

Self-Learn Option Selected

The PIN administrators will have Global system wide access. In the event that a system change is needed immediately, the PIN administrators can make the changes real time from any System Management Terminal. In the event that the feature change needs to occur after hours, the PA DOC, can call in a trouble ticket. The trouble desk will also have remote access to the system and make real time changes from the Network Operation Center. The Commonwealth Manager will receive a page and e-mail notice of the Trouble Ticket where she can access and review changes for accuracy.

3) Personal Identification Numbers (PIN) shall be issued or changed within forty-eight (48) normal working hours 8:00 am – 5:00 pm, Monday through Friday. The inmate completes a DOC administration form that is then approved by the DOC personnel and then given to the Contractor as an order from the DOC for input and that is when the clock starts for the Contractor. The Contractor is responsible for verification of attorney telephone numbers. The inmates provide their attorney telephone numbers and they are verified by the Contractor's personnel. The Contractor will describe in its response the process for how attorney telephone numbers are verified to prove that they are indeed attorney's telephone numbers. Attorney telephone numbers shall not be monitored nor shall calls to the attorney telephone number be recorded. An automatically played intermittent announcement shall be played during the attorney calls stating that the calls are not monitored or recorded. Changes in regard to added or issued PINS refer to the requirement that new commitments and commitments must be issued or reissued a PIN within 48 normal working hours, Monday through Friday.

MCI Response:

MCI has read, understands and will comply.

MCI has proposed that any change orders received prior to 3:00p.m during normal work hours will be made the same day. Change request submitted after 3:00p.m will be completed the following business day but will not exceed a 24 hour period. Emergency changes can be made by opening up a trouble ticket through which the Help Desk and Network Operations center will make the change and notify the Commonwealth Manager via page and e-mail with a copy of the Ticket number.

Administrators will also verify attorney numbers by BNA verification into a national Attorney Database. These Attorney numbers will be marked so that they can not be recorded or monitored and such numbers will have prerecorded announcements stating that the calls are not monitored or recorded.

4. PIN information shall be cross-referenced to the Department of Corrections Numbers by Contractor and shall be available on both electronic and hard copy on demand.

MCI Response:

MCI has read, understands and will comply.

As stated in the previous subsection 2), the inmate PINS are cross-referenced to the DOC numbers and they are available on both electronic and hard copy on demand.

5. Attachments 15-19 provide statistics on inmate population, admissions, releases, transfers, and projected growth. It is suggested that Contractors use this data in determining staffing requirements etc. for PIN administration.

MCI Response:

MCI has read, understands and will comply.

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) Commonwealth 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) Commonwealth Manager. Again, MCI will utilize the existing ShawnTech Staff. The six Administrators will be assigned specific sites for management as described in MCI's response to Tab 5 and will visit each site as required by the Commonwealth in the RFP.

MCI is confident that this PIN staffing will be sufficient to provide the PA DOC with the level of support they are receiving today.

- 6. Contractor shall be able to transfer inmate PIN numbers and calling lists automatically when inmates are transferred from one SCI to another SCI.

MCI Response:

MCI has read, understands and will comply.

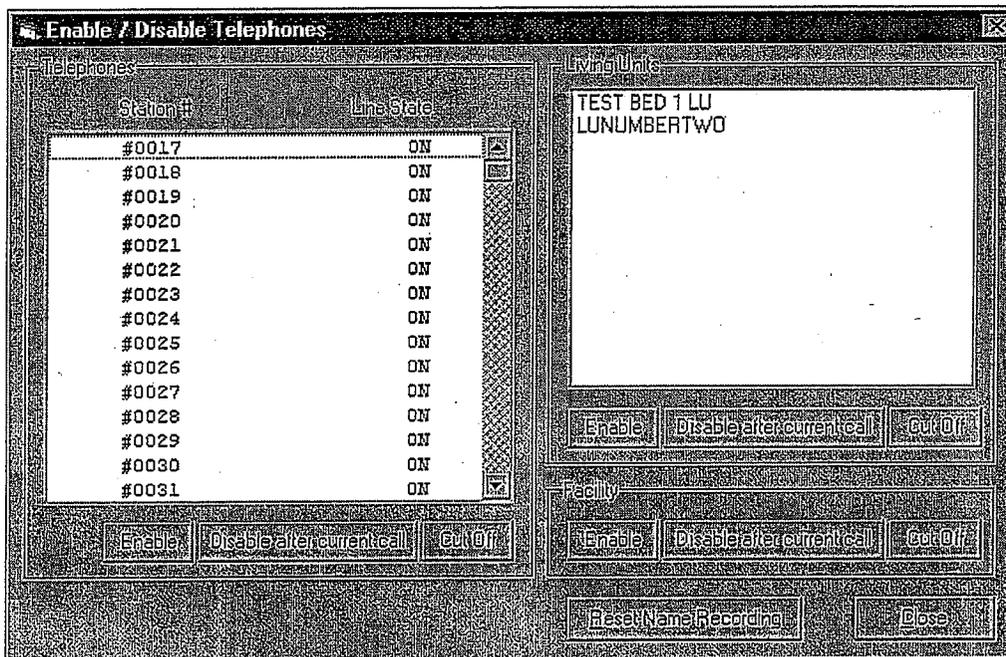
Another great feature of the Focus 100 system is the ability to have inmate records, PIN, and Allow Lists follow them automatically when they transfer to another facility. Additionally the Administrators will be well versed in providing transfer capabilities.

