



h. Monthly Performance Log Reports: A monthly system administrators (SA) report summarizing and detailing all DOC-SCIs of the SA's activities. Examples of the categories to be included in the report; inmate complain form, inmate special request, add on/ removal DC8B, new account DC8A, inmates released, inmate paroled, inmate transferred in/out, custody level changes, open tickets, can't hear issue, test calls made, attorney number verification, miscellaneous DOC inquiries, IPIN look up, number change, stored voice, record retention, run reports, IPIN issued, etc.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide the monthly Performance Log Reports as requested. Taking the monthly performance log reports a step further, the Commonwealth will be provided with a link into MCI's customized Ticket management system thereby viewing daily open and closed tickets for any facility within the Commonwealth. Ticket search criteria can be limited to a single facility, multiple facilities, or all facilities. View the current open tickets, closed tickets, or any and all tickets.

MCI's custom on-line Ticket Manager System was designed and created specifically for MCI's Law Enforcement Segment. This tool provides MCI and various DOCs with immediate access to all maintenance, repair, and network issues. A ticket is created at the time the original service call is received and a trouble ticket is opened. The Ticket Manager System assigns a ticket number, time of call, date of call, state, and facility, as well as a summary of the issue. The Ticket Manager System is updated as new information and progress is made on the issues. Once a ticket is closed the system stores the data, at any time MCI or DOC can access the archives and retrieve every ticket using search criteria such as state, correctional institution, date, ticket priority, or trouble description. With Ticket Manager Massachusetts DOC will have a complete trouble ticket history available at all times and MCI will provide a full listing of all troubles to Massachusetts DOC when requested.

**Trouble Tracking** - When equipment-related trouble is reported by any of the methods described earlier, the MCI Support Office or the MCI Ticket Manager Help Desk will open a trouble ticket in its Ticket Manager tracking system.

**List Ticket Criteria**

You are logged in as (TC) Philip Jones

Contract: KYDC	Vendor: [ ]	Vendor Ticket: [ ]	<a href="#">New Tickets</a>
Alert: [ ]	Location: [ ]	Status: All Active Tickets	<a href="#">Site Monitor</a>
			<a href="#">Press F5 to submit query</a>

Row count: 2

Contract	Ticket No	App	Alert	PK	Alt	Location	Equipment	Trouble	Status	Open Date	Owner	Vendor	Vendor ID
KYDC	2004101001123	27	103	3		BN(VN) Eastern Kennedy Correctional	Scanner	Failure	REF	01/14/2004	(TMO) Eric Barosa	Global Tel	201431
KYDC	20041025003	4	0	Has	Info Only	CC(VN) Community Correctional Complex (CCC)	Inmate Phone - Office	Failure	REF	01/25/2004	(TMO) Jason Down	StarTech	

**MCI's Ticket Manager Tracking System**

**Ticket Details**

Contract: GAPH

Ticket ID: 20050831001    Priority: 2    Status: Refer

ANI: 4042539223    Location: GAPH:Atlanta TC

Trouble Code: No Dial Tone - NDT    Subcategory:

Equipment: Coin Phone    Quantity:    Team: A

Reported by: Eddie Worthm    Callback No: 404-206-5108

Date Time Opened: 03/12/2005 9:52:09 AM EST    Date Time Closed:

Opened by: (TMO) Lisee Crosby    Closed by:

Owner: (TMO) Lisee Crosby    Vendor: nTouch    Vendor T.N.D: Jason Starke (tech)

Estimate Completion:    Estimate Time of Arrival:

Add Remarks:

Update Ticket

Remarks History: Please do not type here

Last Updated by (TMO) Eric Batson [9/2/2005 10:41:06 AM EST]  
 John shipped 3 relays to Intouch yesterday.  
 Last updated by (TMO) Eric Batson [9/1/2005 1:43:17 PM EST]

The ticket opened in this Ticket Manager system will become the master ticket and will be tracked until completion. In order to resolve the problem, it may be necessary for the MCI Support Staff to work with MCI's World-wide Customer Service Center (who manages all facets of the MCI network and interfaces with local telephone companies) vendors/subcontractors, and the Ticket Manager Help Desk. Each of these groups may have their own ticket tracking system, but MCI will own the master ticket and ultimately see the trouble to complete resolution. Once the ticket is ready for closure, MCI will seek approval from the customer that the problem has been rectified, and only then when the ticket be closed. MCI feels that this approval process is necessary to ensure customer satisfaction.

