

Access Control

2. Telephone shut-off and system usage report generation by telephone number or by PIN. This is a report showing the actions of inmates their usage and restriction level.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS provides several different methods to shut-off 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 shown in the previous subsection. 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.

Some of the various reports that can be provided by telephone number or inmate PIN are provided here below.

Investigative Reports	Description
Account Telephone Number List	Provides a complete current list of allowed numbers associated with a specified inmate account.
Call Detail	Provides the completed calls by inmate (in the order that they were placed) over a specified time. The report can be obtained by entering the inmate and a specified time frame.
Calls From PIN Not at Facility	Provides all inmates' attempts to place calls with Invalid PIN numbers. The report can be obtained by entering the desired report period.
Chronological List of Calls	Provides a log of the calls attempts (successful and unsuccessful) in the order that they were placed. The report can be obtained by entering the type of call (collect, debit, or both) and the desired report period.
Currently Suspended Telephone Account	Provides a list of inmate telephone accounts where calling privileges have been suspended during the desired period. The report can be obtained by entering the desired report period.
Extra Dialed Digits	Provides a list of all calls where extra dialed digits were detected during the desired period. The report can be obtained by entering the desired report period.
Frequently Dialed Numbers	Provides a list of the telephone numbers called more than a specified number of times within a specified range of dates. The report can be obtained by entering the minimum number of

	calls to the telephone number and the desired report period.
Inmate Directory	Provides a log of all inmates. The report can be obtained by entering the desired report period.
Inmate History	Provides all transactions associated with an inmate telephone account over a specified time including commissary account debit calls, collect calls, deposits, refunds, transfers, and/or changes to inmate telephone list. The report can be obtained by entering the inmate and a specified time frame.
Inmate Transfers	Provides a list inmate telephone accounts that have been received or transferred during a specified time. The report can be obtained by entering the inmate and a specified time frame.
Quantity of Calls Placed	Provides a list of all inmates that have placed calls in excess of the user-defined number of calls in a specific time period. The report can be obtained by entering the minimum calls threshold, type of call (collect, debit, or both), and desired report period.
Quantity of Minutes Called	This report provides a list of all inmates that have placed calls in excess of a user defined total amount of minutes in a specific time period. The report can be obtained by entering the minimum amount of minutes threshold, type of call (collect, debit, or both), and desired report period.
Released Inmates	Displays inmates released and removed from the inmate telephone system. The report can be obtained by entering the desired report period.
Speed Dial Search	Displays inmates who have called the same telephone number during a specified time. The report can be obtained by entering 3-digit speed dial codes.

Telephone Numbers Called by More than One Inmate	Provides a list of telephone numbers that have been called by a user defined number of inmates within a specific time period. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Numbers Listed in More than One Account	Provides the telephone numbers that are on more than one inmate's list of numbers allowed to be dialed. The report can be obtained by entering the minimum number of inmates calling and the desired report period.
Telephone Number Usage	Provides a list of all calls made to a user specified telephone number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Inmates	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by inmates. The report can be obtained by entering the desired report period.
Three Way Call Detect	Provides a list of how many 3 Way Call attempts were detected. The report can be obtained by entering the desired report period.

In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played / exported with the appropriate security level

- Save frequently used ad hoc queries for future use.

The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results.

The screenshot displays the 'Inmate Telephone System' interface. On the left, there is a search panel with 'Inmate ID' selected and the value '654654' entered. Below the search panel, the inmate's name '654654 - LOVE, BUDDY' is visible. The main area shows a 'Call Records' report for the month of August 2004. The report includes a table with the following columns: Date, Time, Inmate ID, Charge, Charge Type, Call Result, Record, and Alert Type. The data rows are as follows:

