

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.

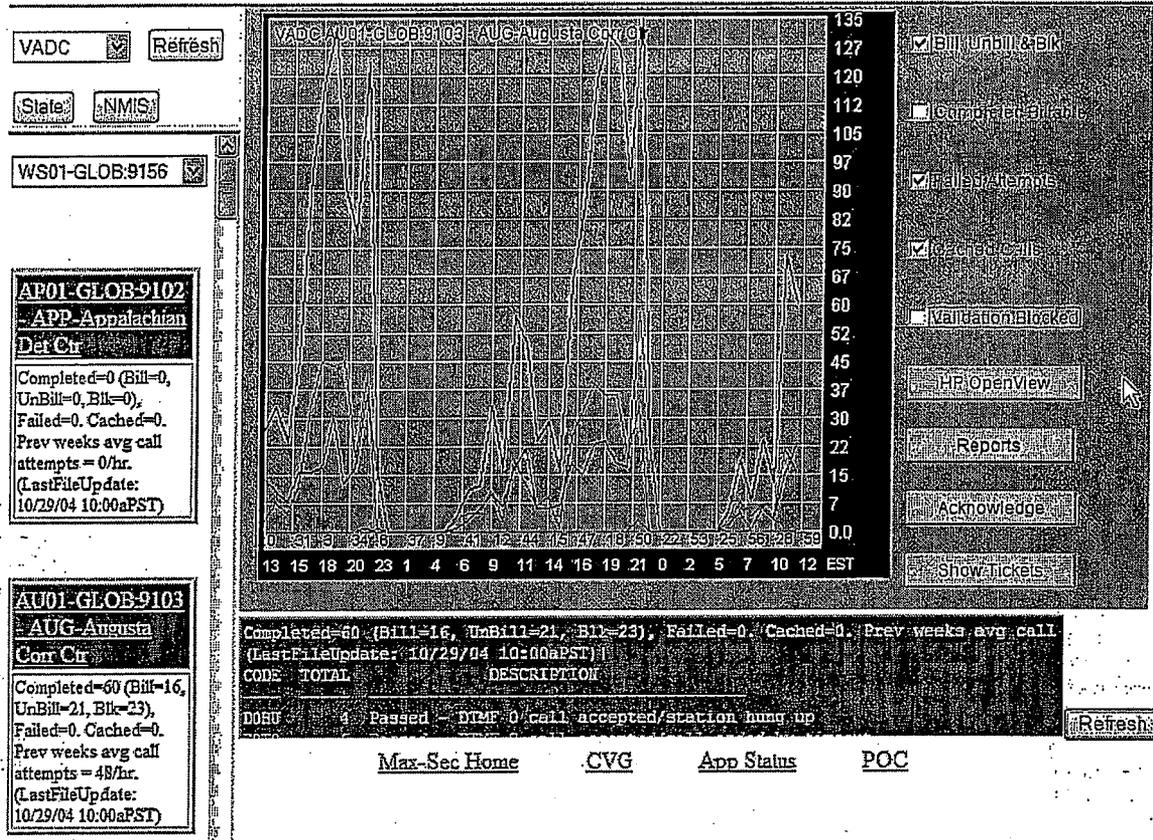
http://maxprm.mclink.com/site_activity/FullStateView.asp?cboState=CADC - Microsoft Internet Explorer