- i. Weekly Conference Calls and Reporting: The project manager shall be responsible to schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. The bridge may be a non-toll free telephone number. Prior to the weekly conference calls, the project manager or staff shall be responsible for sending an electronically emailed report to OA and DOC staff with actions/issues of current issues to discussed and include closed issues on same report.

**MCI Response:**

MCI has read, understands and will comply.

MCI's project manager will schedule weekly conference calls, throughout the life of the contract, to include a teleconference bridge for all parties' access. MCI's conference bridge service will be utilized providing for Toll Free and Non-Toll Free access. Prior to the weekly conference calls, the project manager or staff shall will forward an emailed report to OA and DOC staff with actions/issues of current issues to discussed and include closed issues on same report.

j. Weekly Maintenance Trouble Ticket Report: The project manager shall be responsible for emailing a weekly report of the current maintenance trouble ticket report to the OA and the DOC staff. The report will be reviewed during the weekly conference call. Minimum elements of the spreadsheet, trouble ticket report ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.

**MCI Response:**

MCI has read, understands and will comply.

MCI's will utilize its Ticket Manager program to provide the requested Weekly Maintenance Trouble Ticket Report. The report can be reviewed during the weekly conference call or on line via PA DOC access. The system can provide trouble ticket report ticket number, facility name, date and time received trouble, status, statement of the problem, solution, entry detail text of the problem, closed date and time or status, miscellaneous information, etc.

k. Route Cause Analysis Log: The project manager shall be responsible to report through telephone and/or email to the OA and the DOC when major incidents/outages occur. The route call analysis spreadsheet will have the following minimum elements; date, time, service area effective, facility name, service impact (time), root cause (problem), action items, and status, etc.

**MCI Response:**

MCI has read, understands and will comply.

MCI's project manager will report all major incidents/outages directly to the OA and the DOC and provide a Route Cause Analysis Log inclusive of the elements provided above.

l. Bi-Monthly Management Meetings: Bi-monthly executive staff meeting shall be scheduled and held in the Harrisburg area. The Contractor's project manager shall provide the agenda prior to the meeting and have staff and subcontractor(s) at the meeting when appropriate for the current discussions.

**MCI Response:**

MCI has read, understands and will comply.

MCI's program manager will facilitate Bi-monthly executive staff meeting to be held in the Harrisburg area. An agenda will be provided prior to the meeting.

- m. End User Forum Meetings: The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.

**MCI Response:**

MCI has read, understands and will comply.

The project manager shall be responsible for scheduling the User Group Forum, reference 2.5-E Training, 5. End User Forum Meeting.

As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's approach to training is fivefold.

First; on-site training is conducted immediately upon the installation and cutover to the new ICS of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day and the curriculum is designed to cover the use and operation of the system from the inmate's perspective, basic system administration (Call Processing, Blocks, etc.) as well as a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, Reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

MCI recognizes the need to provide system administration training to those responsible for day-to-day operations. While the System operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. In our opinion, a successful installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation. To this end, MCI recommends that training be conducted on site as each facility is installed.

