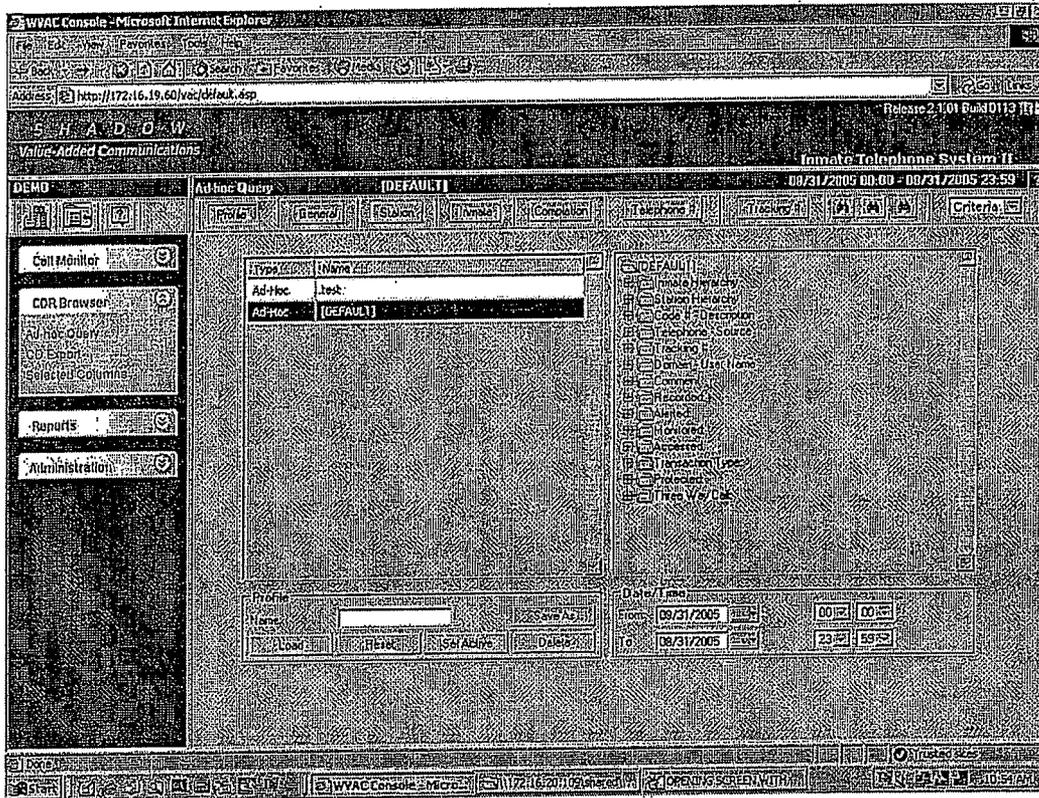


Investigative Reports	Description
Usage	number(s). The report can be obtained by entering the telephone number, type of call (collect, debit, or both), completed, uncompleted, or both calls, minimum call duration, and a specific time period.
Toll Free Numbers Called by Inmates	Provides a list of toll free numbers (800, 866, 877, 888 etc.) called by inmates. The report can be obtained by entering the desired report period.
Three-Way Call Detect	Provides a list of how many Three-Way Call attempts were detected. The report can be obtained by entering the desired report period.

