

have eliminated the potential for confusion and finger pointing that can occur with multiple vendor maintenance solutions.

ShawnTech will maintain an in-state presence and maintenance with five (5) fully trained technicians that will be strategically located within the state that will be able to provide overlapping territories. ShawnTech also has additional field technicians in neighboring states that could provide assistance if required.

VAC and MCI also have maintenance facilities and staff throughout the United States that could be made available for assistance and dispatched to any of the DOC sites, should the need arise.

4. The selected Contractor shall supply a comprehensive operational manual to each location monitoring and recording equipment/system is installed.

MCI Response:

MCI has read, understands and will comply.

A complete set of reference manuals that details installation specifications will be provided by facility which includes not only comprehensive operational and reference manuals, but copies of the actual site surveys performed, matrix of phone installations, PINs, CDRs, etc.

5. The Contractor shall be responsible for the installation of all equipment proposed.

MCI Response:

MCI has read, understands and will comply.

It is understood that all of our installation and support staff will be responsible for the installation of all equipment proposed.

6. Equipment covered by this RFP shall be supported by a service response network consisting of a 24 hour on line system diagnostic center, accessed by a toll free services 800/888/877/etc number, to provide system monitoring, service alert and rapid service dispatch, if required.

MCI Response:

MCI has read, understands and will comply.

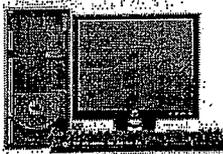
Anytime there is a question as to maintenance issues, support of any kind, the DOC will have a list of all contact numbers. There will be a primary contact that will be dedicated to the Commonwealth of Pennsylvania, and there will be a list of additional contacts that the DOC may contact at any time. In addition to the dedicated Technical Consultant for the DOC, the 24 hour Help Desk can always be contacted directly to answer questions, report problems, or any other technical assistance. Voice Telephone (Toll Free Number): MCI Ticket Desk (800) 743-4569.

7. A master control module/workstation shall be supplied that can fully control the proposed system.

MCI Response:

MCI has read, understands and will comply.

MCI will provide workstations as required within this RFP. Each workstation will have the same feature and functionality limited by each user's access / password level. With the proper password authentication, a user can control any system within the Commonwealth's Wide Area Network that is provided by MCI.

**OptiPlex 170L MT Celeron D OptiPlex 170L****MicroTower Celeron:**

Intel® Celeron® D Processor 320 (2.40GHz, 256KB, 533MHz FSB) OPERATING

SYSTEM(s):

Microsoft® Windows® XP Professional, SP2, with MediaFile system: NTFS File System for all Operating Systems MEMORY: 512MB DDR Non-ECC SDRAM, 400MHz, (1DIMM)

Hard Drive: 40GB EIDE 7200RPM

Floppy: 1.44MB 3.5 Inch Floppy Drive

Mouse Pad

KEYBOARD: Dell USB Keyboard, No Hot Keys

Mouse: Logitech USB 2-Button Optical Mouse with Scroll

Monitors: Dell 17 inch E773s (16.0 inch viewable) Conventional CRT

Audio Solutions: Integrated Audio

Speakers: Dell™ A215 Speakers

Removable Media Storage Devices: 48X CDRW

Graphics Cards: Embedded Intel® Extreme® Graphics

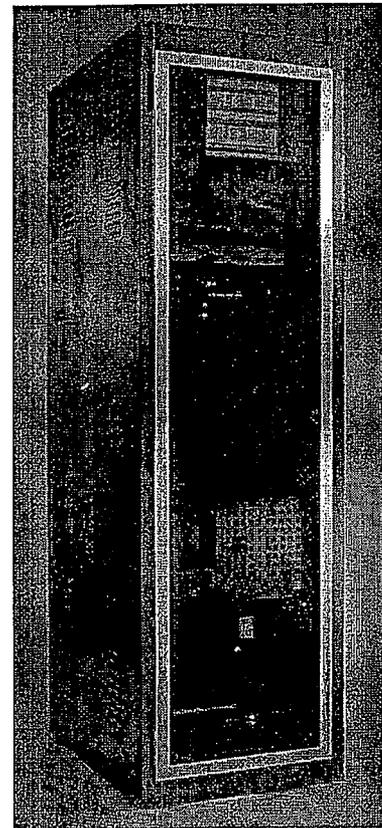
Integrated Network Adapter (NIC): Integrated Intel 10/100Mb LOM w/ remote wake-up