Date	Time	Inmate ID	Charge	Charge Type	Call Result	Record	Alert Type
8/17/2004	11:50 AM	2145556666	0	0.00	10	1	654654
8/17/2004	11:52 AM	2145556666	0	0.00	10	1	654654
8/17/2004	11:53 AM	2145556666	2	0.00	10	1	654654
8/17/2004	11:55 AM	2145556666	1	194.00	10	1	654654
8/17/2004	11:58 AM	2145556666	1	0.00	10	1	654654
8/17/2004	12:03 PM	2145556666	2	0.00	10	1	654654
8/17/2004	11:18 PM	2145556666	2	0.00	10	1	654654
8/17/2004	11:23 PM	2145556666	0	0.00	10	1	654654
8/17/2004	11:24 PM	2145556666	18	0.00	10	1	654654
8/18/2004	10:25 AM	2145556666	10	0.00	10	1	654654

Call Detail Report

The *Call Limit Status Tab* displays read-only information regarding the remaining limits for the number of calls, number of minutes, and number of inquiries. To adjust any of the maximums allowed for the current COS, either modify the COS from the *Class of Service Maintenance* screen which change the settings for all inmates for the current COS, or modify the access privileges for a particular inmate from the *Access Control* tab.

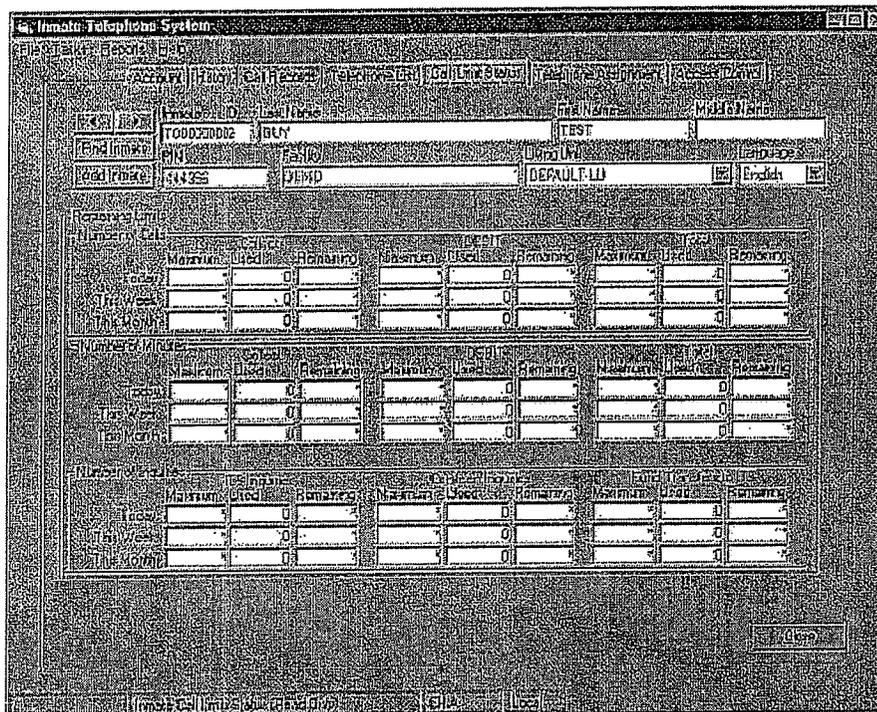


Figure 8. Call Limit Status Tab

Number of Calls area displays the maximum, used, and remaining number of calls allowed for the inmate's COS. The calls are categorized by debit, collect, and total. Each field contains figures for the current day, week, and month.

Category	Max	Used	Remain	Day	Week	Month
Debit	0	0	0	0	0	0
Collect	0	0	0	0	0	0
Total	0	0	0	0	0	0

Number of Minutes area displays the maximum, used, and remaining number of minutes allowed for the inmate's COS. The minutes are categorized by debit, collect, and total. Each field contains figures for the current day, week, and month.

Category	Max	Used	Remain	Day	Week	Month
Debit	0	0	0	0	0	0
Collect	0	0	0	0	0	0
Total	0	0	0	0	0	0

Number of Inquiries area displays the maximum, used, and remaining number of inquires allowed for the inmate's COS. The inquiries are categorized by ITS, Canteen, and Fund Transfers to ITS. Each field contains figures for the current day, week, and month.

