

Virtual Private Network / WAN

The system will be connected via an MCI provided 128kb Frame Relay Wide Area Network (WAN) that is secured through a Virtual Private Network (VPN) that only DOCs resides. Via this WAN, remote administration may be performed by those individuals that have adequate password access. Remote administration may be performed by MCI technicians to facilitate the upgrade of software or for simple means of providing remote training to those that are on-site. Additionally, administration duties as detailed above in earlier sections may be performed either remotely or onsite. The 128kb Frame Relay network is considerably faster than the network most vendors provide (56kb) to allow for quicker access and download capabilities when you may want to download and record calls and recordings from other facilities.

MCI's overriding commitment is to the operational excellence of all installed ICS systems. Support of all systems continues after installation through extensive 24x7 remote diagnostics by both MCI's Site Monitor and VAC's Host Monitor system and 24x7 access to our Technical Assistance Center.

Exemplifying MCI's Total Quality Management mission, installed system performance is periodically monitored and evaluated for possible product and process improvement. A ten month study was conducted on the System 100s installed throughout the Federal Bureau of Prisons. The tabulated results reveal less than one minute of down time per month. The study results summary is as follows:

Average Downtime per site per month	35 seconds
System Availability Percentage	99.9988%

The proposed system will be equipped with diagnostic capabilities that can be utilized on-site or accessed via remote communications. Remote diagnostics include the ability to test trunks, telephones and make test calls from a remote site. Systems are constantly monitored using these internal diagnostic capabilities. Performance outside the "normal" range of operations will trigger an alarm to notify facility personnel, MCI Help Desk, the Technical Consultant or Project Manager and other key employees. In addition, each system is polled nightly through an automated process. Any service condition encountered during this polling process, triggers an alarm to both MCI's Help Desk and VAC's Technical Assistance Center for immediate investigation and resolution, as appropriate, usually without the facility's intervention, or even the facility being aware that there may have been a problem.

- b. RAID (Redundant Array of Inexpensive Disks) storage technology is required in response to this RFP.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 was engineered to provide cost effective solutions to ensure data protection and continuous call processing in all but the most extreme circumstances. The following protections are provided with the current release of the Focus 100.

The Focus 100 storage of the call detail records, the inmate account database, and the call recordings is maintained on RAID5 (Redundant Array of Independent Disks) HSS (Hot Swap Spare) SCSI disk arrays. RAID5 HSS SCSI disk arrays provide the optimum method of magnetic disk storage and reliability. This high availability is accomplished by using highly reliable SCSI disk drives to provide enterprise level reliability at the disk level. Data is written to the disk array with parity striping across all drives in the array in such a way that any drive can fail and the data will not be affected. By using the HSS (Hot Swap Spare) disk technology, if a disk drive fails it will be replaced in the disk array with the "spare" drive which insures the disk array again has the full compliment of drives available in-case another drive failure were to occur before the failed disk can be replaced. This effectively allows for two drives to fail in a disk array without affecting data stored on the disk array.

In addition, an uninterrupted power supply will be configured into each system providing power for up to four (4) hours of continuous power to the servers and the workstation should commercial power be lost.



c. The recording system shall include the capability to simultaneously record calls from all inmate telephone stations in each SCI while providing audio outputs for monitoring randomly selected, or preselected, circuits.

MCI Response:

MCI has read, understands and will comply.

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

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

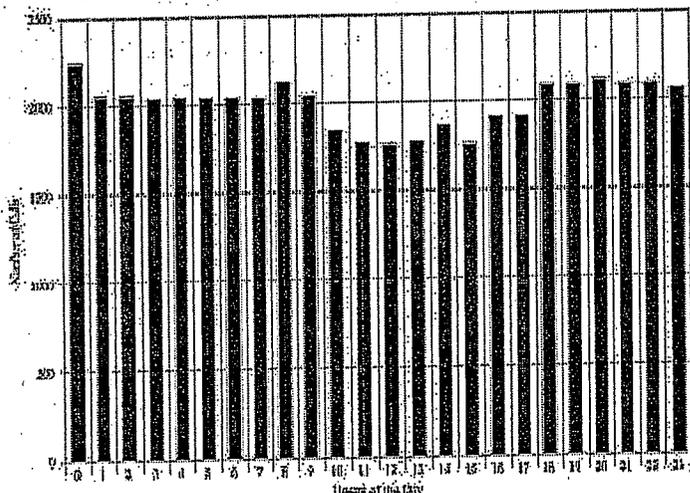
MCI will work with VAC to ensure that the Focus 100 ITS is configured to handle all traffic in a 1:1 ratio that will afford the system the ability to process each call at a facility utilizing 100% of all inmate phones at the exact time and will have enough disk space to permanently store all records (CDR & Recordings) for one (1) year, or longer if negotiated with the DOC. Each inmate telephone will be independently wired to the Focus 100 ICS and the outbound trunks will provide for a 1:1 ratio allowing each phone to be processed simultaneously.

