blocking will be configured as part of the VAC manufacturing process prior to installation. Additional blocking can be managed on-site using the administrative workstation or via remote communications.

The system is pre-programmed to automatically block all incoming calls and inmate outgoing calls to certain numbers, including the following:

- Specific NPA's, such as 411, 800, 888, 877, 866, 855, 550, 555, 700, 900, 972, 976, etc.
- 911 and other emergency service numbers
- Telephone numbers for other correctional institutions and inmate telephones at the same or other LazerPhone sites
- Any number requested by the facility
- Alternate long distance carriers, via 950, toll free, 10XXX, or other means
- International calls (unless allowed by the facility)

i. All inmate lines shall be blocked from sending "Caller ID" information.

MCI Response:

MCI has read, understands and will comply.

Caller ID will be suppressed on all lines that service the inmate telephones. When MCI orders the phone lines, the caller ID will be suppressed and prevented from being displayed to the Called parties, thus they will not have the capability to identify the number from which the inmate's call originated.

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

MCI Response:

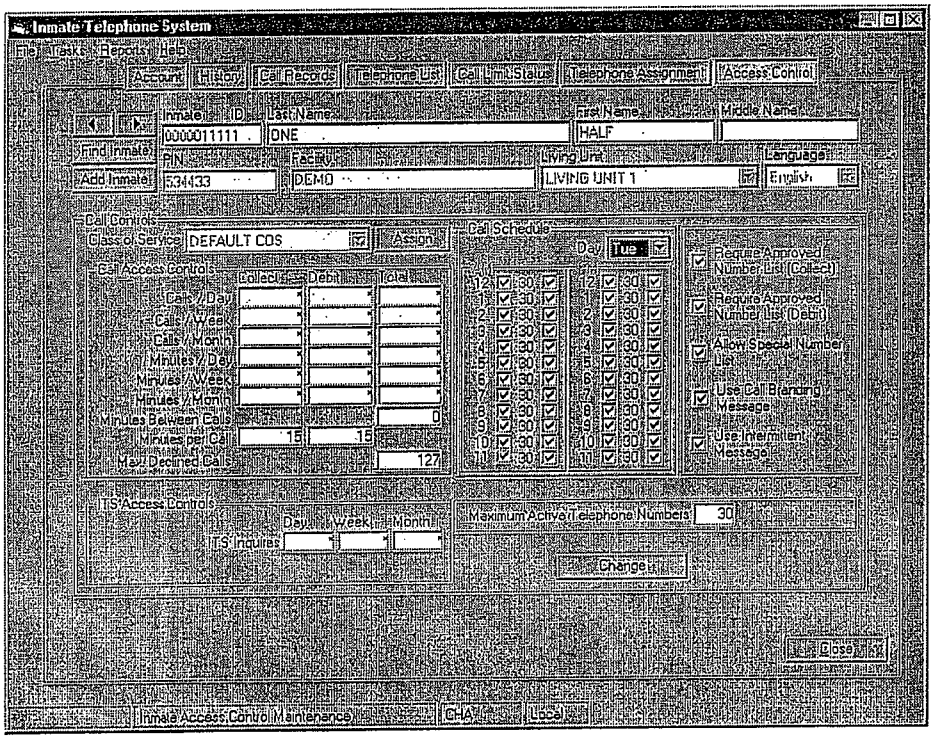
MCI has read, understands and will comply.

The Focus 100 ICS provides several different methods to shutdown individual telephones, a group of phones, or the total inmate telephone system. Each method is described below.

MCI will install manual cut off switches for each of the facility's logical groups of phones. Manual switches are placed at locations specified by facility administrators allowing correctional officers or authorized administrative staff the ability to selectively disable a single phone, bank of phones or all phones within the institution.

Single phones, groups of phones, or all inmate telephones can be turned off using menu options at the system workstation. PIN access within an entire facility and / or within a particular housing unit may be locally disabled, or may be remotely disabled with the proper password access.