Category	Max	Used	Remain	Day	Week	Month
ITS	0	0	0	0	0	0
Canteen	0	0	0	0	0	0
Fund Transfers to ITS	0	0	0	0	0	0

Call Limit Status Screens



Call Detail Record Database

REC	SRV	PROV	ACCT	COMP	LINE	LINE #	PHONE NUMBER	DIR	TIME	STATUS	REASON
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	12:11:31	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	12:14:54	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	12:18:21	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	09:47:33	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	03:50:54	6] Completed call
					NO PIN LU	LINE #2	9720003403	000000002	NO PIN, TWO, LINE	09:55:02	11] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	04:57:42	27] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:00:25	65] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:03:27	0] Cell blocked (N)
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:15:52	5] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	15:45:55	19] Completed call
					NO PIN LU	LINE #2	9720003403	000000002	NO PIN, TWO, LINE	15:47:34	9] Completed call
					NO PIN LU	LINE #2	9720003403	000000002	NO PIN, TWO, LINE	15:49:29	7] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	08:24:51	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	09:19:17	11] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	09:21:42	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:01:17	7] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:02:07	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:02:16	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:30:04	0] Ring no answer
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:39:59	13] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	10:33:12	9] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	14:28:35	0] Inmate PIN is inv
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	16:19:21	21] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	16:20:22	21] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	16:21:22	21] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	16:22:23	21] Completed call
					NO PIN LU	LINE #2	9728083493	000000002	NO PIN, TWO, LINE	16:23:24	21] Completed call

CDR Browser Screen

INMATE TELEPHONE SYSTEM

Inmate Search: Inmate ID: 654654, Inmate Name: LONE, BUDDY

Account: Financial, Call Records

Date	Time	Inmate	Type	Amount	Balance	Facility	Ref #	User ID
8/11/2004	11:45 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		66.75	66.75	090CFE	ITACNT_CAMP
8/17/2004	11:52 AM		COLLECT CALL				090CFE	ITACNT_CAMP
8/17/2004	11:53 AM		COLLECT CALL				090CFE	ITACNT_CAMP
8/17/2004	11:54 AM		INMATE CHANGE COS					chartwell
8/17/2004	11:55 AM		INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM		INMATE TOGGLE ALERT					chartwell
8/17/2004	11:56 AM		DEBIT CALL	1.44	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