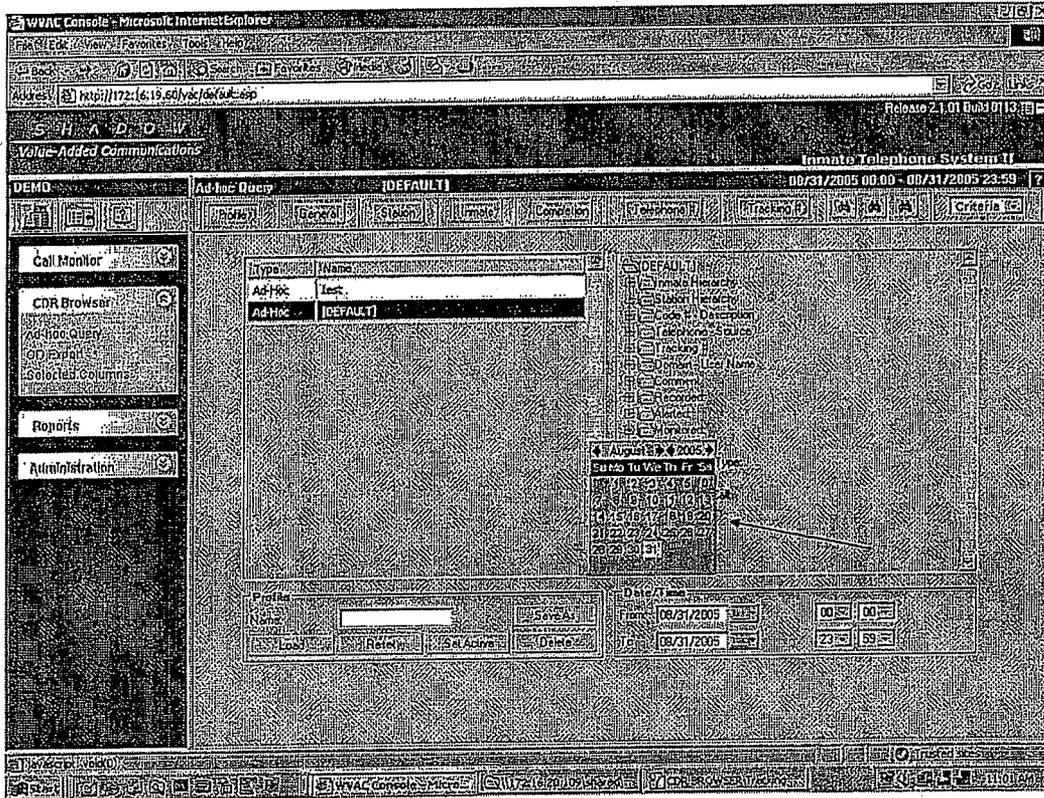
In addition to a pre-packaged CDR report, a flexible, user friendly CDR Browser ad hoc query feature will be provided. The presentation format can be customized to:

- Display or suppress any stored piece of information about a call record,
- Sort ascending or descending on any of the fields selected,
- Select for one or more values in each selection field (e.g. multiple originating stations, multiple called numbers)
- Allow wild card search criteria
- Select for a range of dates and times
- Search calls of a specified length
- Search calls of a particular type
- Any call selected can be played by users with appropriate security authority as well as exported to a CD for evidentiary use
- Save frequently used ad hoc queries for future use.