Also using the provided Workstation, the Commonwealth will have complete flexibility to establish inmate calling parameters by day of week and hour as seen below. In addition, general operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. The DOC may also choose to control a group of phones' calling hours, such as the infirmary. Holiday schedules may also be established in order to offer alternate calling on these defined days. Once these schedules are established, access to calling by the inmates is automatically controlled by the system, with no administrative intervention required.



Access Control

k. Telephone station equipment shall be powered by the telephone line and require no additional power source.

MCI Response:

MCI has read, understands and will comply.

The phone instruments utilize line power and require no additional power source. All telephone stations are UL approved, and complies with the applicable NEC requirements.

l. The system shall, by function, be completely integrated with the call monitoring and recording equipment designed to monitor and record individual inmate calls. The system shall alert the monitoring station operator that a preprogrammed Personal Identification Number (PIN) is placing a call or that a PIN has dialed a preprogrammed terminating telephone number in the system. In addition, certain preprogrammed PIN calls shall alert one or more of the Headquarters Security and Professional Responsibility Offices. It is the responsibility of the Contractor to ascertain that Systems B and C are appropriately integrated and that the clocking between Systems B and C is synchronized.

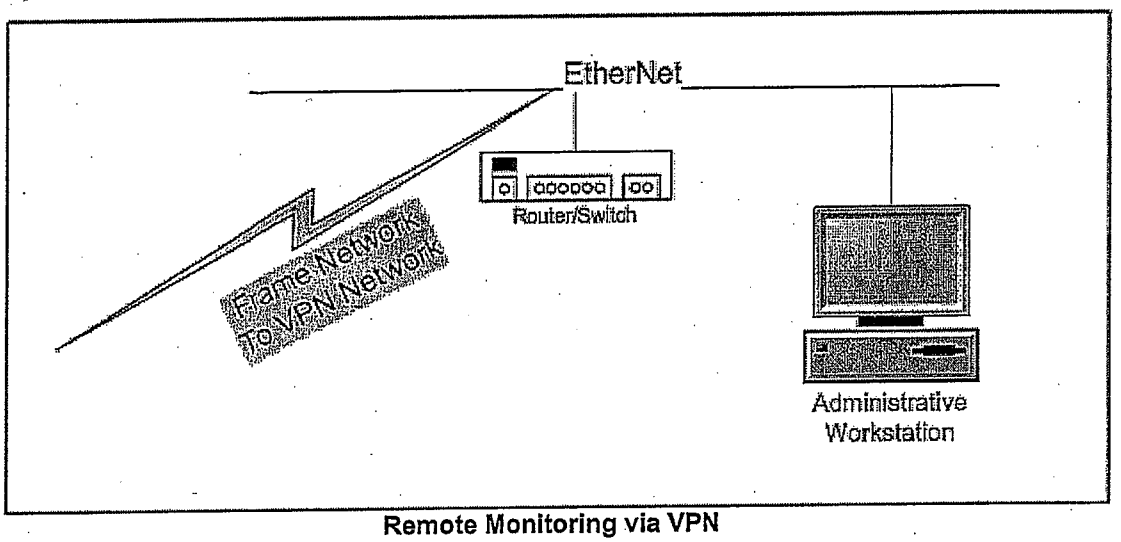
MCI Response:

MCI has read, understands and will comply.

Integrated Audio Recording and Monitoring: The Focus 100 system provides digital, real-time monitoring and call recording as its standard with the integration of both digital audio recording and live monitoring capabilities. On-line call recording storage capacity can be configured for any number of years as required by the RFP. Additionally, additionally hard drive space can be added at anytime to accommodate the necessity to add additional years of online storage or recordings. Audio monitoring of live conversations or recordings can be accomplished by local or remote (WAN or LAN) access.

The VPN / WAN network and Frame Relay capabilities that MCI is offering, will allow remote or local users to access the entire network and any facility within that network as though they were physically attached to that ITS server at the facility.