*** SENSITIVE-LIMITED OFFICIAL USE ***

Inmate Telephone System
Phone Hourly Usage

Report Date: 05/12/2003 Page: 1 of 1
 Run Time: 13:25:10

Report Site: BOPCO Run: 05/12/2003 - 05/09/03
 Technical Admin: Request: SHAWCWL MFS Time: 06:01/2003 - 23:59/03
 User ID: Eivins Select All Stations: All



Phone Usage Report

- d. The recording system shall include the capability to record at the DOC Central Security Office and at the DOC Office of Professional Responsibility in both live and re-record modes. Re-record mode is to record a conversation previously recorded at an institution. Operation shall be manual as required or by preprogrammed instruction.

MCI Response:

MCI has read, understands and will comply.

The workstation at the DOC Central Security Office and at the DOC Office of Professional Responsibility has the capability to record both live and re-record previously recorded conversations. Such recordings may be made to Cassette or to CD Rom, or optionally stored on the workstations hard drive. Operation may be manual or may be preprogrammed by using Microsoft's built in task manager.

2. Operational Standards: The system for monitoring and recording inmate calls shall have the following operational standards:

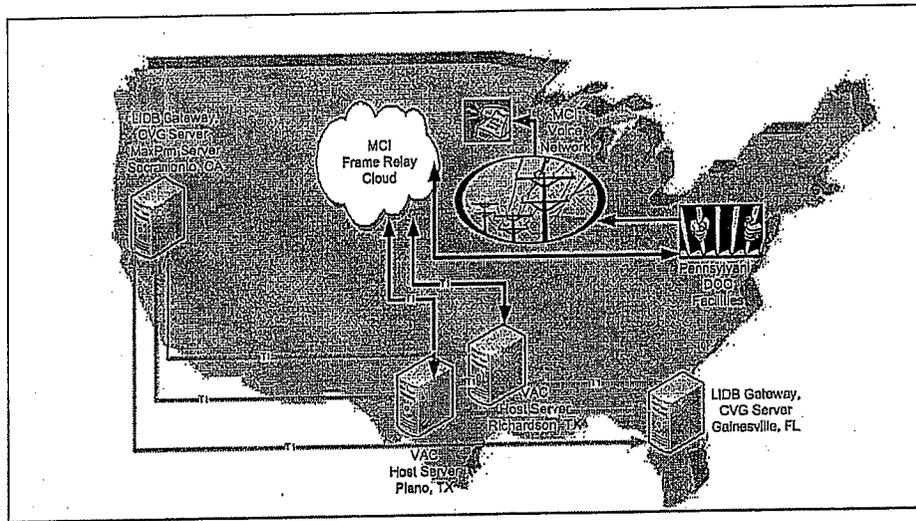
a. A software package that includes, but is not limited to, the following items:

1. Software capable of maintaining an unlimited number of call records (based on storage media). A call record is who made the call, date and time the call was made, the length of the call and why the call was terminated.

MCI Response:

MCI has read, understands and will comply.

As calls are processed, the call detail records (CDR) is stored locally on the RAID Array hard drive and 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. The central database server also will store a redundant copy of an inmate's PIN and allowed list of call recipients. The CDR contains all pertinent information about each call attempt such as who made the call / PIN number, date and time the call was made and disconnected, the length of the call, why or how the call was terminated, the estimated cost of the call, etc.



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 the onsite backup device

2. All call records shall be stored on site and available to the SCI on demand.

MCI Response:

MCI has read, understands and will comply.

As explained in the previous section, all CDRs are stored on site and redundantly at the VAC and MCI offices. All CDRs are available to the SCI on demand.

3. Software capable of maintaining one full year of call records on site (based on storage media). System management of these records shall be completely automatic and records available on demand.

MCI Response:

MCI has read, understands and will comply.