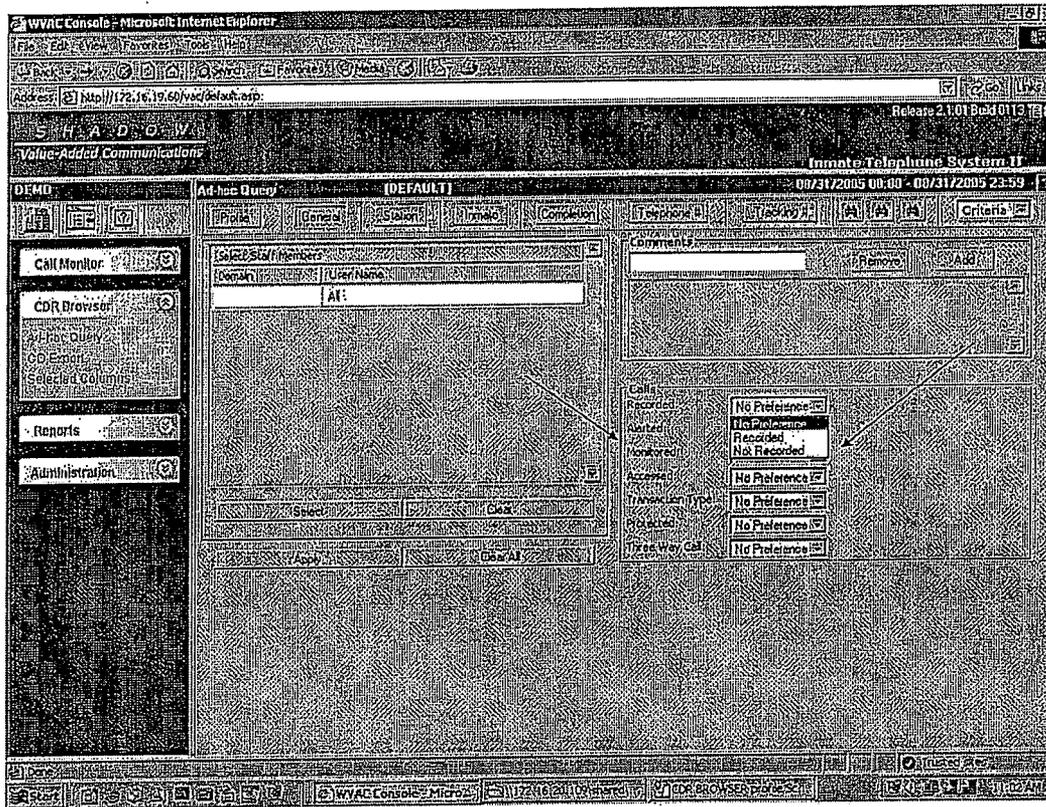
The user will enter the GUI interface, select their search criteria for a specified report, click on the preview/print button and view the report results. A screen shot of the system interface GUI depicts how the user is allowed to define the parameters to be applied to produce the customized report:



