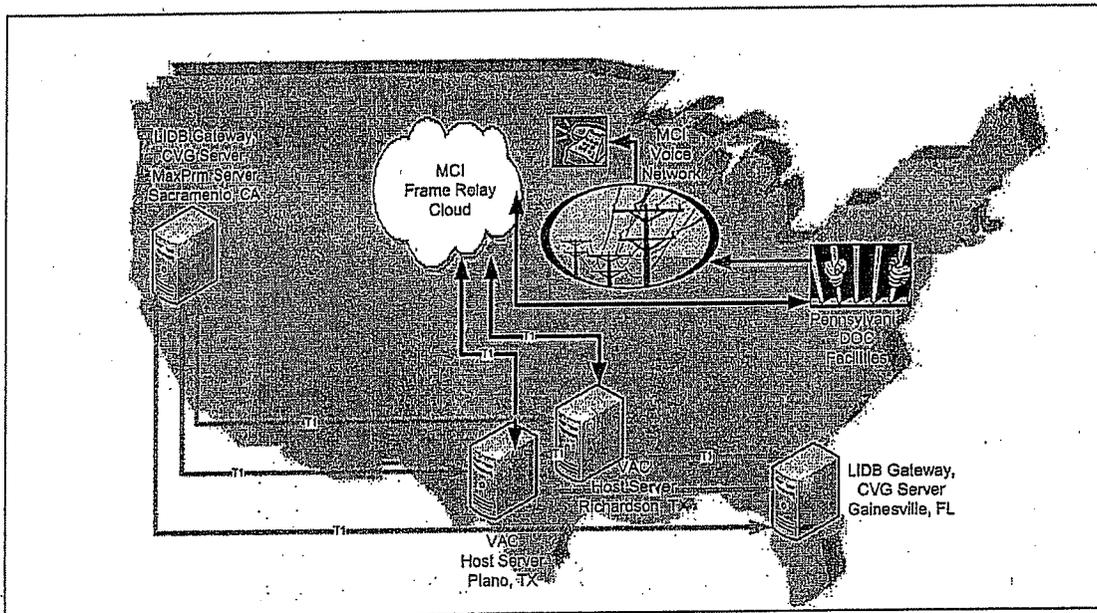


solution provides a web-based, GUI user friendly, robust system with administrative screens while providing the most technologically advanced features and functionality.



Because all of the relevant information from each facility will be stored redundantly at the central database server and updated on a call-by-call basis as each call is attempted, system-wide reporting will be available from any location on the WAN. This means that, for example, the chief investigator for all prisons will be able to query all DOC facilities for a CDR from any workstation connected to the WAN without logging into each facility and running the report request. Furthermore, our proposed solution will safeguard the Commonwealth's mission-critical data from a single point of failure. Should a catastrophic event, such as a tornado or a direct lightning strike, disable the system, we will install a replacement platform and populate it with the affected facility's data that is stored at the central server, and the recordings from either the onsite backup device or by downloading all recordings from the MCI offsite backup data warehouse.

MCI Value Added Service Solutions

In addition to the above, MCI will offer the Commonwealth the following Value Added Services. These services will be provided at no cost to the Commonwealth.

- Investigative Management System
- Site Monitor
- Snitch Line
- Automated Inmate Data Exchange Program (NCC)

Investigative Management System

MCI offers its Investigative Management System (IMS) value-added product to the Commonwealth at no additional cost. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

MCI developed the IMS investigative tool specifically for its Inmate Calling System (ICS) customers. IMS was designed to facilitate safe, secure, and orderly operations for staff, visitors, and inmates/wards by helping to identify gang members and monitoring their phone activities.

IMS is a stand-alone software application that comprises a Gang Reporting module and an Employee Reporting module. The modules run outside of the ICS, 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: a list of the gang members and their gang affiliation, and a list of active employees at each institution. 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 GUI application.

Gang Reporting Module

The purpose of the Gang Reporting module is to track the calling patterns of inmates who have known gang affiliations in order to identify other, previously unknown, gang members. The Commonwealth can use this module to compare the called party numbers (ANIs) of those inmates who have been previously identified as members of a gang with all other inmate calls. The results of this comparison will help the Commonwealth identify additional gang members and their gang affiliations.

Employee Reporting Module

The purpose of the Employee Reporting module is to track calls placed by inmates to numbers that are related to the Commonwealth employees working in the institutions. The system compares the inmate-dialed number to a list of Commonwealth-provided employee personal phone numbers (e.g., home, cell) to determine if inmates are speaking to institution Commonwealth employees outside of the institution's walls. The following (sanitized) screen shots are from a working IMS.