- r. The system shall be able to take an individual station out of service. State the procedures and the length of time in minutes that shall be required to take a station off-line.

MCI Response:

MCI has read, understands and will comply.

Each administrator, field support personnel, the call help desk and technical support personnel are all capable of taking an individual station out of service within seconds. In the amount of time it would take to call a support person to request such changes, the individual would be able to disable individual or multiple stations. It literally takes less than a minute to do so.



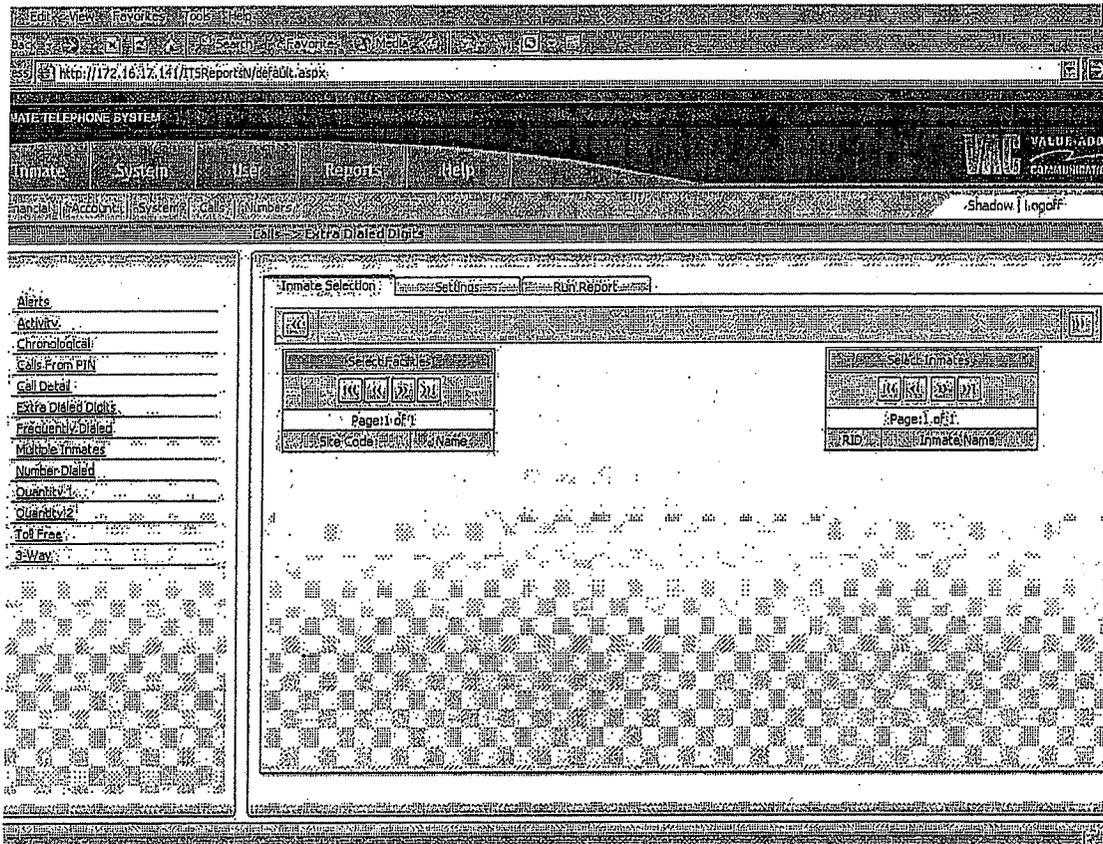
Phone Station Activation / Deactivation

- s. The Contractor shall be able to provide the following call detail information:
1. At the option of the Commonwealth, reports by DOC Number or inmate name for both completed calls and call attempts.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, reports by DOC Number or inmate Name for both completed calls and call attempts are able to be provided. Listed below is a screen print of the requested information.