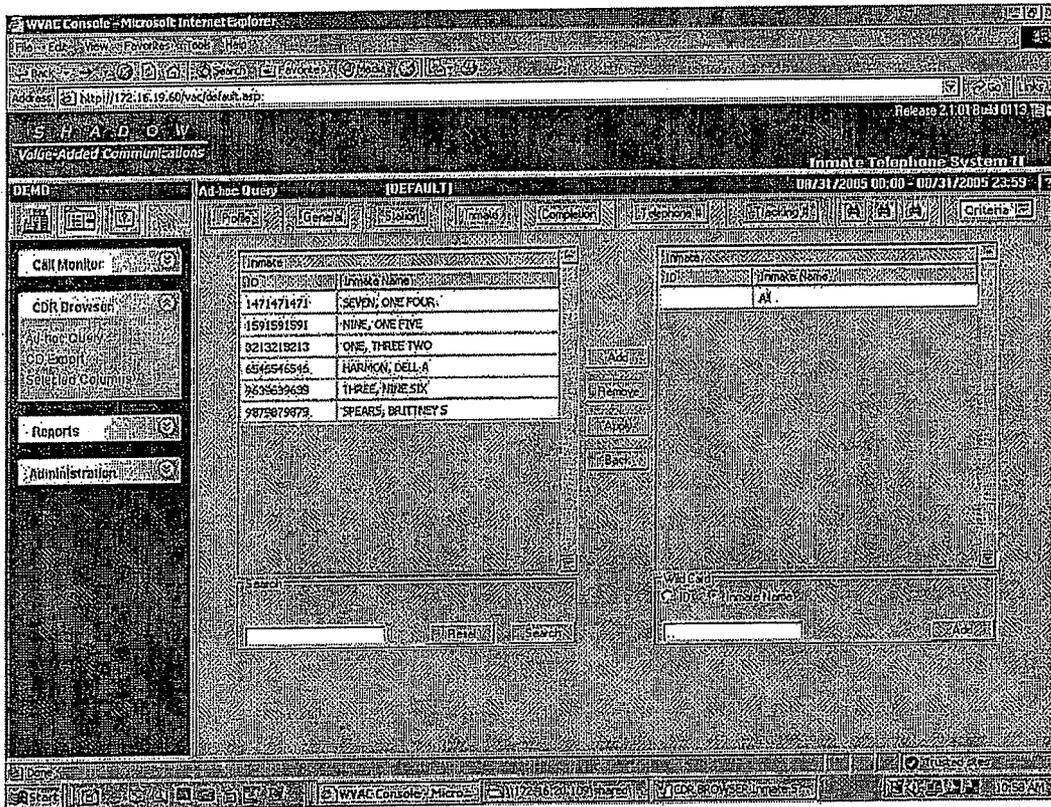
AdHoc Report Screen 1



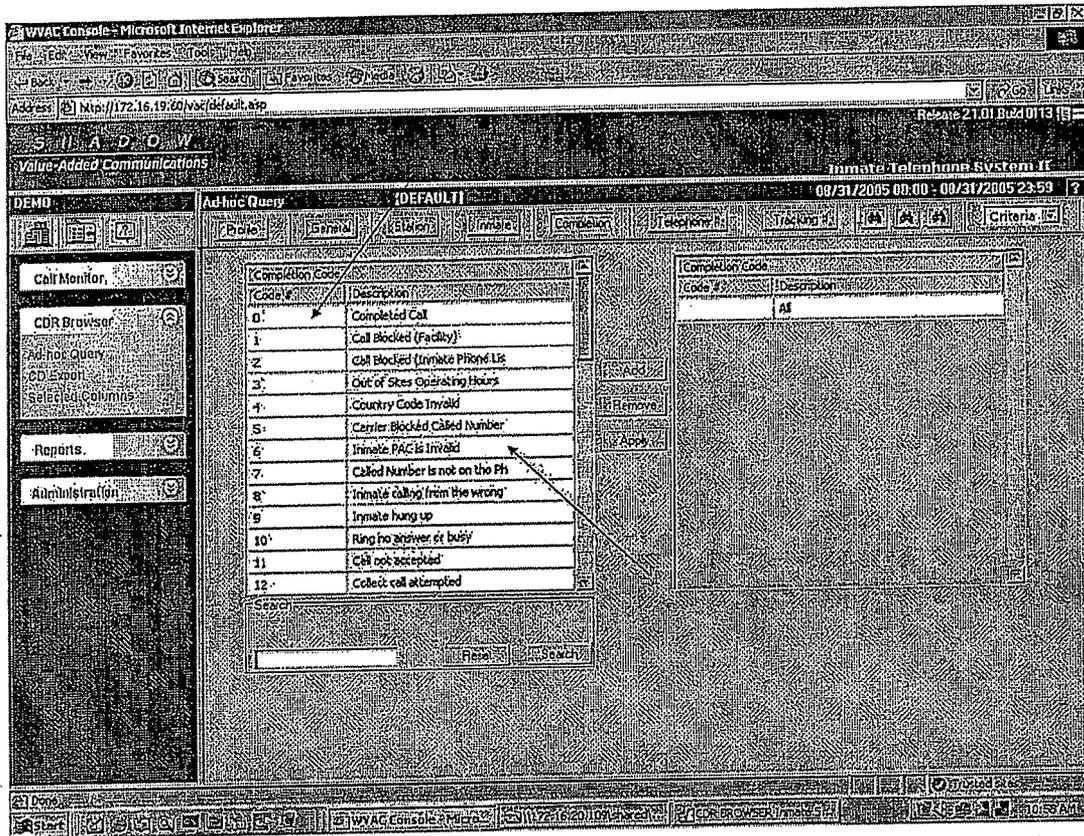
AdHoc Report Screen 2



AdHoc Report Screen 3



AdHoc Report Screen 4



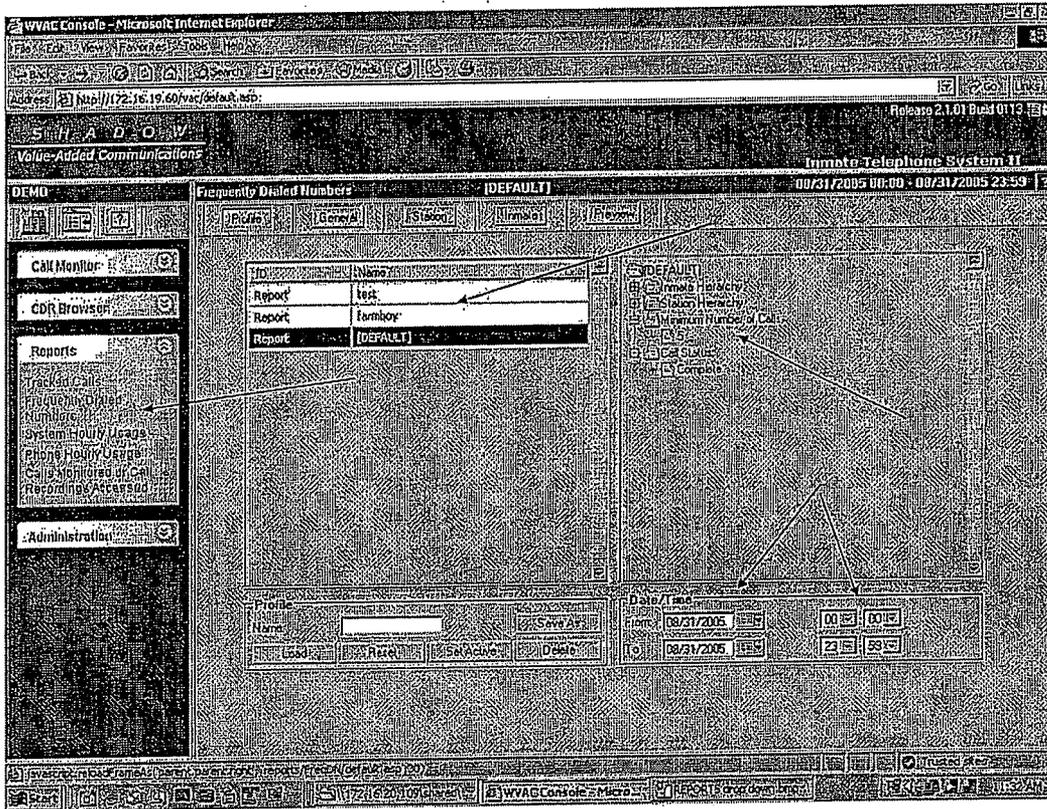
AdHoc Report Screen 5

14. The system shall make available to the operators of the system a selection of informational viewing screens. For example, the telephone summary screen shall provide a listing by PIN of all outside numbers called, and a listing by called telephone number showing what PIN's are calling it. Copies of standard reports shall be supplied with the proposal.

