts.
 - (2) Reports on specific DOC Number(s) or PIN on demand.
 - (3) Queries to the system on demand as to whether a specific telephone number(s) is (are) in the system.
- t. The Contractor is required to provide all equipment necessary to facilitate up to three (3) data retrieval stations at each SCI; locations to be determined by local SCI management. The DOC-SCI Security Offices use the stations for investigating inmate cases in all of the SCIs.
- u. The system shall have the ability to have restrictions vary by the combination of inmate and called party so that special treatment may be afforded for calls to attorneys or other privileged communications. This feature shall include the ability to block, on an individual PIN - called party number basis, calls from being monitored or recorded.
- v. The system shall have the ability to limit calls to a specified duration by DOC Number or PIN, and by specific telephone numbers assigned to a

PIN. In addition to limiting calls to a specific telephone number to a specified duration and limiting total calling minutes to a specified duration, the system shall also be capable of cumulating calling time for each PIN up to specified limits for calls placed during a period of 7 days, i.e.: 0001 hours Sunday through 2359 hours Saturday. Refer to Attachment 9 Department of Corrections Inmate Policy stating calling limits for all DOC-SCI locations.

In like manner, the system must be capable of being preprogrammed by PIN to allocate 45 minutes of calling during a seven (7) day period (0001 hours Sunday through 2359 hour Saturday) into three (3) 15 blocks of time segments and only permit one (1) 15 block segment to be used on any one (1) day.

A warning tone or announcement shall be given to the caller prior to the call being terminated due to the expiration of calling-time limitations. The system shall be able to have this limiting factor disengaged for specific numbers i.e., attorneys' numbers.

w. All collect calls shall be processed without the involvement of a live operator.

x. The Contractor shall state that the Line Identification DataBase (LIDB) shall be dipped (inquired), at a minimum, one (1) time each calendar day per inmate called telephone number to which access is attempted.

y. Single Central Office:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made within the same central office following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

z. Multiple Central Offices:

The system shall be able to detect, in real time, the called party's attempt to access 3-way and/or call forward calling on a call made in multiple central offices following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts the they system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combinations of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following

types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the local telephone company.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

aa. Single Central Office – Cellular Services: The system shall be able to detect, in real time, the called party's attempt when using cellular services to access 3-way and/or call forward calling on a call made within the same central office following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the cellular carrier.
- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the cellular carrier.
- (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
- (4) Conference calls facilitated through customer provided switching equipment.

bb. Multiple Central Office – Cellular Services: The system shall be able to detect, in real time, the called party's attempt when using cellular services to access 3-way and/or call forward calling on a call made within multiple central offices following the connection of the call between the inmate and the called party, regardless of whether the called party has first accepted the call. The system shall terminate the connection instantaneously upon detection of the attempt to access 3-way and/or call forward calling. **The Contractor shall provide a detailed technical description of how the proposed system functions in controlling the 3-way calling and the best estimate of the percentage of total call attempts that the system being proposed detects, and the percentage of these total detected attempts that the system being proposed terminates instantaneously upon detection.**

Detection of 3-way and/or call forward calling shall be capable of being configured by/for each SCI to either automatically terminate suspected calls, report the suspected calls, monitor and record suspected calls or any combination of these options.

The Contractor shall explain in detail the type of three way calling or call forwarding its system is capable of detecting and disconnecting. The Contractor shall, at a minimum, indicate whether its proposed system is capable of detecting and disconnecting each of the following types of three way or forwarded calls. If it is not possible to detect and disconnect any or all of these types of calls, so state. The Contractor shall provide a recommended alternative for detection.

- (1) Calls to telephone numbers, which have been automatically forwarded, to another telephone number by the cellular carrier.

