

MCI Response:

MCI has read, understands and will comply.

Both option 1 and option 2 will afford the DOC the capability of reporting and notification in real time of occurrences when inmates dial common numbers from the same or different numbers. MCI is also offering our Inmate Gang Management system which provides additional Gang Threat activity monitoring. The Gang Management system has proven to be very helpful in assisting DOCs. MCI has provided a detailed overview of the service in MCI's response to 2.5-A System B 1.e Advanced Features of this RFP response.

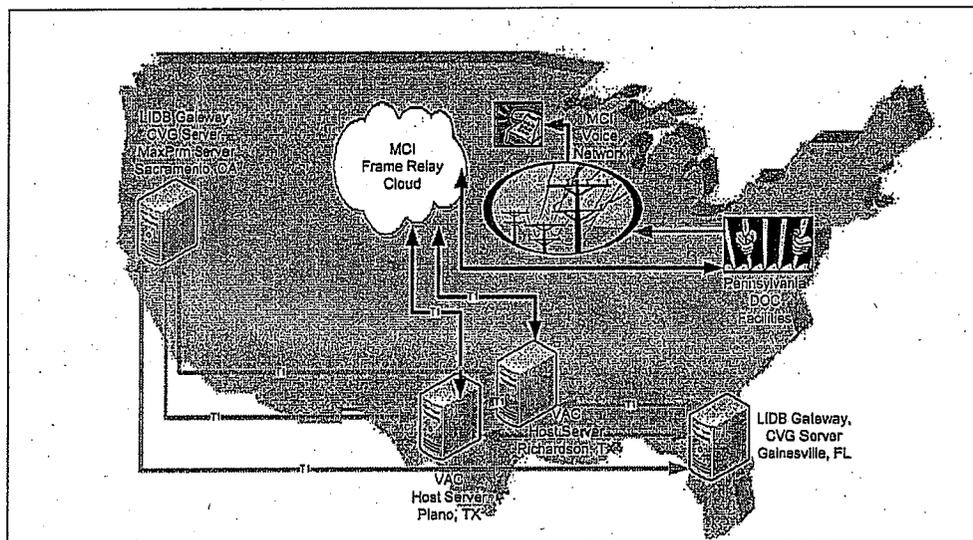
4. For each option 1 and 2, the central processor and system control devices shall have full redundancy, and the location processors or system control devices shall download all call data to the central processor at the time each call is completed.

MCI Response:

MCI has read, understands and will comply.

As described throughout this RFP response, both option 1 and option 2 have built in redundancy.

The data (CDR) from each telephone call is captured immediately on either the local or centralized server RAID hard drive in redundant locations, and is also stored in 3 other physical locations for thorough redundancy. This data is stored for 7 years after the end of the contract. Shown below is a State Map depicting the redundancy of data captured and stored. All information is stored independently and identified by facility. The use of either on-premise or centralized equipment allows for the easy identification of specific facility data.



5. For options 1 and 2, the location processor or system control device at each SCI shall have UPS to maintain system operability for a minimum of four (4) hours. The inmate will not have full use of the telephones during a major power outage. The back-up power is for maintaining of the data only.

MCI Response:

MCI has read, understands and will comply.

Both option 1 and option 2 will have a minimum of 4 hour battery backup UPS. It is also understood that the purpose of the 4 hour battery backup is for administrative and data use only.

