

slurred/impaired speech, foreign dialects, and excessive background noise from the inmate's phone location, the expected accuracy is above 70-75% positive matches with the false positive below 20%. The positive match accuracy can be increased but the false positive percentage may increase also.

[REDACTED]  
MCI provides a unique interface into [REDACTED] MCI offers its Investigative Management System (IMS) value-added product to the Commonwealth at no additional cost. The [REDACTED] is one such value-added application that provides a solution in the area [REDACTED]. It helps to ensure the safe, secure, and orderly operations for staff, visitors, and inmate/offenders throughout the department by [REDACTED].

[REDACTED] Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to Commonwealth staff.

MCI developed the IMS investigative tool specifically for its Inmate Telephone System (ITS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards [REDACTED].

IMS is a stand-alone software application that comprises a [REDACTED] module and an [REDACTED] module. The modules run outside the ITS, and each can run independently or concurrently with the other.

The application combines three sets of data that can be searched by user-initiated queries. The first data source, provided by MCI, is a database created from call detail records (CDRs). The other two sets of data must be provided by the DOC: [REDACTED].

[REDACTED] For these modules to provide the most complete information, inmate PINs are required.

DOC personnel who have an IMS user name and password will be able to access the Web-based application and perform queries from an existing workstation. IMS is an easy-to-learn, user-friendly, intuitive application.

[REDACTED]

The Commonwealth can use this module to

ID	Name	Facility	Location	Date	Time	Duration
421 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:03:06	0000:00 Min:Sec
422 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:04:16	0000:00 Min:Sec
423 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:04:44	0000:00 Min:Sec
424 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:05:38	0000:00 Min:Sec
425 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:06:07	0000:00 Min:Sec
426 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:06:59	0000:00 Min:Sec
427 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:07:25	0000:00 Min:Sec
428 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:08:11	0000:00 Min:Sec
429 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:14:04	0000:00 Min:Sec
430 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:15:16	0000:00 Min:Sec
431 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:15:19	0000:00 Min:Sec
432 FOL**	51374****	SOCF	JORDAN 2328**	08/02/2003	18:18:26	0000:00 Min:Sec
440 FOL**	51378****	SOCF	WATSON 23200**	07/22/2003	18:07:43	0000:00 Min:Sec
441 FOL**	51378****	SOCF	WATSON 23200**	07/23/2003	18:23:47	0000:00 Min:Sec
442 FOL**	51378****	SOCF	WATSON 23200**	07/23/2003	18:02:18	0000:00 Min:Sec
443 FOL**	51378****	SOCF	CUNNINGHAM 23284**	07/26/2003	17:42:05	0000:00 Min:Sec
444 FOL**	51378****	SOCF	WATSON 23200**	07/24/2003	17:43:25	0000:00 Min:Sec
445 FOL**	51378****	SOCF	WATSON 23200**	07/24/2003	17:41:58	0000:00 Min:Sec
446 FOL**	51378****	SOCF	WATSON 23200**	07/24/2003	17:41:30	0000:00 Min:Sec
447 FOL**	51378****	SOCF	WATSON 23200**	07/24/2003	18:00:01	0000:00 Min:Sec
448 FOL**	51377****	SOCF	CUNNINGHAM 23284**	07/26/2003	17:45:55	0000:00 Min:Sec
449 FOL**	51377****	SOCF	CUNNINGHAM 23284**	07/26/2003	17:41:34	0000:00 Min:Sec
450 FOL**	51377****	SOCF	CUNNINGHAM 23284**	07/26/2003	17:44:27	0000:00 Min:Sec

Results

Module

The following (sanitized) screen shots are from a working IMS. The figure shows the search results from and the next figure shows the results of