Energy Star Setting: Energy Star Enable

8. The control unit shall act as a system controller and shall provide all control and monitoring for the proposed system.

MCI Response:

MCI has read, understands and will comply.



The System 100 is housed in a space-efficient cabinet that contains all system components and provides easy access to system. The focus 100 is an integrated system controller which controls, records, and allows for monitoring of all inmate calls from a single unit.

VAC and MCI will install a state-of-the-art fully automated inmate call management system to meet the specific needs of the CUSTOMER. 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.

As specified, the proposed system will provide inmate specific controls using a Personal Identification Number for each inmate. Each inmate PIN account can be further managed through the use of a limited allowed call list, call duration control, calling hours control, and defined phone access. Each and every call attempted through the system generates a call detail record. This record is the cornerstone to the system's investigative capabilities. VAC offers a variety of means to search call records (CDRs) by inmate, called number, date, time, or inmate phone. Harassing phone calls can be quickly isolated and the offender identified using CDR data. In addition, each call will be digitally recorded using VAC's Shadow technology. Through that same CDR, the investigator may quickly retrieve and play the recorded conversation.

MCI 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, VAC will provide both remote and local technical support to (Prime) as needed throughout the project duration.

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

Specifications	
Inmate Telephone Capacity	Up to 270 stations x 216 trunks
Dimensions	23.5" x 31" x 76"

Environmental	Temperature: 35-90° F; Humidity: 2-98% non-condensing
Power Requirements	115VAC, 20 amps
FCC Certification	Meets the requirements of FCC Part 68 and Part 15
Voice Network Interface	Digital & Analog
Operating System	Windows XP

9. The control unit shall provide a channel audio activity monitor. This monitor shall provide visual indication of active audio recording or active playback audio by channel.

MCI Response:

MCI has read, understands and will comply.

As detailed in previous sections, remote access is available to investigators and DOC personnel for the purpose of monitoring calls. The VPN network and Frame Relay capabilities that MCI is offering, will allow remote and local users to access the entire network and any facility within that network as though they were physically attached to that ICS server at the facility. Monitoring of the audio activity is performed from the workstation by viewing the Live Monitor Screen.