Error! Reference source not found. Gang Query Search Results

http://localhost/GangDB/gangviewSavedResult.asp?QueryID=1311460392012005071104015 Microsoft Internet Explorer

State: Query Criteria
 Query: demo Called Number: Begin Date: 07/11/2005 End Date: 07/12/2005 STG Code: Gang Level: Duplicate Count: 703 set(s) of 6 each: Col(s): All (1) Inmate ID: Inmate D: Billable: % Active: Employees Recvly: % Home/All: Print: BOTH: Employees Status: %

Security Threat Group Management System
 demo last ran on 7/2005 8:31:46 AM

STG Code	Called Number	Facility	Last Name	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration
1	201331	CHAS	CHAS	249	CHAS	Y	07/12/2005	08:57:47	00:05:31 Min:Sec
2	201483	CHAS	CHAS	240	CHAS	Y	07/12/2005	21:44:01	00:15:00 Min:Sec
3	201618	CHAS	CHAS	247	CHAS	Y	07/12/2005	18:02:11	00:05:53 Min:Sec
4	202388	CHAS	CHAS	805	CHAS	Y	07/12/2005	20:36:33	00:00:42 Min:Sec
5	202484	CHAS	CHAS	249	CHAS	Y	07/11/2005	18:52:01	00:14:54 Min:Sec
6	202587	CHAS	CHAS	229	CHAS	Y	07/11/2005	18:50:57	00:08:43 Min:Sec
7	202591	CHAS	CHAS	244	CHAS	Y	07/12/2005	22:59:32	00:14:52 Min:Sec
8	202597	CHAS	CHAS	247	CHAS	Y	07/11/2005	13:41:34	00:08:48 Min:Sec
9	202652	CHAS	CHAS	243	CHAS	Y	07/11/2005	18:30:18	00:02:10 Min:Sec
10	202678	CHAS	CHAS	231	CHAS	Y	07/11/2005	18:14:04	00:11:53 Min:Sec
11	202680	CHAS	CHAS	233	CHAS	Y	07/12/2005	08:51:38	00:18:00 Min:Sec
12	202680	CHAS	CHAS	805	CHAS	Y	07/11/2005	18:50:04	00:14:14 Min:Sec
13	202798	CHAS	CHAS	231	CHAS	Y	07/11/2005	12:05:21	00:14:45 Min:Sec
14	202798	CHAS	CHAS	227	CHAS	Y	07/11/2005	22:31:50	00:14:37 Min:Sec
15	202836	CHAS	CHAS	247	CHAS	Y	07/11/2005	18:24:28	00:04:38 Min:Sec
16	202836	CHAS	CHAS	228	CHAS	Y	07/11/2005	14:58:03	00:02:07 Min:Sec
17	202852	CHAS	CHAS	236	CHAS	Y	07/12/2005	17:00:06	00:15:00 Min:Sec
18	202773	CHAS	CHAS	247	CHAS	Y	07/12/2005	18:44:13	00:15:00 Min:Sec
19	202785	CHAS	CHAS	248	CHAS	Y	07/12/2005	20:33:00	00:15:00 Min:Sec
20	202723	CHAS	CHAS	248	CHAS	Y	07/12/2005	13:56:29	00:10:49 Min:Sec
21	202744	CHAS	CHAS	248	CHAS	Y	07/11/2005	14:18:32	00:13:03 Min:Sec
22	202744	CHAS	CHAS	249	CHAS	Y	07/11/2005	14:41:41	00:14:39 Min:Sec
23	202744	CHAS	CHAS	249	CHAS	Y	07/11/2005	15:17:26	00:05:32 Min:Sec
24	210543	CHAS	CHAS	242	CHAS	Y	07/11/2005	21:02:43	00:15:00 Min:Sec
25	210926	CHAS	CHAS	229	CHAS	Y	07/11/2005	11:42:51	00:02:10 Min:Sec
26	210588	CHAS	CHAS	249	CHAS	Y	07/11/2005	17:50:34	00:14:49 Min:Sec

Employee Query Results

State: Query Criteria
 Query: demo Called Number: Begin Date: 07/21/2005 End Date: 07/23/2005 STG Code: Gang Level: Duplicate Count: 8 set(s) of 1 each: Col(s): All (1) Inmate ID: Inmate D: Billable: % Active: Employees Recvly: % Home/All: Print: BOTH: Employees Status: %

Security Threat Group Management System
 demo last ran on 7/2005 10:58:48 AM

STG Code	Called Number	Facility	Last Name	Inmate Number	State ID	Completed Call	Call Date	Call Time	Duration	Emp ID/Name
1	740773	CHAS	CHAS	245	CHAS	Y	07/22/2005	17:18:28	00:00:00 Min:Sec	Bron
2	740773	CHAS	CHAS	245	CHAS	Y	07/23/2005	13:15:55	00:15:00 Min:Sec	Bron
3	937263	CHAS	CHAS	249	CHAS	N	07/21/2005	18:25:27	00:00:00 Min:Sec	MAR
4	740027	CHAS	CHAS	224	CHAS	N	07/21/2005	13:32:34	00:00:00 Min:Sec	CHAS
5	937278	CHAS	CHAS	234	CHAS	N	07/21/2005	13:28:37	00:00:00 Min:Sec	CHAS
6	513423	CHAS	CHAS	249	CHAS	N	07/21/2005	18:27:32	00:00:00 Min:Sec	Jesse
7	740767	CHAS	CHAS	240	CHAS	N	07/22/2005	18:12:04	00:00:00 Min:Sec	Jerry
8	740773	CHAS	CHAS	245	CHAS	N	07/22/2005	13:35:42	00:00:00 Min:Sec	CHAS
9	514239	CHAS	CHAS	241	CHAS	N	07/21/2005	12:51:32	00:00:00 Min:Sec	CHAS
10	330440	CHAS	CHAS	246	CHAS	N	07/23/2005	14:07:51	00:00:00 Min:Sec	Dary
11	740360	CHAS	CHAS	805	CHAS	N	07/21/2005	20:04:32	00:00:00 Min:Sec	Vill
12	330448	CHAS	CHAS	246	CHAS	N	07/21/2005	18:08:07	00:00:00 Min:Sec	Dary
13	330448	CHAS	CHAS	246	CHAS	N	07/23/2005	12:02:05	00:00:00 Min:Sec	Dary
14	740360	CHAS	CHAS	805	CHAS	N	07/21/2005	20:37:13	00:00:00 Min:Sec	Vill
15	330369	CHAS	CHAS	225	CHAS	N	07/22/2005	18:32:57	00:00:00 Min:Sec	MAR
16	937237	CHAS	CHAS	248	CHAS	N	07/23/2005	13:52:29	00:00:00 Min:Sec	SR
19	330448	CHAS	CHAS	246	CHAS	N	07/21/2005	08:01:44	00:00:00 Min:Sec	Dary
21	419468	CHAS	CHAS	245	CHAS	N	07/21/2005	18:25:26	00:00:00 Min:Sec	Thom
22	419468	CHAS	CHAS	245	CHAS	N	07/22/2005	18:41:20	00:00:00 Min:Sec	Thom
23	330448	CHAS	CHAS	246	CHAS	N	07/22/2005	17:01:42	00:00:00 Min:Sec	Dary
24	419468	CHAS	CHAS	245	CHAS	N	07/22/2005	17:04:41	00:00:00 Min:Sec	Thom
25	419522	CHAS	CHAS	246	CHAS	N	07/21/2005	20:00:41	00:00:00 Min:Sec	Bron



Gang Query Results (Duplicate Gang Members Detected in Red)

MCI Customer Web Site

MCI is offering to the Commonwealth, access to our secure Web Tools. Access to this site will be restricted to only those individuals that the Commonwealth grants permission. Additional tools available at this site, allows those users to look up Billing Name and Address (BNA) information on a phone number.

BNA	Address Lookup via Phone Number
Site Activity Monitor	Active and Passive Monitoring of DOC Facilities

BNA information can be obtained via MCI's web tools – see information below.

BNA Look-Up value-added feature can be provided by MCI to the Commonwealth at no additional cost. Upon request for this feature, MCI will work with DOC representatives to implement the feature and provide the necessary training to Commonwealth staff.

BNA Look-Up utilizes all the databases that MCI utilizes to verify BNA when completing all types of calls. The BNA Look-Up feature allows investigators to do BNA look-up for phone numbers regardless if the number has been dialed as part of the ITS services. This feature can aid investigations. This BNA Look-Up is separate from the BNA information provided within the ICS system as part of the Call Detail Record data requirements.

In addition, BNA Look-Up can assist DOC staff in determining who the local exchange carrier is for the phone number, and if the number is blocked or prevented from receiving inmate calls, and if blocked, why the block is in place (e.g. non-payment, cell phone, etc.). The figure below shows all the information that will be provided when the BNA Look-Up is utilized.