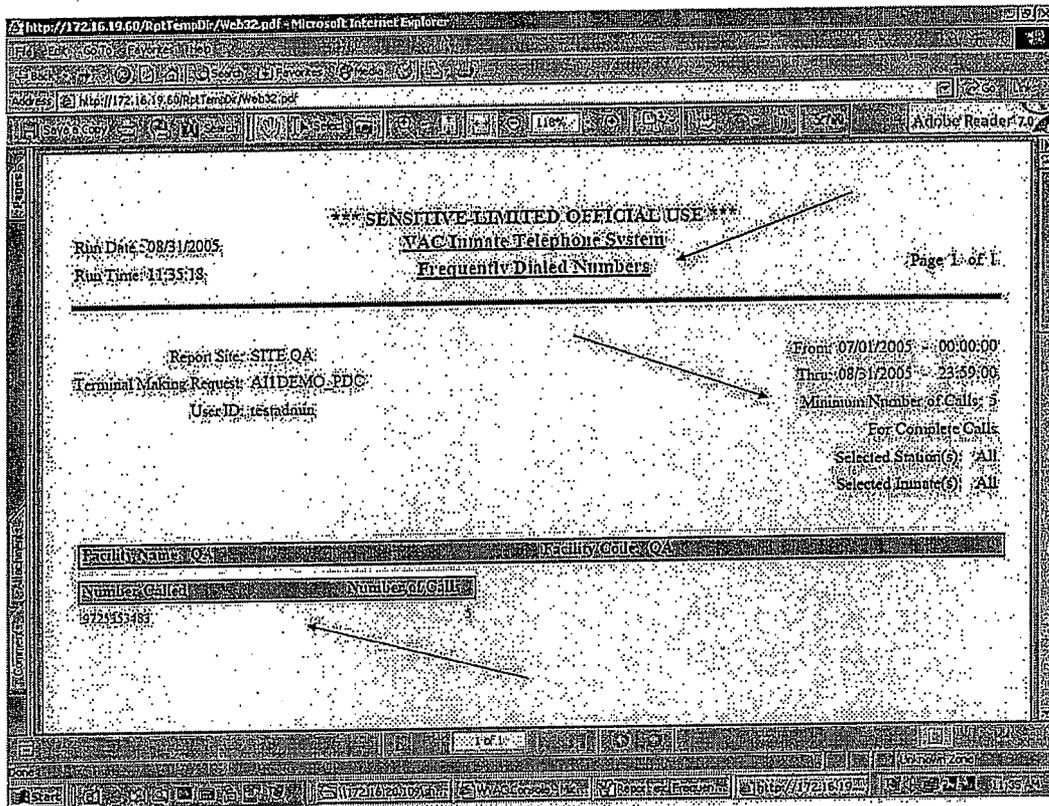
MCI Response:

MCI has read, understands and will comply.

Copies of sample reports are provided at the end of this Tab 6. The Focus 100 system provides the features requested. The flexibility of the search screen allows for the operator to enter any search criteria desired to find the results you are looking for, including but not limited to a listing by PIN of all outside numbers called and a listing by called telephone numbers showing what PIN's are calling it. An additional report that may be of use in the same line of requests would be the report showing the most frequently dialed numbers and the inmates that are dialing these numbers.



Frequently Dialed Numbers, Parameter Screen



Frequently Dialed Numbers, Report Screen

Completion Time	Site	Phone	QA	Living Unit	Unit ID
07/11/2005 13:02:25	SITE 3540	PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:59:51	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:59:26	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:58:26	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/11/2005 12:53:49	SITE 3540	PHONE 3	QA	QA DEFAULT LU	6546546546
07/11/2005 12:40:27	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 12:31:00	SITE 3540	PHONE 2	DEMO	LIVING UNIT	6546546546
07/11/2005 11:59:40	SITE 3540	PHONE 4	QA	QA LIVING UNIT	6546546546
07/11/2005 11:57:24	SITE 3540	PHONE 4	QA	QA LIVING UNIT	6546546546
07/11/2005 11:34:41	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:33:26	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:21:39	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:20:46	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:20:20	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:20:20	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/11/2005 11:24:29	SITE 3540	PHONE 4	QA	QA LIVING UNIT	6546546546
07/11/2005 11:23:57	SITE 3540	PHONE 4	QA	QA LIVING UNIT	6546546546
07/06/2005 13:20:02	SITE 3540	PHONE 4	QA	QA LIVING UNIT	1591591591
07/06/2005 12:18:46	SITE 3540	PHONE 3	QA	QA DEFAULT LU	1591591591
07/05/2005 17:11:33	SITE 3540	PHONE 1	DEMO	DEFAULT LU	6546546546
07/05/2005 17:00:56	SITE 3540	PHONE 1	DEMO	DEFAULT LU	3213213213

CDR Browser Screen

15. The system shall provide a case summary screen to include all numbers called that are under investigation and linked through the same case number. Copies of current standard screens shall be supplied with the proposal.

MCI Response:

MCI has read, understands and will comply.