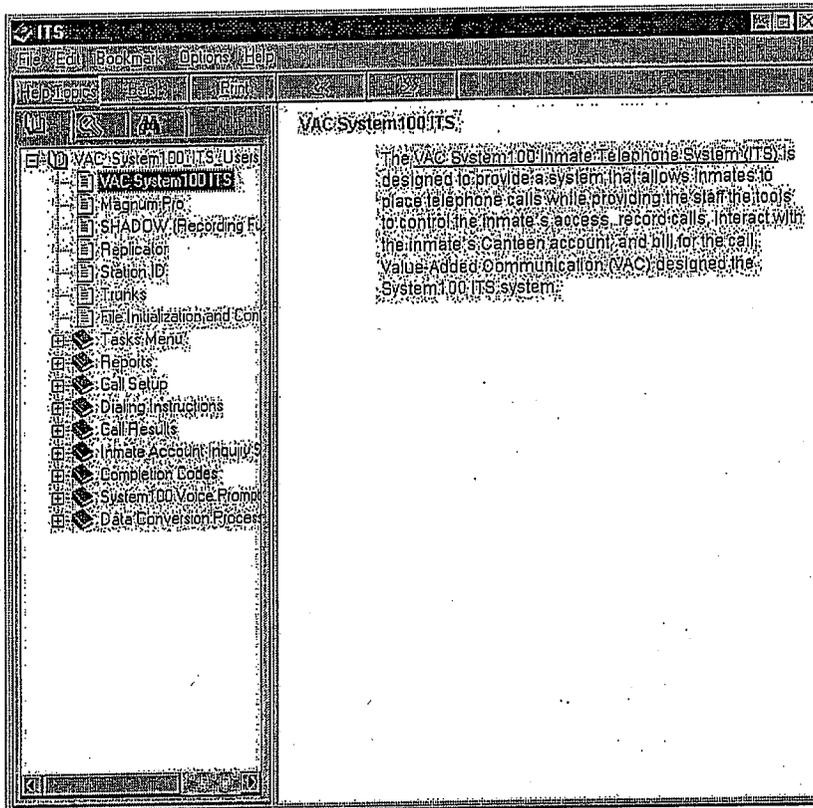
The comprehensive training curriculum is designed to cover complete system administration and all investigative tools described below. Additional training will be provided to the Commonwealth DOC at its request and at no additional charge.

<b>Training Course Outline</b>	
<b>Introduction</b>	Overview of the Inmate calling System functions and features
<b>Workstation Access Control</b>	Overview User ID Management Security Level Access Management User Alerts

<b>System Administration</b>	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
<b>Reporting/Investigative Functions</b>	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
<b>Calling Process</b>	Placing a Call Dialing Instructions Direct Dialed Calls Collect Calls Local Calls International Calls Call Results Announcements

### Sample Training Course Outline

Second; to further support the initial training sessions, the workstation offers context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the workstation function in use.



Third; user manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

Fourth; a refresher training session can be conducted remotely through WebEx, or as directed by the Commonwealth DOC.

The fifth and final source of training is VAC's Technical Assistance Center which is staffed with live technical reps that can assist the DOC with any question, 24 hours a day, 7 days a week, 365 days a year as well as the MCI Help Desk in Albany, NY which is available 24 x 7 to offer assistance.

n. Yearly Quality Assurance Reviews (YQAR): Yearly quality assurance reviews will be made at each State Correctional Institution and the two (2) separate Central Office staff operations for the Headquarters Security Office and the Office of Professional Responsibility. YQAR will ensure that the technology, product, software are working properly. Including testing all inmate phones (handset, jacks dial tone, set and features both collect and prepaid messages), inmate billing, monitoring and recording, inmate exceeding the time limit on a call, check rate quote provided for every prepaid call, call list and blocked numbers, inmates' PIN

deactivated (can they still make prepaid calls), wiring, TTYs, procedures, documentation, operations, etc.

**MCI Response:**

MCI has read, understands and will comply.

MCI will support and facilitate Yearly Quality Assurance Reviews (YQAR).

**6. Environmental Considerations:**

a. Complete Description: The Contractor shall include in its proposal a complete description of any special environmental considerations, which may be required to ensure proper operation. If an air-conditioned environment for the equipment is recommended, the description shall include the specific air-conditioning requirement. See Attachment 12 for the content and format of information required. The responsibility for the cost of changes/additions required or recommended shall be subject to contract negotiations.