RAID array mass storage drives will store one (1) full year of all recordings on site, and additionally stored on a backup device at each facility. Records that are part of an investigation may be marked so that they are not deleted until such time as the block is

removed. All records are available on demand automatically using the GUI applications provided.

4. All call records shall be stored.

MCI Response:

MCI has read, understands and will comply.

All call records are stored both locally and off-site for redundant backup purposes.

5. The system operator at each SCI shall only need to set the initial parameters of the number of months to archive (up to 12) and the number of days to maintain on-line (up to 12) and then management shall be automatic. After 12 months the oldest record shall be deleted with the exception of records pertaining to on going investigations. Contractor must always obtain permission from the SCI Security Officer prior to deleting any records.

MCI Response:

MCI has read, understands and will comply.

As required within this RFP, twelve (12) months of storage will be provided for storing of all recordings. CDR records are stored and maintained for the life of the contract and an additional 7 years for historical purposes. There is no need to set any initial parameters as all parameters will already be set to these values. Archives will be created daily of both the CDR and the Recordings for backup purposes. Both CDR and recordings are always online and readily available on demand.

6. Selection of archived months for on-line use shall be accomplished from a menu selection. Contractor shall explain the procedure for retrieval.

MCI Response:

MCI has read, understands and will comply.

There is no need to select from archives as the data is always online and readily available. The only need for retrieval would be to restore a damaged RAID array in which case the MCI technician will take care of restoring all data.

7. The user shall be able to search and locate call records by any or all of the following search fields in any combination:
 - a. Area code
 - b. Prefix
 - c. Suffix
 - d. Date or date range
 - e. Time or time range



- f. Length of call
- g. Channel location on voice recording system
- h. Inmate station location code
- i. PIN

MCI Response:

MCI has read, understands and will comply.

All requested search parameters are available using the Focus 100 ITS workstation. Additional search capabilities do exist.

- "Search Feature" – CDR Browser Ad-Hoc Query - This ad-hoc query function enables administrative users of the system workstation to generate a virtually unlimited array of inmate call record queries and reports. The user may customize by inmate, called number, date, time, etc. Using one program, gathered calls that fit the specified criteria may be printed, recordings played or archived on CD for evidentiary use. The user may utilize 3-DES encryption for exported calls to provide the highest level of security. Queries of particular value may be saved and named for future use.

SEARCH	REF	APP	DATE	TIME	STATUS	LINE #2	EXTENSION	AREA	TIME	STATUS	REMARKS
			03/01/2002	10:05:38	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	03:05:29	9 Completed call
			03/01/2002	12:11:31	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	12:11:31	0 Ring no answer
			03/01/2002	12:14:54	NO PIN LU	LINE #2	9720083319	000000002	NO PIN, TWO, LINE	12:14:54	0 Ring no answer
			03/01/2002	12:18:21	NO PIN LU	LINE #2	9720083319	000000002	NO PIN, TWO, LINE	12:18:21	0 Ring no answer
			03/05/2002	09:47:23	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:47:23	0 Ring no answer
			03/05/2002	09:51:03	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:51:03	8 Completed call
			03/05/2002	09:55:13	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:55:02	11 Completed call
			03/05/2002	09:56:09	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:57:42	27 Completed call
			03/05/2002	10:01:59	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:00:28	65 Completed call
			03/05/2002	10:03:27	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:03:27	0 Call blocked (N/A)
			03/05/2002	10:15:57	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:15:52	5 Completed call
			03/05/2002	15:46:14	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	15:45:55	19 Completed call
			03/05/2002	15:47:43	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	15:47:34	9 Completed call
			03/05/2002	15:49:38	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	15:49:29	7 Completed call
			03/07/2002	08:24:51	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	08:24:51	0 Ring no answer
			03/08/2002	09:19:28	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:19:17	11 Completed call
			03/08/2002	09:21:42	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	09:21:42	0 Ring no answer
			03/08/2002	10:01:24	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:01:17	7 Completed call
			03/08/2002	10:02:07	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:02:07	0 Ring no answer
			03/08/2002	10:02:16	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:02:16	0 Ring no answer
			03/08/2002	10:03:16	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:03:04	0 Ring no answer
			03/08/2002	10:30:04	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:30:04	0 Ring no answer
			03/08/2002	10:31:11	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:30:58	13 Completed call
			03/14/2002	14:28:55	NO PIN LU	LINE #2	9720083483	000000002	NO PIN, TWO, LINE	10:32:12	9 Completed call
			03/15/2002	16:18:42	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	14:28:35	0 Inmate PIN in tv
			03/15/2002	16:20:43	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	16:18:21	21 Completed call
			03/15/2002	16:21:43	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	16:20:22	21 Completed call
			03/15/2002	16:22:44	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	16:21:22	21 Completed call
			03/15/2002	16:23:45	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	16:22:23	21 Completed call
			03/15/2002	16:23:45	NO PIN LU	LINE #2	9720083435	000000002	NO PIN, TWO, LINE	16:23:24	21 Completed call