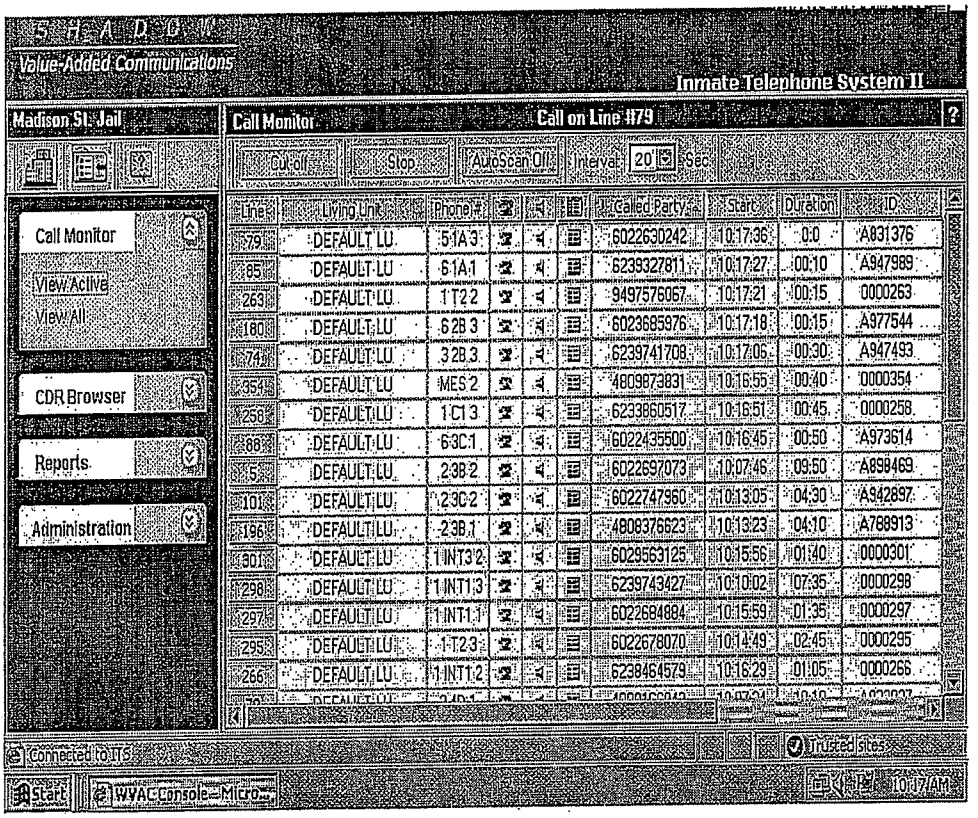
Remote monitoring is performed just like any other monitoring at a facility whether in progress live calls or playing back a recorded call. Simply select the call to listen to, and with the click of a button, you are monitoring that call with the highest digital quality available.



Remote Monitoring via VPN

Monitoring occurs via the investigative workstation using built-in speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring is undetectable by the calling or the called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress.

A great feature which many other vendors do not currently provide is the ability for an investigator to scan all active conversations in a rotating sequence, with the option of stopping on any call that requires further attention. This feature of AutoScan can be set at a desirable scanning interval of seconds as shown in the screen snapshot below. In other words, the investigator can have the system play the first conversation listed on the screen below over the speakers for set time period (e.g. 15 seconds). After that period of time is over, the system will automatically move to the next call listed and play that conversation for the same period of time. This will continue until scanning is shut off. The advantage of this feature is that an investigator can perform other tasks while listening to portions of calls. If during this scanning the investigator determines based on the conversation that they would like to continue to listen to a specific call the scanning feature can be disabled with a click.