- (2) Calls to telephone numbers, which have been automatically forwarded by called parties through the use of feature groups provided by the cellular carrier.
 - (3) Calls to telephone numbers, which "hook flash," dial another number and complete the three-way call.
 - (4) Conference calls facilitated through customer provided switching equipment.
- cc. If the proposed system has the ability to detect the 3-way call attempt and to terminate the call on calls that have been automatically call-forwarded by the inmates called party to an additional called party, or again to another called party, by programming the central office equipment or other intervening switch, the Contractor shall provide a detailed technical description of how the proposed system detects and terminates this type of call. For example, the inmate may call a permitted number having made prior arrangements with an accomplice to have the call automatically transferred to another number. One or more call forwarding sequences may take place in the attempt to break the system. The Contractor shall also state the average percent success that can be expected.
- dd. The 3-way calling prevention feature shall be able to be deactivated on a per number dialed, per inmate basis. This shall permit call transfer or 3-way conferencing of specific inmate calls placed to certain telephone numbers such as those at attorneys' offices.
- ee. Call acceptance by the called party is to be accomplished through an active process initiated by the called party. The active process required is the dialing of a digit on the called party's telephone.
- ff. The active call acceptance method shall permit the called party to accept the call by dialing the digit specified not only on a Touch Tone telephone but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line. The proposed system must allow the person the inmates are calling, for example a family member, to accept the call by dialing the digit specified not only on a Touch Tone telephone, but also on a rotary dial telephone or a non-Touch Tone telephone equipped with a central office access line.
- gg. The system shall be capable of having a collect call and prepaid accepted in the passive mode, when the called party answers, does nothing and the call is completed. Explain in detail how the proposed system does this. State what percentage of inmate calls are handled passively at existing

installations. Explain under what conditions the proposed system is required to handle the calls passively.

- hh. During the call set up process, the answering party shall hear a prerecorded announcement identifying that the collect call or the prepaid is coming from a specific inmate at a specific SCI. A pre-recorded statement of the inmate's name shall identify the inmate placing the call to the called party. It is not permissible to require or permit the inmate to state his name during the call set up process. No preacceptance communication by the inmate who is placing the call is permitted. However, the inmate shall be able to hear the call set up announcements and acceptance results, which occur after the call has been answered.
- ii. Include in the proposal details of called party call acceptance and all other pertinent related recording and report information the Contractor may wish to present for consideration. All variations of called party call acceptance flexibility and all fraud control procedures use by Contractor shall be included in proposal.
- jj. The system shall be capable of providing an announcement that overlays as background to the voice conversation stating that the call is from a SCI. The system shall allow this overlay announcement to be automatically played intermittently during the call for fraud prevention and maintaining institutional security.
- kk. The Contractor shall explain how the control and administration functions are performed to include, but not be limited to, the following:
 - (1) Time of day and day of week restrictions.
 - (2) Telephone shut-off and system usage report generation by telephone number or by PIN. This is a report showing the actions of inmates their usage and restriction level.
- ll. The system shall provide centralized system reporting capabilities and shall be capable of producing immediate, real-time reports as well as having the database administrable from the centralized location. In proposed systems using location processors, the local database shall be updateable from the location processor. Updating the location processor shall automatically update the central processor.
- mm. The system shall permit an inmate to keep the same PIN and PIN database (permitted telephone numbers and restrictions) regardless of the SCI in which the inmate is incarcerated at the time. The Contractor shall explain, in detail, how this requirement shall be accomplished.

- nn. The Commonwealth recognizes that there is ongoing effort in the vendor community to develop advanced technological features in addition to the 3-way call detect/disconnect capability that, if viable, may enhance the effectiveness of inmate telephone call control systems. Examples include the capability for positive voiceprint matching of a specific PIN to a specific inmate's voice, the capability to search recorded inmate calls and to recognize and docket specific, preprogrammed, spoken words, and the capability to match an inmate fingerprint to a specific inmate PIN, and other newer technological features. **Contractors are invited to include in their proposal any of these types of advanced technological features that are demonstrable as elements of installed inmate telephone call systems. The proposal must include verifiable success ratio statistics.**
- oo. The system shall be capable of denying certain specific telephone numbers from inmate calling. Contractors shall state the number of eleven digit numbers that can be blocked per PIN. The centralized processor shall have the capacity to block at least 100,000 common eleven digit numbers. This feature is used for family and friends who have contacted DOC to block them from access by inmates.
- pp. The system should be capable of providing dial-tone to all inmate telephones at the same time i.e., one central office line per inmate telephone or a concentration of lines giving a P.O1 grade of service (one (1) call block in a hundred can be blocked), so the system is designed to meet this criterion. When concentration is used, full traffic studies will be conducted and submitted to DOC and OA monthly to insure that there will be no blockage of inmate calling for this reason at any inmate facility.
- qq. The system shall be capable of processing collect and prepaid calls on a selective, bilingual basis (English and Spanish). The inmate shall be able to select the preferred language using no more than a two digit code.
- rr. The system shall support user friendly voice prompts. Voice-prompts shall be available in any variety of languages, based on needs of the DOC, although at this time only English and Spanish are required. The DOC may issue changes in the requirements during this contract, depending on inmate population. Contractor shall describe proposed system capabilities of meeting any other language requirements such as various Asian languages (various Chinese dialects, Philippine, Korean, Laotian, etc.) as may be required in addition to English and Spanish. Contractor shall also describe in the proposal time frames needed to do the recording and for installation of voice prompts.