Inmate Financial Detailed Info

*** SENSITIVE-LIMITED OFFICIAL USE ***

VAC Inmate Telephone System
Frequently Dialed Numbers

Run Date: 08/31/2005
Run Time: 11:35:18

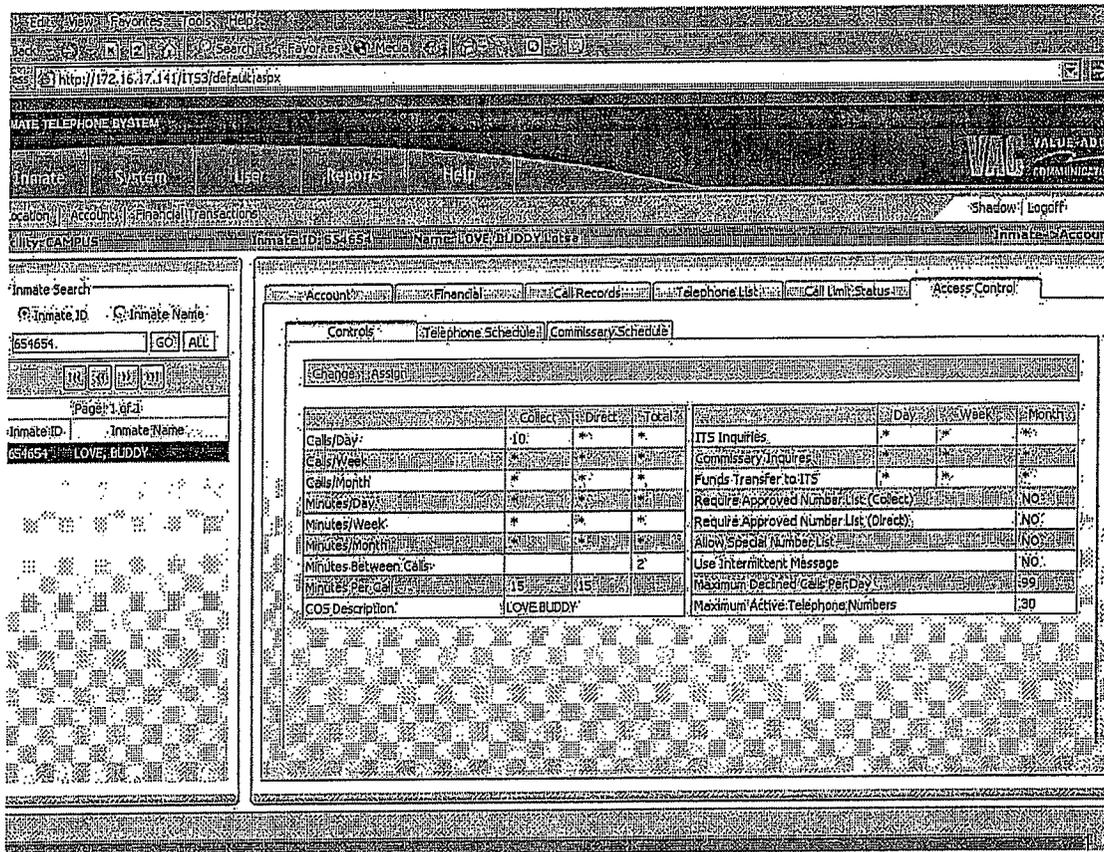
Page 1 of 1

Report Site: SITE QA
Terminal Making Request: AIDEMO_PDC
User ID: testadmin

From: 07/01/2005 - 00:00:00
To: 08/31/2005 - 23:59:00
Minimum Number of Calls: 5
For Complete Calls
Selected Station(s): All
Selected Inmate(s): All

Facility Name	Number Called	Number of Calls
04	972535485	1

Frequently Dial Numbers Report



Inmate Access Control

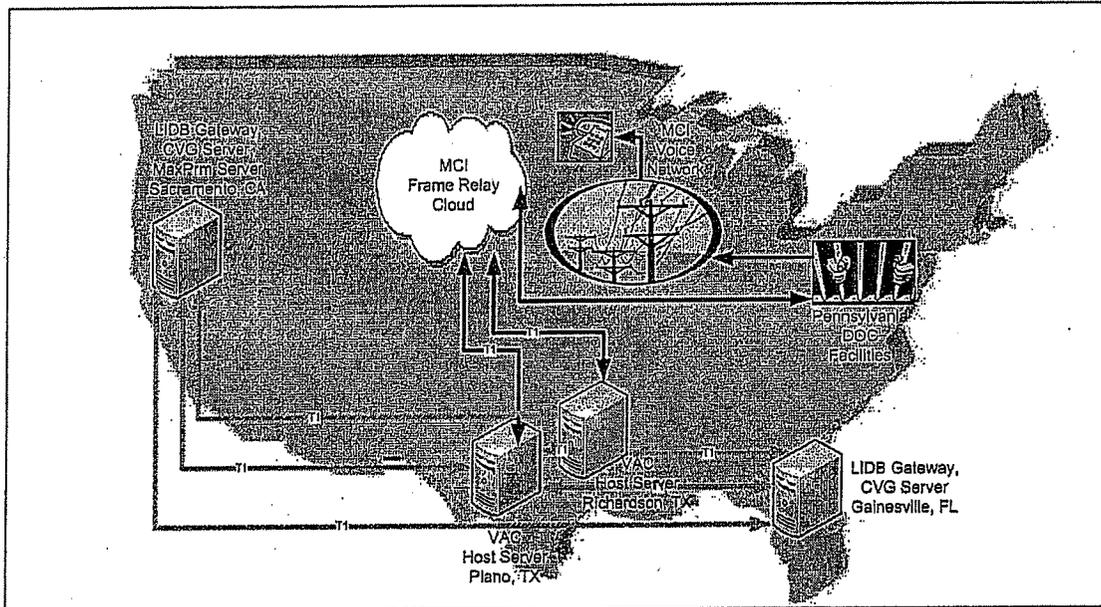
- ii. The system shall provide centralized system reporting capabilities and shall be capable of producing immediate, real-time reports as well as having the database administrable from the centralized location. In proposed systems using location processors, the local database shall be updateable from the location processor. Updating the location processor shall automatically update the central processor.