Phone No: 9163918886
Lee Ivan
6749 21st
SACRAMENTO, CA
95822

LATA	LEG (based on CADB NPANXX)	City	State	Time Zone	SPID	Active	NPA Split
726	PACIFICBELL	SACRAMENTO	CA	4 PST	14	Y	None

CVG Status: UNBLOCKED - Code 722 from SACCVG01

LIDB Status: UNBLOCKED - Code 711 from SACCVG01

BNA Lookup

Site Monitor Tool

The site monitoring application is a value-added feature that MCI can offer to the Commonwealth at no additional cost. MCI will provide access to this tool and data to a limited number of DOC and Headquarters staff. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

The Site Monitor tool is a revolutionary method for monitoring the health of the entire ICS solution from a frame relay wide area network (WAN) connection to the ICS platform. It communicates with each system every 15 minutes to verify that the platform and network are fully operational. Thus, it will notify MCI on a near-real-time basis of any suspected service-impacting event, enabling MCI to begin problem resolution before facility staff become aware of the problem.

In addition to checking the health of the system every 15 minutes, the Site Monitor application performs the following tests and checks:

- **IPing** – Site Monitor will proactively “ping” the Cisco IP router and ICS server located at each DOC site to verify network connectivity to the facility systems and that they are active. MCI will immediately take steps to resolve the problem before it is evident to facility personnel.
- **Call Failures** – Once per hour the Site Monitor will calculate the number of failed call attempts against the total number of attempts—unbillable and/or failed vs. completed billable calls. When a high failure rate is detected, the system will automatically generate an alarm, prompting the MCI Service Center and Network Operations Center to troubleshoot the problem and begin appropriate resolution activities.
- **Call Blocks** – Once per hour the Site Monitor will calculate the number of blocked calls against the number of completed or billable attempts. If a high block rate is detected, the system will automatically generate an alarm that prompts MCI’s investigation and resolution activities.
- **Billable Calls** – Once per hour the Site Monitor will compare each facility’s number of billable calls against historical volume for the same day and time period (e.g., the past three Tuesdays for the one-hour time period of 5:00 PM to 6:00 PM CDT) to identify aberrations in call volume. This process helps identify possible service-impacting events. For example, a site that shows a zero usage traffic volume could indicate the occurrence of a major outage or simply that the site is in lockdown or delayed inmate count status.

MCI’s Site Monitor tool is an intelligent device that can monitor multiple, geographically diverse locations, each with unique features, resolution time frames and calling parameters. The functions of MCI’s Site Monitor are performed from MCI’s development facilities in Sacramento, CA. By maintaining a physically diverse location for monitoring, MCI can initiate trouble tickets even if the entire Commonwealth is without service. Another benefit of placing the Site Monitor functions in Sacramento is that MCI’s DOC Account Team can leverage its internal on-site development resources and implement programming enhancements to the system.

Identifying potential service-impacting events is the first step of proactive monitoring, and alerting key staff to these events is second. Once an event is identified, key MCI Account Team personal, field operations personnel, and the Service Center staff are sent



a text page as well as a priority email alerting them of the event. If requested, MCI can also ensure that DOC personal are notified.

The figures below depict the MCI Site Monitor tool's screen shots. Red indicates a potential service-affecting issue worthy of investigation. Yellow indicates that a red issue has occurred and is in the problem resolution process. Blue indicates all is well and normal. Black indicates the absence of site traffic.

Site Monitor : CADC

AC01-GLOB.CA43 - Acton Conservation Camp	AD01-GLOB.CA44 - Alder Conservation Camp	AV01-GLOB.CA01 - Avenal State Prison	BL01-GLOB.CA45 - Baseline Camp
BR01-GLOB.CA41 - CYA Ben Lomond Cany	CD01-GLOB.CA03 - CSP Cowman II	CD01-GLOB.CA07 - CSP Cowman I	CH01-GLOB.CA42 - CYA Washtington Ridge
CN01-GLOB.CA12 - Cantinola State Prison	CP01-GLOB.CA11 - Calipatria State Prison	CR01-GLOB.CA26 - CYA El Paso De Robles	CAW01-GLOB.CA14 - Chuckawalla Valley SP
DI01-GLOB.CA71 - North Kent State Prison	DT01-GLOB.CA48 - Delta Camp	FT01-GLOB.CA71 - Folsom Transitional Treat	HD01-GLOB.CA18 - High Desert State Prison
HW01-GLOB.CA19 - Inayworn State Prison	IT01-GLOB.CA27 - Sierra Concentration Cn	M201-GLOB.CA20 - Valley SP for Women	MTA01-GLOB.CA13 - Central CA Women's Treat
MC01-GLOB.CA20 - Mule Creek State Prison	NC01-GLOB.CA54 - CYA North Youth Corr. Ctr.	NE01-GLOB.CA09 - CSP Sacto	NO01-GLOB.CA06 - CA Ranch Corr. Nbrco
OF01-GLOB.CA17 - Folsom SP	PR01-GLOB.CA37 - CYA Preston	PV01-GLOB.CA23 - Pleasant Valley SP	SA01-GLOB.CA25 - Salinas Valley SP
SD01-GLOB.CA24 - El Dorado State Prison	SL01-GLOB.CA05 - CA Men's Colony	SO01-GLOB.CA15 - Corr. Training Facility	SO01-GLOB.CA76 - San Quentin State Prison
SR01-GLOB.CA66 - Salt Creek Camp	ST01-GLOB.CA22 - No. Cal. Women's Facility	SP01-GLOB.CA07 - CA Corr. Ctr.(Susanville)	TD01-GLOB.CA02 - CA - Conventional Inst.
TR01-GLOB.CA16 - Daniel Vocational Inst.	VN01-GLOB.CA04 - CA Medical Facility	VS01-GLOB.CA10 - CSP Solano	WS01-GLOB.CA29 - Wasco State Prison