Query Criteria											
State	demol	Called Number	Begin Date	07/21/2005	End Date	07/23/2005	STG Code	Org Level	Facility Code	Housing Unit	Employee Facility
Employee Facility	%	Home/Alt Phone	BOTH	Employee Status	%						
STG Code	Called Number	Facility	Lastname	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration	Emp ID/Name	
1	740773	ITABAL	CHARRERAN	245	ITABAL	N	07/22/2005	17:18:26	0000:00 Min:Sec	Bron	
2	740773	ITABAL	CHARRERAN	245	ITABAL	Y	07/23/2005	13:18:55	0015:00 Min:Sec	Bron	
3	937283	ITABAL	JHARRAN	249	ITABAL	N	07/21/2005	18:25:27	0000:00 Min:Sec	HARR	
4	740927	ITABAL	JHARRAN	224	ITABAL	N	07/21/2005	13:32:34	0000:00 Min:Sec	Caro	
5	937276	ITABAL	MARRAN	234	ITABAL	N	07/21/2005	13:28:37	0000:00 Min:Sec	Tenp	
6	513423	ITABAL	MARRAN	249	ITABAL	N	07/21/2005	16:27:32	0000:00 Min:Sec	Josq	
7	740767	ITABAL	CHARRAN	240	ITABAL	N	07/22/2005	18:12:04	0000:00 Min:Sec	Jery	
8	740773	ITABAL	CHARRERAN	245	ITABAL	N	07/22/2005	13:35:42	0000:00 Min:Sec	Bron	
9	814239	ITABAL	CHARRERAN	241	ITABAL	N	07/21/2005	12:51:52	0000:00 Min:Sec	Nienn	
10	330448	ITABAL	CHARRAN	246	ITABAL	N	07/23/2005	14:07:51	0000:00 Min:Sec	Darr	
11	740869	ITABAL	CHARRAN	805	ITABAL	N	07/21/2005	20:04:32	0000:00 Min:Sec	MILL	
12	330448	ITABAL	CHARRAN	248	ITABAL	N	07/21/2005	18:06:07	0000:00 Min:Sec	Darr	
13	330448	ITABAL	CHARRAN	248	ITABAL	N	07/23/2005	12:02:05	0000:00 Min:Sec	Darr	
14	740869	ITABAL	CHARRAN	805	ITABAL	N	07/21/2005	20:37:13	0000:00 Min:Sec	MILL	
15	330398	ITABAL	CHARRAN	225	ITABAL	N	07/22/2005	16:32:57	0000:00 Min:Sec	Marr	
16	937237	ITABAL	CHARRAN	248	ITABAL	N	07/23/2005	13:52:23	0000:00 Min:Sec	SR	
17	740773	ITABAL	CHARRERAN	245	ITABAL	N	07/22/2005	17:18:26	0000:00 Min:Sec	Bron	
18	740773	ITABAL	CHARRERAN	245	ITABAL	N	07/23/2005	13:18:55	0015:00 Min:Sec	Bron	
19	330448	ITABAL	CHARRAN	246	ITABAL	N	07/21/2005	08:01:44	0000:00 Min:Sec	Darr	
20	330448	ITABAL	CHARRAN	246	ITABAL	N	07/23/2005	12:02:05	0000:00 Min:Sec	Darr	
21	419468	ITABAL	CHARRAN	245	ITABAL	N	07/21/2005	19:25:26	0000:00 Min:Sec	Thom	
22	419468	ITABAL	CHARRAN	245	ITABAL	N	07/22/2005	18:41:20	0000:00 Min:Sec	Thom	
23	330448	ITABAL	CHARRAN	248	ITABAL	N	07/22/2005	17:01:42	0000:00 Min:Sec	Darr	
24	419468	ITABAL	CHARRAN	245	ITABAL	N	07/22/2005	17:04:41	0000:00 Min:Sec	Thom	
25	419522	ITABAL	CHARRAN	248	ITABAL	N	07/21/2005	20:00:41	0000:00 Min:Sec	Bron	

oo. The system shall be capable of denying certain specific telephone numbers from inmate calling. Contractors shall state the number of eleven digit numbers that can be blocked per PIN. The centralized processor shall have the capacity to block at least 100,000 common eleven digit numbers. This feature is used for family and friends who have contacted DOC to block them from access by inmates.

**MCI Response:**

MCI has read, understands and will comply.