- ss. If the location processor or system control device fails, the inmate stations at that SCI shall continue to be operative, line powered, if possible, using the automated attendant and all call restrictions.
 - tt. The system shall be capable of limiting the dollar charges to a specific telephone number during a telephone service provider-billing period. The system shall not complete and shall disconnect calls to that number when the dollar limit is reached. An appropriate announcement shall be given to the caller in the case of a no-completion. In the case of a disconnection, a warning tone or appropriate announcement shall be given to the caller prior to the call being terminated.
 - uu. The Contractor shall explain from its company experience information related to putting dollar limits on inmate's families and/or businesses to prevent an inmate family member or a business that could be running scams. Contractor will recommend dollar limit and any additional information on running scams.
 - vv. The Contractor shall provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed must permit the first call attempt to complete and must provide the called party with immediate access to a customer service representative for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.
3. Station Equipment Standards: The inmate telephones shall have physical and design characteristics that include the following:
- a. Chrome plated DTMF tone dial that is water, flame and shock resistant.
 - b. Hearing aid compatible.
 - c. Manual volume control.
 - d. Noise suppression transmitter.
 - e. A steel housing that protects the electronic components of the telephone.
 - f. Paint/finish is mar, mark and scratch resistant.

- g. Operating ease with concise instructions on the faceplate.
 - h. A weatherproof housing design that resists the most severe weather conditions. Some of the DOC inmate phones are located in outside recreational areas.
 - i. Industry standard design.
 - j. An armored handset cord at least 18 inches long, but no more than 24, that is resistant to stretching and breaking to eliminate out-of-service conditions.
 - k. Tamper proof housing and handset.
 - l. Installation reinforced by security studs to prevent easy removal of the telephone.
4. Station Installation Standards:
- a. Station Code Identification: The selected Contractor shall establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.
 - b. Standard Pattern for Code Assignment: Not only shall each inmate station have its own code identifier, but the pattern of code assignment shall be the same in each cell block, yard area, etc. in a SCI. In the process of identifying a station, and therefore an inmate, while a call is in progress, several Corrections Officers working different elements of the control system need to be able to quickly coordinate the identification of the station in question.
5. Required Reports: The following system and usage reports are required on a monthly basis. A copy of the report for each specific SCI shall be delivered to each SCI and to the Department of Corrections Central Office.
- a. Record, by day, of PIN adds or deletes by SCI.
 - b. Total billed revenue and commission by SCI.
 - c. Frequently called number report - weekly by PIN and SCI.
 - d. PIN numbers in use.
 - e. Station Message Detail (SMD) reports:

- (1) Specific numbers called by PIN.
 - (2) Duration of all calls.
 - (3) Date and time of all calls.
 - (4) Call charge - local, IntraLata and InterLata.
 - (5) Inmate telephone being used by location code.
- f. Reports on inmate calling activity by DOC inmate number or inmate name on request.
- g. Include in the proposal copies of the Contractor's current standard reports.

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

- a. Telephone Generated Revenues:
- (1). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories.
 - (2). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by location.
 - (3). Monthly gross revenue generated by each telephone by sent-paid and non-sent-paid categories, summarized by using agency.
- b. Telephone Generated Commissions:
- (1). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone.
 - (2). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by location.
 - (3). Monthly gross revenue generated by each telephone by revenue category, i.e., local, IntraLata, and InterLata, with accompanying commissions calculated by telephone and summarized by using agency.