SHADO Value-Added Communications Inmate Telephone System II

Madison St. Jail Call Monitor Call on Line #179

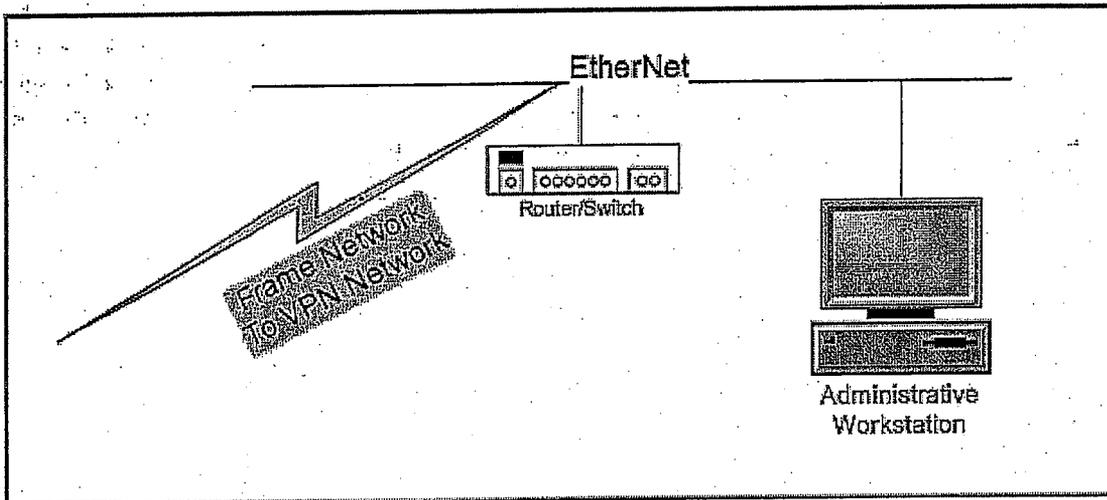
Interval: 20 Sec

Line #	Living Unit	Phone #	Called Party	Start	Duration	ID
79	DEFAULT LU	51A3	6022630242	10:17:36	0:0	A831376
85	DEFAULT LU	61A1	6239327811	10:17:27	00:10	A947989
263	DEFAULT LU	1T22	9497576067	10:17:21	00:15	0000263
160	DEFAULT LU	62B3	6023688976	10:17:16	00:15	A977544
74	DEFAULT LU	32B3	6239741708	10:17:06	00:30	A947493
354	DEFAULT LU	SMES2	4809873831	10:16:55	00:40	0000354
258	DEFAULT LU	1C13	6239860517	10:16:51	00:45	0000258
88	DEFAULT LU	63C1	6022435500	10:16:45	00:50	A973614
15	DEFAULT LU	23B2	6022697073	10:07:46	09:50	A898469
101	DEFAULT LU	23C2	6022747960	10:19:05	04:30	A942897
196	DEFAULT LU	23B1	4808976623	10:13:23	04:10	A788913
301	DEFAULT LU	1INT32	6029569125	10:15:55	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	02:45	0000295
266	DEFAULT LU	1INT12	6238464579	10:16:29	01:05	0000266

Call Monitor View Active View All CDR Browser Reports Administration

Connected to 1015 Trusted Sites Start WVA Console Micro

Live Monitor Screen



Remote Monitoring via VPN

Remote monitoring is performed just like any other monitoring at a facility whether live playing back a recorded call. Simply select the call to listen to, and with the click of a button, you are monitoring that call.

Monitoring occurs via the investigative workstation using built-in 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 the called parties. If deemed necessary (following discovery of harassment or other threatening conversation) the investigator may disconnect the call in progress.

A great feature which many other vendors do not currently provide is the ability for an investigator to scan all active conversations in a rotating sequence, with the option of stopping on any call that requires further attention. This feature of AutoScan can be set at a desirable scanning interval of seconds as shown in the screen snapshot below. In other words, the investigator can have the system play the first conversation listed on the screen below over the speakers for set time period (e.g. 15 seconds). After that period of time is over, the system will automatically move to the next call listed and play that conversation for the same period of time. This will continue until scanning is shut off. The advantage of this feature is that an investigator can perform other tasks while listening to portions of calls. If during this scanning the investigator determines based on the conversation that they would like to continue to listen to a specific call the scanning feature can be disabled with a click.

The screenshot displays the 'Inmate Telephone System II' interface. At the top, it shows the system name and a date/time stamp: '07/12/2005 00:00:00 / 07/31/2005 23:59:59'. Below this, there are several control buttons: 'Call Monitor', 'CDR Browser', 'Reports', and 'Administration'. The main area is divided into several sections:

- Call Details:** A table showing call information for a selected call.

Call ID:	1591591	Site:	SITE 3540
Inmate Name:	NINE ONE FIVE	Inmate Number:	
Start Time:	07/11/2005 11:20:45	Call Type:	INMATE
Duration:	1:20:00	Call Type:	INMATE
Call Status:	2:00:00	Extra Digit:	NO
Telephone #::	54169938790	Three Way Call:	NO
Living Unit:	QA LIVING UNIT	Completed Call:	Completed Call
- Audio Player:** A central window showing a waveform of the audio being played. Below the waveform are volume and mute controls.
- Call List:** A table listing active calls.