CDR Browser Data Screen

- The Data screen allows the user to view call records within a facility, select parameters, view call details, play recordings, select/hide columns, and sort data.
- Web Shadow Investigator - VAC's latest enhancement to the System 100 investigative toolkit is the Web Shadow Investigator. Browser-driven, this multi-functional tool permits workstation users to:
 - Create user-defined Ad Hoc Queries to isolate suspect call records & recordings
 - Customize results display to include most critical data
 - Monitor live inmate conversations
 - Playback recorded conversations
 - Select various recordings for export to CD (with or without encryption)
 - Save time with quick recording download and CD creation
 - Mark selected recordings as protected for long-term on-line storage
 - Create and store investigator notes with each recording file
 - Define multiple user-specific query "profiles" for on-going investigations or tasks
 - View full call detail for each recording with a single click
 - Control recording playback speed
 - Create user-defined target excerpts from a recording and loop playback

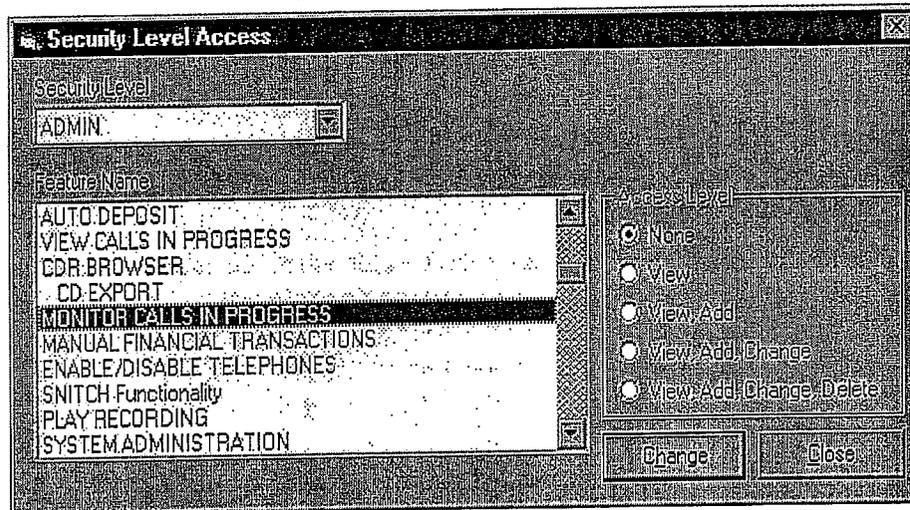
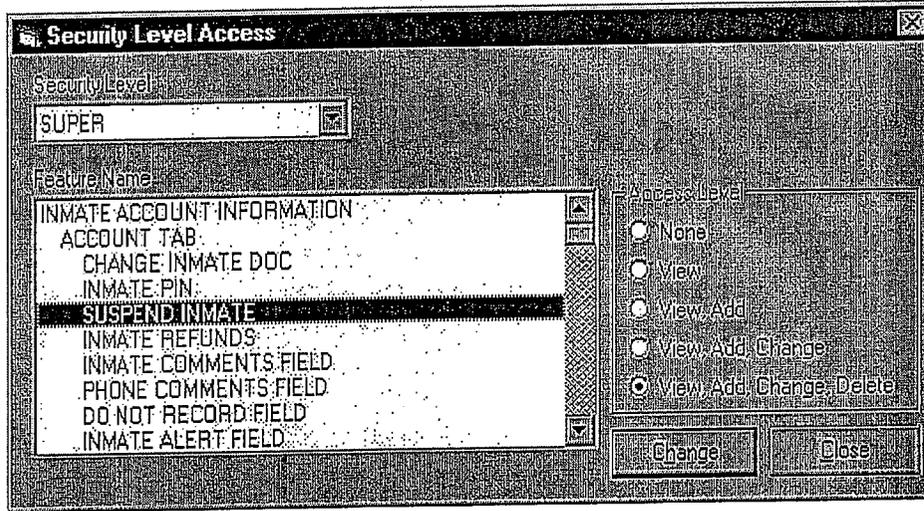
8. Password protection at the database and report levels.