Address: http://maxprm.mclink.com/site_activity/FullStateView.asp?cboState=CADC

Site Monitor : CADC			
AC00-GLOB.CA43 - Acton Conservation Camp	AD00-GLOB.CA44 - Alder Conservation Camp	AV00-GLOB.CA01 - Avenal State Prison	BL00-GLOB.CA45 - Baseline Camp
BN00-GLOB.CA31 - CVA Ben Lomond Camp	CC00-GLOB.CA05 - CSP Corcoran II	CC00-GLOB.CA05 - CSP Corcoran I	CI00-GLOB.CA42 - CVA Washington Ridge
CO00-GLOB.CA12 - Centinela State Prison	CP00-GLOB.CA11 - Calipatria State Prison	CR00-GLOB.CA36 - CVA El Paso De Robles	CW00-GLOB.CA14 - Chuckawalla Valley SP
DI00-GLOB.CA21 - North Kern State Prison	DT00-GLOB.CA48 - Delta Camp	ET00-GLOB.CA71 - Folsom Transitional Treat	HD00-GLOB.CA18 - High Desert State Prison
IW00-GLOB.CA19 - Ironwood State Prison	IT00-GLOB.CA27 - Sierra Conservation Ctr	MT00-GLOB.CA33 - Valley SP for Women	MA00-GLOB.CA13 - Central CA Women's Pr
MC00-GLOB.CA30 - Mule Creek State Prison	NC00-GLOB.CA34 - CVA North Youth Corr Ctr	NF00-GLOB.CA09 - CSP Sacto	NO00-GLOB.CA06 - CA Reliab Ctr Norco
OE00-GLOB.CA17 - Folsom SP	PR00-GLOB.CA37 - CVA Preston	PV00-GLOB.CA23 - Pleasant Valley SP	SA00-GLOB.CA25 - Salinas Valley SP
SD00-GLOB.CA24 - El Dorado State Prison	SL00-GLOB.CA03 - CA Monte Colony	SO00-GLOB.CA15 - Corr Training Facility	SO00-GLOB.CA26 - San Quentin State Prison
SR00-GLOB.CA66 - Salt Creek Camp	ST00-GLOB.CA22 - No. Cal. Women's Facility	SH00-GLOB.CA07 - CA Corr Ctr (Susanville)	TE00-GLOB.CA02 - CA Correctional Inst
TR00-GLOB.CA16 - Daniel Vocational Inst	VN00-GLOB.CA04 - CA Medical Facility	VS00-GLOB.CA10 - CSP Solano	WS00-GLOB.CA29 - Wasco State Prison

Login Page

Site Monitor Report / State View



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	470	1110	17	FLU-Fluvanna Corr Ctr
#1						
	VADC:GN01-9122	1	1012	2073	18	GNV-Greenville Corr
Ctr						
	VADC:HA01-9126	1	447	1031	3	HVN-Haynesville Corr
Ctr						
	VADC:HL01-9124	1	92	226	1	HLF-Halifax Corr Ctr
	VADC:HR01-9125	1	79	162	2	HRR-Harrisonburg Dent
Ctr						
	VADC:HV01-9162	1	35	70	2	HAN-Hanover Juvenile
Just						
	VADC:HY01-9127	1	41	94	0	HYV-Haynesville Corr
Unit						
	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	1	336	827	11	SHN-Southampton Corr
Ctr						



VADC:ST01-9147	1	55	89	1 STF-Stafford Det Ctr
VADC:SX01-9149	1	563	1602	22 SUX-Sussex II St. Prison
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	1	52	154	2 WHP-White Post Corr Unit
VADC:WR01-9155	1	255	660	13 WRD-Wallens Ridge Corr

MaxPrm Daily Performance Report

16. The multi-channel recorder shall allow for the preprogramming of the transfer to and from daylight saving time automatically.

MCI Response:

MCI has read, understands and will comply.

The multi-channel recorder is replaced by a state of the art digitally recorder that is built within the Focus 100 server that is maintained on a RAID-5 Array mass storage unit. The recorder is a part of the server which operates with Microsoft Server software and is configured to transfer to and from daylight savings time automatically.

17. Each transport shall be capable of recording the total number of inmate telephones, plus 30% for growth.

MCI Response:

MCI has read, understands and will comply.

The system will be preconfigured to digitally record all phones simultaneously for 1 year with an excess of 30% growth factored in. Additionally, all recordings and CDRs are backed up daily to an onsite external backup device for redundancy.

18. The system shall have the ability to playback the audio at the location of the call records software system.

MCI Response:

MCI has read, understands and will comply.

Playback of all recordings is provided at any workstation within the WAN at the provided workstations, again with the proper access and password security level.

19. A complete back up UPS power supply of a minimum of four (4) hours shall be provided at each SCI that shall automatically switch on upon any failure of the primary unit.

MCI Response:



MCI has read, understands and will comply.

MCI is offering a 4 hour battery back-up UPS device for each facility. Such device automatically switches on upon any failure of the primary unit.

20. All clocks for the system shall be synchronized to System B.

MCI Response:

MCI has read, understands and will comply.

As with all MCI install ITS systems, all system clocks will be synchronized with the atomic clock for accuracy.

21. Headphones and hands free headsets shall be supplied for monitoring each workstation.

MCI Response:

MCI has read, understands and will comply.