There is no limit to the number of telephone numbers that can be denied or blocked for a facility or individual inmate PIN.

pp. The system should be capable of providing dial-tone to all inmate telephones at the same time i.e., one central office line per inmate telephone or a concentration of lines giving a P.O1 grade of service (one (1) call block in a hundred can be blocked), so the system is designed to meet this criterion. When concentration is used, full traffic studies will be conducted and submitted to DOC and OA monthly to insure that there will be no blockage of inmate calling for this reason at any inmate facility.

**MCI Response:**

MCI has read, understands and will comply.

The ITS will be configured for a 1:1 ratio of inmate phones to outbound trunks thus allowing for 100% utilization of all inmate phones simultaneously.

MCI will provide telephone reception and transmission quality which meets if not exceeds all industry standards for service quality as defined by the FCC as well as BellCore standards. MCI's network is also engineered for a minimum of P.01 level or grade of service.

qq. The system shall be capable of processing collect and prepaid calls on a selective, bilingual basis (English and Spanish). The inmate shall be able to select the preferred language using no more than a two digit code.

**MCI Response:**

MCI has read, understands and will comply.

rr. The system shall support user friendly voice prompts. Voice prompts shall be available in any variety of languages, based on needs of the DOC, although at this time only English and Spanish are required. The DOC may issue changes in the requirements during this contract, depending on inmate population. Contractor shall describe proposed system capabilities of meeting any other language requirements such as various Asian languages (various Chinese dialects, Phillipine, Korean, Laotian, etc.) as may be required in addition to English and Spanish. Contractor shall also describe in the proposal time frames needed to do the recording and for installation of voice prompts.

**MCI Response:**

MCI has read, understands and will comply.

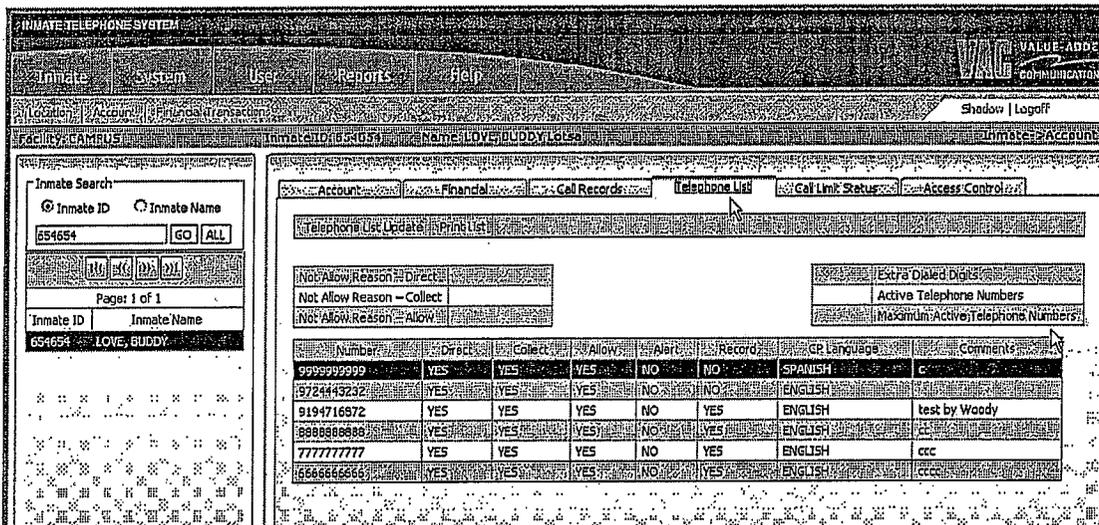
The Focus 100 is set up with customized user friendly voice prompts reflecting the name of the facility, the inmate's name, and instructions for accepting the call, etc. This announcement also states that the call will be monitored and recorded and that the use of 3-way or call waiting will disconnect the call. The announcement can be customized to meet the Commonwealth's current announcement. When the called party answers, both the inmate and called party will hear an announcement similar to the following:

"This is a MCI Collect Call from "Inmate Name" at the "Facility Name". This call will be monitored and recorded. The use of 3-way or call waiting will disconnect the call. To hear the cost of this call, dial 8 now. If you wish to block any future collect calls, dial 7-7. To refuse this call, hang up. If you wish to accept and pay for this call, dial 5 now.