- c. Custom Reports: The Contractor shall agree to develop additional reports as may be reasonably required by the Commonwealth and to provide the Commonwealth with such reports at a frequency to be mutually agreeable to both parties.
- d. Variance Reports: The Contractor shall agree to develop a monthly variance report that reports monthly figures different by 5% from the previous month, i.e., collect and prepaid revenues on local, IntraLata, and InterLata.
- e. Inmate Calling System Software: The contract shall provide a robust system that can produce various iterations of the data captured and produce customizable reports that meet DOC requirement for numerous situations related to security and investigations, as well as evaluation and planning. The software shall be capable of reporting real time and delayed call record reporting by time of day, date, duration, calls longer than a time parameter (calls longer than a time parameter shall be terminated), most frequently called number, personal identification number (PIN), dialed number, telephone, inmate name, area code, telephone number prefix, or any combination thereof, and be sufficiently flexible to provide reports in DOC format requirements. Contractor shall describe proposed system capabilities of meeting these requirements.
- f. Monthly Inventory and Summary Report: A monthly report summarizing the statistics for stations in all DOC-SCIs shall be supplied electronically to the OA and the DOC within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 4-B SCI's Inmate Inventory and Attachment 24-D Messages and Minutes Billed Summary Monthly Statistic Report.
- g. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied monthly to the OA and the DOC commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the reports in Attachment 22 Revenue Commissions Prepaid Summary Report and Attachments 23 Inmate Monthly Usages and Commissions Collect Report.
- h. Monthly Performance Log Reports: A monthly system administrators (SA) report summarizing and detailing all DOC-SCIs of the SA's activities. Examples of the categories to be included in the report; inmate complain form, inmate special request, add on/ removal DC8B, new account DC8A, inmates released, inmate paroled, inmate transferred in/out, custody level changes, open tickets, can't hear issue, test calls made, attorney number

verification, miscellaneous DOC inquiries, IPIN look up, number change, stored voice, record retention, run reports, IPIN issued, etc.

- i. Weekly Conference Calls and Reporting: The project manager shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. The bridge may be a non-toll free telephone number. Prior to the weekly conference calls, the project manager or staff shall be responsible for sending an electronically emailed report to OA and DOC staff with actions/issues of current issues to be discussed and include closed issues on same report.
- j. Weekly Maintenance Trouble Ticket Report: The project manager shall be responsible for emailing a weekly report of the current maintenance trouble ticket report to the OA and the DOC staff. The report will be reviewed during the weekly conference call. Minimum elements of the spreadsheet, trouble ticket report ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.
- k. Route Cause Analysis Log: The project manager shall be responsible to report through telephone and/or email to the OA and the DOC when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date, time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.
- l. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The Contractor's project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.
- m. End User Forum Meetings: The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.
- n. Yearly Quality Assurance Reviews (YQAR): Yearly quality assurance reviews will be made at each State Correctional Institution and the two (2) separate Central Office staff operations for the Headquarters Security Office and the Office of Professional Responsibility. YQAR will ensure that the technology, product, software are working properly. Including testing all inmate phones (handset, jacks dial tone, set and features both collect and prepaid messages), inmate billing, monitoring and recording,

inmate exceeding the time limit on a call, check rate quote provided for every prepaid call, call list and blocked numbers, inmates' PIN deactivated (can they still make prepaid calls), wiring, TTYs, procedures, documentation, operations, etc.

6. Environmental Considerations:

- a. Complete Description: The Contractor shall include in its proposal a complete description of any special environmental considerations, which may be required to ensure proper operation. If an air-conditioned environment for the equipment is recommended, the description shall include the specific air-conditioning requirement. See Attachment 12 for the content and format of information required. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.
- b. Surge/Lightning Protection: Contractors shall provide and install at no cost to the Commonwealth adequate surge and lightning protection equipment on all lines used as a result of this RFP.

7. Customer In Put to System Development Effort:

- a. The Contractor shall provide information explaining how customer opinions about the systems being proposed are used in the development of improvements.
- b. If a user forum exists, the Contractor shall provide the name, address, telephone number of the group's contact person.

8. Desirable Information:

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