Call Monitor in Progress

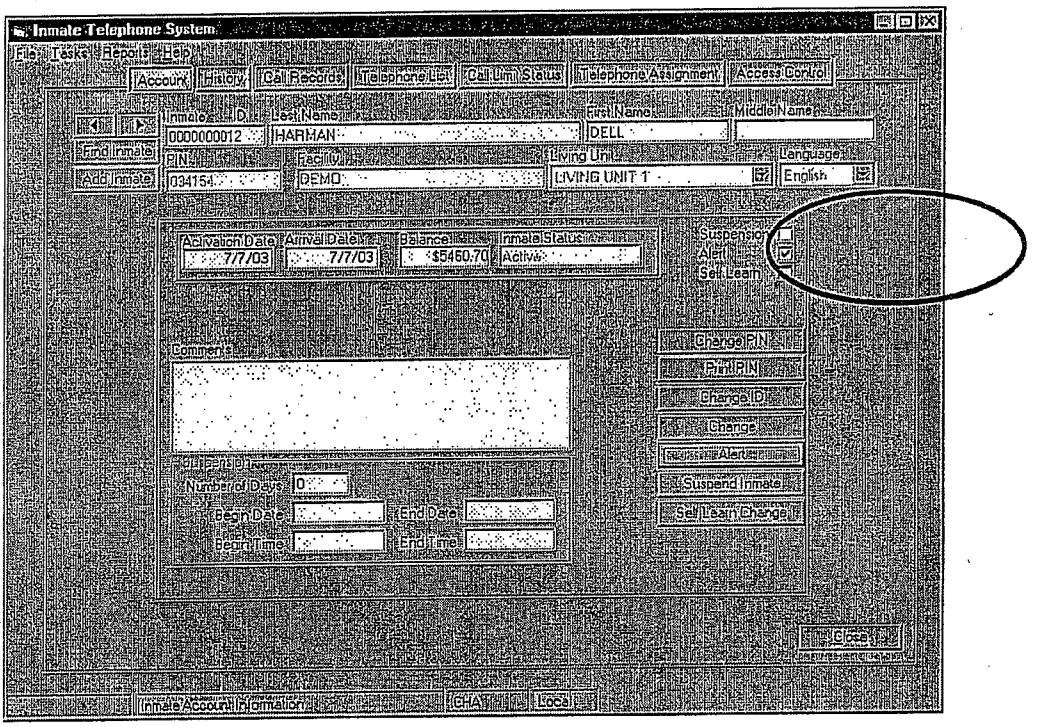
The Focus 100 has two methods of alerting DOC personnel to calls from "hot numbers". Authorized users of different access levels may establish alert call settings based on inmate PIN, inmate phone, or called number, as depicted below.

The Focus 100 system allows the setting of alerts on an inmate's phone activity either based on the inmate PIN, or on the called number, or on a combination of both the inmate specific PIN and the called number. When an alerted call occurs, the call is displayed on the workstation of the facility staff member that is monitoring such calls.

The SNITCH feature also has the option to call an Investigator's phone number to announce an alert. This feature can be activated at the Commonwealth's discretion. The alert notification system announces to the Investigator that an alert event has occurred and requires him to enter a Personal Identification Number (PIN) as security to ensure the correct person has answered the phone. Once the PIN is entered and verified, the system provides instructions to the Investigator that allows him to identify the inmate(s) of the triggered alert and procedures to retrieve and play the recorded conversation of the alerted call. Once the user has listened to the recording, an option is given to acknowledge the recording. If the recording is acknowledged, the system will no longer attempt to contact the user for that specific alert event. The system only attempts to deliver notifications during specified time of day ranges as defined for each individual.

The alert is logged on the CDR record for the call of interest for subsequent playback, appending of notes and copying to a CD, if desired.

In addition, the system contains the Alert Notification Report, which provides details for all calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the designated report period.



SNITCH will allow each "hot number" to be associated with a notification telephone number and alternate number. When the "hot number" is called, the system then prompts a call to the telephone or pager number previously designated by the investigator. This number can be any designated telephone (cell or any other number) or pager number. In the event that the initial call is not answered, a second number can be designated as a back-up number to alert investigators of the targeted call. As mentioned, the primary and secondary numbers can be to any telephone number, be it office, residence, cellular, or pager.