Call ID	Inmate Name	Site	Call Type	Living Unit
07/11/2005 11:29:48		SITE 3540 PHONE 4	QA	QA LIVING UNIT
07/11/2005 11:20:20		SITE 3540 PHONE 4	QA	QA LIVING UNIT
07/11/2005 11:24:29		SITE 3540 PHONE 4	QA	QA LIVING UNIT
07/11/2005 11:23:37		SITE 3540 PHONE 4	QA	QA LIVING UNIT
07/06/2005 13:20:02		SITE 3540 PHONE 1	QA	QA LIVING UNIT
07/06/2005 13:18:46		SITE 3540 PHONE 3	QA	QA LIVING UNIT
07/05/2005 17:11:03		SITE 3540 PHONE 1	DEMO	DEFAULT LU
07/05/2005 17:00:56		SITE 3540 PHONE 1	DEMO	DEFAULT LU

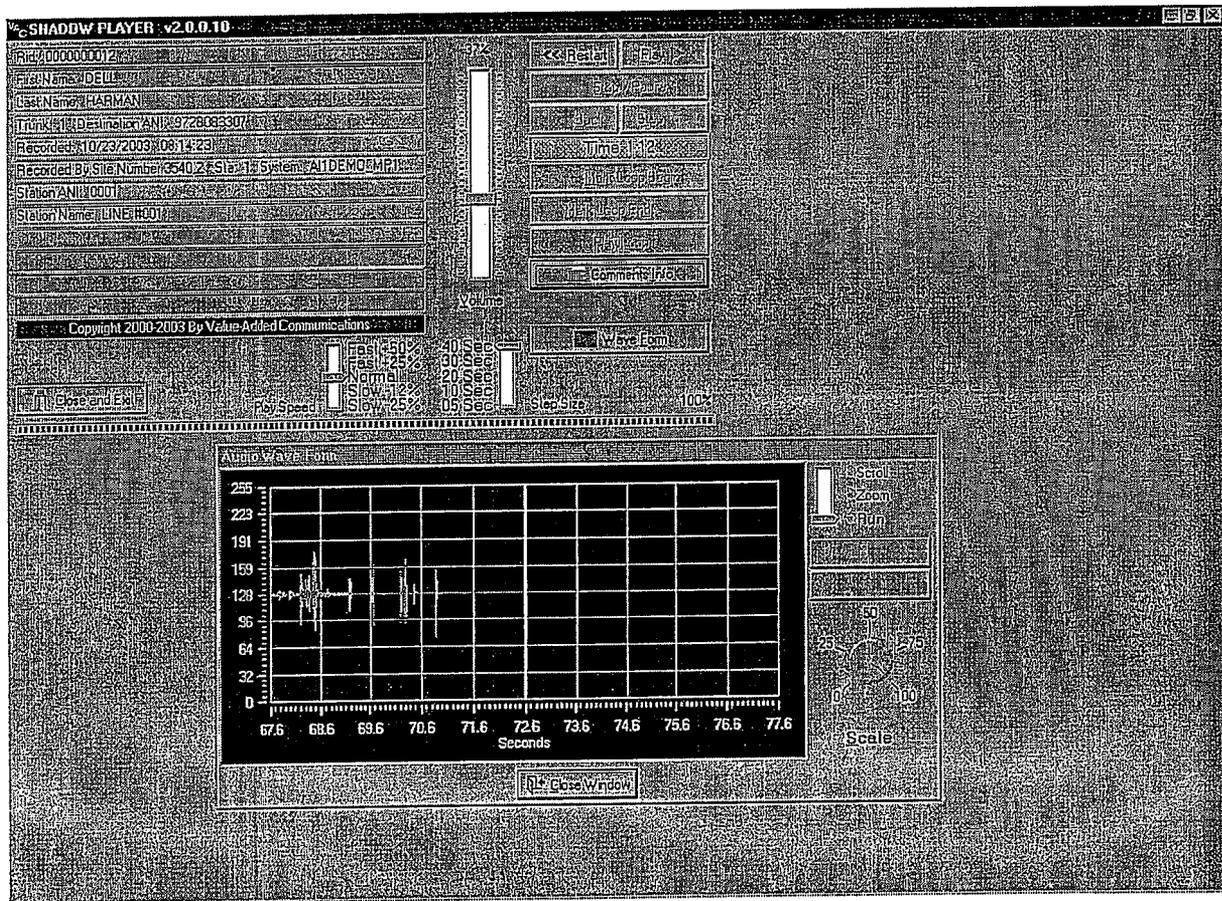
Call Monitor in Progress

10. The control unit shall provide the ability to automatically search any previously recorded media. The date/time desired shall be displayed. The unit shall be able to search at a high speed to a specific point in time/date and stop with no overshoot and begin playing.

MCI Response:

MCI has read, understands and will comply.

If you will note the screen snapshot below, you have the ability to scan through and play a previously recorded call with full feature functionality. This entails the ability to fast forward at 25% or 50% the normal speed, or slow the playback down at 12% to 25%. The full details of the call are displayed including but not limited to the person making the call, the trunk from which the call was sent to the called party on, the date and time in which it was made, and the phone station that it was made from. You may additionally convert the encapsulated call into a Wave format for playback on other media.