MCI Response:

MCI has read, understands and will comply.

In both an on-premise and off-premise ITS system, all databases are updated in real-time, thus providing for real-time reporting capabilities. Reports are produced from the workstations and the workstations generate such reporting details from the respective on-premise or off-premise ITS.

As explained in earlier sections, the built in redundancy with multiple locations for backups of the call detail records, even if one system is down, the reports can be generated from other locations.



Redundancy

mm. The system shall permit an inmate to keep the same PIN and PIN database (permitted telephone numbers and restrictions) regardless of the SCI in which the inmate is incarcerated at the time. The Contractor shall explain, in detail, how this requirement shall be accomplished.

MCI Response:

MCI has read, understands and will comply.

Inmate Transfers – The proposed Focus 100 is installed in a Wide Area Network configuration offering the maximum flexibility for managing call processing amongst sites. When an inmate is to be transferred from one site to another, the site administrator will access the workstation and select the Inmate Account Transfer function. With a few simple mouse clicks, the inmate data is transferred to the site with all account settings intact. Allowing the inmate to keep his / her PIN numbers, Allow List, Block List, Recordings, Phone Schedules, etc. No data re-entry is required. If the customer elects to activate the debit calling feature, the transfer function also shifts the inmate’s phone fund account balance to the new site. At any time, inmate transfers for a defined date range may be reviewed in the Inmate Activity Report.

nn. The Commonwealth recognizes that there is ongoing effort in the vendor community to develop advanced technological features in addition to the 3-way call detect/disconnect capability that, if viable, may enhance the effectiveness of inmate telephone call control systems. Examples include the capability for positive voiceprint matching of a specific PIN to a specific inmate’s voice, the capability to search recorded inmate calls and to recognize and docket specific, preprogrammed, spoken words, and the capability to match an inmate fingerprint to a specific inmate PIN, and other newer technological features. **Contractors are invited to include in their proposal any of these types of advanced technological**

features that are demonstrable as elements of installed inmate telephone call systems. The proposal must include verifiable success ratio statistics.

MCI Response:

MCI has read, understands and will comply.

For a reduction in commissions that can be negotiated at contract time, the Focus 100 uses a combination PIN plus Voice Recognition capability that provides the optimum method of performing Inmate Speaker Identification. When the Inmate makes a call for the first time he must enter his PIN and is prompted to speak his name twice. After the initial registration, whenever the inmate places a call he must enter his PIN and speak his name at the prompt. The spoken name is compared to the original voiceprint registration for the PIN and, if positive, the call is allowed. If negative, he is prompted for a configured number of allowed retries. Name recordings can be reset from the administrative workstation. The successful verification of such voice print is above 98%.

MCI will be providing a Word Search / Recognition system that is integrated with the Focus 100 ITS. The Focus 100 System V-Scan feature allows users to scan call recordings for

specific words and phrases. Multiple configuration options are supported including real-time call scanning.

However, when all calls are searched for general terms and phrases, the word recognition capability actually has a negative effect by creating work. Our recommended configuration is to automatically scan call recordings as

they occur but to only index the phonemes to facilitate rapid searches on demand later. This allows the user to search specific calls or calls from specific inmates for words or phrases pertinent to the investigation. This approach provides the highest level of accuracy and effectiveness from any work/phrase search tool.

Both a single word and groups of words can be searched on the voice recordings. Although several issues can affect the accuracy of word recognition including