Login Page

Site Monitor Report / State View

VADC Refresh

State: NMS

WS01-GLOB:9156

AP01-GLOB-9102
APP-Appalachian
Def. Cr.

Completed=0 (Bill=0, UnBill=0, Blk=0),
Failed=0, Cached=0.
Prev weeks avg call attempts = 0/hr.
(LastFileUpdate: 10/29/04 10:00aPST)

AU01-GLOB-9103
AUG-Augusta
Con. Cr.

Completed=60 (Bill=16, UnBill=21, Blk=23),
Failed=0, Cached=0.
Prev weeks avg call attempts = 48/hr.
(LastFileUpdate: 10/29/04 10:00aPST)

Bill Unbill/Blk

Onstate/Offstate

Failed/Temp

Cache/Call

Validation Blocked

HP-OpenView

Repons

Acknowledge

Show Tickets

Completed=60 (Bill=16, UnBill=21, Blk=23), Failed=0, Cached=0. Prev weeks avg call (LastFileUpdate: 10/29/04 10:00aPST)

CODE	TOTAL	DESCRIPTION
0000	4	Passed - DTMF 0 call accepted/station hung up

[Max-Sec Home](#)

[CVG](#)

[App Status](#)

[POC](#)

Site Monitor Report / Site View



As an added diagnostic reporting feature, MCI's MaxPrm Daily Performance reporting application will poll all Focus 100 system installations on a daily basis. This application measures and reports daily performance levels, such as the number of completed/accepted calls, the total number of call attempts, call validation performance, the number of failed call attempts, and the number of blocked calls. The MaxPrm application then compares this data against a sophisticated measurement model that it builds from historical data to identify any irregularities or sudden changes. If established thresholds are exceeded or fall short of expectations, they will be flagged and reported daily to MCI's Technical Support and Field Operations Team.

This measurement model can be adjusted on an installation-by-installation basis to ensure accurate comparisons. The DOC can request these customized reports on a daily basis.

The figure below is an example of a MaxPrm daily report showing attempted calls and completed calls by site.

[Unit Details] MCI-Vendor ID	Files	Billable	UnBill	Sus	Unit Name
VADC:AU01-9103	1	297	736	3	AUG-Augusta Corr Ctr
VADC:BA01-9160	1	6	45	3	BON-Bon Air Juvenile
Just					
VADC:BC01-9104	1	363	724	1	BCK-Buckingham Corr.
Ctr.					
VADC:BL01-9106	1	199	487	4	BLN-Bland Corr Ctr
VADC:BM01-9159	1	39	136	4	BEA-Beaumont Juvenile
Jus					
VADC:BO01-9109	1	216	487	2	BTT-Botetourt Corr.
Ctr.					
VADC:BR01-9107	1	284	593	3	BRS-Brunswick Corr.
Ctr.					
VADC:BS01-9108	1	177	453	2	BSK-Baskerville Corr
Ctr					
VADC:BT01-9158	1	17	30	3	BAR-Barrett Juvenile
Just					
VADC:CD01-9115	1	468	989	7	CWD-Coffeewood Corr.
Ctr					
VADC:CH01-9110	1	30	112	0	CHF-Chesterfield Men
Div					
VADC:CM01-9111	1	55	114	0	CHM-Chatham Diversion
Ctr					
VADC:CP01-9161	1	27	33	0	CLP-Culpepper Juve Just
VADC:CR01-9112	1	107	214	0	CRL-Caroline Corr. Ctr
VADC:CS01-9113	1	115	242	2	CSP-Cold Springs Corr
Ctr					
VADC:DN01-9116	1	61	168	1	DNW-Dinwiddie Corr. Ctr
VADC:DP01-9117	1	712	1600	10	DPM-Deep Meadoow Corr
Ctr					
VADC:DR01-9118	1	65	150	1	DRF-Deerfield Corr. Ctr
VADC:DY01-9119	1	389	928	3	DYL-Dillwyn Corr Ctr



VADC:FL01-9121 #1	1	470	1110	17	FLU-Fluvanna Corr Ctr
VADC:GN01-9122 Ctr	1	1012	2073	18	GNV-Greenville Corr
VADC:HA01-9126 Ctr	1	447	1031	3	HVN-Haynesville Corr
VADC:HL01-9124	1	92	226	1	HLF-Halifax Corr Ctr
VADC:HR01-9125 Ctr	1	79	162	2	HRR-Harrisonburg Dent
VADC:HV01-9162 Just	1	35	70	2	HAN-Hanover Juvenile
VADC:HY01-9127 Unit	1	41	94	0	HYV-Haynesville Corr
VADC:RS01-9143	1	66	120	0	RSB-Rustburg Corr Unit
VADC:SB01-9144	1	413	1011	10	SBR-St Bride's Corr Ctr
VADC:SC01-9145	1	349	799	3	SCX-Sussex I St Prison
VADC:SH01-9146 Ctr	1	336	827	11	SHN-Southampton Corr
VADC:ST01-9147	1	55	89	1	STF-Stafford Det Ctr
VADC:SX01-9149 Prison	1	563	1602	22	SUX-Sussex II St.
VADC:TZ01-9151	1	53	88	0	TZW-Tazewell Corr Unit
VADC:VR01-9152	1	219	416	2	VRG-Virginia Corr Unit
VADC:WH01-9153 Unit	1	52	154	2	WHP-White Post Corr
VADC:WR01-9155	1	255	660	13	WRD-Wallens Ridge Corr

MaxPrm Daily Performance Report

Snitch Line

The Snitch Line value-added feature can be provided by MCI to the DOC at no additional cost. Upon request for this feature, MCI will work with DOC representatives and site personnel to implement the feature and provide the necessary training to DOC staff.

The Snitch Line allows an inmate to express concerns or to report suspicious or criminal activities to correction officials via an anonymous message. To enable this feature, the ICS system installed at each location will be programmed to recognize a number that an inmate can dial to report a crime tip. The ICS will identify the call as a Snitch Line message and record it on the system hard drive, just as a call recording is stored. Snitch Line recordings can be easily identified by facility staff. Because the Snitch Line recordings are maintained on the ICS system in the same manner as recorded calls, each Snitch Line recording can be searched easily from an administrative workstation using the same search features that are available for recorded calls.

Each Snitch Line recording will be enclosed in MCI's proprietary security envelope, which ensures the chain of custody by protecting the recordings from tampering or alteration.

Automated Inmate Data Exchange Program (NCC)

In order to streamline the PIN assignment process, MCI is also willing to offer the Commonwealth an automated process by which the Commonwealth can send a PIN information file electronically (XML File Format) to MCI in the appropriate data exchange format. Depending on the method selected by the Commonwealth, implementing the NCC automated function of PINs could be completed within 30 to 60 days if the Commonwealth desires. The Focus 100 system in conjunction with our NCC (Network Control Center) system will provide PIN account creation, updating, and random automatic PIN numbering if DOC so desires. All PIN assignments will comply with DOC policies and procedures.

NCC would provide a mechanism for the Commonwealth to submit an agreeable source of data for processing by MCI. MCI would provide feedback on any problems to DOC regarding any issues with the creation or updating of inmate PINs. The data exchange would be handled by NCC through the use of an FTP server as the transport mechanism to accept a full-dump of PIN data reporting from DOC on a daily bases, or at other predetermined intervals.

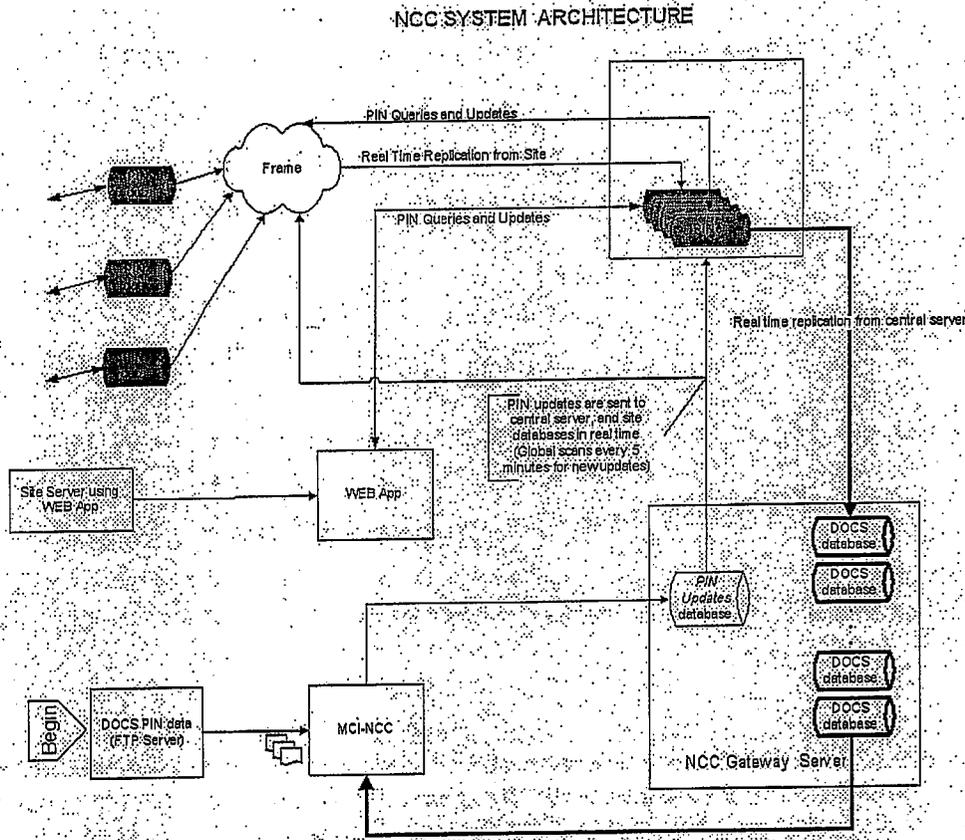
The MCI NCC system comprises of three main players, namely DOC, MCI MAXSEC, and VAC. The role of each player is explained below:

- DOC uploads PIN data files to the FTP server.
- MAXSEC is MCI's PIN support organization and systems. MAXSEC downloads PIN data files from the FTP server, determines PIN changes, and sends PIN changes to VAC.
- VAC updates ITS databases and configures inmate call privileges.

Depending on DOC requirements, MAXSEC will send to VAC a batch of PIN changes, at a frequency of once a day. VAC will check for PIN changes every 5 minutes. PIN changes sent by MAXSEC will be updated on the ITS immediately. Additional detail relating to the NCC process is below:

- DOC uploads PIN data to FTP server (at an agreed upon frequency).
- MAXSEC downloads PIN data and creates PIN changes (adds, edits, and deletes).
- MAXSEC sends PIN changes to the NCC gateway server by inserting PIN update records into a table in the update database located on the NCC gateway server.
- VAC scans the update database every 5 minutes for new update records. For each new update record, VAC updates the site data using the update record and flags the update record.
- VAC does real time replication of site data to the NCC gateway server. Inmate database is replicated at both the Plano, TX cluster servers and on the VAC Richardson, TX cluster servers to ensure for a fault tolerant PIN administration system.

- MAXSEC runs queries against the NCC gateway server. Because VAC does real time replication of the site data to the NCC gateway server, the data accessed by MAXSEC is the same as the site data.



Network Control Center Architecture

PIN Update Database

The PIN update database (PinUpdates) contains two tables that hold changes in pin data. They are the tblPinChanges and tblAllowListChanges. They are shown below with their sizes and MS SQL data types.

tbPinChanges	tbAllowlistChanges
[InmateID, nvarchar(15)]	[InmateID, nvarchar(15)]
[PIN, nvarchar(10)]	[ContractID, nvarchar(4)]
[ContractID, nvarchar(4)]	[PhoneNumber, nvarchar(16)]
[FirstName, nvarchar(20)]	[HearingImpaired, bit]
[LastName, nvarchar(20)]	[TimeAdded, datetime]
[SubID, nvarchar(10)]	[TimeUpdated, datetime]
[Active, bit]	[AllowRecording, bit]
[SelfLearn, bit]	[Operation, nvarchar(1)]
[SelfLearnStartDate, datetime]	
[SelfLearnDuration, int]	
[alias, nvarchar(20)]	
[Location, nvarchar(10)]	
[maxCallLength, int]	
[callListType, nvarchar(1)]	
[TimeAdded, datetime]	
[TimeUpdated, datetime]	
[HearingImpaired, bit]	
[Operation, nvarchar(1)]	

PIN Database Table

There are three kinds of updates, Add, Edit, and Delete. For each add or edit record, the fields to be updated will contain non-null values. All fields that contain null values in an add or edit record must be ignored. Delete records will typically contain fields InmateID and ContractID only.