The Focus 100 will provide the option of either English or Spanish voice messages or prompts selectable on the individual inmate's account information. The default setting will be English and will be settable by DOC personnel only. A total of 10 different languages may be programmed. MCI will work with the Commonwealth in providing any additional foreign language for inmate use.

When a call is placed, the inmate will be provided with the option of either English or Spanish voice prompts. "For English, press one (1), Para Espanol, marque dos (2). Once

the selection is made, all voice prompts for the balance of the call in progress are given in the desired language. If desired, the inmate's language preference can be provided by the DOC with his PIN and automatically selected for all further conversations. When PINs are in use, a language preference may also be selected for each allowed number on their call allow list, as detailed in the image below. Calls placed to that number would utilize the specified language automatically for the called party announcements. The inmate is never allowed to affect the language selection of the called party during the call.



Inmate's Allow List

ss. If the location processor or system control device fails, the inmate stations at that SCI shall continue to be operative, line powered, if possible, using the automated attendant and all call restrictions.

**MCI Response:**

MCI has read, understands and will comply.

MCI recommends that in the event of a system control device such as the Inmate Telephone System, that all inmate calls are not allowed to process. Reasons being that it may be impossible to validate calls, and a call may be allowed to an individual that has either requested that their call be blocked, or the call may not be on the call allow list since the sever is down and can not be validated. Additionally, if the call control system is down, the calls would not be recorded and it is therefore the recommendation of MCI that the inmate calls not be allowed to process in the event of a system control device outage. The workstations would however be able to function.

tt. The system shall be capable of limiting the dollar charges to a specific telephone number during a telephone service provider-billing period. The system shall not complete and shall disconnect calls to that number when the dollar limit is reached. An appropriate announcement

shall be given to the caller in the case of a no-completion. In the case of a disconnection, a warning tone or appropriate announcement shall be given to the caller prior to the call being terminated.

**MCI Response:**

MCI has read, understands and will comply.

Such capabilities do exist with the Focus 100 system. Such limits are programmable.

uu. The Contractor shall explain from its company experience information related to putting dollar limits on inmate's families and/or businesses to prevent an inmate family member or a business that could be running scams. Contractor will recommend dollar limit and any additional information on running scams.

**MCI Response:**

MCI has read, understands and will comply.

It has been the past experience of MCI in managing 17 State Department of Corrections contracts the due diligence in setting financial limits on individual telephone numbers helps both parties. It reduces the damage of high scam or fraudulent activities and reduces the financial burden on families. After a few months of calling patterns and the proof of paying such bills, increased limits can be established, or alternate payment methods can be established.

vv. The Contractor shall provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed must permit the first call attempt to complete and must provide the called party with immediate access to a customer service representative for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.

**MCI Response:**

MCI has read, understands and will comply.

In today's diverse telecommunications industry, there are situations when collect calls cannot be billed to the called party's phone bill, or they wish to establish alternative billing options. For these customers, MCI has a variety of alternate billing options that allow the inmate to stay in touch with their family and friends. Since it is in the best interest of all parties; the Commonwealth of Pennsylvania, MCI, VAC, and the inmates and their families to allow every possible call to complete, MCI offers families with CLEC or other un-billable local exchange service, V-CONNECT, VAC's advanced pay product. The V-Connect application will automatically be implemented upon receipt of a non-billable response from MCI's validation services.

Here's how the process works:

- The inmate places a call to a non-billable number.
- Voice prompts are played to the inmate and the called party stating "You have a collect call from (name), an inmate at (facility name). This telephone will not allow collect calls to be billed from this location. To receive calls, you can be connected to our account center and set up an account immediately by dialing 9 now. If not, to receive future calls from this location, please call 1-800-XXX-XXXX and establish an account.
- To repeat this message dial 3,
- To talk to this inmate for a one minute one-time courtesy call dial 4 now.