Headphones and hands free headsets will be supplied for each monitoring workstation.

22. Two playback units shall be supplied to each SCI. The purpose of these units is to duplicate for purposes of court appearances, etc. Currently, this is done in the same room in which the recording unit is located.

MCI Response:

MCI has read, understands and will comply.

Two (2) playback units will be provided for each SCI.

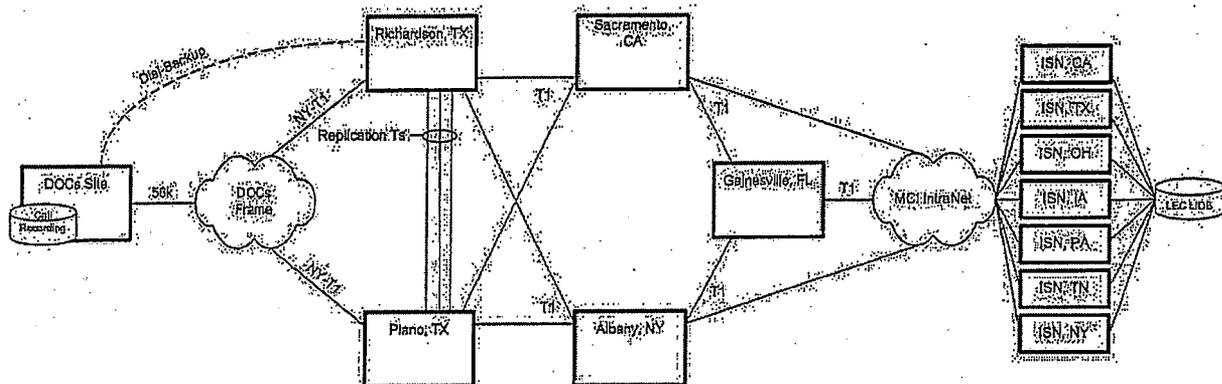
23. System C shall be integrated with System B so that call detail records are easily and expeditiously matched. The Contractor shall explain how this interface shall function.

MCI Response:

MCI has read, understands and will comply.

The Call Recording and Call Monitoring functions are an integrated part of the Focus 100 system. System B and System C are comprised of the same Focus 100 ITS controlling server and are integrated within one another for a single state of the art controller. Each server or Focus 100 ITS is connected via the WAN / Frame Relay network that MCI is supplying. Synchronization between the two systems is automatically accomplished since they are a single unit. The CDR from the ITS is copied on the WAN for redundancy purposes and ensures that adequate record keeping is maintained and backed up.

Network Overview



24. Remote monitoring and recording of selected inmate conversations shall be provided to the Headquarters Security and Professional Responsibility Offices. The Contractor shall explain how these interfaces shall function.

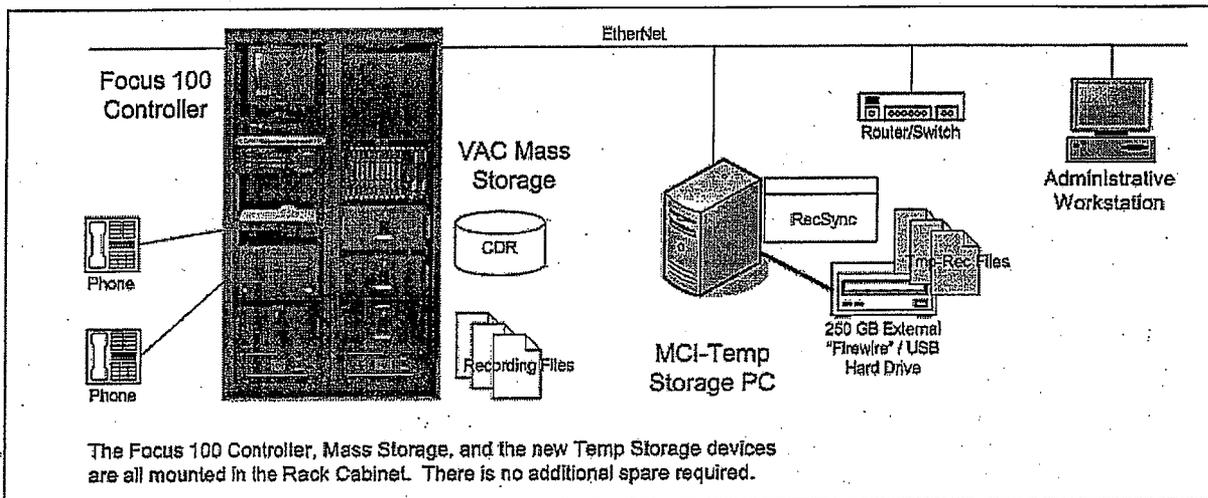
MCI Response:

MCI has read, understands and will comply.