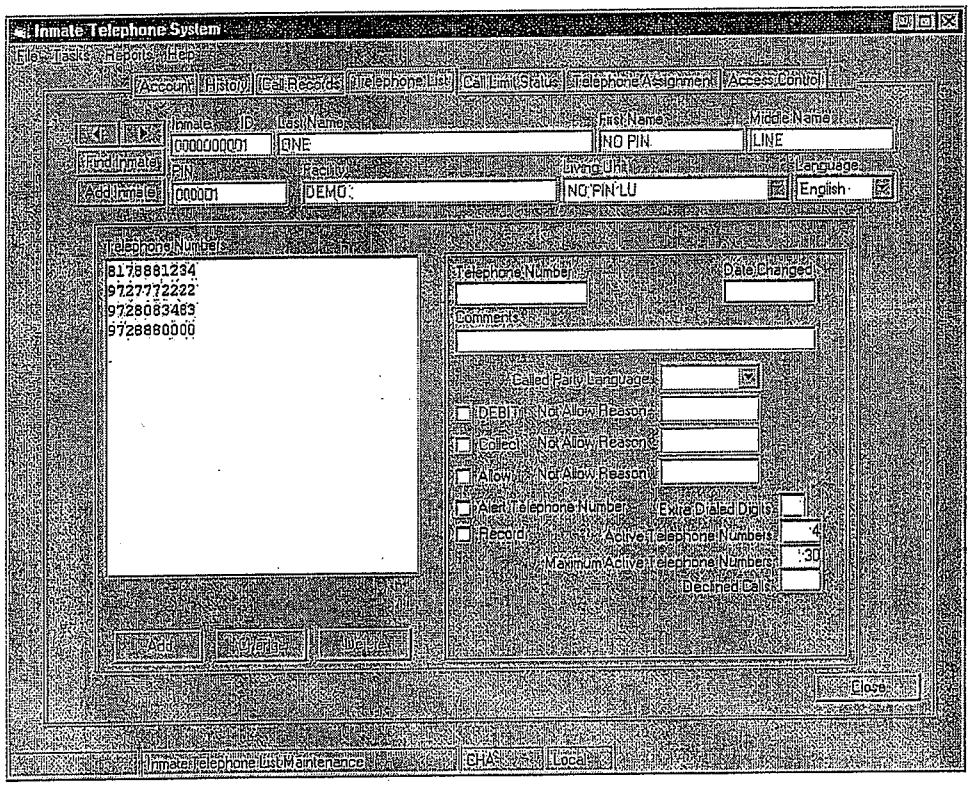
m. The system shall be restricted to use in association with authorized Personal Identification Numbers (PIN) assigned to each inmate. Individual PIN lists shall have up to 25 telephone numbers for outbound purposes, i.e.: 20 inmate selected non-attorney numbers, three (3) for attorney numbers and two (2) common numbers for administrative purposes. Calls to attorney telephone numbers shall not be monitored or recorded. The Contractor shall be responsible for PIN administration.

MCI Response:

MCI has read, understands and will comply.

As required, the MCI solution, Focus 100 will utilize an authorization code (PIN) to identify each inmate utilizing the inmate telephones. Each inmate account will have a defined list of allowed numbers ("calling list") which they are permitted to call. The size of this list can be defined by the Commonwealth. In addition, the Focus 100 ITS, unlike other vendors allows the customer to specify a "global" list of allowed numbers which are accessible by all inmates. These numbers do not impact the inmate-specific calling list. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the globally allowed calling list.