PIN Updates

The pin update record specifies the data to be modified and the operation field indicates what type of update to perform. If the operation field value is U (update or edit) or D (delete), the ContractID and InmateID field combination serve as a unique key to identify which record is to be updated or deleted. When an update is processed, the update record must be time stamped in the TimeUpdated field.

2.5-B. System C: Monitoring and Recording Equipment/System:

1. **General Conditions - Monitoring and Recording Capability:** System C is composed of equipment to monitor and record telephone calls made using the inmate stations at the SCI's. There shall be no charge to the Commonwealth by the Contractor for the telephone lines, cabling, Contractor work, associated wiring or any other cost to install and maintain the monitoring and recording system. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.

MCI Response:

MCI has read, understands and will comply.

a. Monitoring and recording equipment shall be installed within the administrative building(s) of the SCI's. The system shall be configured so that real time monitoring can not only be accomplished from each SCI Security Office and potentially from any new SCI location(s) but also from each SCI Superintendent's office, the DOC Central Office Security Office, and/or the DOC Office of Professional Responsibility. All DOC-SCIs will have monitoring and record equipment/systems in each Security Office. Each DOC-SCI security office monitors and investigates their facility. The two (2) organizations as stated are 5-C Investigation Staff Operations 1). Headquarter Security Office 2). Office of Professional Responsibility. Both staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording system and their associated databases as well as the central processor and its databases. The Contractor shall explain how this remote monitoring requirement shall function with its proposed systems.

MCI Response:

MCI has read, understands and will comply.

Investigators with the appropriate access level may silently monitor calls in progress using the Integrated Call Recording and Call Monitoring Spy function of the Focus 100. Monitoring occurs via the investigative workstation using built-in or external speakers or an optional headphone set. The investigator can view calls in progress, select the one to monitor and begin listening in a matter of seconds. Monitoring is undetectable by the calling or called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress.

In addition to standard live call monitoring, the investigator may scan all active conversations in a rotating sequence, hands free with the option of stopping on any call that requires further attention. As shown below, the user may select an interval of seconds for which a live call is played before moving to the next sequential call in progress. Most other vendors do not offer this hands free, auto scanning feature of live calls in progress.

Live Calls may be displayed in sequential order of preference by double clicking the user mouse on the preferred field heading. For example, if you desire to have the calls displayed in order of start time, simply double click the mouse on the "Start" field. To

have the calls displayed in order of Inmate PIN / ID, simply double click the mouse on that field.

Line	Living Unit	Phone #	Called Party	Start	Duration	ID
379	DEFAULT LU	51A3	6022630242	10:17:36	0:0	A831376
385	DEFAULT LU	61A1	6239327811	10:17:27	00:10	A947989
263	DEFAULT LU	1T22	9497576057	10:17:21	00:15	0000263
180	DEFAULT LU	62B3	6023685976	10:17:18	00:15	A977544
74	DEFAULT LU	32B3	6239741700	10:17:06	00:30	A947493
354	DEFAULT LU	MES2	4809873831	10:16:55	00:40	0000354
258	DEFAULT LU	1C13	6239860517	10:16:51	00:45	0000258
68	DEFAULT LU	66C1	6022435500	10:16:45	00:50	A973614
35	DEFAULT LU	23B2	6022697073	10:07:46	09:50	A898469
101	DEFAULT LU	123C2	6022747960	10:13:05	04:30	A942897
196	DEFAULT LU	23B1	4808376623	10:13:23	04:10	A788913
301	DEFAULT LU	1INT32	6029563125	10:15:56	01:40	0000301
298	DEFAULT LU	1INT13	6239743427	10:10:02	07:35	0000298
297	DEFAULT LU	1INT11	6022684884	10:15:59	01:35	0000297
295	DEFAULT LU	1T23	6022678070	10:14:49	02:46	0000295
266	DEFAULT LU	1INT12	6238464579	10:16:29	01:05	0000266

Call Monitor in Progress

Additional monitoring by PIN can be provided by using the Alert Groups to identify the inmate PIN, when attempting to place a call will alert the user of such.

A Focus 100 workstation will be installed at each facility which can be used by DOC personnel. Additional workstations will also be provided for Administration and Investigation. As mentioned, each workstation consists of a Windows 2000 (or later) PC platform, keyboard, and mouse, along with a 17" color monitor and printer. All administrative and investigative functions, including processing of reports and ad-hoc queries, can be controlled through this workstation, based on the user's established level of security within the system.