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 will install a secure private WAN network to connect all Focus 100 systems (and Headquarters) together. This WAN network will allow investigators at any facility the ability to access all calls and any call at any other facility; with proper system access, authorization, and password(s). Each Focus 100 system will have hard drive arrays for the storage of the PA DOCS stated one (1) year of call recordings.

In addition, Call Detail Records (CDR) will be stored for the life of the contract plus 7 additional years. MCI is also proposing to install a fully redundant onsite and offsite backup of all recordings.

1. Focus 100 writes all recordings to Mass Storage within seconds of call completion.
2. RecSync application (on MCI-Temp Storage PC) pulls recording files from Mass Storage within minutes of call completion. RecSync also pulls any recording files missing from MCI-Mass Storage Data Warehouse Server.
3. "Firewire"/USB Drive is swapped once a week, by field techs and sent to MCI for downloading to MCI-MASS Storage.
4. In the event of a server's mass storage unit crashing, MCI could provide the call recordings to be restored.



Fully Redundant Call Recording Backups Onsite and Offsite

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

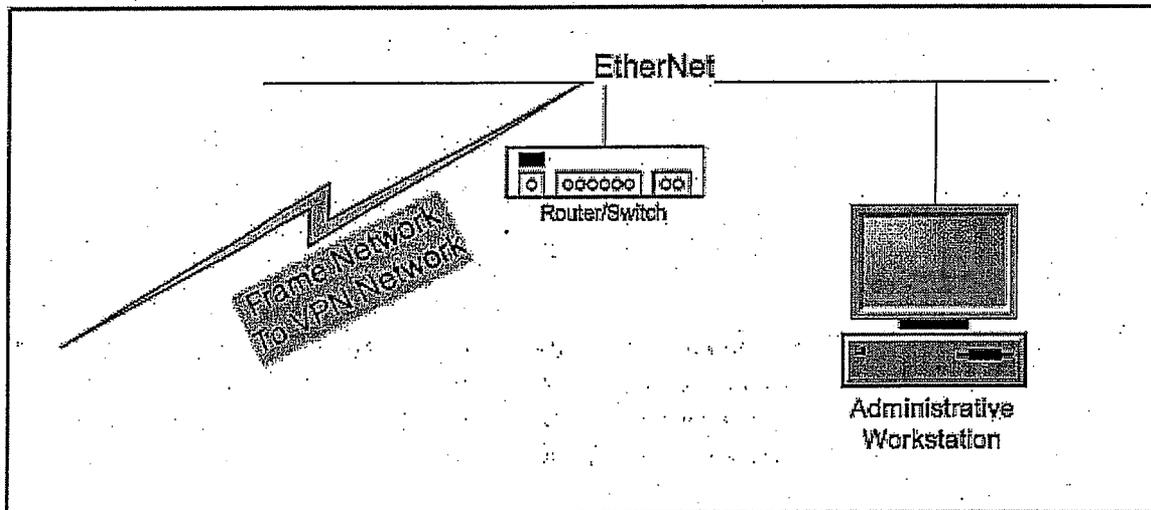
The hallmark of VAC's products and services is its unique software control system, Focus 100, one of the most advanced—yet user-friendly—inmate calling systems on the market today. MCI selected the VAC Focus 100 platform for our solution because it:

- Meets or exceeds the RFP's functional requirements
- Is a proven, fully integrated call processing, monitoring and recording solution
- Provides superior reliability and performance, continuously executes self diagnostics, and automatically performs system software maintenance upgrades
- Can be upgraded easily to accommodate inmate population growth.

- Ease of feature and functionality updates and technological advancements via remote system downloading.
- Superior administrative and investigative support through special control and reporting features
- Export function for investigative support and importing into other special applications like "i2 – Investigative Analysis Software"

The Focus 100 solution will be protected from unauthorized access by secure passwords, and all offender call data will be secured against loss or corruption by redundant system components and data back-up processes.