Call Detail Reports Options

2. Reports on specific DOC Number(s) or PIN on demand.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, reports by DOC Number or inmate PIN are able to be provided on demand. Listed below is a screen print of the requested information.



Run Date: 08/08/2002

Inmate Phone System

Run Time: 12:39:31

Chronological List Of Calls

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Report Site: CCF
Terminal Machine Request: ANDEMO (MS0)
User ID: #16dmm

From: 08/01/2002 00:00:00
To: 08/08/2002 23:59:59

ID	Date/Time	Duration	Dialed Digits	Call Type	Line#	Station	Cost
00000002	08/01/2002 09:02:09	0	972083483	IntraState	1	2	\$0.00
00000002	08/01/2002 12:11:51	0	972081002	IntraState	1	2	\$0.00
00000002	08/01/2002 12:14:54	0	972083413	Local	1	2	\$0.00
00000002	08/01/2002 12:18:21	0	972083313	IntraState	2	2	\$0.00
00000002	08/06/2002 09:44:23	0	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 09:50:54	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 09:53:02	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 09:57:43	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 10:00:42	2	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 10:02:27	0	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 10:12:57	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 15:44:53	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 15:49:34	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 15:49:29	1	972083483	IntraState	1	2	\$0.00
00000002	08/06/2002 08:24:51	0	972083483	IntraState	2	2	\$0.00
00000002	08/08/2002 09:19:17	1	972083483	IntraState	1	2	\$0.00
00000002	08/08/2002 09:21:45	1	972083483	IntraState	1	2	\$0.00
00000002	08/08/2002 10:01:17	1	972083483	IntraState	1	2	\$0.00
00000002	08/08/2002 10:02:07	0	972083483	IntraState	2	2	\$0.00
00000002	08/08/2002 10:02:10	0	972083483	IntraState	1	2	\$0.00

Facility Calls: 20
 Facility Minutes: 12
 Facility Cost: \$0.00

Total Number Of Calls: 20
 Total Minutes: 12
 Total Cost: \$0.00

3. Queries to the system on demand as to whether a specific telephone number(s) is (are) in the system.

MCI Response:

MCI has read, understands and will comply.

At the option of the Commonwealth, queries to the system on demand for a specific telephone number or numbers within the Focus 100 ITS are available on demand as depicted in the screen print below.

Number	Direct	Codes	Area	Alert	No User	Charge	Record	# of Days	Date	User
(001) 111-1114	YES	NO	Blocked	NO	NO	NO	NO	3	8/15/2005 9:46:36 AM	sa
(001) 222-2222	YES	NO	Approved	NO	NO	NO	NO	2	8/9/2005 2:00:59 PM	gess
(001) 333-3333	YES	NO	Blocked	NO	NO	NO	NO	3	7/1/2005 2:55:55 PM	Vasja
(001) xxx-xxxx	NO	YES	Blocked	NO	NO	NO	NO	3	8/2/2005 10:52:09 AM	sa
(002) xxx-xxxx	YES	NO	Blocked	YES	NO	YES	YES	15	6/28/2005 10:40:31 AM	Vasja
(003) 000-0001	YES	NO	Approved	YES	NO	NO	NO	2	6/28/2005 9:41:52 AM	Vasja
(004) 100-0000	YES	NO	Blocked	NO	NO	YES	YES	50	8/2/2005 10:53:04 AM	sa
(122) 321-3333	NO	YES	Allowed	NO	YES	YES	YES	2	6/22/2005 9:51:41 AM	Vasja
(200) 111-1111	YES	NO	Allowed	NO	YES	NO	NO	2	6/29/2005 1:26:57 PM	Vasja
(210) 789-8454	YES	YES	Blocked	NO	NO	YES	YES	10	4/8/2004 12:00:00 AM	gotrodska

Facility Phone List

t. The Contractor is required to provide all equipment necessary to facilitate up to one (1) PC Work Station at each SCI for DOC Security Officers.; locations to be determined by local SCI management. The DOC-SCI Security Offices use the stations for investigating inmate cases in all of the SCIs.

MCI Response:

MCI has read, understands and has complied.

