



Commonwealth of Pennsylvania

Office of Administration and Department of Corrections

Section 2 – Inmate Telephone Services

RFP No. 2005-081-011

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

Technical Proposal

Submitted to:

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

Submitted by:

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



Table of Contents

Tab 1 – Letter of Transmittal	2
Tab 2 – Mandatory Requirements	4
Tab 3 – Management Summary	8
Tab 4 – Corporate Background and Experience	22
Tab 5 – Project Staffing and Key Personnel	45
Tab 6 – Technical Requirements.....	50
Attachment 5 – Section 2 Department of Corrections Inmate Telephone Cutover Schedule.....	304
Attachment 11 – Section 2 Installed Equipment Form.....	306
Attachment 12 – Section 2 Environmental Requirements	325
Tab 7 – Training Requirements	327
Tab 8 – Maintenance Requirements	339
Tab 9 – Financial Requirements	371
Tab 10 – Objections and Additions to Standard Terms and Conditions ...	385



Tab 1 – Letter of Transmittal

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

MCI Response:

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

October 13, 2005



Jerry A. Edgerton
Senior Vice President
Government Markets

1946 Old Gallows Road
Suite 400
Vienna, VA 22182
Telephone 703 343 6900
Fax 703 343 6902
jerry.edgerton@mci.com

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

Ref: MCI Response to Section 2 RFP # 2005-081-011 for Inmate Telephone Service

Dear Mrs. Baer:

MCI Communications Services, Inc. ("MCI"), on behalf of itself and its affiliates and successors, is pleased to submit the attached proposal response to the Commonwealth of Pennsylvania's Section 2 of RFP #2005-081-011 for Inmate Telephone Service.

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

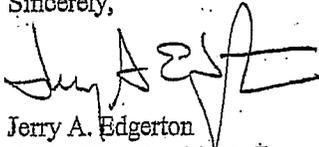
We believe the character of MCI can be seen in the three fundamental attributes that account for our success: hard work, perseverance, and most of all, listening to our customers. This dedication is reflected in the company's drive to offer innovative solutions in partnership with our customers. By submitting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

In selecting the MCI Team for the ITS solution, the Commonwealth of Pennsylvania will gain a proven workforce of highly qualified, MCI led professionals who understand the DOC mission and who possess demonstrated capabilities in creating and maintaining superior inmate calling systems.

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

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

Sincerely,


Jerry A. Edgerton
Senior Vice President, Government Markets



Tab 2 – Mandatory Requirements

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

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

MCI Response:

MCI has read understands and has complied.

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



**Part 3
Mandatory Requirements**

2.3-1. Mandatory Requirements:

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

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

MCI Response:

Yes No

- X 1. The Contractor has read and understands the terms and conditions of this RFP and the proposal is made in accordance with the requirements contained herein.

- X 2. The Contractor understands and acknowledges that all information provided by, and representations made by, the Contractor in its proposal are material and important and will be relied upon by Office of Administration in the evaluation of the proposals and award of the contract. Any misstatement shall be treated as fraudulent concealment from Commonwealth of Pennsylvania of the true facts relating to the submission of the proposal. A misrepresentation shall be punishable under Section 4904 of Title 18 P.C.S.A.

- X 3. The commissions in the Commission Section of this proposal have been arrived at independently and without consultation, communication, or agreement with any other competing Contractor.

- X 4. The commissions in the proposal have not been disclosed to any other firm or person who is a proposer or a potential proposer and they shall not be disclosed before the proposal receipt date and time.

- X 5. No attempt has been made or shall be made to induce any firm or person to refrain from submitting a proposal or to submit a proposal with lower commissions, or to submit any intentionally low or noncompetitive proposal or any other form of complementary proposal.