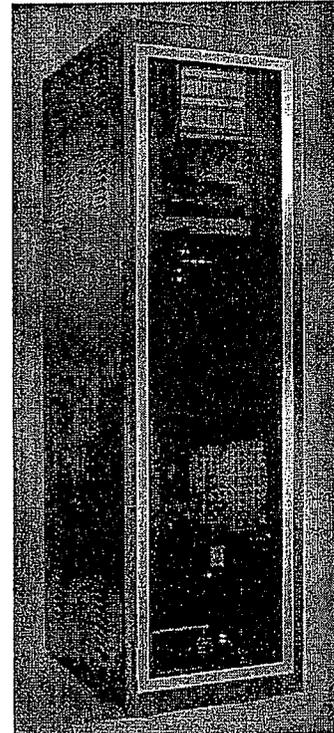
**MCI Response:**

MCI has read, understands and has complied below with the proposed Focus 100 environmental requirements. Additionally MCI has provided a completed PA Attachment 12 in this proposal form also providing the requested data.

The Focus 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system wiring.

MCI will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the Commonwealth. This CPU based system is based on proven telephony technology, designed specifically to operate with the highest degree of reliability in the challenging environment of a correctional setting. VAC developed the proposed system on a foundation of accurate, reliable call processing – followed by the integration of an extensive array of call management features and investigative tools unparalleled in this industry.

VAC will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the Commonwealth. Both MCI's and VAC's team of seasoned professionals will install and test the system and will provide training to appropriate facility personnel. In addition, MCI and VAC will provide both remote and local technical support as needed throughout the project duration.



Optional Features
<b>Headquarters Server for Multi-Site WAN Applications</b>
<b>Shadow Archive Manager (SAM) – Automated Recording Archive Unit</b>
<b>Multiple User Workstations</b>
<b>SNITCH – Alert Notification System</b>
<b>Custom Voice Prompts</b>

Specifications	
<b>Inmate Telephone Capacity</b>	Up to 270 stations x 216 trunks
<b>Dimensions</b>	23.5" x 31" x 76"
<b>Environmental</b>	Temperature: 35-90° F; Humidity: 2-98% non-condensing
<b>Power Requirements</b>	115VAC, 20 amps
<b>FCC Certification</b>	Meets the requirements of FCC Part 68 and Part 15
<b>Voice Network Interface</b>	Digital & Analog
<b>Operating System</b>	Windows XP

b. Surge/Lightning Protection: Contractors shall provide and install at no cost to the Commonwealth adequate surge and lightning protection equipment on all lines used as a result of this RFP.

**MCI Response:**

MCI has read, understands and will comply.

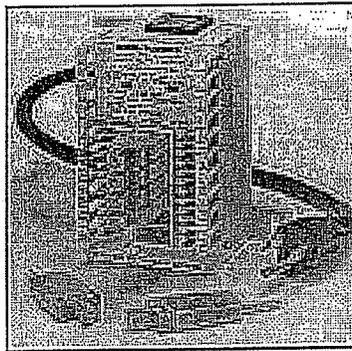
MCI understands the value of Surge/Lighting Protection and considers it one of the most important aspects of the install.

It is also important to note that surge protection goes far beyond just providing a surge protector. Ground Resistance Testing – Ground resistance testing will be performed to

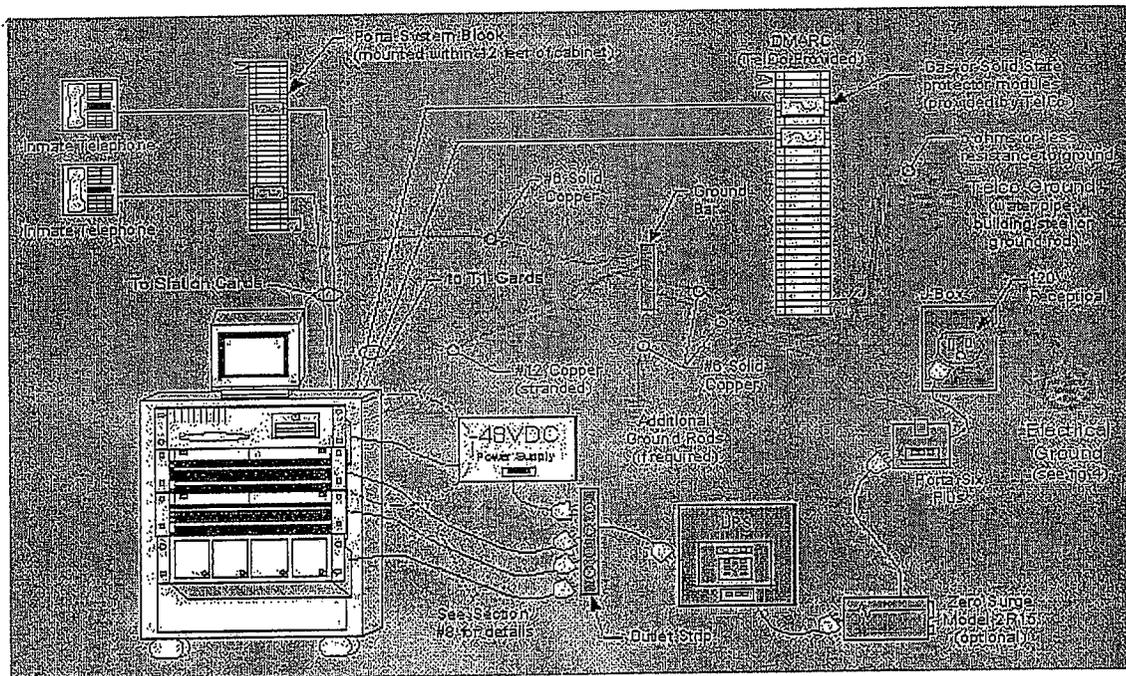
verify the Telco Ground is good and properly bonded (electrically connected at a single point) with the Electrical Ground.

Equipment Bonding - All processors (controller units) will be grounded to the "Ground Bar" using a #12 copper ground wire secured to the chassis with a "star" washer. All computer cards will be firmly mounted to the controller chassis.

The "Ground Bar" (typically wall mounted) will be bonded to Telco Ground using #6 solid copper ground wire. If multiple ground bars are used (i.e.: 2 - 25 port blocks), MCI will use a #6 ground wire to bond each unit. The figure below illustrates the ground bar that MCI will install on each system as well as MCI's Equipment Grounding Plan.



