

## Tab 5 – Project Staffing and Key Personnel

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

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

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

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

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

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

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

**Mr. Steve Viefhaus, Director**

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

**Mr. Keith Eismann, Sr. Manager**

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

**Mr. Pat Pline, Sr. Regional Operations Manager**

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



### **MCI Public Payphone Program Manager**

The MCI Program Manager will provide day-to-day communications with the Commonwealth's public payphone entities that are a part of this contract. In addition, he/she will provide direction and oversight of PTS and its resources in order to assure that all program requirements are met or exceeded. In addition, the MCI Program Manger will work daily with PTS on all aspects of installation, removal, polling, coin collection, billing, etc. PTS public payphone technicians will perform all preventative and remedial maintenance with MCI Program Manager oversight.

3. Provide detailed resumes for all identified personnel, including length of service with the Contractor's company. Three (3) professional references must be provided including name, client name, telephone number, and hours available.

**MCI Response:** MCI has read, understands, and has provided at the end of this TAB 5 the required resumes and associated required information for each of MCI above identified staff members. The Commonwealth should note that the specific references provided for each individual is for their overall program management capabilities and are not directly related to the provision of public payphone services. Subcontractor references will be provided upon request.

**RFP SECTION 1 – TAB 5**

**RESUMES**

**STEVE VIEFHAUS**  
**MCI SENIOR DIRECTOR, DEPARTMENT OF CORRECTIONS LINE OF BUSINESS**

Mr. Viefhaus is the Senior Director of MCI's Department of Corrections Line of Business. Mr. Viefhaus provides overall organizational strategic management and directives to meet Line of Business and company goals and objectives. For the PA contract, Mr. Viefhaus will provide executive level support, oversight and guidance of all MCI Service operational, account, and field services resources supporting the Commonwealth. In addition Mr. Viefhaus will be the Commonwealth point of contact for any necessary executive level escalations.

Mr. Viefhaus has been with MCI for approximately 25 years and has been supporting the MCI Department of Corrections line of business since its inception in 1989.

The following executive level references are provided:

**State of New York, Inmate Telephone Services**

Mr. Ron Courington, NY DOC, Asst Director  
(518) 457-2540

**Commonwealth of Virginia, Inmate Telephone Services**

Mr. Gene Johnson, VA DOC, Director  
(804) 674-3010

**State of Arkansas, Inmate Telephone Services**

Mr. Larry Norris, AR DOC, Director  
(870) 267-6241

**State of Missouri, Inmate Telephone Services**

Ms. Theresa Roedel, MO DOC, Inmate Services Program Manager  
(573) 522-2783

**KEITH R. EISMANN**  
**MCI SR. MANAGER, DEPARTMENT OF CORRECTIONS**

Mr. Eismann is the Senior Manager for MCI's Department of Corrections Line of Business with national responsible for sales and contract management. Mr. Eismann will provide oversight and direction to the Commonwealth MCI assigned Program Manager to insure positive customer relations, contract compliance, and day-to-day account management.

Mr. Eismann has worked in the telecommunications industry for 23 years focusing in the areas of program/project management, technical sales and sales support, customer service, and Sr. level management. Since joining MCI in 1988, Mr. Eismann has gained extensive experience in the executive management of some of MCI's largest and most complex government markets customers. Mr. Eismann's experience in and knowledge of the Corrections Market is highly regarded as he has supported this Line of Business for the past 11 years. His understanding of the industry and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base.

**POSITION, ROLES, AND EXPERIENCE IN PAST ENGAGEMENTS**

**State of Colorado , Inmate Telephone Services**

Ms. Sue Grisenti, DOC ITS Manager  
(719) 269-4262

**Project Role:** Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the State of Colorado since 1996.

**Project Overview:** MCI provides the State of Colorado managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and debit inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 23 total adult institutions and 886 phones.

**State of Arkansas, Inmate Telephone Services**

Ms. Shelia Sharp, Contract Manager, Arkansas DOC  
(870) 247-1800

**Project Role:** Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the State of Arkansas since 1998.

**Project Description:** MCI provides the State of Arkansas with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 21 state institutions and over 800 inmate phones statewide.