Yes No

- X 6. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from any firm or person to submit a complementary or other noncompetitive proposal.
- X 7. The Contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been found in conflict with or found liable for any act prohibited by State or Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding on any public contract, except as disclosed by the Contractor in its proposal.
- X 8. The Contractor acknowledges that if it is currently under suspension or debarment, its proposal may not be considered. In addition, if the Contractor enters into any subcontracts under the contract with subcontractor who are currently suspended or debarred by the Commonwealth or federal government or who become suspended or debarred by the Commonwealth or federal government during the term of the contract or any extensions or renewals thereof, the Commonwealth may, in its sole discretion, require the Contractor to terminate such subcontracts.
- X 9. The Contractor agrees that no costs for preparing any contract will be charged to the Commonwealth for the response to this RFP. (Part 2.1, 1-7)
- X 10. Do you agree that your signed proposal arrives at the Department of Correction's Central office Building, by the time, date, and at the location specified in the RFP cover letter, that it will be immediately disqualified? (Part 2.1, 1-10)
- X 11. Do you agree that your proposal will remain valid until a contract is fully executed by the Commonwealth? (Part 2.1, 1-11)
- X 12. Do you agree not to sell or use lists of pay telephone numbers, names, addresses, or other privileged information for any purpose, except as outlined in the RFP?
- X 13. Has the Commission Data been bound, SEALED, identified as "Commission Data" and kept separate from the Technical Portion and Disadvantaged Business Submittal Portion of your proposal? (Part 2.1, 1-24)



Yes No

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

Tab 3 – Management Summary

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

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

MCI Response:

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

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

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

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

Inmate Telephone Services

MCI understands and provides a solution to the Commonwealth for the furnishing, installing, and maintaining related telecommunications systems to provide inmate payphone services and to control inmate calling and recording systems from the Department of Corrections (DOC) State Correctional Institutions (SCI).

MCI understands and provides a solution to the Commonwealth to ensure highly reliable, high quality service on a collect calling and prepaid basis for use by the inmates of the SCIs and provides a state-of-the-art call control system and a state-of-the-art call monitoring and recording system be integrated into the inmate service.

In addition, MCI's proposal for inmate telephone services was created taking into account the Commonwealth of Pennsylvania's four (4) major inmate telephone service objectives:

1. To ensure the provision of high-quality service for the inmates at SCIs.
2. To set up a control system for inmate telephone calling services that provide detailed stationed message information and that reduce as much as practical illegal activity by inmates using the inmate telephone system.



3. To set up a system, integrated with the call control system, for monitoring and recording calls from the inmate telephones to ascertain illegal activity and to support the legal prosecution of perpetrating parties.
 4. To receive a competitive market-driven commission from inmate telephone calls while recognizing the Contractor costs of providing the inmate call control and monitoring/recording systems.
2. Present a summary of its proposal that includes an overview of the approach to completing the tasks identified in Part 5.

**MCI Response:**

MCI has read, understands and has provided below an overview of MCI's approach to completing the tasks as required by the Commonwealth for both public payphone and inmate telephone services.

MCI has more experience as a Prime Contractor providing ITS services to state department of corrections than any other company. Throughout MCI's sixteen plus years of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications.

MCI currently provides services to 16 state correctional programs. In aggregate, the total inmate population within these states exceeds 600,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 200,000 inmates, to the State of Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on MCI to provide reliable inmate calling services. MCI has drawn on our experience to design the technical and management solution for the Commonwealth of Pennsylvania.

MCI Pennsylvania Team

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the DOC Program. MCI, VAC and ShawnTech Communications, Inc. will install the call control, call processing, and call recording systems. ShawnTech along with dedicated MCI technicians will install and maintain the inmate phones, in addition to maintaining the call control, call processing, and call recording system. Furthermore, the fact that our team members enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

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

ShawnTech is one of the premiere state department of corrections ICS support companies today and is utilized by MCI in the majority of its state contracts. ShawnTech is the current provider of PIN administration in the Commonwealth's existing contract for ITS. MCI chose to employ ShawnTech for this very reason and expects that ShawnTech's experience as the existing provider will provide for a smooth transition to the new system and will ensure that the PA DOC will experience minimal changes in process and procedures.