Ground Bar





**MCI Equipment Grounding Plan.**

MCI will install the following Grounding Equipment

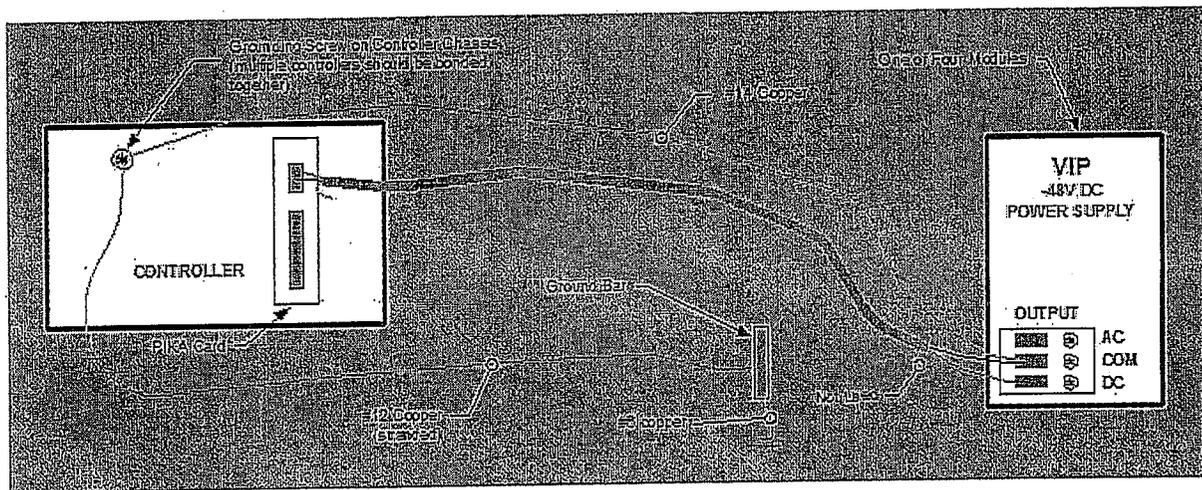
Porta Six Plus w/ 110 Termination – Model 504PX/AC prevents damage to equipment from lightning, sneak currents, electrostatic discharge and EMI/RFI noise reduction and isolation on the AC circuit. Has a single grounding point to eliminate the danger of ground potential difference that exists when AC and telephone lines are protected separately. Transient clamp response time < 5 nSec, Peak surge current = 20,000 A Max, total energy rating = 520 Joules, Maximum clamping voltage at 50A = 310 V peak.  
<http://www.portasystems.com/cpd/cpp/sixplus.html>

Zero Surge Protector - Model 2R15 surge suppressor will front-end the UPS. Unit offers Grade A Endurance, Class 1 Performance, Mode 1 Applications - 1,000 surges, 3,000 amperes, SVR = 330, actual Suppressed Voltage = 280 Volts, no failures, L-N (ground wire protection) mode. This product will enhance protection of the servers by placing in series between the wall plug (or Porta Six Unit) and the UPS, since the UPS has limited surge suppression abilities. <http://www.zerosurge.com/index.html>

Unison SmartOnLine UPS – Tripp Lite Unison SmartOnLine 1000 / 2200 / 6000 Rack-Tower UPS System. On line, double conversion UPS operation keeps output voltage within 2% of 120VAC at all times. Maintains full battery charge when line voltage is between 85 and 138VAC (60 to 138VAC at loads less than 70%). Note, unit must be registered for Ultimate Lifetime Insurance which protects connected equipment from damage due to surges up to \$100,000. <http://tripplite.com/products/family/ups/index.cfm>

Telco Side Protection - All Telco facilities must be protected with Gas or Solid State protector modules – typically provided by Telco, before the DMARC. This is to be verified by the site survey.

Station Side Protection - All Station (inmate/ward phone) facilities must have over-voltage and over-current primary protection, mounted no more than 12 feet from the ICS System.



Power Side Grounding for Station Card.

It will be the MCI Project Manager's responsibilities to work with the facility's Electrician staff to measure and insure that the AC outlet ground and common "Ground Bar" is good. Maximum resistance to ground (by Telco standards) is 5 ohms. If it is not good it is then the technical consultant's responsibility to see that it gets corrected.

7. Customer In Put to System Development Effort:

The Contractor shall provide information explaining how customer opinions about the systems being proposed are used in the development of improvements.

**MCI Response:**

Virtually all of MCI's existing systems as well as the Focus 100 system features were design based upon customer input. MCI's Program Manager will take any customer recommended system improvement directly to MCI and VAC's Sr. Management for review. The Program Manager may inform Sr. Manager upon notice or during MCI's Weekend Warrior Staff Call that takes place each Monday morning. During the weekly meetings program managers from across the US discuss meet to discuss various topics to include system improvements. If enough customers see value in the recommendation, MCI and VAC will consider for development.

- a. If a user forum exists, the Contractor shall provide the name, address, telephone number of the group's contact person.

**MCI Response:**

MCI has read, understands and will comply.