**Commonwealth of Virginia, Inmate Telephone Services**

Mr. John Jabe,  
(804) 674-3010

**Project Role:** Mr. Eismann is responsible for oversight of customer relations, contract compliance, and day-to-day account management, escalations, meeting the business requirements of the contract, and interactions with DOCS operations staff. Mr. Eismann has provided support to the Commonwealth of Virginia since 2000.

**Project Description:** MCI provides the State of Nevada Idaho with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and debit inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 66 state institutions and over 2,200 inmate phones.

**EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS**

Sul Ross State University, Alpine Texas

University of Texas at San Antonio, San Antonio Texas

**PATRICK PLINE**  
**MCI SR. OPERATIONS MANAGER, EASTERN REGION**

Mr. Pline is the Senior Regional Operations Manager for MCI's Department of Corrections Line of Business, responsible for the Commonwealth of Pennsylvania. For the Commonwealth's program Mr. Plines responsibilities will include management oversight of the day-to-day activities of MCI's Operations, Technical Support, and Program Management supporting the program. In addition Mr. Pline is responsible for overall project and program management, and the Commonwealth's 2<sup>nd</sup> level point of contact for field operations escalations.

Mr. Pline has worked in the telecommunications industry for over 35 years. His experience includes technical sales support, implementation and project management, central office maintenance, and field operations management. Since joining MCI Sales in 1991, Mr. Pline has managed the field operations group and supported the technical needs of a sales organization. He presently manages all installation and maintenance activities for MCI's correctional customers located in the northeast, including the existing MCI contract's with the State's of New York, Virginia and Connecticut.

**POSITION, ROLES, AND EXPERIENCE IN PAST ENGAGEMENTS**

**State of New York, Department of Corrections**

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

**Project Role:** Mr. Pline provides the same management and oversight as stated above to New York DOC and has provided this account support since 1996.

**Project Overview:** MCI provides the State of New York managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for over 70 institutions/facilities and 3500 inmate phones statewide.

**Commonwealth of Virginia, Department of Corrections**

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

**Project Role:** Mr. Pline provides the same management and oversight as stated above to Virginia DOC and has provided this account support since 1996.

**Project Description:** MCI provides the Commonwealth with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 54 state institutions/facilities and over 2500 inmate phones statewide.

**State of Connecticut, Department of Corrections**

Ms. Julie Gasiorek, Lieutenant  
(860) 692-6967

**Project Role:** Mr. Pline provides the same management and oversight as stated above to Connecticut DOC and has provided this account support since 1998.

**Project Description:** MCI provides the State of Connecticut with managed inmate telephone services, including but not limited to system installation, system and inmate phone maintenance and support, collect and subscriber prepaid inmate calling and billing, commissioning reporting, and staff training. MCI provides this support for 21 state institutions and over 1200 inmate phones.

**EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS**

MCI Provided & Sponsored Certifications:

Project Management & Managing Multiple Priorities

## Tab 6 – Technical Requirements

In addition to the following information, Contractors must include in this tab response to all information requested in Part 1.5-A through 1.5-E of this RFP and include Attachment 3 Coin/Card Telephone Installation and Cutover Schedule, Attachment 5 Installed Equipment Form.

**MCI Response:** MCI has read, understands and has provided response to Part 1.5-A through 1.5-D below and has provided Attachment 3 Coin/Card Telephone and Attachment 5 Telephone Installation and Cutover Schedule directly following this TAB 6 response.

Installed Equipment: The Contractor must include with its proposal:

A. System A:

- (1) A minimum list of five customers located in the United States with coin/card stations, enclosures, mounting pedestals etc. of the type proposed in the RFP.
- (2) See Attachment 5 for the format for providing the information.

**MCI Response:** MCI has read, understands and has provided the requested five customer references directly following this TAB 6 response.

B. Demonstration:

A. Basic Requirements:

The Commonwealth may require Contractors whose proposals are determined by the Commonwealth, in its sole discretion, to be reasonably susceptible of being selected for award, to provide a demonstration of System A as an integrated entity. The demonstration of System A as proposed in the RFP shall be conducted at a Contractor customer location. A minimum of six (6) and not more than seven (7) Commonwealth representatives will be a part of the team reviewing the demonstration. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s). Reference Attachment 6 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. After the demonstration Commonwealth personnel will process travel documents through the Comptrollers Office which reviews the document and supporting documentation. The Comptroller's Office will issue a document to each Contractor stating the dollar amount that it must reimburse to the Commonwealth.