Call Monitor in Progress

11. The system shall have an audio search mode that allows search for audio on any selected channel.

MCI Response:

MCI has read, understands and will comply.

Searching by channel is old school as today's technology records digitally with call control that indicates which digitally recorded file is associated with each CDR (call detail record). If you want to listen to a specific recording from a certain date / time, or from a specific inmate, you simply search for those specifics and select to play the recording and the digitally recorded file is played back for you immediately. There is no need to search for a specific channel of audio.

12. Working in conjunction with the search for audio function, the control unit shall provide the ability to auto re-record.

MCI Response:

MCI has read, understands and will comply.

Auto re-record is a function of the workstation software that allows the user to re-record, or transfer is a better word to describe the transference of the digital call recording from the server to another medium, weather it be to cassette, CD ROM, USB Memory stick, or whatever. But yes, the re-record feature is readily available.

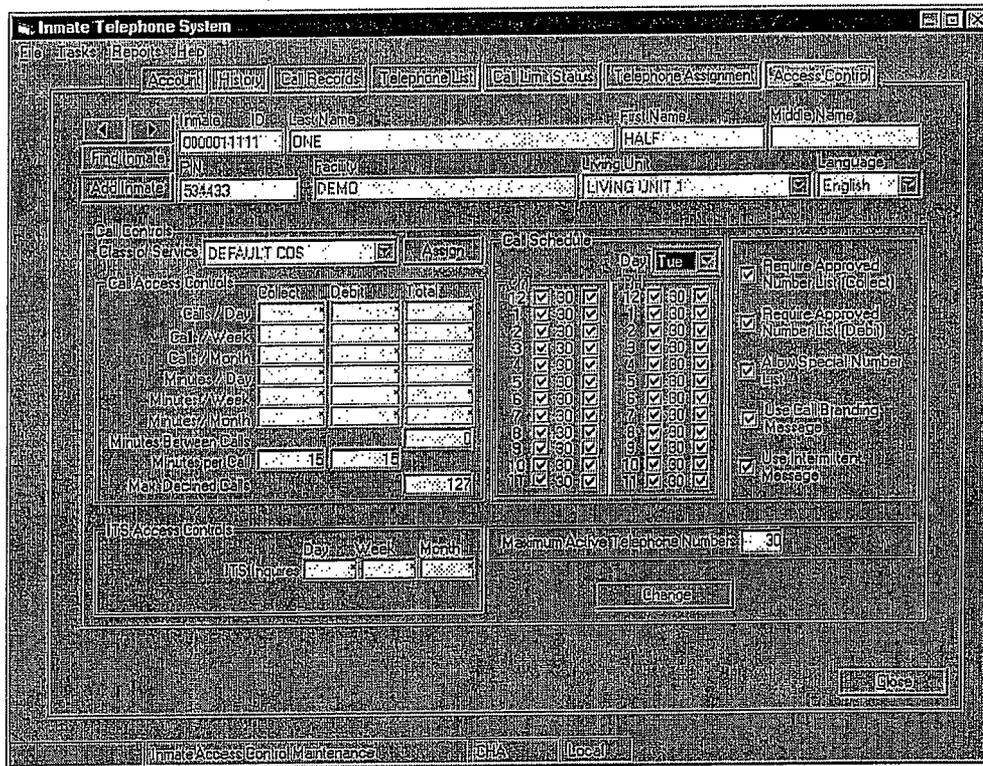
13. The control unit shall be capable of being programmed to provide automatic start up and automatic shut down of the entire system at each SCI at preset times on preset days.