MCI actively supports a variety of user forum groups such as the American Corrections Association (ACA) and many regional organizations. If the PA DOC has any other groups that they would like MCI's support contact should be made to:

Keith R. Eismann  
Sr. Manager, MCI Government Markets  
20855 Stone Oak Parkway  
San Antonio, Texas 78261  
Office - 210-484-3177  
Fax - 210-484-5208  
Cell - 210-385-2350

8. Desirable Information: The Contractor shall provide information describing those overall and application-specific features and capabilities which, in the Contractor's opinion, differentiate the system(s) being proposed from those offered by competitors.

**MCI Response:**

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



MCI's has listed below the key facts that MCI's feels differentiates MCI from the systems and services being proposed by our competitors.

### **MCI History in the Inmate Telephone System (ITS) Business**

MCI has more experience as a Prime Contractor providing ITS services to Commonwealth Department of Corrections than any other company. Throughout MCI's sixteen plus years of experience in the inmate phone services business, we have established a reputation for our ability to combine call control and recording capabilities into a seamless solution for inmate telecommunications.

MCI currently provides services to 16 state correctional programs. In aggregate, the total inmate population within these states exceeds 600,000. The spectrum of inmate populations ranges from our largest state customer, California, with more than 200,000 inmates, to the State of Wyoming with 900 inmates. Regardless of size, the common denominator among our customers is the fact that they can count on MCI to provide reliable inmate calling services.

We have drawn on this experience to design the technical and management solution for the Commonwealth of Pennsylvania that is described in this proposal. Nor have we forgotten that new technologies and procedures can augment—but never replace—solid customer service.

MCI desires to demonstrate its commitment to meeting and exceeding your requirements by our performance willingness. We have implemented solutions that benefit both the inmates, by improving customer service, and the Department of Corrections, by reducing its administrative workload.

### **Successful Sub Contractor Partnerships**

As stated throughout this RFP response, MCI has chosen Value Added Communications (VAC) and ShawnTech Communications as its subcontractors.

MCI will serve as the prime contractor and direct the activities of our team to provide the services and products required for the DOC Program. MCI, VAC and ShawnTech Communications, Inc. will install the call control, call processing, and call recording systems. ShawnTech along with dedicated MCI technicians will install and maintain the inmate phones, in addition to maintaining the call control, call processing, and call recording system. Furthermore, the fact that our team members enjoy a successful history working together ensures the Commonwealth will have program continuity while we apply the individual strengths of each corporation to fulfill contract requirements and provide superior customer service.

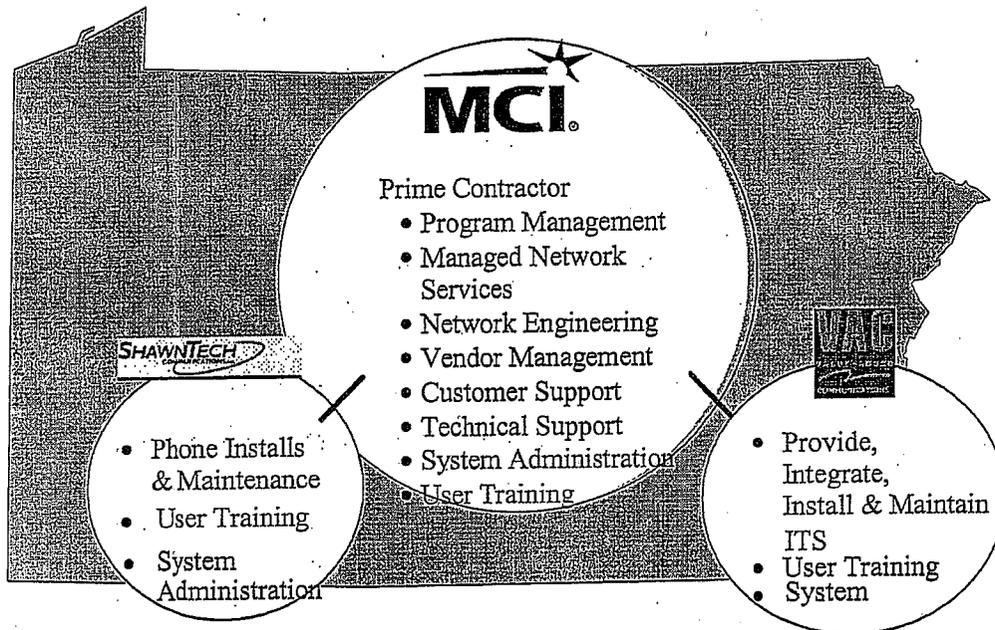
### **Value Added Communications (VAC)**