No Contractor may subsidize charges, nor may it provide gifts, gratuities, upgrades, free meals, free rooms, free transportation, etc.

- B. Name and Location of Demonstration Site: The name and location of the System A proposed as the site for the demonstration shall be included in the response to this paragraph in the proposal.

**MCI Response:** MCI has read, understands and submits that the required presentation could take place at the Pennsylvania Turnpike Rest Stop in Elizabethtown. This is an active existing site with a close proximity to Harrisburg and houses multiple stations.

- C. Dates/Times Controlled by Office of Administration: The date and times of the demonstration will be coordinated by the Office of Administration. The Office of Administration retains the right to reject a demonstration site and date proposed by the Contractor and to require an alternative(s) from the Contractor.

**MCI Response:** MCI has read, understands and agrees.

- D. Systems to be Demonstrated: The system to be demonstrated must be operational, completely integrated, in production, and in operation at the site.

**MCI Response:** MCI has read, understands and submits that the site proposed by MCI in this section is operational, completely integrated, in production and in operation at the site.

- E. Responsibility for Cost: The Office of Administration will not be responsible for any costs incurred by the Contractor in conducting the demonstration. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

**MCI Response:** MCI has read, understands and will comply.

- F. Details of Demonstration:
1. The demonstration for System A shall consist of a series of telephone calls placed from payphone stations; both local and long distance. The setup and details of these calls are scripted and the operational demonstration is designed to determine the effectiveness of the proposed systems in meeting the operational standards as presented in Part 5 – Paragraph 1.5-A. The calls shall be placed and received by members of the Evaluation Committee and/or individuals designated by the



Commonwealth of Pennsylvania. The telephones used for the calls must be public payphones in which multiple stations are installed. The calls shall be received using a variety of terminating switches/station equipment.

**MCI Response:** MCI has read, understands and will comply.

2. Since the requirements of the RFP are to be considered minimum, each Contractor is encouraged not only to propose, but also to demonstrate, additional features considered desirable by the Contractor that will be made available to the Commonwealth as part of the services provided under this RFP.

**MCI Response:** MCI has read, understands and will comply.

- G. Detailed Cutover Schedule: Contractors must submit a detailed cutover schedule with their proposals, including time frames for the various stages of installation and tests and acceptance by the Commonwealth for System A – coin/card public telephone services. See Attachment 3 Installation and Cutover Schedule to provide the information. See Attachment 1 Payphone & Enclosures in place, Attachment 2 Public payphone Station Inventory, Attachment 7 Department of Transportation Welcome Centers and Roadside Rests with TTYs for developing the installation and cutover schedule.

**MCI Response:** MCI has read, understands and has complied with a detailed cutover schedule provided directly following this TAB 6 response.

It is important to note that MCI's proposed Subcontractor PTS currently owns & operates 289 of the 917 Public Phones currently operational in the Commonwealth. These 289 phones will not require any type of service cut-over. The other 628 Public Phones belong to Verizon and will need to be transitioned from Verizon to PTS. The resource necessary to effect transition of these phones from Verizon to PTS will be provided by both MCI and PTS. It is estimated that the implementation schedule will take approximately ten (10) weeks to complete.

## Part 5 System

## 1.5-A. System A: Coin/Card Public Telephone Service:

## 1. General Conditions: Coin/Card Public Telephone Service:

a. No Charge to the Commonwealth: There shall be no charge to the Commonwealth by the Contractor for the telephone lines, station equipment, cabling, telephone directories, Contractor work, associated wiring or any other cost to install and maintain the coin/card public telephone service. For the most part the Commonwealth cabling and conduit is provided, however in some instances Contractor may have to supply what is required to complete the project. At this point that amount cannot be determined. Estimation would be 5% of new coin/card phones installed.

**MCI Response:** MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

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

Attachment 8 is Act 181 of 2002. This bill amends the Dual Party Relay and Telecommunication Device Distribution Program Act (Act 34 of 1995) to expand the definition of "person with disability" to provide telecommunication devices to individuals with a certified disability who requires TTY technology to access telecommunications services.