Copies of current screens are provided at the end of Tab 6. The Alert Notification report displays all accounts or telephone numbers placed on an Alert Status indicating that they are under investigation and can be linked together with an ID Number. A copy of such report is listed here below.



The Alert Notification report displays all accounts or telephone numbers placed on Alert status by the facility staff. This is regardless of whether the alert was for all calls by a particular inmate or calls to a particular number. An alert placed on an account occurs if the inmate does not have a phone list and places a call to a telephone number that has an alert. The ability to see all alerts is determined by the security level of the User ID requesting the report. The Alert Notification report displays the following information in chronological order:

- Facility Name
- Facility Code
- ID (inmate's ID number)
- Inmate Name
- Dialed Digits
- Alert
- Date/Time (of call)
- Station
- Cost (of call)
- Total Number of Alerted Calls for the Facility

Run Date: 08/09/2002

Inmate Phone System

Run Time: 12:44:40

Alert Notification

Page 1 of 1

Report Site: COF
 Terminal Making Request: ANDEMO WSOI
 User ID: tesadmin

From: 08/01/2002 - 00:00:00
 Thru: 08/08/2002 - 23:59:59

ID	Inmate Name	Dialed Digits	Alert	Date/Time	Station	Cost
00000000	TWO, NO PIN LINE	9728083483	BOTH	08/01/2002 18:05:29	2	\$0.00
00000000	TWO, NO PIN LINE	9728081009	BOTH	08/01/2002 12:11:31		\$0.00
00000000	TWO, NO PIN LINE	9728083313	BOTH	08/01/2002 12:14:34		\$0.00
00000000	TWO, NO PIN LINE	9728083313	BOTH	08/01/2002 12:19:21		\$0.00
00000000	TWO, NO PIN LINE	9728083483	PHONE	08/02/2002 03:41:23		\$0.00
00000000	TWO, NO PIN LINE	9728083483	PHONE	08/02/2002 04:31:34		\$0.00
00000000	TWO, NO PIN LINE	9728083483	PHONE	08/06/2002 09:53:02		\$0.00
00000000	JOHNSON, JOHN RAY		PHONE	08/07/2002 14:41:08		\$0.00

Total Number of Alerted Calls for the Facility: 8

16. The system shall provide a 98/NT/Windows 2000 compatible operating system.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 operates on the Windows 2000 or later operating system.

- b. A hardware package that includes, but is not limited, to, the following items:
1. The recording system shall be an archival storage/retrieval system designed to provide recording of the total number of inmate stations, plus 30% for growth. The equipment proposed shall be designed for continuous recording operation, including silent periods, i.e., 24 hours per day, 365 days per year. Silent periods are when the phone is opened and operational, however when the phone is not in use no recording would occur.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS has a state of the art integrated recording system built with a RAID-5 Mass Storage array with hot swappable power supplies and hard drives. This allows for the upgrade of the mass storage drives at anytime without loss of data. The system will be provided with enough mass storage to record all phones simultaneously with more than 30% of growth potential.

2. All equipment supplied under this RFP shall be completely operational when installed.

MCI Response:

MCI has read, understands and will comply.

The Focus 100 ITS will be built to the specifications required for each facility and will have a burn in period that will ensure that the system will be fully operational when installed.

3. Service technicians trained by the equipment manufacturer shall be available to respond daily in the event service is required.

MCI Response:

MCI has read, understands and will comply.

In conjunction with VAC, ShawnTech and the lead MCI technician dedicated to the Commonwealth will be responsible for managing the installation and maintenance of all call control, call processing, and call recording equipment. ShawnTech will also be responsible for the installation and maintenance of the inmate phones. All technicians will be certified in training of all VAC equipment and systems that are to be installed within the Commonwealth.

Our proposed maintenance solution will give a single vendor, ShawnTech Communications, the responsibility for all on-site equipment and system maintenance. ShawnTech will also maintain the inmate telephones, station cabling, inmate communications access lines, and the call control, recording and monitoring systems equipment at each DOC institution. By using a single on-site maintenance vendor, we