MCI Response:

MCI has read, understands and will comply.

The System Timer feature is controlled using the Workstation offering complete flexibility by day of week and hour as seen below and can be programmed to turn off all phones on the system at each facility at a predetermined time, as well as turning the phones on at a certain time. General operating hours can be established for the entire DOC, by facility, or by PIN at the DOC's discretion. In addition to general operating hours control for the entire facility, the workstation application 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.

The DOC may also choose to control a group of phones' calling hours, such as the infirmary. 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.



14. The control unit at each SCI shall offer complete system security and allow only operators with the appropriate level clearance to access specific functions. This shall be accomplished by multiple levels of access by programmed passwords.

MCI Response:

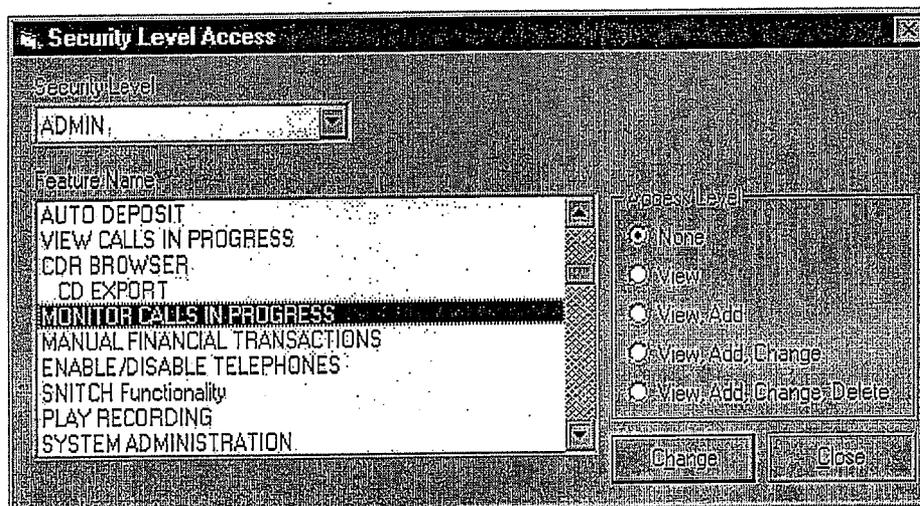
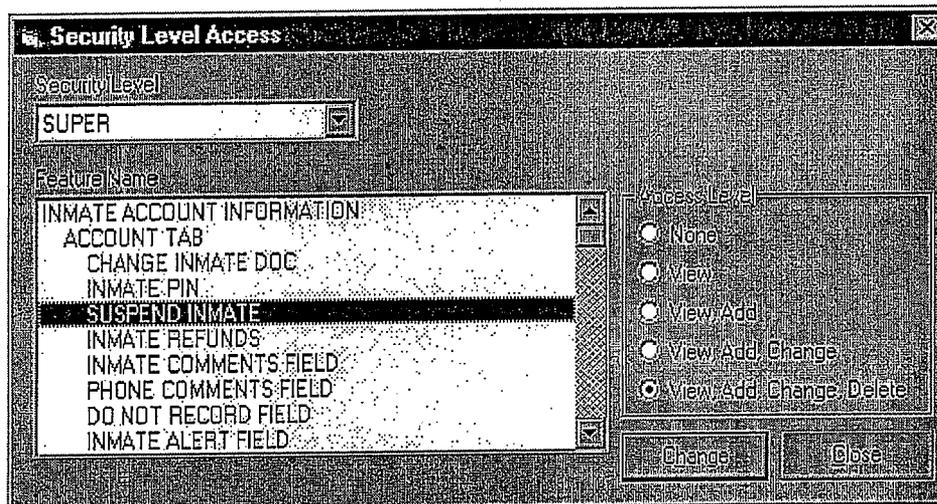
MCI has read, understands and will comply:

As discussed earlier in section 2.5-B. 2.a.8, security is not taken lightly. Operators with security password protection and authentication is required for each specific function.

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

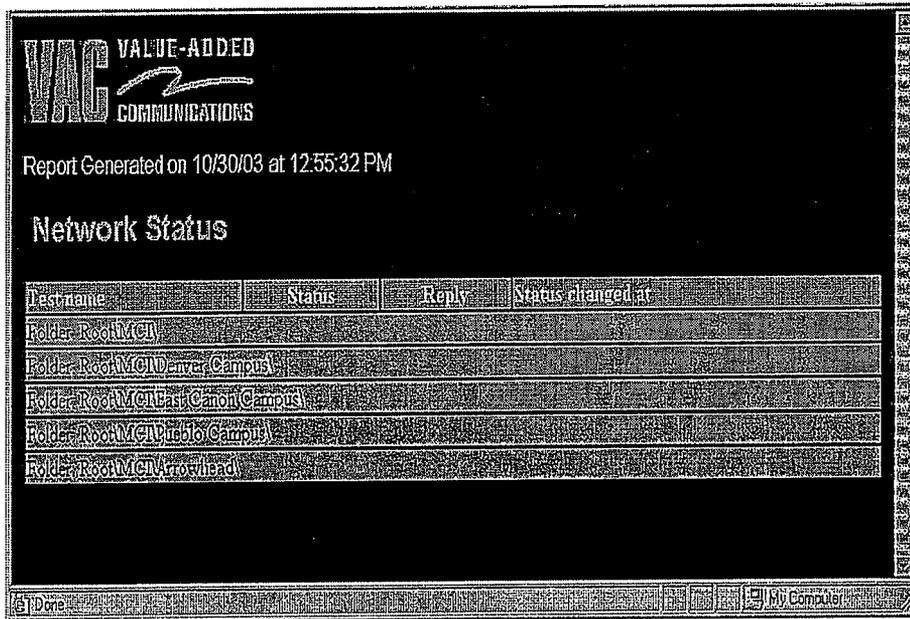


15. The control unit shall immediately display visual alarms and sound audible alarms when any system malfunction is detected. These visual alarms shall appear on the operator console and indicate where the failure occurred.

MCI Response:

MCI has read, understands and will comply.

As part of MCI's Value Added Services, the DOC will be provided a network monitoring feature that will present all network and equipment problems as they occur on a customer accessible Web page. Alarm updates occur via an alarm monitoring agent that runs on the Site Server in the Centralized Platform. The agent monitors all equipment and processes for proper operations and, when a problem is detected, sends an alert to a server at VAC and MCI that in-turn alerts the Project Manager, VAC technicians and the MCI help Center and updates the Web page. Customers that are viewing the Network Status web page will see the alarm status change on the scheduled refresh cycle of the Web page. Depending on when the alarm status change occurs, there can be a 1 to 2 minute delay before the alarm is updated on the web page.



Network Status Screen

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.