**MCI Response:** MCI has read, understands and will comply.

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

All parties must also agree to comply with, and hold the Commonwealth of Pennsylvania harmless from, any subsequent rulings or findings of fact by the Federal Communications Commission (FCC) or the Pennsylvania Public Utilities Commission (PUC) regarding compliance with the requirements of an aggregator.

The term "aggregator" as used above is defined in the Telephone Operator Consumer Service Improvement Act of 1990.

**MCI Response:** MCI has read, understands and will comply.

d. Responsibility for Permits, Nomenclature, and Specs: The Contractor is responsible for all permits applicable to the installation, operation, and maintenance of the telephone equipment, enclosures, associated wiring, and dial tone services. The Contractor shall provide the detailed nomenclature of the equipment that shall be used. Technical specifications shall be provided for all station equipment and enclosures proposed.

**MCI Response:** MCI has read, understands and will comply.

e. Equipment may be same as Installed or Equal: Contractors may propose the same type of station equipment and/or enclosures that are currently in place, an approved equal, or an upgrade. If an equal or an upgrade is proposed, documentation shall be submitted to support that fact. Refer Attachment 1 Payphones and Enclosures in Place, Attachment 2 Public Payphone Station Inventory and Attachment 7 Department of Transportation's Roadside Rests and Welcome Centers (RRWC) with the requirement for one (1) TTY at each RRWC facility as listed in the attachment. Refer to Attachment 7 for the TTYs that the Department of Transportation (DOT) owns. Two (2) TTYs are owned by Verizon and would be replaced by DOT with a new Contractor, but the Contractor would install them for the DOT at no charge. When the installed DOT TTYs need to be replaced or new facilities, the Contractor will recommend what type of TTY that DOT should purchase and the Contractor will install them at no charge. As reflected on Attachment 7 DOT has two (2) new facilities (Carbon County & Susquehanna) to open as indicated on the attachment and the amounts of payphones required. DOT does not have plans for other facilities to open, but if they occur during the contract period, the Contractor will be required to install the required payphones requested by DOT depending on the design of the facility.

**MCI Response:** MCI has read, understands and will provide the requested equipment. Costs to provide the requested equipment are as detailed in MCI's Cost Proposal response to Section 1 Coin/Card Public Payphone.

f. Responsibility for Costs: The Contractor shall be responsible for all costs and/or penalties associated with the replacement of the existing stations, enclosures, and TTYs installations.

**MCI Response:** MCI has read, understands and respectfully submits that per this RFP's requirement all costs to provide the services and charges, if any, to the Commonwealth and/or agencies of the Commonwealth, have been provided in MCI's separately sealed Cost Proposal.

g. System Responsibility: The Contractor shall be responsible for the complete installation of the complete and tested System A. The Contractor without cost, although not specifically mentioned in this RFP, must provide any required interface equipment, to the Commonwealth. It is to be understood that complete operating systems accepted by the Office of Administration are required in all cases.

**MCI Response:** MCI has read, understands and will comply.

2. Other Features: The Contractor shall include in its proposal a listing of any features that are considered advantageous to the Commonwealth that are not listed in this RFP which shall be furnished with the proposed equipment. The listing shall clearly identify that the features are provided at no cost to the Commonwealth.

**MCI Response:** MCI has read, understands and submits that in addition to the basic requirements of this RFP MCI will The Contractor will offer Reduced-Rate coin-paid International Calling and Reduced-Rate Domestic Operator Service Calling through a Toll-Free Access Number. Both services can be advertised on the phones. The discounted rates on these services are offered at approximately 30% under AT&T rates and are not tied to any LEC tariffs.

3. Operational Standards: The coin/card telephone stations shall have the following operational standards:

a. Coin stations shall provide free calling to emergency service, 911 and 0.

**MCI Response:** MCI has read, understands and will comply.

b. Shall provide free calls to toll free services 800/888/877/etc numbers.

**MCI Response:** MCI has read, understands and will comply.

c. Shall provide free access to live operator assistance for collect local, IntraLata and InterLata calls, and other user needs 24 hours a day, seven days a week, 365 days a year.

**MCI Response:** MCI has read, understands and will comply.



d. Shall provide automatic user access to predetermined primary IntraLata and InterLata carriers. Automatic user access is immediate dial tone to the carrier without dialing any codes.