Once the called party elects to be transferred to a Customer Service Representative, an account can immediately be set up through a variety of payment options including credit cards, direct billing, or through secured payments such as money orders and cashier's checks. Credit card transactions will be applied immediately and inmate calls allowed within approximately a half hour. Secured payments such as money orders and cashier's checks are accepted at VAC's payment processing center and inmate calling is allowed immediately upon receipt. Both MCI and VAC are continually working to establish payment outlets that are convenient and accessible to the inmate's friends and family, including web payments.

Once the party that the inmate called selects the option to set up an account now, they will be immediately transferred to a Call Center that is staffed with live customer service representatives. At the call center, the friend or family member path will be similar to the following:

- Customer will be greeted with "Welcome to Value-Added Communications. For English, press one (1), Para espanol, marque dos (2).
- The billing telephone number will be requested in the requested language.
- The facility from which calls will be placed is confirmed.
- The telephone number block will be confirmed in both MCI and VAC's RMS database.
- The agent will offer the customer the option to establish the account immediately using Visa or MasterCard. In the alternative a Cashier's check or Money Order can be mailed and the account will be set up upon receipt.
- The credit card will be validated and upon approval,
- The account will be established.
- Inmate calling will be activated within fifteen (15) minutes of credit card approval.

3. Station Equipment Standards: The inmate telephones shall have physical and design characteristics that include the following:
- a. Chrome plated DTMF tone dial that is water, flame and shock resistant.
  - b. Hearing aid compatible.
  - c. Manual volume control.
  - d. Noise suppression transmitter.
  - e. A steel housing that protects the electronic components of the telephone.
  - f. Paint/finish is mar, mark and scratch resistant.
  - g. Operating ease with concise instructions on the faceplate.
  - h. A weatherproof housing design that resists the most severe weather conditions. Some of the DOC inmate phones are located in outside recreational areas.
  - i. Industry standard design.
  - j. An armored handset cord at least 18 inches long, but no more than 24, that is resistant to stretching and breaking to eliminate out-of-service conditions.
  - k. Tamper proof housing and handset.
  - l. Installation reinforced by security studs to prevent easy removal of the telephone.

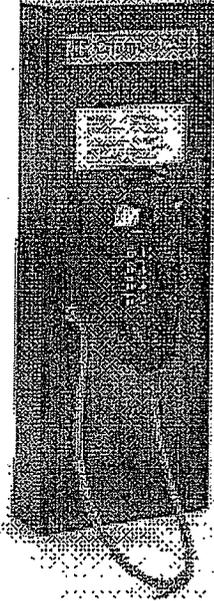
**MCI Response:**

MCI has read, understands and will comply.

MCI is proposing to provide and utilize Wintel ITC7042 inmate telephone station instruments. Wintel formerly known as Phillips and Brooks/Gladwin (PBG) is the leading manufacturer of inmate telephone station equipment utilized through the Commonwealth and County Correctional markets. The Wintel ITC7042 inmate telephone set is a proven product providing security, reliability and durability despite the harsh correctional and jail inmate facility environments. The telephone instrument utilizes pin in head security screws that can only be removed with a special screwdriver to protect access to the inner workings of the phone. This phone instrument utilizes line power, is UL approved, and complies with the applicable NEC requirements. Please refer to the specifications allocated in the following illustration.

- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Facilities nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear® Technology
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear® (DURA) Handsets have separate 4-pin connections.

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Powder Coated cold rolled steel provides rugged vandal resistant telephone housing designed and built for inmate use
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism
- All telephone stations are equipped with a compact tamper resistant window card holder.
- All telephone station features, including size, mounting hardware, meet telephone industry standards.
- All telephone stations are equipped with armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance. Handset has a sealed transmitter and receiver caps, suitable to withstand heavy use and abuse.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered (DF4USA-75652-CC-E)



ITC7042 Full Size Blue

4. Station Installation Standards:

- a. Station Code Identification: The selected Contractor shall establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.

**MCI Response:**

MCI has read, understands and will comply.

MCI will establish, in cooperation with the Department of Corrections, a systematized method of location codes for each inmate station in a SCI.

- b. Standard Pattern for Code Assignment: Not only shall each inmate station have its own code identifier, but the pattern of code assignment shall be the same in each cell block, yard area, etc. in a SCI. In the process of identifying a station, and therefore an inmate, while a call