Remote monitoring is easily accomplished by means of the WAN / Frame Relay circuit that MCI is providing. Any workstation, even those at the Headquarters Security and Professional Responsibility Offices have the ability, with the proper password or security level can monitor any call, live or recorded, within the Commonwealth's WAN.



c. Clear Audio Recording:

DOC staff is involved in many technology committees investigating the newest and future technologies. In a typical inmate telephone system located in SCI facility, the problem exists in providing clear audio recording for investigators, because from outside the system, the only available speech is a combination of both the caller (station side) and the called party (trunk side). The result is a speech signal that sounds natural, but is almost impossible to use in most audio/signal processing systems. Some technologies evolve, in which the individual, incoming speech signals on the station side and trunk side can be recorded individually. The Contractor shall explain how clear audio recording is provided or when available with its proposed inmate telephone system.

**MCI Response:**

MCI has read, understands and submits that The Focus 100 will be configured with the Shadow Full Channel Monitoring and Recording feature. Shadow is an integrated feature of the ITS and is a digital recording and monitoring solution with the highest possible quality in recording digitally. MCI will be ordering T1 lines for each facility to handle the outbound traffic from the Focus 100 ITS to the called party. Part of the installation process is to verify the clarity of the outbound trunks to ensure that there is no static or hum on the lines from either party. MCI will provide telephone reception and transmission quality which meets if not exceeds all industry standards for service quality as defined by the FCC as well as BellCore standards. MCI's network is also engineered for a minimum of P.01 level or grade of service. This ensures the quality of the recording of both the inmate and the called party.

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.

- d. Contractor will provide when required inmate notices/letters in English and Spanish, videos in English and Spanish, plus when new enhancements are added and/or when other languages are required in the future.

MCI Response:

MCI has read, understands and will comply.

Inmate notifications are currently offered in both English and Spanish and MCI will work with the DOC to provide additional languages as deemed necessary in the formats requested.

Attachment 5 – Section 2

Department of Corrections Inmate Telephone Cutover Schedule

The inmate control system technical requirements are listed in Section 5-B of this RFP. These requirements are to be considered minimum and must be included in any proposal, regardless of what other services the Contractor includes in its proposal. All inmate telephone systems shall be installed using a procedure such that there shall be no interruption of inmate telephone service. The installation schedule below is alphabetical listed and will be used to evaluate the Contractor's cutover schedule. The order of the installations at the DOC-SCIs will be determined by the DOC after the award has been made. Each responding Contractor must submit a detailed cutover schedule with its proposal, including time frames for the various stages of installation, including tests, acceptance by the Commonwealth including ending time of the project.

The following timetable will be completed by the Contractor and is to start with the signing of the contract:

Time of Installation including tests Test & Acceptance Date State Correctional Institution (SCI)

MCI Response:

Inmate Phone Installation – System-Wide Activities

Item	Description	Duration	Day
1	Formal contract award and execution	1	1
2	1 st implementation meeting held	1-2	3
3	Obtain security clearances for site survey and install staff	2	6
4	Schedule site surveys - Group 1	4	7
5	Equipment orders placed for all facilities and the central server location	7	11
6	Begin detailed site surveys – Group 1	8	8
7	Schedule site surveys - Group 2	4	8
8	Begin detailed site surveys – Group 2	8	11
9	Schedule site surveys – Group 3	4	9
10	Begin detailed site surveys – Group 3	8	15
11	Schedule site surveys – Group 4	4	11
12	Begin detailed site surveys – Group 4	8	23
13	Schedule site surveys – Group 5	4	23
14	Begin detailed site surveys – Group 5	8	28
15	Order access circuits for all DOC sites	45	5
16	Build inmate PIN & Attorney telephone number database	30	25