MCI Response:

MCI has read, understands and will comply.

The workstation provides user-specific, multi-level access control of all system functions. The Security Level Access screen (shown below) is used to determine the access level for each facility staff member. For each security level, the access capabilities can be set for each feature, as indicated by the radio button. This access ranges from 'None' to 'Full' access. Full access allows the user to 'View, Add, Change, Delete' records or settings within the feature. Individual password protection levels do exist for both the databases and the report levels and are fully customizable. The following levels are standard:

- CIPS OPR – Facility Operators
- MON – Monitors
- INTEL – Facility Intelligence Officers
- CID – Investigators
- CHIEF INV – Investigative Supervisor
- TECH – Technical support, remote and on-site
- SUPER – Facility HQ Supervisors
- FACILITY HQ – Facility HQ Operators
- ADMIN – VAC



9. City, and state of any call shall be displayed with the call record by an area code and prefix system. Any call recorded shall be able to be selected and the information displayed on the screen.

MCI Response:

MCI has read, understands and will comply.

Any and all information contained within each CDR is readily viewable on the workstation monitor thus displaying the City, State, area code and prefix along with all other CDR information.

10. The software shall generate a report of any call to a number under surveillance and automatically generate an alarm to the system operator. The information associated with that telephone number shall be automatically linked to any call to that number.

MCI Response:

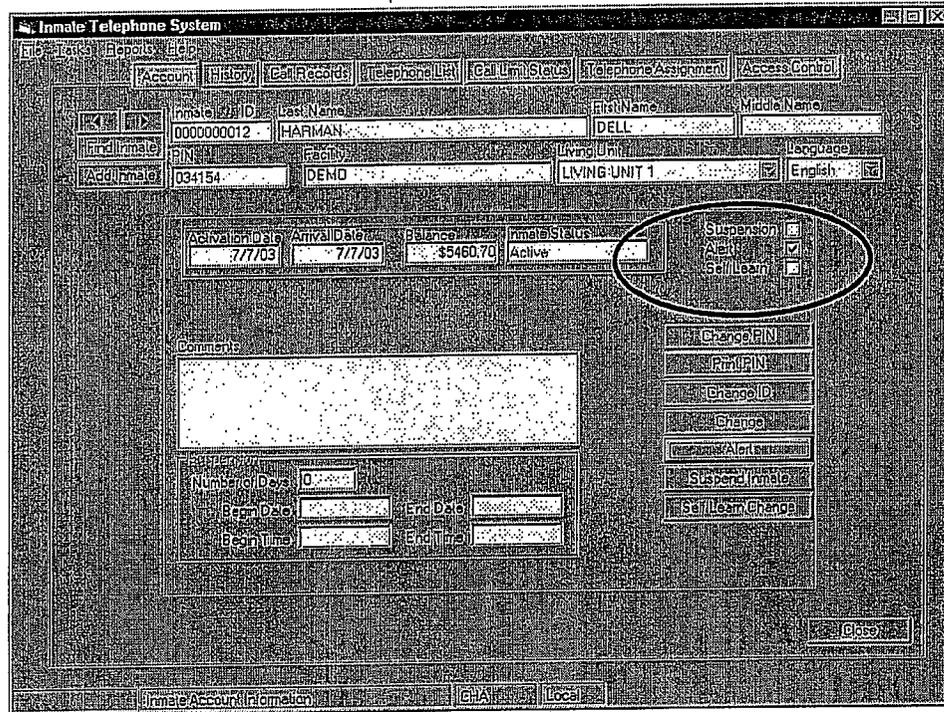
MCI has read, understands and will comply.

The Focus 100 has two methods of alerting DOC personnel to calls from "hot numbers". Authorized users of different access levels may establish alert call settings based on inmate, inmate phone, or called number, as depicted below.

The Focus 100 system allows the setting of alerts on an inmate's phone activity either based on the inmate PIN, or on the called number, or on a combination of both the inmate specific PIN and the called number. When an alerted call occurs, the call is displayed on the workstation of the facility staff member that is monitoring such calls.