MCI's financial offer included within the RFP response includes per amendment #2 that one (1) PC Workstation at each SCI for Doc Security Officers will be provided.

u. The system shall have the ability to have restrictions vary by the combination of inmate and called party so that special treatment may be afforded for calls to attorneys or other privileged communications. This feature shall include the ability to block, on an individual PIN - called party number basis, calls from being monitored or recorded.

MCI Response:

MCI has read, understands and will comply.

Within the inmate's calling list, various call control parameters can be established for each number, including but not limited to a Record/Do Not Record indicator. In addition, during the implementation phase, MCI will work to secure all attorney lists that are currently resident in the existing call processing equipment for inclusion prior to installation. Bar lists can also be uploaded prior to installation. All known attorneys' lists will be designated with the Do Not Record indicator set in the system.

The Shadow digital Call recording technology is an integrated component of the inmate call processing system and will record each and every conversation initiated through the system (except identified attorney/privileged calls) twenty-four (24) hours a day 365 days a year and at any time a call is placed, even all calls simultaneously, which includes both the inmate and the called party.

Even call attempts are recorded, the call does not have to be accepted before it is recorded. The recording begins upon inmate initiating the call. This allows the investigators to monitor call attempts which is a major breakthrough for the investigators that other vendors do not support of offer.

Special Telephone List

Search Telephone List

Telephone Number	Record	Charge	Source Name
0114455528909233	No	No	LONG_SOURCE_N
0114455528909234	No	No	LONG_SOURCE_N
0114455528909235	No	No	LONG_SOURCE_N
2146668999	Yes	No	LONG_SOURCE_N
4056667777	Yes	No	LONG_SOURCE_N
8176668888	Yes	Yes	LONG_SOURCE_N
9723036666	No	No	LONG_SOURCE_N

Telephone Sources

Source Name	Record	Charge
LONG_SOURCE_NAME11111111111111111111	No	Yes

Telephone Number: 2146668999

Source: LONG_SOURCE_NAME11111111111111111111

Record: Charge:

Last Name: LONG

First Name: DAVID Middle Name: J

Firm Name: MOVING

Notes: HDKCLKALDH

Buttons: Add, Change, Delete, Close

Special Telephone List – Record / Do Not Record Option



v. The system shall have the ability to limit calls to a specified duration by DOC Number or PIN, and by specific telephone numbers assigned to a PIN. In addition to limiting calls to a specific telephone number to a specified duration and limiting total calling minutes to a specified duration, the system shall also be capable of cumulating calling time for each PIN up to specified limits for calls placed during a period of 7 days, i.e.: 0001 hours Sunday through 2359 hours Saturday. Refer to Attachment 9 Department of Corrections Inmate Policy stating calling limits for all DOC-SCI locations.

In like manner, the system must be capable of being preprogrammed by PIN to allocate 45 minutes of calling during a seven (7) day period (0001 hours Sunday through 2359 hour Saturday) into three (3) 15 blocks of time segments and only permit one (1) 15 block segment to be used on any one (1) day.

A warning tone or announcement shall be given to the caller prior to the call being terminated due to the expiration of calling-time limitations. The system shall be able to have this limiting factor disengaged for specific numbers i.e., attorneys' numbers.

MCI Response:

MCI has read, understands and will comply.

Each call will be timed based on the parameters designated by the Commonwealth. Using the provided workstation, general class of service specifications may be established globally for all DOC facilities, by facility, or the Commonwealth may establish an inmate specific call duration through the use of PINs, and by specific telephone numbers assign to a PIN. Finally, VAC's latest software release will allow specific tariff types such as Local and/or Long Distance calls to be set with specific call durations unlike other vendors.

The screenshot displays the 'Inmate Telephone System' interface. At the top, there are navigation tabs: 'Inmate Phone', 'Telephone Bill', 'Call Limit Status', 'Telephone Call History', and 'Telephone Call'. The 'Call Limit Status' tab is selected. Below the tabs, there are several input fields: 'Phone ID' (containing '700000002'), 'Phone' (containing 'BUY'), 'Phone Name' (containing 'TEST'), 'Phone Type' (containing '44452'), 'Phone Status' (containing 'DEFAULT LP'), and 'Refresh'. Below these fields, there are three sections, each with a table of call limit data. The first section is labeled 'Inmate Call Limit Status' and contains a table with columns for 'Phone ID', 'Phone', 'Phone Name', 'Phone Type', 'Phone Status', 'Remaining', 'Used', and 'Remaining'. The second section is labeled 'Inmate Call Limit Status' and contains a similar table. The third section is labeled 'Inmate Call Limit Status' and contains a similar table. At the bottom right of the interface, there is a 'Refresh' button.

Inmate Call Limit Status