Item	Description	Duration	Day
17	Begin pre-install activities for ITS system	95	30
18	Install and turn up central server equipment	10	35
19	2 nd implementation meeting held	1	65
20	Deliver equipment to Group 1 sites	5	40
21	Begin installation - Group 1	20	40
22	Test and turn-up system - Group 1	20	60
23	Deliver equipment to Group 2 sites	5	45
24	Begin installation - Group 2	20	45
25	Test and turn-up system - Group 2	20	70
26	Deliver equipment to Group 3 sites	5	65
27	Begin installation - Group 3	20	65
28	Test and turn-up system - Group 3	20	85
29	Deliver equipment to Group 4 sites	5	70
30	Begin installation - Group 4	20	70
31	Test and Turn-up system - Group 4	20	90
32	Deliver equipment to Group 5 sites	5	75
33	Begin installation - Group 5	20	75
34	Test and turn-up system - Group 5	20	100
35	Post cutover meeting	1	115
36	Installation and conversion complete	1	120

Attachment 11 – Section 2 Installed Equipment Form

(1) A minimum list of five customers located in the United States with a system having all of the operational characteristics as the system being proposed in response to this RFP. Names, addresses, points of contact and telephone numbers are required. **System B Inmate Telephone Service and System C Monitoring and Recording Equipment/system**

MCI Response:

MCI has read, understands and has provided below and on the pages to follow a complete listing of MCI's customers as well as five (5) customer references for MCI and VAC.

MCI has more than sixteen (16) years experience in providing fully managed ITS services (equipment, maintenance, network, training, billing, reporting, and commissioning) as a prime contractor. All of MCI's sixteen (16) years experience has come from our focus on providing fully managed ITS services to the state/commonwealth department of corrections marketplace. State/Commonwealth department of correction fully managed ITS services is what we do, and what we do well. No other vendor has the depth of MCI knowledge, expertise, and experience in managing a state/commonwealth-wide ITS system and meeting the needs and requirements of state/commonwealth department of corrections, its staff, and Inmate families and friends for ITS services.

MCI provides fully managed ITS services to more state/commonwealth department of corrections and correctional facilities than any other company in the industry today. MCI handles more than 50% of state/commonwealth institutional Inmate calling nationwide, facilitating over 47 million calls from approximately 600,000 Inmates. MCI provides fully managed ITS services to 16 state/commonwealth departments of correction agencies consisting of more than 542 correctional facilities and over 22,040 Inmate phones.

MCI feels it is important for the Department to understand the breath of MCI's experience in the state/commonwealth ITS marketplace as compared to other providers. The below table provides the Department with a list of all state/commonwealth department of corrections customers currently supported by MCI, including the number of facilities and approximate number of telephones supported under the existing contract. MCI provides a complete managed service to each of these customers, which includes call control systems, system installations and upgrades, features and functionality, investigative tools, recording and monitoring needs, field support maintenance services, staff training, trouble desk and customer service call centers, called party billing and collection, and overall quality customer service.

**MCI's Current Inmate Telephone Service (ITS) Customers**

Project Name	Project Description
State of Arkansas Department of Corrections	Prime Contractor providing fully managed ITS services since 1995. Facilities: 20 Phones: 555
State of California Department of Corrections	Prime Contractor providing fully managed ITS services since 1992. Facilities: 82 Phones: 2,500
State of Colorado Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 23 Phones: 861
State of Connecticut Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 21 Phones: 1,283
State of Florida Department of Corrections	Prime Contractor providing fully managed ITS services since 1995. Facilities: 74 Phones: 2,303
State of Georgia Department of Corrections	Prime Contractor providing fully managed ITS services since 2001. Facilities: 58 Phones: 1,803
State of Idaho Department of Corrections	Prime Contractor providing fully managed ITS services since 2001. Facilities: 8 Phones: 391



Project Name	Project Description
Commonwealth of Kentucky Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 18 Phones: 878
State of Louisiana Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 15 Phones: 980
State of Minnesota Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 9 Phones: 622
State of Missouri Department of Corrections	Prime Contractor providing fully managed ITS services since 1989. Facilities: 21 Phones: 1,545
State of Nevada Department of Corrections	Prime Contractor providing fully managed ITS services since 2000. Facilities: 19 Phones: 509
State of New York Department of Corrections	Prime Contractor providing fully managed ITS services since 1996. Facilities: 70 Phones: 3,409
State of Ohio Department of Corrections	Prime Contractor providing fully managed ITS services since 1989. Facilities: 33 Phones: 1,649
Commonwealth of Virginia Department of Corrections	Prime Contractor providing fully managed ITS services since 1993. Facilities: 60 Phones: 2,247
State of Wyoming Department of Corrections	Prime Contractor providing fully managed ITS services since 1994. Facilities: 4 Phones: 109