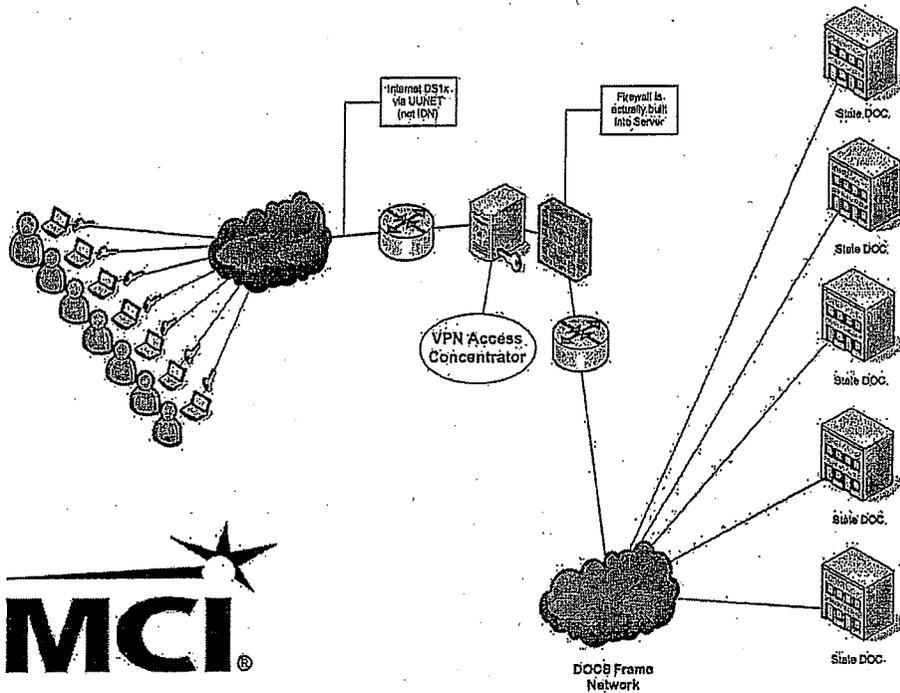
6. For options 1 and 2, the Contractor shall state, for each configuration noted above, how it plans to network the central processor, the location processors or the system control devices, and the two (2) or more headquarters terminals together. The Contractor is required to provide system networking maps as a visual picture of locations, including bandwidth, etc. TelCove (Adelphia) is the Commonwealth's network service provider. TelCove's fiber is available for subcontracting transport. For information see TelCove's website <http://telcove.com> or contact David Stonfer @ (717) 506-7603, david.stonfer@stelcove.com

MCI Response:

MCI has read, understands and will comply.

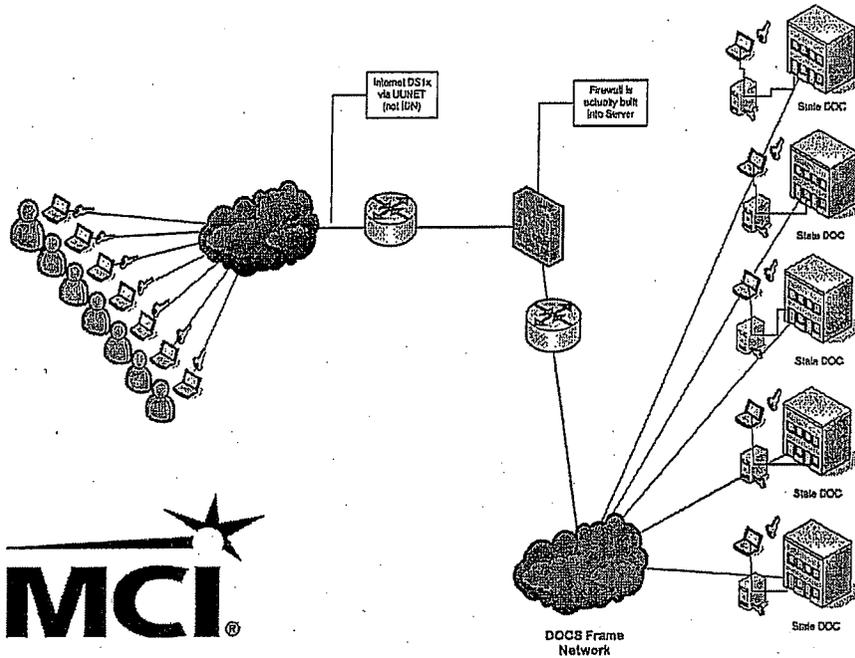
Both option 1 and option 2 will function the same through a WAN riding on a 128KB Frame Relay Network that is dedicated to The Commonwealth's DOC. The only physical difference would be for:

Option 1 with a central processor in coordination with location processors supported by a decentralized staff of system administrators serving each SCI, the Quehanna Boot Camp, and the terminals at the Headquarters Security and Professional Responsibility Offices, the workstations are connected to the Network Switch that does NOT connect to an on-premise server at each site. The WAN can be provided to any location from which the decentralized system administrators can effectively support any and all facilities.



Option 1 Decentralized Staff

Option 2 with a central processor in coordination with location processors or system control devices at all SCIs, supported by a centrally located system administrator(s) controlling the inmate telephone service, and the terminals at the DOC Headquarters Security Office, the Headquarters Office of Professional Responsibility could be housed locally at each facility and have the workstations connected to the WAN at each facility as displayed in the following graphic.



Option 2 On-Site Staff

7. The Contractor shall state, for options 1 and 2, proposed turnaround time on changes to inmate lists, information requests, etc.

MCI Response:

MCI has read, understands and has provided below the estimated turnaround time on changes.

MCI submits that changes to inmate lists and information requests submitted to the PIN Administrative staff would be made upon receipt of the change request but no longer than 24 business hours. For example, change requested submitted prior to 3:00p.m would be made the same day and change requested submitted after 3:00p.m. would be made the following day.

Additionally, some features could be programmatically changed such as inmate moves, additions, deactivations via the automated NCC process of a nightly or predetermined schedule for data feeds from the DOC as detailed in Part 5, Section 2.5-A 1.e. For example, should the DOC want to suspend system use to a specific inmate for a specific period of time, the PIN Administrator would program the requested suspension period of time into the ITS and the ITS will automatically perform the requested suspension time period.



8. Contractors shall state, for options 1 and 2, the exact work items and work functions that Contractor's system administrators anticipates must be done.

MCI Response:

MCI has read, understands and has provided below the work functions that MCI's system administrators anticipate must be done.

To provide and manage the PIN Administrative Staff, MCI has contracted with ShawnTech Communications. ShawnTech operates the existing PIN Administration for the PA DOC today.

Under MCI's proposed decentralized Option 1, MCI will provide through ShawnTech nineteen (19) PIN Administrators and one (1) State Manager. The existing personnel will be maintained and will perform the same duties as are provided today. The PIN Administrators will maintain their existing site placement and site responsibility as they do today.

For centralized Option 2, MCI will also contract with ShawnTech. Under this option MCI will provide through ShawnTech, six (6) PIN Administrators and one (1) State Manager. Again, MCI will utilize the existing ShawnTech Staff. The six Administrators will be assigned specific sites for management as described in MCI's Tab 5 Response.

Under option 1 and option 2 site administrators will be fully trained on all aspects of the ITS. Each site administrator will attend several days of training classes on the ITS and will be able to address all issues and fulfill all duties set forth by the contract. The existing ShawnTech PIN administrators as well as the State Manager will be trained well in advance of the ITS installation.

Both Option 1 and Option 2 Administrators will fully trained and capable of providing onsite training classes or individual training as required. For ITS administration of all inmate PINs, MCI will work with PA DOC to establish points of contacts and an alternate within MCI's in-state staff for each facility to work with in terms of establishing inmate PIN accounts and general system configuration settings/changes and programming such as establishing recognized "do not record" attorney telephone numbers, inmate telephone station on/off times, maximum allowed call length times, inmate allowed call lists, blocking of subscriber telephone numbers, re-setting an inmate's system name recording, suspension/reactivation of an inmate telephone PIN account, assistance to facility staff in performing call searches or other DOC facility staff ITS activities, and training of DOC staff on use of the ITS system.

Stated below is a general listing of each PIN Administrators assigned duties.

The system administrator(s) shall perform training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc.

System Administrators work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and

eliminate operational problems and/or security hazards as quickly as possible after they are identified.

- Test the ITS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly or predetermined inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ITS, as required;
- Class of Service Maintenance
- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Block List Administration
- Enable/Disable Telephones
- Account Overview
- Add a New Inmate Account
- Update Inmate Information
- Update Inmate Phone List
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ITS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required, and if not automated;
- Eliminate operational problems and/or security problems as soon as they are identified;
- Other related duties as determined by the DOC.

The comprehensive training curriculum that will be provided to each PIN Administrator is designed to cover complete system administration and all investigative tools described below, and will be broken out into several days of live instructional training.

Training Course Outline	
Introduction	Overview of the Inmate calling System functions and features
Workstation Access Control	Overview User ID Management Security Level Access Management User Alerts
System Administration	Overview Class of Service Maintenance Living Unit Maintenance Telephone Location Maintenance Facility Telephone Number Control Block List Administration Telephone List Update Enable/Disable Telephones Account Overview Add a New Inmate Account Update Inmate Information Update Inmate Phone List Transfer Inmate Between Facilities
Reporting/Investigative Functions	View Calls in Progress SPY – Monitoring SPY – Snitch Investigator Notification General Reporting Capabilities Defining Report Parameters Save & Reprint Reports Financial Reports Maintenance Reports Investigative Reports Monthly Revenue Reports Shadow Recording SAM Archive CD
Calling Process	Placing a Call Dialing Instructions Direct Dialed Calls Collect Calls Local Calls International Calls Call Results Announcements

Sample Training Course Outline

9. Contractors shall supply, for options 1 and 2, answers to the two (2) questions below on its application for employment of system administrator(s). The answers to the questions of the system administrators must be given to the Department of Corrections prior to employment.



1.) Do you have any **relatives** or **close friends** confined in any Pennsylvania State Correctional Facility? Answer yes or no.

MCI Response:

MCI has read, understands and will comply.

2.) If yes, give their **name(s)**, **relationship(s)** and the **locations(s)** of their confinement.

MCI Response:

MCI has read, understands and will comply.

p. It is anticipated that the functions of the system administrator(s) and the process/procedures of PIN administration under the two (2) options above shall be similar. However, Contractors shall explain in detail any functional or procedural differences in the responses to each option. As a minimum:

1. The system administrator(s) shall be fully trained and equipped to perform all functions related to the normal day-to-day operation and maintenance of the inmate telephone control system including, but not limited to, the following: training of state personnel, line testing, equipment testing, database information collection, data screening, data input, standard and custom report generation etc. The Contractor shall submit its system administrator job description with the proposal.

A system administrator is an employee(s) of the Contractor with an assignment to work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are identified. System administrator(s) shall be assigned based on the time required to perform the job functions discussed above. The Contractor shall state what provision shall be made for illness, vacation, etc. These personnel shall have to pass criminal identification and records checks. They shall also be required to agree to, and abide by, all policies and applicable rules of the Department of Corrections. The Contractor shall describe the procedure for selecting the system administrator(s).

MCI Response:

MCI has read, understands and has listed below the requested information.

MCI agrees that the process/procedures of PIN administrators will remain effectively the same.

Under the decentralized Option 2 however, the site administrators would receive and perform many of the system requirements from a centralized location using a Work Station networked to all facilities. Local site visits will be as required by the Commonwealth in this RFP.

With regard to Contractor selection of the PIN Administrators, MCI has completed this task through its agreement with ShawnTech Communications to utilize the existing PIN administrative staff currently supporting the PA DOC.

The job description for each PIN Administrator will be as exists today and will include at a minimum the following responsibilities:

Both Option 1 and Option 2 Administrators will fully trained and capable of providing onsite training classes or individual training as required. For ITS administration of all inmate PINs, MCI will work with PA DOC to establish points of contacts and an alternate within MCI's in-state staff for each facility to work with in terms of establishing inmate PIN accounts and general system configuration settings/changes and programming such as establishing recognized "do not record" attorney telephone numbers, inmate telephone station on/off times, maximum allowed call length times, inmate allowed call lists, blocking of subscriber telephone numbers, re-setting an inmate's system name recording, suspension/reactivation of an inmate telephone PIN account, assistance to facility staff in performing call searches or other DOC facility staff ITS activities, and training of DOC staff on use of the ITS system.

System Administrators work with designated DOC personnel to keep the system(s) running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are identified.

The system administrator(s) shall perform at a minimum:

- Test the ITS to ensure functionality each day;
- PIN data base initial entry (at committing sites);
- PIN changes, moves, transfers, discipline sanctions, etc.;
- Production of standard administrative and investigative reports;
- Production of customized reports as required;
- Conducting of quarterly or predetermined inmate PIN list updates;
- Conducting of semi-annual scans of inmate PIN lists for DOC personnel telephone numbers, etc.
- Initiate or facilitate maintenance and repair of the proposed ITS, as required;
- Class of Service Maintenance
- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Block List Administration
- Enable/Disable Telephones
- Account Overview
- Add a New Inmate Account
- Update Inmate Information

- Update Inmate Phone List
- Primary Bidder point of contact for the DOC facility;
- Resolve all complaints and inquiries regarding the ITS in a timely manner;
- Transfer call recordings to portable media as directed by the DOC;
- Transfer of inmate PINs between DOC facilities when required, and if not automated;
- Eliminate operational problems and/or security problems as soon as they are identified;
- Other related duties as determined by the DOC.

As detailed in response to Section P item 8 above, all administrators will be fully trained in all aspects of the ITS and will be capable of providing training to either groups or individuals as needed. Each employee will be assigned to work with designated DOC personnel and to ensure system efficiency. Each application will have to pass criminal background checks before they will be considered for employment. They will also be required to agree to and abide by all policies and applicable rules of the DOC.

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

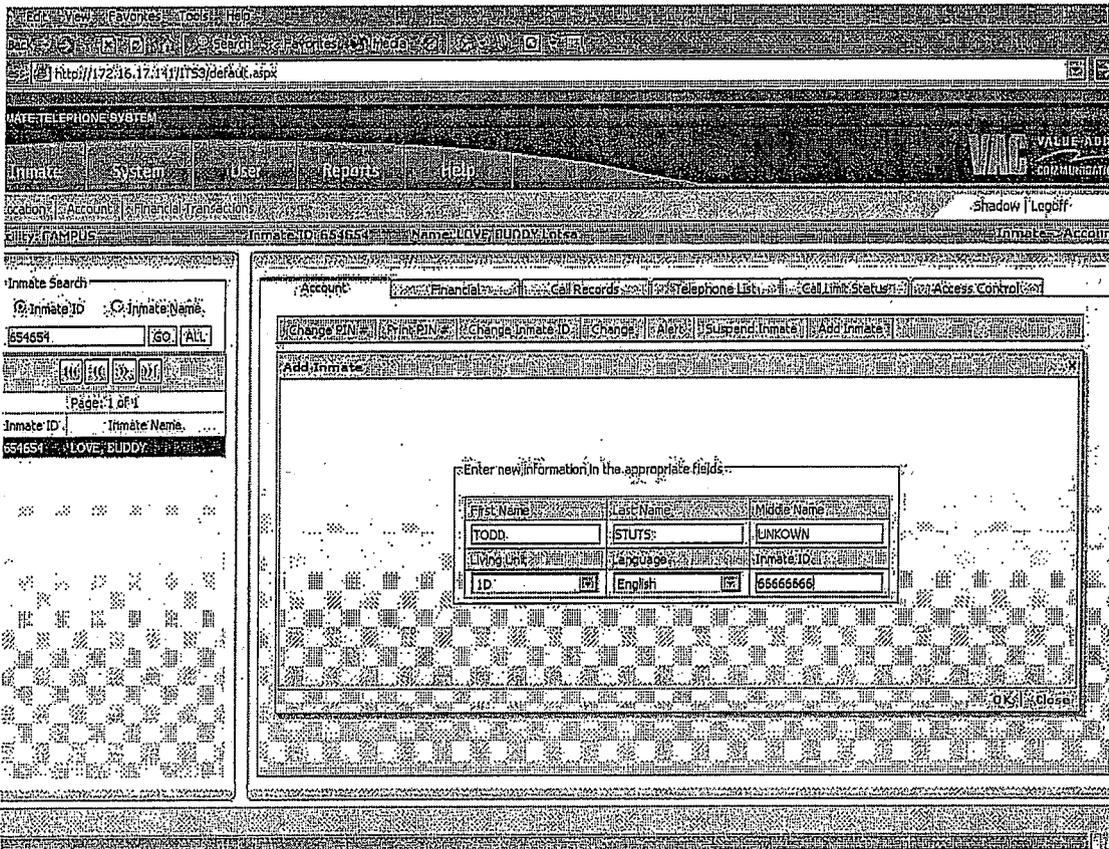
MCI Response:

MCI has read, understands and has complied with the requested information below.

With regard to number of Digits in a PIN, The Focus 100 ITS will support a PIN authorization code of any length to identify each inmate using the inmate telephones. Each time an inmate places a call, the inmate would enter their assigned PIN, thereby tying all Call Detail Records and call recordings to their PIN. Furthermore, each inmate's PIN account will have a defined list of allowed numbers ("calling list") which they are permitted to call. This list can be of any size, but is generally around 10 or 20 numbers. Inmates are then strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the Commonwealth and/or facility's globally allowed calling list.

As discussed in several earlier sections of this response, MCI is proposing to automate the PIN process via our NCC automated PIN administration by using the Commonwealth's Inmate database as the input into our PIN database.

MCI can supply an automated PIN interface which synchronizes the Focus 100 database to the Commonwealth's source system database. The database synchronization will be programmed to occur multiple times a day on a schedule that can provide the optimum benefit for the Commonwealth. This synchronization significantly reduces and virtually eliminates the administration typically associated with PIN based systems because the administration is automated and performed on a scheduled basis through the booking system. This type of synchronization additionally eliminates PIN sharing from inmates at multiple facilities. Eliminate the administration hassles, and further reduce manpower needs to increase your maximum commission rewards with an automated process.



As the Pennsylvania Department of Corrections is well aware, the use of inmate PINs provides extensive investigative capabilities. Reducing administration and ensuring that the PIN is secured are essential in the DOC environment. Secured PINs are an absolute requirement and in order to ensure that PINs are random and therefore secure, MCI

recommends utilizing a combination of the inmate's commitment number (assuming this is a unique number to each inmate) in conjunction with a random sequence that would be generated by the system to ensure no duplication. Searches can then be accomplished simply by using that commitment number with the wild card application for the remaining digits. For example, using the Commitment Number plus a 4 digit random sequence:

Inmate Commitment Number: 1234567890

Inmate PIN Number: 1234567897634

Searches would be accomplished by entering 1234567890xxxx in the PIN field for the date range required and all corresponding CDRs for that particular Commitment Number would be retrieved.

In the event the Commonwealth elects not to use the automated NCC process, the PIN Administrator could manually enter the inmate ID and PIN numbers and any associated telephone numbers onto their allow list. MCI could provide forms for allowing the inmates to input such changes, or additions.

An additional option would be that of using an auto enrollment feature. The Inmate Phone List Self-Learn Feature is also another option that DOC may decide to utilize. It allows the inmate to place calls until his/her 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.