VAC will provide the Focus 100 Call processing technology along with the required investigative and call control features specified by the RFP. VAC's team of seasoned professionals will install and test the systems and will provide training to appropriate

facility personnel. In addition, VAC will provide both remote and local technical support to MCI as needed throughout the project duration.

### ShawnTech Communications

ShawnTech is one of the premiere State Dept. of Corrections ICS support companies today and is utilized by MCI in the majority of its state contracts. ShawnTech is the current provider of PIN administration in the Commonwealth's existing contract for ITS. MCI chose to employ ShawnTech for this very reason and expects that ShawnTech's experience as the existing provider will provide for a smooth transition to the new system and will ensure that the PA DOC will experience minimal changes in process and procedures.



### Proven ITS Technology

With successful installations in each of the Federal Bureau of Prisons and Colorado, The VAC Focus 100 system has one of the most proven Inmate PrePaid Platforms on the market today. The system's feature and functionality was developed over several years and based upon customer input.

The VAC Focus 100 call processing platform is a digital premise based centralized platform. This means that the ICS system equipment will be located at each facility

processing offender calls. Specifically, each facility will have a VAC Focus 100 call processing system, administrative workstations to perform all Focus 100 system functions (e.g. investigative functions, reports, offender identification and PIN and allowed call list administration, etc.), along with a minimal amount of network equipment.

MCI feels that an on-premise solution like the Focus 100 vs. a centralized solution (whereby centralized off-premise equipment provides call control and stores call recordings) is the most reliable and is less risky for Pennsylvania DOCS. With having a premised based solution there is no risk of a single failure point - that if problems exist with either the centralized system or the network feeding the centralized system location - the problem will affect the call processing capabilities of all the facilities under the centralized solution. Under a premise based solution, a problem that may exist with the call processing system or network at any given facility will affect only that facility and not all facilities.

A premised based platform also avoids a single point of failure problem that may exist with the centralized storage of recordings. Although there may be backup array drives and off site storage, the maximum amount of risk associated with a centralized system hard disk failure is potentially all recordings for all sites, and at a minimum all recordings for all sites generated after the last backup was conducted. For the on-premise solution proposed by MCI, the maximum risk to the department would be for only the sites having the hard disk problem and at the minimum no loss of any data due to the MCI redundant backup approach.

#### **Network Infrastructure and Back Office Redundancy**

Because of MCI's large customer base, MCI has significant network and back office infrastructure in place today. MCI is also the only vendor that utilizes its own private owned and operated Network to support its ITS customers. This means that MCI can control all calling systems from the Inmate to the called party.

MCI will establish and maintain a closed, secure, wide area network (WAN) to connect all of the DOC facility-based systems, user workstations, and the DOC Headquarters with a central database server located at VAC's headquarters in Plano, TX. The installation of the facility-based Focus 100 platform connected to a central database server via a WAN offers significant improvements over the platform in use today.

As calls are processed, a duplicate copy will be made and sent to the central database server. This process will be replicated at each DOC facility, effectively creating a redundant copy of all call detail records (CDRs) generated by DOC facilities. Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients.

The MCI private network will also be used to allow investigators and staff to access calls being placed from one facility, multiple facilities, or all facilities. The Focus 100