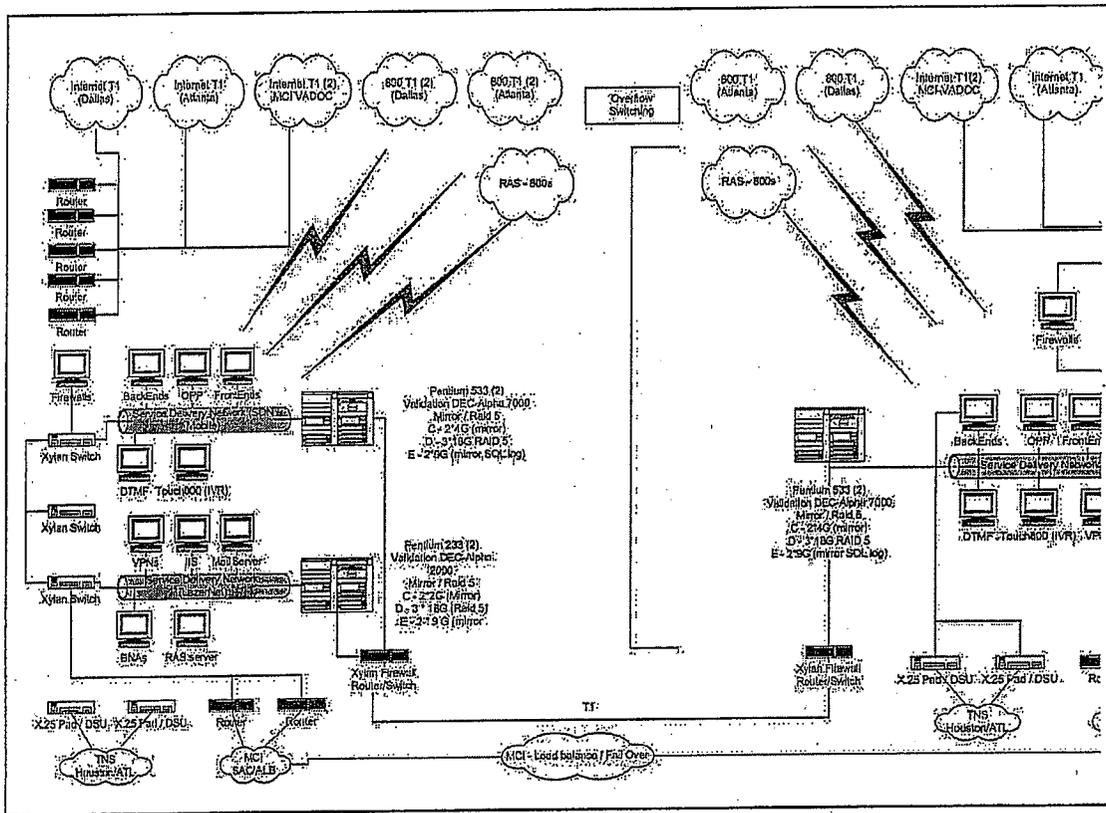


### MCI's Virtual Private Network (VPN) Statewide

All investigative capabilities including searches (known as Ad Hoc queries) for Call Detail Records and their corresponding recordings will be accessible to authorized personnel with the proper security levels. Searches may be initiated by PIN, called number, and/or date and time. The process is quick and simple and the call recordings are available for playback immediately upon completion of the inmate's call through a simple click. While listening, the investigator may add notes to the call recording file. The investigator may even select a specific portion of the recorded conversation to save as a separate file and add notes related to his/her findings. Provided there is a CD burner at the remote location, this designated section can be archived on a CD for evidentiary use. 3-DES encryption may be used for exported calls to provide the highest level of security. These capabilities are accomplished with just a few clicks of a mouse.

Monitoring of live inmate calls in progress may also be accomplished through the Commonwealth's WAN, an MCI provided VPN network at the remote location. Calls in progress can be displayed and the investigator can select the conversation that he chooses to monitor.



**Redundant Validation / VPN Network**

MCI provides all necessary hardware and software to provide the remote processing capabilities. The individual security levels built into the application prevent those unwanted users in accessing information from all of the DOC facilities without the proper security level.

With the proper security level, the workstation user has the ability to query every site within the DOC that rides on the MCI VPN. Searches and queries may be selected for single, multiple, or all facilities.

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

Inmate number – Sale date Receipt number, sale amount, institution code, and commissary system transaction id of the sales.

SpPostDSIT rans 'AB1234', "20030822', o'12342', 0000002500, 'CAM', 123454678990.

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

#### **MCI Response:**

MCI has read, understands and will comply.

For Inmate Paid PrePaid via the Commissary such that exists today in the Commonwealth, MCI will provide a system whereby the Inmate may deposit funds into a separate account for telephone use. The Focus 100 System will prompt the Inmate during the call set-up process asking if he/she would like to make a Collect or Prepaid call. If Prepaid is selected, MCI will ping the Inmates PrePaid account to ensure that enough funds are available to complete a one (1) minute call.

For management of the PrePaid account balances, MCI will utilize MCI's Automated Inmate Data Exchange Program NCC as described below. This program will process the Commonwealth's daily feed and update Inmate balances automatically.

#### **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. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. 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.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINS. The data exchange would be handled by NCC through the use of an FTP server, as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily bases, or at other predetermined intervals.

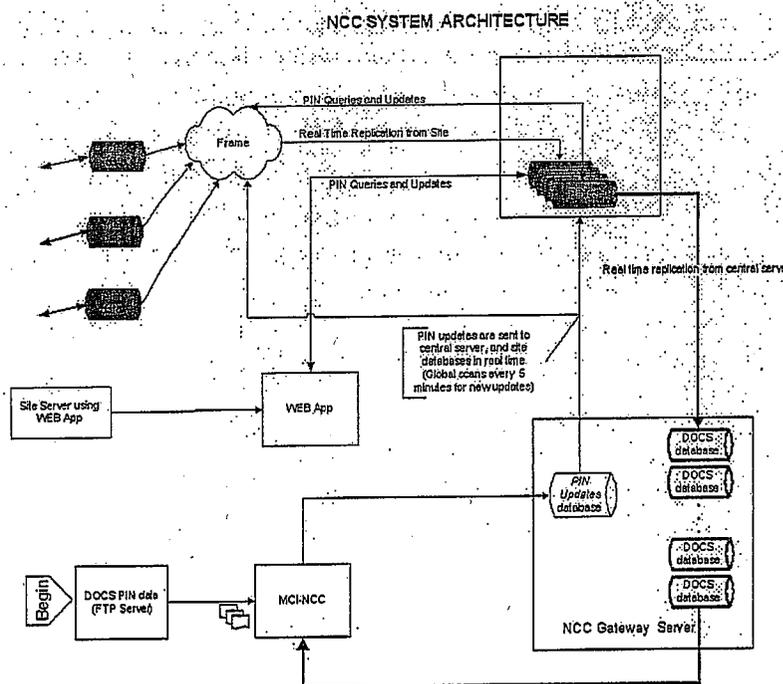
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- DOC uploads PIN data files to the FTP server.
- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.

- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.
- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.
- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.



**Network Control Center Architecture**

**PIN Update Database**

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the tblPinChanges and tblAllowListChanges. They are shown below with their sizes and MS SQL data types.

tblPinChanges	tblAllowListChanges
[InmateID, nvarchar(15)]	[InmateID, nvarchar(15)]
[PIN, nvarchar(10)]	[ContractID, nvarchar(4)]
[ContractID, nvarchar(4)]	[PhoneNumber, nvarchar(16)]
[FirstName, nvarchar(20)]	[HearingImpaired, bit]
[LastName, nvarchar(20)]	[TimeAdded, datetime]
[SubID, nvarchar(10)]	[TimeUpdated, datetime]
[Active, bit]	[AllowRecording, bit]
[SelfLearn, bit]	[Operation, nvarchar(1)]
[SelfLearnStartDate, datetime]	
[SelfLearnDuration, int]	
[Alias, nvarchar(20)]	
[Location, nvarchar(10)]	
[maxCallLength, int]	
[callListType, nvarchar(1)]	
[TimeAdded, datetime]	
[TimeUpdated, datetime]	
[HearingImpaired, bit]	
[Operation, nvarchar(1)]	

**PIN Database Table**

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

**PIN Updates**

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

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

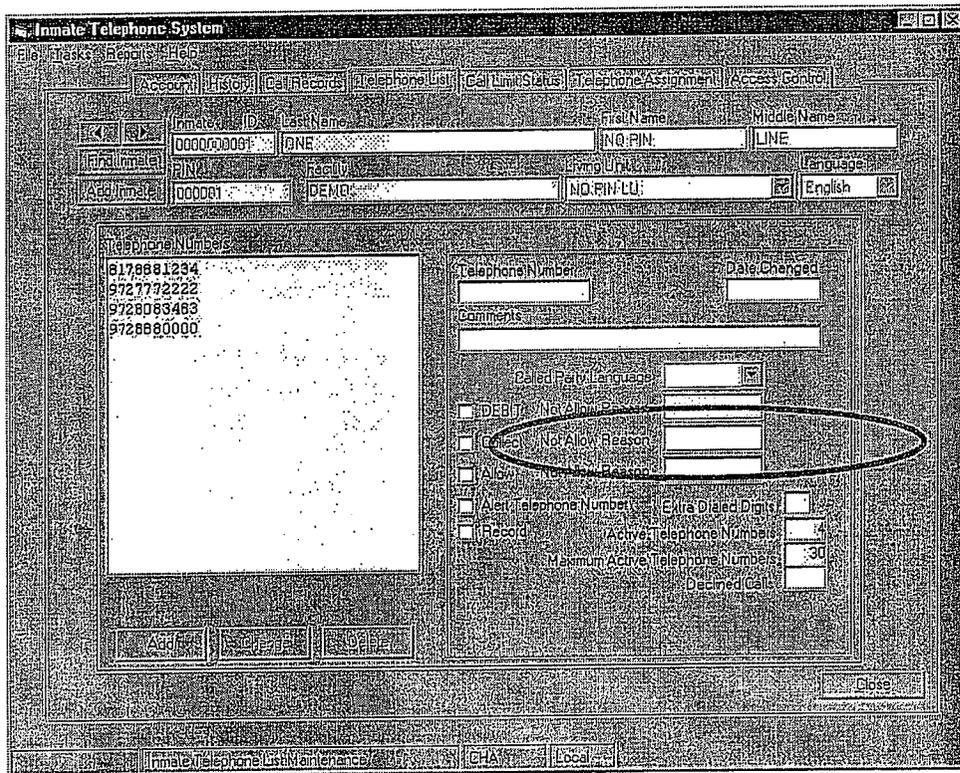
**MCI Response:**

MCI has read, understands and will comply.

As required, the MCI solution, Focus 100 will utilize an authorization code to identify each inmate utilizing the inmate telephones. Each inmate account will have a defined or restricted 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.

In addition to an Allowed List, there can also be a BLOCK LIST of numbers that they are prevented from calling. This Block List can either be by inmate or Facility wide.

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 all allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number.



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

**MCI Response:**

MCI has read, understands and has provided below a complete description of its proposed PrePaid service program.

MCI's proposed Inmate PrePaid system is an integrated function of the proposed Focus 100 ITS. The only requirement of the Inmate PrePaid system is that users of the system have an assigned PIN number in order to purchase PrePaid system call time, and use the purchased time to place Inmate PrePaid calls.

The Inmate PrePaid system allows Inmates to purchase PrePaid phone time through the commissary/canteen system at each facility in increments as determined by the PA DOC.

MCI will work with either the commissary/canteen system vendor or the PA DOC to receive an accurate and complete nightly feed of all Inmate PrePaid system purchases made via the commissary/canteen system. MCI recommends the use of MCI's NCC program as described throughout this RFP response to facilitate this task.

Upon receipt of the nightly Inmate PrePaid system feed, MCI will format accordingly and send the feed to VAC for processing into the FOCUS 100 system and apply the purchased Inmate PrePaid amounts to the applicable Inmate PrePaid account. Processing of the Inmate PrePaid system feed and application of the amount purchased to each applicable Inmate PrePaid account usually will occur within 24 hours of the receipt of an accurate and complete feed.

Upon applying the funds to the Inmate PrePaid accounts, the Commonwealth can run a report that will provide the details of all accounts that were funded and, although rare, any transactions that erred out, such as duplicate transactions or funding of an inactive inmate account.

Once funds purchased are correctly applied to each offenders Inmate PrePaid account, offenders can use the Inmate PrePaid system to call any number that the offender is allowed to by the facility and/or the PA DOC up to the amount within their FOCUS 100 Inmate PrePaid system account. Note that offenders can purchase additional time through the commissary/canteen at any time they are able, however the purchase amount will not be applied to the offenders Inmate PrePaid account until the nightly feed is processed through the FOCUS 100 system.

MCI uses applicable set-up charges and per minute charges. The total cost of the call will be decremented from the offender's account at the conclusion of each call (i.e. the offender Inmate PrePaid account balance will be accurate after each call). This assures that the offender does not complete calls that will result in charges exceeding their Inmate PrePaid account balance, and assures that funds necessary for payment of the calls has been collected from each offender by PA DOC. The offender has the option to confirm his/her Inmate PrePaid account balance prior to each call.

MCI requires that all Inmate PrePaid system funds used by offenders to purchase Inmate PrePaid system phone time be collected from each offender trust accounts by the PA DOC and placed in an offender Inmate PrePaid purchase account managed by the PA DOC. This is usually a result of an automated process between the customer's commissary/canteen system and the system that manages the offenders trust account. MCI is willing to share the process of its existing customers with the PA DOC - to assure the transfer of the funds from the individual offender trust account into the Inmate PrePaid purchase account is accurate.

At the end of each usage month, MCI will provide the PA DOC with an invoice for set-up fee and per minute fee on the completed calls placed by offenders during the month and the necessary call detail support the invoice.

MCI provides the following process document to assist the PA DOC in understanding the processes required for the MCI Inmate PrePaid calling system to be a success.

### **Interfaces**

MCI recommends to use of its NCC process as described within this RFP response to facilitate the process of setting up inmate accounts and transferring funds to PrePaid accounts into the FOCUS 100 System. MCI will work with the Commonwealth to confirm this linkage and make the Inmate PrePaid system available and to accept such canteen data feeds on a daily basis to ensure offender's accounts are immediately available for calling use. If additional development is required to finalize the canteen feed, MCI will work with the Commonwealth at no charge.

### **Transferring Funds to the Telephone Account**

- Inmate goes to commissary/canteen system to ask to purchase phone time.
- Phone Time usage can be purchased in increments determined by the PA DOC
- The Inmate is informed that the total of the call cost will be decremented from his/her Inmate PrePaid account balance after each call is completed.
- The PA DOC decrements the Inmate's Commonwealth fund account by the \$10, \$20, or \$50 amount depending on the amount purchased by the Inmate and increments the PA DOC managed offender Inmate PrePaid purchase account.
- Once the commissary/canteen Inmate PrePaid purchase feed is formatted by MCI and loaded into the FOCUS 100 System. The feed will be processed on a nightly basis and therefore, reports will be available to the PA DOC the following morning and the funds available for offender use from his Inmate PrePaid account.

### **Placing a Inmate PrePaid Call:**

- The offender picks up the phone.
- The system instructs the offender to "Press 1 for Inmate PrePaid, or 2 for collect."
- Offender presses '1'.

- Offender dials his destination number and his/her pin number.
- The FOCUS 100 validates the call against MCI's Call Validation Gateway (CVG). The CVG will give the FOCUS 100 system the 1<sup>st</sup> minute rate and the additional minute rate for this Inmate PrePaid call. The 1<sup>st</sup> minute rate will include the set-up fee and the 1<sup>st</sup> minute. Each additional minute of the Inmate PrePaid call will incur the applicable additional minute rate.
- Continue with the rest of the call.
- After each Inmate PrePaid call is completed, the FOCUS 100 system calculates the total cost of the Inmate PrePaid call and places the cost on the call detail record. This cost will include any set-up fee plus per minute charges. This total cost of the call is decremented from the offender's balance in the FOCUS 100 system.

### **MCI's Monthly Invoicing to the PA DOC for Inmate PrePaid Calls Completed**

At the end of the usage month, the following will occur in order to produce the invoice to the PA DOC for Inmate PrePaid calls completed by the offenders.

- As each Inmate PrePaid call is completed, the FOCUS 100 system calculates the cost of the call and places the cost on the call detail record. This cost was any set-up fee plus per minute charges.
- At the end of each month, MCI will produce and send to the PA DOC an Inmate PrePaid Call report and an invoice based on the Inmate PrePaid Call report. The invoice and report will be for the Inmate PrePaid calls completed. PA DOC will then generate payment of the full invoice to MCI from the PA DOC managed Inmate PrePaid purchase account.

### **Refunds and Credits**

Refunds will only be given to offenders when they are being released or upon determination by the PA DOC. Refunds paid upon release will be provide via the PrePaid Card Process as required by the Commonwealth via DOC Policy number DC-ADM 818-1, date of issue August 19, 2004 with effective date September 19, 2004.

Credits will only be given to offenders when the FOCUS 100 system has been verified as the cause for an interruption in the call or the fault of MCI. MCI recommends the following process for offenders to apply for an Inmate PrePaid system credit:

- The offender will fill out a kite that has the offender's name, the PA DOC ID number and PIN, Date of Disconnect, Time of Disconnect, and a short description of what happened.
- The Offender will send the kite to the PA DOC using the normal PA DOC processes.
- PA DOC will review the kite and if appropriate will send it to the PIN Administrator who will listen to the call to verify the offender's claim and to try to determine a cause of disconnect.

- If MCI determines that the cause of disconnect was the offender or the called party, then a credit will be denied.
- If MCI determines that the FOCUS 100 system caused the disconnect for any reason then the call set-up surcharge for that call will be credited back to the offender only if the call was re-established immediately.
- If the offender did not have sufficient funds to re-establish the call then the call set-up surcharge will be credited. MCI will not process credits for minutes used during the completed Inmate PrePaid call.
- The PIN Administrator will tape kite to an MCI response form that will indicate the amount of credit that was posted to the offender's account or the reason why no credit was given. The response will be forwarded to the PA DOC for dissemination to the offender.
- The PIN Administrator will keep track of the credits using Microsoft Excel and report them to the PA DOC and the applicable MCI invoicing and report generation group each month.
- MCI will show the credits on the monthly invoice to the PA DOC and deduct such credits them from the total Inmate PrePaid usage charge on the following months Inmate PrePaid invoice.

The screenshot shows a web browser window displaying the 'INMATE TELEPHONE SYSTEM' interface. The main content area shows a financial record for account 654654, filtered for August 2004. The table lists various transactions such as 'INMATE PHONE UPDATE', 'INMATE CHANGE DATA', 'DEBIT CALL', and 'COLLECT CALL' with their respective dates, times, and amounts.

Date	Time	Type	Amount	Balance	Facility	Ref #	User ID
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/11/2004	11:46 AM	INMATE PHONE UPDATE					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE CHANGE DATA					TESTADMIN
8/13/2004	2:59 PM	INMATE PHONE UPDATE					TESTADMIN
8/17/2004	11:50 AM	DEBIT CALL	68.19	68.19	090CE		ITACNT_CAMP
8/17/2004	11:52 AM	COLLECT CALL			090CF		ITACNT_CAMP
8/17/2004	11:53 AM	COLLECT CALL			090CF1		ITACNT_CAMP
8/17/2004	11:54 AM	INMATE CHANGE COS					chartwell
8/17/2004	11:56 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM	DEBIT CALL	114.1	66.75	66.75	090CF3	ITACNT_CAMP
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:56 AM	INMATE PHONE UPDATE					chartwell
8/17/2004	11:58 AM	COLLECT CALL			090CF5		ITACNT_CAMP