Focus 100 Inmate Call Control and Investigative Features



The VAC Focus 100 call processing platform is a digital premise based centralized platform. This means that the ICS system equipment will be located at each facility processing offender calls. Specifically, each facility will have a VAC Focus 100 call processing system, administrative workstations to perform all Focus 100 system functions (e.g. investigative functions, reports, offender identification and PIN and allowed call list administration, etc.), along with a minimal amount of network equipment.

MCI feels that an on-premise solution like the Focus 100 vs. a centralized solution (whereby centralized off-premise equipment provides call control and stores calls recordings) is the most reliable and is less risky for Pennsylvania DOCS. With having a premised based solution there is no risk of a single failure point - that if problems exist with either the centralized system or the network feeding the centralized system location - the problem will affect the call processing capabilities of all the facilities under the centralized solution. Under a premise based solution, a problem that may exist with the call processing system or network at any given facility will affect only that facility and not all facilities.

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

Private Secure Network

MCI will establish and maintain a closed, secure, wide area network (WAN) to connect all of the DOC facility-based systems, user workstations, and the DOC Headquarters with a central database server located at VAC's headquarters in Plano, TX. The installation of the facility-based Focus 100 platform connected to a central database server via WAN offers significant improvements over the platform in use today.

Call Recording and Call Detail Record Storage/Redundancy

As calls are processed, a duplicate copy will be made and sent to the central database server. This process will be replicated at each DOC facility, effectively creating a redundant copy of all call detail records (CDRs) generated by DOC facilities. Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients.

Because all of the relevant information from each facility will be stored redundantly at the central database server and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all DOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the Commonwealth's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightning strike, disable the



system, we will install a replacement platform and populate it with the affected facility's data that is stored at the central server, and the recordings from either the onsite backup device or by downloading all recordings from the MCI offsite backup data warehouse.

Support Resources

MCI is offering the Commonwealth a fully staffed field support engineering team. Through MCI's subcontractor, ShawnTech, MCI will support the ICS remedial and preventative maintenance with five (5) field engineers located throughout the Commonwealth. In addition, MCI is offering the Commonwealth with the option of having six (6) administrative support staff if they are centralized within a single locations, or sixteen (16) administrative support staff for a decentralized (on-site at the facilities) solution.

Value Added Services

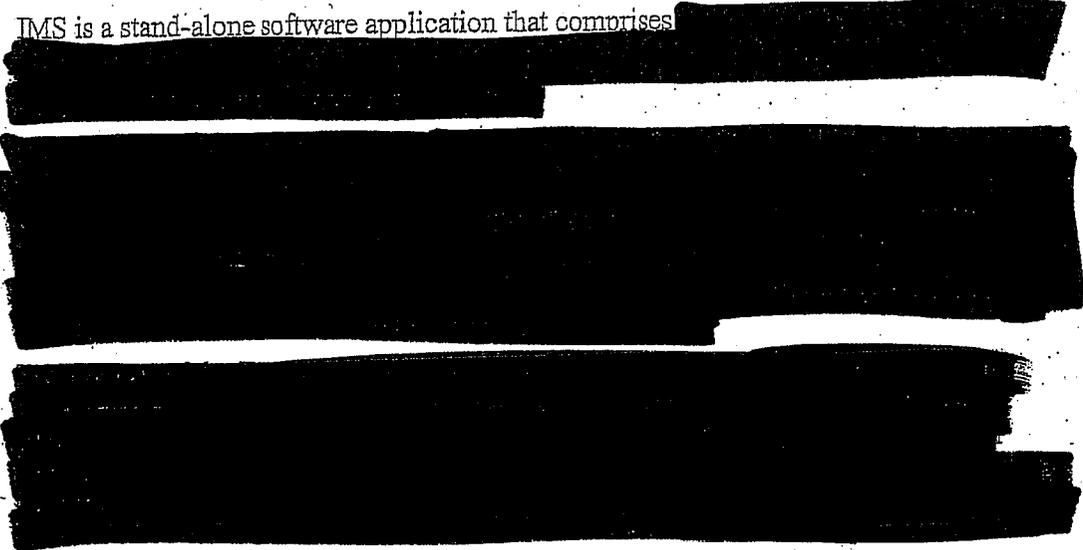
In addition to the above, MCI will offer the Commonwealth the following Value Added Services. These services will be provided at no cost to the Commonwealth.

- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

Investigative Management System

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by helping to identify gang members and monitoring their phone activities.

IMS is a stand-alone software application that comprises



MCI Customer WEB Site

MCI is offering to the Commonwealth, access to our secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

Site Monitor Tool

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

Snitch Line

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an

inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in a proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

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

MCI Response:

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

All required staff resources for MCI and its subcontractors are in support of MCI's proposal to the Commonwealth are in place today, except for the ShawnTech provided field service engineers, who will be hired by the date of the first installation of ICS services at a Commonwealth facility.

MCI currently supports sixteen (16) other state departments of corrections with back office and support staff that are already in place. No additional back office and support staff will be required to support the Commonwealth. Mr. Mike Spadoni, the MCI Technical Consultant, is currently supporting MCI and therefore is ready to begin supporting the Commonwealth upon contract award.

The Program administrator required by this RFP is already hired, as stated elsewhere in this proposal. As are the sixteen (16) administrative support staff provided by ShawnTech in support of the Commonwealth today. So regardless of the administrative support solution chosen by the Commonwealth, the administrative staff will be in place at contract signature.

MCI Response:

MCI has read, understands and has provided below an overview of MCI's approach to completing the tasks as required by the Commonwealth for both public payphone and inmate telephone services.

MCI has more experience as a Prime Contractor providing ITS services to state department of corrections than any other company. Throughout MCI's sixteen plus years of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications.

MCI currently provides services to 16 state correctional programs. In aggregate, the total inmate population within these states exceeds 600,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 200,000 inmates, to the State of Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on MCI to provide reliable inmate calling services. MCI has drawn on our experience to design the technical and management solution for the Commonwealth of Pennsylvania.

MCI Pennsylvania Team

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the DOC Program. MCI, VAC and ShawnTech Communications, Inc. will install the call control, call processing, and call recording systems. ShawnTech along with dedicated MCI technicians will install and maintain the inmate phones, in addition to maintaining the call control, call processing, and call recording system. Furthermore, the fact that our team members enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

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

ShawnTech is one of the premiere state department of corrections ICS support companies today and is utilized by MCI in the majority of its state contracts. ShawnTech is the current provider of PIN administration in the Commonwealth's existing contract for ITS. MCI chose to employ ShawnTech for this very reason and expects that ShawnTech's experience as the existing provider will provide for a smooth transition to the new system and will ensure that the PA DOC will experience minimal changes in process and procedures.

Focus 100 Inmate Call Control and Investigative Features

The VAC Focus 100 call processing platform is a digital premise based centralized platform. This means that the ICS system equipment will be located at each facility processing offender calls. Specifically, each facility will have a VAC Focus 100 call processing system, administrative workstations to perform all Focus 100 system functions (e.g. investigative functions, reports, offender identification and PIN and allowed call list administration, etc.), along with a minimal amount of network equipment.

MCI feels that an on-premise solution like the Focus 100 vs. a centralized solution (whereby centralized off-premise equipment provides call control and stores call recordings) is the most reliable and is less risky for Pennsylvania DOCS. With having a premised based solution there is no risk of a single failure point - that if problems exist with either the centralized system or the network feeding the centralized system location - the problem will affect the call processing capabilities of all the facilities under the centralized solution. Under a premise based solution, a problem that may exist with the call processing system or network at any given facility will affect only that facility and not all facilities.

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

Private Secure Network

MCI will establish and maintain a closed, secure, wide area network (WAN) to connect all of the DOC facility-based systems, user workstations, and the DOC Headquarters with a central database server located at VAC's headquarters in Plano, TX. The installation of the facility-based Focus 100 platform connected to a central database server via WAN offers significant improvements over the platform in use today.

Call Recording and Call Detail Record Storage/Redundancy

As calls are processed, a duplicate copy will be made and sent to the central database server. This process will be replicated at each DOC facility, effectively creating a redundant copy of all call detail records (CDRs) generated by DOC facilities. Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients.

Because all of the relevant information from each facility will be stored redundantly at the central database server and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all DOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the Commonwealth's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightning strike, disable the

system, we will install a replacement platform and populate it with the affected facility's data that is stored at the central server, and the recordings from either the onsite backup device or by downloading all recordings from the MCI offsite backup data warehouse.

Support Resources

MCI is offering the Commonwealth a fully staffed field support engineering team. Through MCI's subcontractor, ShawnTech, MCI will support the ICS remedial and preventative maintenance with five (5) field engineers located throughout the Commonwealth. In addition, MCI is offering the Commonwealth with the option of having six (6) administrative support staff if they are centralized within a single locations, or sixteen (16) administrative support staff for a decentralized (on-site at the facilities) solution.

Value Added Services

In addition to the above, MCI will offer the Commonwealth the following Value Added Services. These services will be provided at no cost to the Commonwealth.

- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

Investigative Management System

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by helping to identify gang members and monitoring their phone activities.

IMS is a stand-alone software application that comprises a Gang Reporting module and an Employee Reporting module. The modules run outside of the ICS, and each can run independently or concurrently with the other.

The purpose of the Gang Reporting module is to track the calling patterns of inmates who have known gang affiliations in order to identify other, previously unknown, gang members. The Commonwealth can use this module to compare the called party numbers (ANIs) of those inmates who have been previously identified as members of a gang with all other inmate calls. The results of this comparison will help the Commonwealth identify additional gang members and their gang affiliations.

The purpose of the Employee Reporting module is to track calls placed by inmates to numbers that are related to the Commonwealth employees working in the institutions. The system compares the inmate-dialed number to a list of Commonwealth-provided employee personal phone numbers (e.g., home, cell) to determine if inmates are speaking to institution Commonwealth employees outside of the institution's walls.

MCI Customer WEB Site

MCI is offering to the Commonwealth, access to our secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

Site Monitor Tool

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

MCI's Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI's Site Monitor are performed from MCI's development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI's DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

Snitch Line

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an

inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in a proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

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

MCI Response:

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

All required staff resources for MCI and its subcontractors are in support of MCI's proposal to the Commonwealth are in place today, except for the ShawnTech provided field service engineers, who will be hired by the date of the first installation of ICS services at a Commonwealth facility.

MCI currently supports sixteen (16) other state departments of corrections with back office and support staff that are already in place. No additional back office and support staff will be required to support the Commonwealth. Mr. Mike Spadoni, the MCI Technical Consultant, is currently supporting MCI and therefore is ready to begin supporting the Commonwealth upon contract award.

The Program administrator required by this RFP is already hired, as stated elsewhere in this proposal. As are the sixteen (16) administrative support staff provided by ShawnTech in support of the Commonwealth today. So regardless of the administrative support solution chosen by the Commonwealth, the administrative staff will be in place at contract signature.

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

MCI Response:

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

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

The following is a list of MCI's management-level positions providing oversight and corporate level administration of the proposed services. Each of these management-level positions have direct responsibility for the administration of performance of the resulting contract:

Mr. Steve Viefhaus

Director
Department of Corrections Line of Business
Phone: (636) 793-3457
E-Mail: steve.veifhaus@mci.com

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

Mr. Keith Eismann

Sr. Sales Manager
Department of Corrections Line of Business
Phone: (210) 484-3177
E-Mail: keith.r.eismann@mci.com

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



and management skills allows him the ability to effectively manage MCI's Department of Corrections Customer base.

Mr. Patrick Pline

Sr. Operations Manager, Eastern Region
Department of Corrections Line of Business
Phone: (518) 433-4019
E-Mail: patrick.pline@mci.com

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

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

MCI Response:

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

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

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

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

MCI Response:

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

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements. MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.

MCI has worked with most of the available subcontractors over the more than twenty-five (25) inmate telephone services contracts over MCI's sixteen (16) years in the industry. We have established a long term relationship with those that have MCI's commitment to service and customer satisfaction. MCI has gathered the best of these subcontractors to assemble MCI's service team that will support the Commonwealth. MCI knows how to provide inmate telephone services to a state – that is what we focus on and that is what we do best. We bring to the table in support of the Commonwealth those subcontractors that also know what it takes to meet state department of corrections requirements. Again, MCI is not using the Commonwealth as a testing board to see if we can provide quality service to multiple facilities over a long distance, tens of thousands of inmate, and hundreds of thousands called parties – we do this every day. So is the case also for Value Added Communications, Inc. (VAC), ShawnTech Communications, Inc., and Pacific Telemangement Services (PTS) for our payphone service offering. We have chosen these subcontractors to meet the Commonwealth's requirements for this reason.

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

MCI Response:

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

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements. MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.



First and foremost, MCI as the prime contractor and as part of its standard fully managed inmate telephone solution is the customer's single point of contact for any aspect of the inmate telephone service solution. The Commonwealth will not be required to contact any of our subcontractors directly.

There will be a single toll free number for the Commonwealth's trouble reporting to the MCI. This trouble/help desk is not subcontracted out and is staffed by MCI employees. The MCI DOC Help Desk has worked with these subcontractors to support other department of corrections MCI customers; they know our subcontractors escalations and process. As stated throughout this section, there is no learning curve between MCI and its subcontractors. Processes and procedures are in place and have been tested over time.

Second, MCI MCI's Technical Consultant and Regional Manager have contact and escalation information for each subcontractor. MCI and its subcontractors have worked successfully with each other in the past, and MCI will escalate quickly and with resolve if contractually committed to timeframes are in jeopardy of being exceeded.

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

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



MCI Response:

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

MCI has a long term relationship with each of the subcontractors it is proposing to utilize to meet the Commonwealths requirements.

MCI and its inmate call processing equipment provider Value Added Communications, Inc. have a relationship in the inmate calling industry for over eight (8) years. MCI and its preventative and remedial maintenance, and PIN/Debit/System administrative support provider ShawnTech Communications, Inc. have a relationship in the inmate calling industry for over eleven (11) years. And MCI and its public payphone provider have a relationship in the public payphone support industry spanning more than twelve (12) years.

In short, MCI and the subcontractors proposed have worked as a team supporting customers for an extensive period of time. There is no learning curve as to how each of our subcontractors work and their knowledge of MCI workings. The MCI fully managed service will not be a test bed for a new subcontractor, but the continuation of existing teamwork and relationships between staff and management that has resulted in successfully customer service and satisfaction for many previous years and for years in the future.

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

MCI Response:

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

MCI's Department of Corrections Line of Business currently supports sixteen (16) state departments of corrections, providing a fully managed inmate telephone system and service. All of the sixteen (16) contracts in support of the fully managed inmate telephone services include the management of at least one (1) and up to four (4) subcontractors. Under MCI's fully managed inmate telephone service standard offering, these subcontractors usually provide MCI:

- Inmate call processing equipment, workstations, associated inmate telephone services and investigative software and upgrades, and 2nd level call processing equipment support;
- Preventative and remedial maintenance of call processing equipment, workstations, inmate telephones, and other inmate telephone system components;
- PIN/Debit/ and system administration support staff; and
- Preventative and remedial maintenance, coin collection, and polling of public payphones, as may be necessary to meet the RFP requirements.

As always, MCI as the prime contractor and as part of its standard fully managed inmate telephone solution is the customer's single point of contact for any aspect of the inmate telephone service solution.

The Commonwealth should note that MCI is one of the only inmate telephone services contractors that carries all calling traffic over its own network. In addition and unlike most inmate services contractors, MCI does not subcontract its trouble ticket help desk nor its called party customer service center.

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



MCI Response:

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

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

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

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

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