**MCI Response:** MCI has read, understands and will comply.

e. Shall provide access to IntraLata and InterLata carriers through 800/888/877/950/10XXX, or any other FCC/PUC approved access codes.

**MCI Response:** MCI has read, understands and will comply.

f. Contractor shall make available, and shall identify, the cost if any, for calls to Directory Assistance 411 and/or 555-1212 service.

**MCI Response:** MCI has read, understands and will comply.

Although MCI's Subcontract PCS normally charges \$0.50 for 411 and \$1.50 for Area Code-555-1212, MCI is willing to provide 411 calls for free in lieu of providing Directory Binders and Directories (see 3.q. below).

g. There shall be no charge for busy, no answer, or incomplete calls regardless of how long the user waits before hanging up.

**MCI Response:** MCI has read, understands and will comply.

h. Stations shall be continually scanned for malfunction by the Contractor's maintenance operation.

**MCI Response:** MCI has read, understands and will comply.

Stations shall be scanned by both technicians and the phones themselves, which will have on-board scanning capability and will dial out to the Contractor's host-system (ExpressNet) to report serious malfunctions. All phones will be polled daily and Phone-Reported Malfunctions will be combined with Caller-Reported Trouble to issue Service Tickets.



i. Coin/card telephone installations shall meet the established standards for use by the physically disabled and hearing impaired as well as the requirements of the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.

**MCI Response:** MCI has read, understands and will comply.

j. The stations shall display the name of the Contractor(s) providing local, IntraLata and InterLata service.

**MCI Response:** MCI has read, understands and will comply.

k. The stations shall display the telephone number of the station Contractor's repair service. This number is required to be accessible 24 hours a day, 7 days a week, 365 days a year.

**MCI Response:** MCI has read, understands and will comply.

l. The stations shall have adequate usage instructions and the charge for a local call displayed on the coin/card telephone housing.

**MCI Response:** MCI has read, understands and will comply.

m. Coin/card stations shall NOT require an external power source to remain operational. The telephone line should be the only source of power required for the station to function.

**MCI Response:** MCI has read, understands and will comply.

n. Coin stations shall accept nickels, dimes, and quarters as payment options.

**MCI Response:** MCI has read, understands and will comply.

o. Each Contractor shall specify its approximate set-up time in seconds for directly dialed and operator handled calls.

**MCI Response:** MCI has read, understands and submits that upon completion of dialing either a direct or operator handled call, the caller will be thanked for making the call through an automated voice and then ringing will begin 3-6 seconds later.

- p. Coin and/or card stations shall be used, or continue to be used, in locations where they are presently in place.

**MCI Response:** MCI has read, understands and submits that MCI will support all existing coin and/or card stations in place contingent upon the Commonwealth's and/or the using Agencies acceptance of MCI's Cost Proposal as provided in this RFP response.

- q. Coin stations shall be supplied with current telephone directories; both white and yellow pages which will be mailed to each location for the Commonwealth's distribution for that area payphone(s).

**MCI Response:** MCI has read, understands and submits that a more practical approach would be for MCI to provide 411 services for free. If this is unacceptable to the Commonwealth, then MCI will comply with the above at MCI approved select locations.

4. Station Equipment: The coin/card telephone shall have physical and design characteristics that include the following:
- a. Dial tone/touch-dial service.

**MCI Response:** MCI has read, understands and will comply.

- b. A steel housing that protects the counting, collecting, storing and electronic components of the telephone.

**MCI Response:** MCI has read, understands and will comply.

As stated in this response, MCI's proposed Subcontractor PCS has in installed base of 289 units. These units will be retained. Existing Verizon units will be replaced with similar industry-standard equipment.

- c. Operating ease with concise instructions on the faceplate.

**MCI Response:** MCI has read, understands and will comply.

- d. A weatherproof housing design that resists the most severe weather conditions.

**MCI Response:** MCI has read, understands and will comply.

- e. Industry standard design.

**MCI Response:** MCI has read, understands and will comply.

- f. An armored handset cord that is resistant to stretching and breaking to minimize out-of-service conditions.

**MCI Response:** MCI has read, understands and will comply.

- g. Magnetic coin stops to capture non-coin deposits.

**MCI Response:** MCI has read, understands and will comply.

- h. Automatic locking coin receptacles.

**MCI Response:** MCI has read, understands and will comply.

- i. Security seals on coin receptacles.

**MCI Response:** MCI has read, understands and will comply.

- j. Tamper proof locks - upper and lower housings.

**MCI Response:** MCI has read, understands and will comply.

- k. Discrete tones upon coin deposits.

**MCI Response:** MCI has read, understands and will comply.

- l. Slug rejection chute design.

**MCI Response:** MCI has read, understands and will comply.

- m. Chute string cutter to prevent stuffing of chute.

**MCI Response:** MCI has read, understands and will comply.

MCI has not experienced any significant problems associated with stuffing. The existing phone and planned install phones do not have this feature. MCI proposes that if stuffing becomes an issue, MCI will at its discretion replace the phone.

- n. Floating case hardened metal plate to prevent side drilling entry.

**MCI Response:** MCI has read, understands and will comply.

- o. Installation reinforced by security studs to prevent theft of telephone.

**MCI Response:** MCI has read, understands and will comply.

- p. Meet the requirements of the hearing impaired legislation and the Americans With Disabilities Act, the Telecommunications Act of 1996, and Act 181 of 2002 and any updates or replacement of the act.

**MCI Response:** MCI has read, understands and will comply.

#### 5. Unprofitable Coin/Card Telephones:

General: The Commonwealth recognizes that there are coin/card stations installed at Commonwealth locations that are unprofitable. Commonwealth believes that there are no agencies being billed a monthly recurring charge for stations (semi-public). In addition, all public payphones listed on Attachment 2 are all receiving monthly commissions. Under the contract resulting from this RFP, no coin/card stations shall be disconnected or removed without the concurrence of the Commonwealth and there shall be no charge for any coin/card station after the effective date of the contract. All existing payphones fulfill a public policy objective in health, safety and public welfare.

Contractor shall include a statement in its proposal that it agrees to install up to five (5) percent additional stations at potentially unprofitable locations during each year of the contract. This percent growth rate shall be calculated using as a base the number of coin/card stations listed in the total inventory not per using agency group of stations. In the past contract the Office of Administration (OA) worked with the agencies to determine the need by asking the using agency to work with their customer rather than installing a payphone if an existing payphone(s) could be moved to obtain additional profits, etc. Because of the unprofitable payphones, the Commonwealth will work with the awarded Contractor and the agencies to reduce public payphones.

The Commonwealth is looking for ideas from the Contractors on how to add profitable business to our statewide contract, for example adding airports, bus stations, etc. to the Commonwealth contract. Contractor shall include a statement in its proposal that it agrees to find other business to add to the Commonwealth's contract and shall explain how this can be accomplished and also other ideas for obtaining profits.

In Attachment 13-A, the Commonwealth has added components for Contractor to charge for public coin/card payphones. The chargeable components will be used only when Contractor will not install a commission based coin/card payphone because of either the existing or potential low revenues. If an agency still requires coin/card public payphone services and is willing to pay for the services the Contractor would charge the agency monthly for providing the services this include the payphone, dial tone, repair services, maintenance services and all aspects under the award of Section 1.

**MCI Response:** MCI has read, understands and submits that all costs associated with MCI's proposal to provide the coin/card payphone service has been provided in MCI's Cost Proposal and will impact the above requirements.

#### 6. Payphone Signage:

The design and placement of signs indicating the location of coin/card stations shall adhere to Commonwealth policy and regulation as well as conform to a reasonable interpretation of good common sense and propriety. Recognizing that two principal purposes for the public payphones are the convenience of the public and maximization of commission revenue to the

Commonwealth, Contractors shall agree to place more location signs than might generally be considered normal in unusual areas such as state parks. The Contractor shall reach agreement with the using agency in these situations. The Commonwealth shall make the decision if the Contractor and the using agency cannot agree on a signage issue.

**MCI Response:** MCI has read, understands and will comply.

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

a. Telephone Generated Revenues:

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

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

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

**MCI Response:** MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

b. Telephone Generated Commissions:

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

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

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

**MCI Response:** MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

c. Custom Reports: The Contractor shall agree to develop additional reports as may be reasonably required by the Commonwealth and to provide the Commonwealth with such reports at a frequency to be mutually agreeable to both parties.

**MCI Response:** MCI has read, understands and will provide the Commonwealth with above reports upon request to the MCI program manager.

d. Monthly Inventory and Summary: A monthly report summarizing the statistics for stations in each using agency shall be supplied to the Office of Administration within 30 calendar days after the end of the month. The report will be similar to the reports in Attachment 2 Public Telephone Inventory.

**MCI Response:** MCI has read, understands and will comply.

e. Monthly Detailed Financial Reports: A complete set of the detailed reports shall be supplied to the Office of Administration monthly commencing on a mutually agreeable date about four (4) months after the effective date of the contract. The reports will be similar to the report in Attachment 9, which is mailed to the agencies monthly and emailed to the Office of Administration monthly. In addition, Attachment 10 Summary Revenue and Commissions, this is only sent to the Office of Administration.

**MCI Response:** MCI has read, understands and will comply.

f. Weekly Conference Calls and Reporting: The project manager and its staff shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties to dial into. The bridge may be a non-toll free telephone number for the Office of Administration to dial into. During the weekly conference calls the project manager or staff shall be responsible to report all actions/issues, review the weekly maintenance trouble ticket report and to be followed in an electronic formatted email with current issues discussed and closed issues on same report.

**MCI Response:** MCI has read, understands and will comply.

g. Weekly Maintenance Trouble Ticket Report: The project manager and its staff shall be responsible to email weekly maintenance trouble ticket report to the Office of Administration.

Minimum elements of the trouble ticket report on a spreadsheet with ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.

**MCI Response:** MCI has read, understands and will comply.

h. Route Cause Analysis Log: The project manager and its staff shall be responsible to report through telephone and emails to the Office of Administration when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date, time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.

**MCI Response:** MCI has read, understands and will comply.

i. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.

**MCI Response:** MCI has read, understands and will comply.

j. End User Forum Meetings: The project manager and staff shall be responsible for scheduling the User Group Forum that will be held yearly if required by the Office of Administration. The forums are held in the Harrisburg, Pennsylvania area. The end user forums are presentations to the agencies Telecommunications Management Officers (TMO) who are located in the Harrisburg area. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc. The Contractor shall not be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the end user forum meeting.

**MCI Response:** MCI has read, understands and will comply.

8. Coin Collection and Related Activities:

a. Description of Activities: The Contractor shall describe in detail how the following activities are accomplished:

**MCI Response:** MCI has read, understands and has provided below detail regarding each requested activity.

1. The collecting, recording and maintaining of records on the amount of coins collected by station.

**MCI Response:** MCI will install smart phone units which generate a call detail record for every completed coin call. These records are captured through remote polling by the installed units daily through MCI's subcontractor, PCS's ExpressNet system. The ExpressNet System will auto track the coins in each phone allowing for a collections to occur only when necessary. The ExpressNet also helps with management of the funds and monthly reporting as requested by the Commonwealth.

PTS will use security seals on coin boxes that automatically lock when they are removed from the phone and a number of other security measures (detailed below), but these measures and procedures are used to ensure security of the coins for the local contractor, who is responsible for coin based on the Call Detail Records.

With regard to collection, within every public coin pay telephone is an individually serialized coin box that is periodically collected by a trained coin collection agent. The coin collection agent will remove the sealed coin box from the telephone and replace it with an empty unit. The serial numbers of both the full and empty coin boxes will be recorded on the agent's collection and cleaning log and the full box transported, in a locked vault, back to the appropriate coin counting facility. Upon collection, the agent will enter a special code into the keypad of the telephone which "logs" the collection activity into the instrument's memory. This creates a collection record which will later be polled by the ExpressNet system.

Every public coin telephone is equipped with an individual coin vault which is uniquely keyed. The keys are not reproducible to provide assurance of vault security. The keys may only be released to the scheduled collection agent for use on the scheduled route. Every coin telephone contains a uniquely numbered coin box assigned to it that is sealed before being released to the collection agent and will automatically lock, when removed from the payphone itself.

Upon removal from the telephone, coin boxes are automatically locked and sealed to eliminate intrusion. All collections are returned to the appropriate counting facility and turned over to a counting agent for seal inspection and coin counting. The counting agent takes possession of the collection and maintenance log as well as the coin box itself, verifies the coin box number and seal integrity, removes the seal, counts the enclosed coins and enters the coin box total in the log. The coin total is also entered into the coin counting system and later compared and validated with polled collection data recovered through the ExpressNet system.

All coin counting facilities are intrusion alarmed and equipped with coin jet counters and coin vaults for temporary storage of bulk coin revenues. Bulk coin is moved daily from the counting facilities, directly to a bank using an armored transport service.

2. The updating of the database for commission purposes.

**MCI Response:** MCI's proposed ExpressNet System tracks all call detail and coin review on a monthly basis as described in item 4 below. These reports would be used in paying any commissions to the Commonwealth.

3. The establishment of the collection intervals on a station-by-station basis.

**MCI Response:** Each payphone is initially assigned an estimated collection frequency based on available coin calling history and then the actual coin performance of each individual phone is monitored to fine-tune this collection frequency. In the event that an unusual event causes a spike in coin calls, the daily polling of each phone will detect this and a service ticket will be issued to prevent the coin-box from becoming so full that coin calls cannot be made.

4. The assurance that there is proper accounting of originated revenues generated and that accurate commissions are paid.

**MCI Response:** The ExpressNet database that calculates commissions requires four (4) critical types of information in order to accurately calculate revenue; 1) A record must be set-up for the proper Line Number, 2) The commission arrangement must be assigned to the Line Number, 3) The Line Number must be assigned to the Commonwealth Account and 4) The revenue must be loaded with the proper Line Number. There are a number of processes that occur that detect any errors that could occur in these processes. Regarding the initial keying of the Line Number, if a mistake is made, the database will not show a completed first test call when the phone is initially installed and the phone will not be programmed. These failures will prompt the Contractor's Data Management person detect the error and correct the Line Number in the database. The commission arrangement assigned to each Line Number and the assignment of each Line Number to the Commonwealth's account are monitored by the Project Manager and checked with each commission cycle. Each time that revenue is loaded (Coin data comes from ExpressNet [see 8.a.1. above], Operator Services data comes from Network PTS [see 8.a.4. below] and Per Call Compensation comes from the Carriers [see 8.a.4 below]), the

Contractor looks for Line Numbers that had \$0 revenue from these various sources and revenue reported for Line Numbers not in the database. In the case of missing revenues, the Contractor checks upstream with the particular source where any possible errors are detected. This process also occurs with every commission cycle.

Call Detail Records are generated by Network PTS for all Operator Service Calls completed from the phones using a 0+/0-/00- dialing pattern. Additionally, Call Detail Records are generated by Network PTS for all completed calls made from the phones through Network PTS' Discount Operator Service via a unique Toll-Free Number. This information is summarized by Line Number and loaded into the commissioning system, monthly. All of these call detail records are available to the Commonwealth, monthly, on CD-ROM. Credit for these calls is based on Gross Billed Revenues. There are no deductions for uncollectibles.

- b. Refunds and Complaints: The Contractor shall describe how refunds and customer complaints are handled.

**MCI Response:** MCI has read, understands and submits that Refunds and reports of Service Trouble or Complaints can be made by dialing 211 from the phone, which is programmed to forward these calls, without charge, to a service available 24 hours per day, 365 days per year.

Prior to offering a refund, the caller is first offered a complimentary call. In the event of a complaint and/or service trouble, this information is electronically recorded and forwarded to the process generating the Contractor's service tickets.

- c. Trouble Detection and Repairs: The Contractor shall describe in detail the trouble detection and repair procedures. It is expected that the detail shall include measurement guidelines such as time objectives for correction of out-service conditions.

**MCI Response:** MCI has read, understands and submits that virtually all troubles with Public Payphones will be detected via communication between the phones and the ExpressNet system. Each phone is programmed to call the ExpressNet system whenever there is an out-of-service condition such as a broken handset or any other condition that the phone can detect. Any trouble detected by the phone that does not indicate an out-of-service condition, will be detected in the regularly scheduled daily polling of each phone by the ExpressNet system. The failure of the ExpressNet system to communicate with the phone or the detection by the ExpressNet system of no additional coins since the last communication will also cause a Service Ticket to be generated.