MCI's Value Added SNITCH feature also has the option to call an Investigator's phone number to announce an alert. This feature can be activated at the Commonwealth's discretion. The alert notification system announces to the Investigator that an alert event has occurred and requires him to enter a Personal Identification Number (PIN) as security to ensure the correct person has answered the phone. Once the PIN is entered and verified, the system provides instructions to the Investigator that allows him to identify the inmate(s) of the triggered alert and procedures to retrieve and play the recorded conversation of the alerted call. Once the user has listened to the recording, an option is given to acknowledge the recording. If the recording is acknowledged, the system will no longer attempt to contact the user for that specific alert event. The system only attempts to deliver notifications during specified time of day ranges as defined for each individual. The alert is logged on the CDR record for the call of interest for subsequent playback, appending of notes and copying to a CD, if desired.

In addition, the system contains the Alert Notification Report, which provides details for all calls made by inmates placed on alert and calls made to telephone numbers that have been placed on alert status during the designated report period.



The screenshot shows the 'Inmate Telephone System' interface. At the top, there are menu options: File, Search, Reports, Help. Below that are sub-menus: Account, History, Call Records, Telephone List, Call Limit Status, Telephone Assignment, and Access Control. The main form displays inmate information for Dell Harman (ID: 000000012, PIN: 034154, Facility: DEMO, Living Unit: LIVING UNIT 1). A 'Suspension' section is circled in red, containing checkboxes for 'Suspension', 'Alert', and 'Self Learn'. Other fields include 'Activation Date' (7/7/03), 'Arrival Date' (7/7/03), 'Balance' (\$5460.70), and 'Inmate Status' (Active). A 'Comments' text area is present, along with a 'Number of Days' field (0) and date pickers for 'Begin Date', 'End Date', 'Begin Time', and 'End Time'. A 'Close' button is at the bottom right.

SNITCH will allow each "hot number" to be associated with a notification telephone number and alternate number. When the "hot number" is called, the system then prompts a call to the telephone or pager number previously designated by the investigator. This number can be any designated telephone (cell or any other number) or pager number. In the event that the initial call is not answered, a second number can be designated as a back-up number to alert investigators of the targeted call. As mentioned, the primary and secondary numbers can be to any telephone number, be it office, residence, cellular, or pager.

11. The inmate ID database shall be able to contain the name, DOC Number, background information, and free form notes about the inmate. Total flexibility shall be given to the user to keep the type of information, which is deemed important. Reference 1-34 for the definition of DOC Number. The user may deem specific PIN settings, information or restrictions important. Examples (other than DOC Number, background information, and free-form notes) include:

- Time of day and/or days of week that a number may be called by PIN, group of PINs, facility or system wide.
- Maximum duration of a call from that number and/or PIN, group of PINs, facility or system wide.
- Maximum number of calls to a number or from a PIN, group of PINs, facility or system wide per day/week/month/amount, etc.
- Suspension of phone privileges by PIN or group of PINs.

- Approved phone number lists by PIN.
- Assignment of inmates by PIN to an individual telephone or group of phones.
- Ability to access multiple inmate IDs.