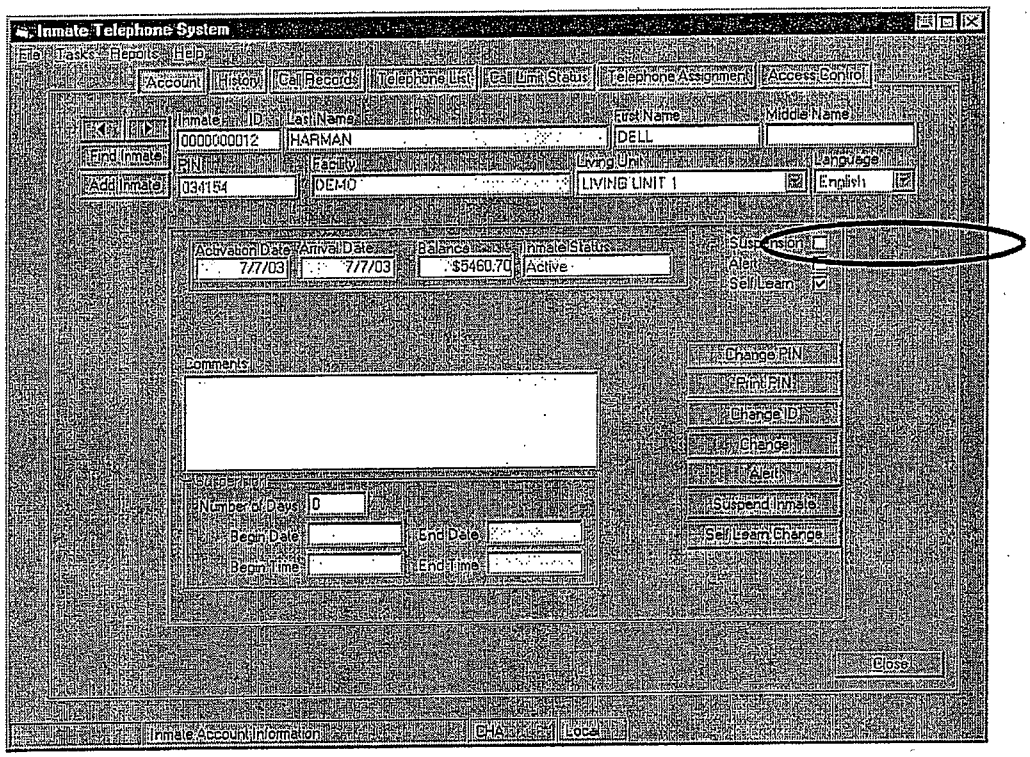
As the screen below demonstrates, each number listed on the inmate's calling list can have a variety of parameters associated. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.



Another great feature is the Inmate Phone List Self-Learn Feature which allows the inmate to place calls until his phone list contains the maximum allowed telephone numbers. This is a great way to reduce the number of hours a PIN Administrator would be required to enter numbers on an inmate's allow list.

Telephone numbers that are not routed, such as blocked or misdialed numbers, will not be added to the inmate's list. When the inmate phone list reaches the maximum allowed telephone numbers then the inmate will only be able to call the numbers on his list. For a new number to be added one of the existing numbers will have to be deleted.

Inmate Phone List Self-Learn mode is activated when the "Self Learn" option is selected in the Inmate Account window and the phone is also selected as "Self Learn" in the Telephone Location Maintenance window. If either the inmate or the phone does not have Self Learn selected then the phone list will not be updated when the inmate places calls.



MCI will be responsible for all PIN administration and can work with the facilities or DOC to ensure that the proper method of ADDS / CHANGES / DELETIONS to the allowed list are taken care of in the timeframe requested.

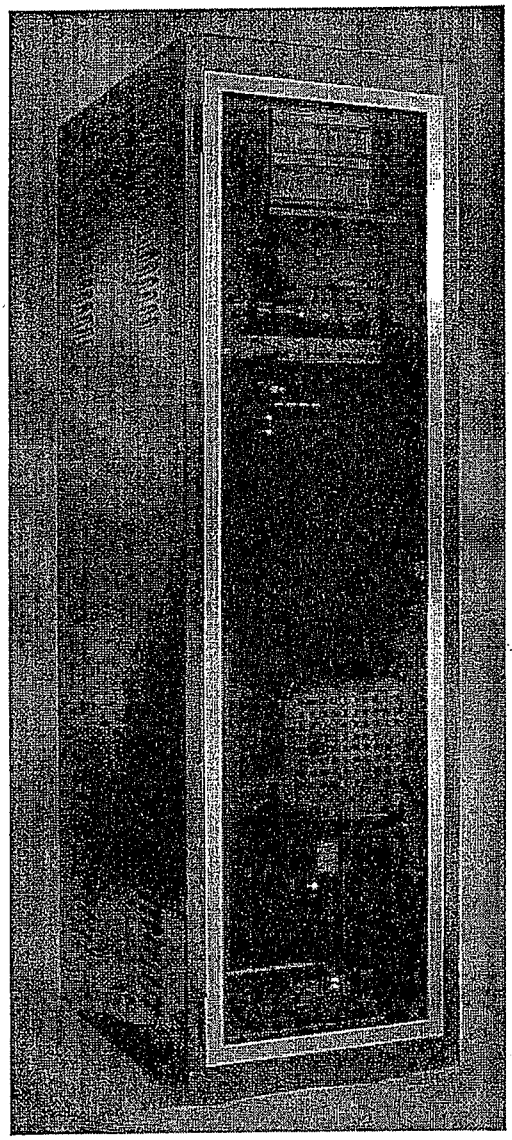
The Shadow Digital full channel recording which is integrated into the Focus 100 ICS, provides for digital full-time recording. Shadow is an advanced surveillance technology that records each and every call to meet the most demanding investigative requirements.

- Attorney Privilege feature prevents recording and monitoring of protected calls

n. Call Control System: The system shall have a central processor, one or more terminals/PC at the DOC Headquarters Security Office, the DOC Headquarters Office of Professional Responsibility, and location processors or system control devices at the SCI's. (Refer to Part 1, Paragraph 1.1-34, Definitions, for explanation of "central" and "location" processors). The terminals at Security, Professional Responsibility shall have on-line, real time access to the database in each SCI location. The DOC staff investigate matters at all DOC-SCIs.

MCI Response:

MCI has read, understands and will comply.



To meet and exceed Pennsylvania DOC standards, MCI and VAC will install a state-of-the-art fully automated Focus 100 inmate call management system at no cost to DOC. The Focus 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system.

The Focus 100 is a site-based, self-contained centralized processor, inmate call processing and data management switch which will be deployed at each of DOC project sites as part of a WAN-based client-server architecture. The Focus 100 system features digital voice network interface, digital audio recording, digital call monitoring, and fully scalable CDR and audio storage capacity. The Focus 100 system is engineered with the highest level of call processing accuracy and incorporated an extensive array of call management features and robust investigative tools which are presented in this proposal.

Call Processing Software: VAC will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the Commonwealth. This CPU based system is based on proven telephony technology, designed specifically to operate with the highest degree of reliability in the challenging environment of a correctional setting. VAC developed the proposed system on a foundation of accurate, reliable call processing – followed by the integration of an extensive array of call management features and investigative tools unparalleled in this industry. The Focus 100 system incorporates both PIN and non-PIN inmate access capability together with a full range of payment options including collect and prepaid/debit. User interaction is through a Windows-based Graphic User Interface and is easy for DOC staff to

understand, learn and use.

Processing Capability: The Focus 100 system has self-contained integrated processing capability in the form of premium quality industry-standard scalable servers.

Operating System: The Focus 100 system operating system is Windows 2000.

Integrated Audio Recording and Monitoring: The Focus 100 system provides digital, real-time monitoring and call recording as its standard. On-line call recording storage capacity is for one (1) year as required by this RFP. Audio monitoring of live conversations or recordings can be accomplished by local or remote (WAN or LAN) access.

Diagnostics: The Focus 100 system provides full support for both remote WAN-based and local diagnostics covering all on-board hardware and software applications.

The Focus 100 system contains only the most current industry-standard, premium hardware and software components. The software components that are used are the most current versions available from Microsoft including MS SQL 2000, 2003 Server, Windows 2000 and XP workstation. The system also incorporates the latest hardware products offered by Dell, Intel, and Hewlett Packard, Minuteman, Cisco, and telephony processing products by Global Call Technology (formerly Dialogic Corp.).

The Focus 100 system and associated administrative workstation will be installed on a Local Area Network and will permit access to administrative and investigative

capabilities (query, display or print) based on the user's security level. The workstation consists of a Windows 2000 PC platform, keyboard, and mouse, along with a 17" color monitor and printer. The system and its components operate utilizing proprietary software, which has been specifically designed for use in the corrections marketplace.

Remote access for system monitoring of recordings, review of call detail, Remote printing, and all Feature / Functionality of the Focus 100 web application can be easily accomplished through the Commonwealth's WAN, an MCI provided VPN (Virtual Private Network) network, at the remote location as shown in the diagram below.