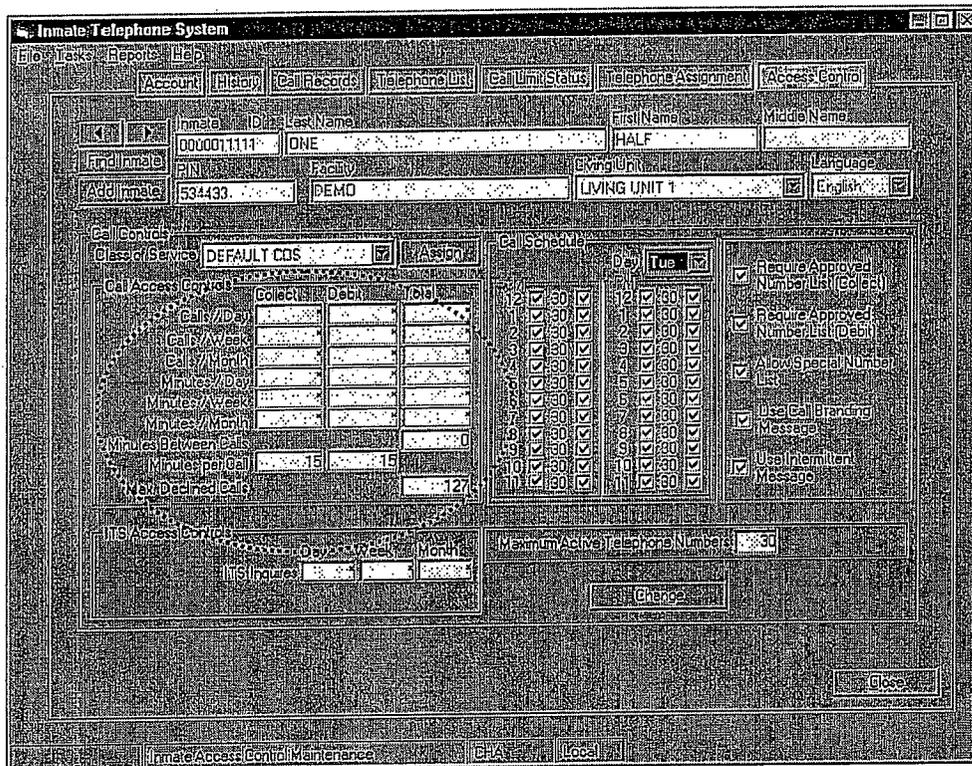
MCI Response:

MCI has read, understands and will comply.

As required, each of the above parameters are provided within the Focus 100 ITS platform. Time of Day and Velocity for allowing call limitations, Max duration of calls on the allow list or system wide. Max number of calls to a number as with velocity limits. The ability to place phone privilege suspensions on inmates, requirement for phone allow lists, assignment of inmates to specific phones or group of phones, and the ability to access multiple IDs. Some of the details in performing these functions is detailed here below.

As required, the VAC Focus 100 will require a PIN authorization code to identify each inmate using the inmate telephones. Each time an inmate places a call, the inmate would enter their assigned PIN, thereby tying all Call Detail Records and call recordings to their PIN. Furthermore, each inmate's PIN account will have a defined list of allowed numbers ("calling list") which they are permitted to call. Inmates are then strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the Commonwealth and/or facility's globally allowed calling list.

The System Timer feature is controlled using the Workstation offering complete flexibility by day of week and hour as seen below. In addition to general operating hours control for the entire facility, VAC offers the option to control a group of phones or individual inmates calling hours. For example, an inmate who is a trustee may have extended calling hours while an inmate who has abused phone privileges may be restricted to limited calling hours. A separate holiday schedule may also be established in order to offer alternate calling on these defined days. Once these schedules are established, calling is automatically controlled by the system. No administrative intervention is required.



Access Control

Standard languages provided on the Focus 100 platform are English and Spanish, but additional languages may be configured as warranted. As 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. 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. The Focus system is capable of handling additional languages at the request of the Commonwealth and upon mutual agreement of MCI.

Number	Comments	Max Digi	Direct	Collect	Allow	Alert	Record	Lang	Action
9999999999		1	YES	YES	YES	NO	NO	SPAN	[Add]
9724113232		6	YES	YES	YES	NO	NO	ENGL	[Add]
9194716872	test by Woody	4	YES	YES	YES	NO	YES	ENGL	[Add]
8886688888		2	YES	YES	YES	NO	YES	ENGL	[Add]
7777777777	ccc	3	YES	YES	YES	NO	YES	ENGL	[Add]
6666666666	cccc	4	YES	YES	YES	NO	YES	ENGL	[Add]
01111111111	this is test	4	YES	YES	YES	NO	YES	ENGL	[Add]

Allow List Detail

The Focus 100 will utilize an authorization code to identify each inmate utilizing the inmate telephones. Each inmate account will have a defined list of allowed numbers (“calling list”) which they are permitted to call. The size of this list can be defined by the Commonwealth. In addition, the Focus 100 ITS, unlike other vendors allows the customer to specify a “global” list of allowed numbers which are accessible by all inmates. These numbers do not impact the inmate-specific calling list. Inmates are strictly prohibited from calling any number that is not either a) present on their personal allowed calling list or b) present on the globally allowed calling list.

As the screen below demonstrates, each number listed on the inmate’s calling list can have a variety of parameters associated. Each entry can have a description of the number, the preferred language of the called party, a Record/Do Not Record indicator, a restriction to all allow Debit and/or Collect calls and the ability to Alert calls by that inmate to that called number: