



## Tab 7 – Training Requirements

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Contractors must submit a complete and detailed description of the training that it will provide for systems B and C as requested in RFP Section 2.5-E.

**MCI Response:**

MCI has read, understands and has complied in the pages to follow.

**2.5-E. Training:**

- c. Training General: The selected Contractor shall be required to provide sufficient training to adequately orient selected Commonwealth employees on the proper use of Systems B, and C as identified in the RFP.

Systems B and C: For Systems B and C, all training shall be accomplished at a mutually agreeable location in each of the three (3) Department of Corrections Regions, which are located in the Eastern, Western and Central areas in Pennsylvania. Approximately twenty-six (26) DOC personnel would attend the training at each of the three (3) Regions. Training for a second group, specialized facilities, shall be conducted at a central site selected by the Department of Corrections. Approximately fifty-two (52) DOC personnel would attend that training.

**MCI Response:**

MCI has read, understands and will comply.

All training will be conducted immediately upon installation and cutover of each system at no cost to the DOC. MCI will work with the Docs to select 3 mutually agreed upon locations to conduct system training. MCI will train all Doc personnel during the training sessions for group one. MCI will also work with the Docs to conduct the training session for group number two which will be conducted in the central region of PA. Again, MCI will train all Doc personnel on all aspects of the ICS.

d. Training Description:

- a. Complete Detailed Description: The Contractor must include in its proposal a complete and detailed description of the training to be provided for each of the Systems: B and C. The description shall include such details as who should be trained, the length and frequency of the training sessions, recommended class size, audio-visual aids to be employed, written material to be provided and any other information the Contractor deems pertinent to each system.

**MCI Response:**

MCI has read, understands and will comply.

MCI will train any and all PA DOC staff that wish to be trained on the ITS. In most cases the training audience is made up Investigative Staff that will be either using the system on a day to day basis for investigative purposes, Wardens or officers that may monitor phone calls, whether it be in guard towers, control centers, and supervisors or staff that has responsibilities that may involve reporting for various call activity, or those that would provide phone restrictions and finally any administration personnel that may have involvement with the ITS.

MCI and VAC will prove a complete set of documentation and a user's manual for those in attendance. Training will be provided regardless of the system type, B or C especially give that both systems are integrated into the proposed Focus 100 ITS. Most training will be workstation based.

As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's recommend on-site training at the completion of a system transition or installation is highly recommended, and in addition to this initial training session, MCI will provide follow-up training, on a bi-annual basis at no cost to the Commonwealth as required by the Commonwealth.

MCI's approach to training is fivefold.

First; on-site training is conducted immediately upon the installation and cutover to the new ITS of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day, depending on the size and participation of the class. We generally recommend that the size of the class be limited to under 10 individuals so that they can be provided individual instruction and not allow for distractions from others in the class. The curriculum is designed to cover the use and operation of the system from a) the inmate's perspective, b) basic system administration (Call Processing, Blocks, etc.) as well as c) a targeted review of the system's many investigative tools (Shadow Recording, Monitoring, Reporting, etc.) Training will also cover general matters such as trouble reporting, resolution and escalation procedures.

MCI recognizes the need to provide system administration training to those responsible for day-to-day operations. While the System operates in an automated fashion, it is extremely helpful for facility personnel to understand system controls, trouble reporting procedures, and investigative reporting options. In our opinion, a successful installation is not complete until those who use it are comfortable with day-to-day operations. This is best accomplished through hands-on training following system activation. To this end, MCI recommends that training be conducted on site as each facility is installed.

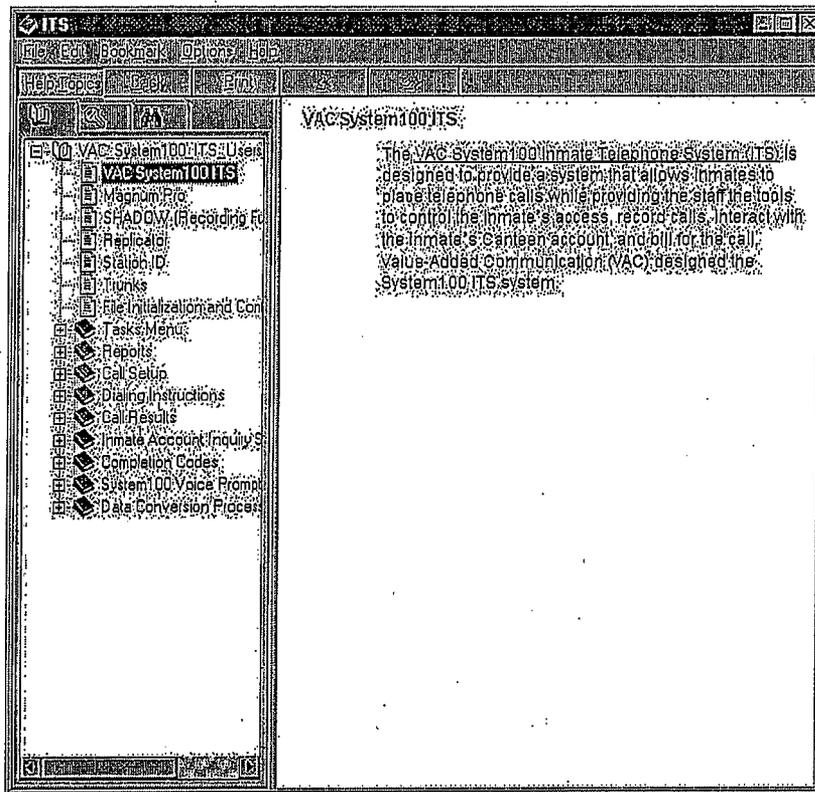
The comprehensive training curriculum is designed to cover complete system administration and all investigative tools described below.

<b>Training Course Outline</b>	
<b>Introduction</b>	Overview of the Inmate Telephone System functions and features
<b>Workstation Access Control</b>	Overview <ul style="list-style-type: none"> <li>• Basic Computer Overview</li> <li>• Windows Login / Security Features</li> <li>• Printing and Page Setup Features</li> <li>• Basic Windows Applications</li> <li>• GUI explanation</li> <li>• Web Application Interface</li> </ul> User ID Management

	Security Level Access Management User Alerts
<b>System Administration</b>	Overview Class of Service Maintenance Living Unit Maintenance Telephone Location Maintenance Facility Telephone Number Control Block List Administration Telephone List Update Enable/Disable Telephones Account Overview Add a New Inmate Account Update Inmate Information Update Inmate Phone List Transfer Inmate Between Facilities PIN Administration <ul style="list-style-type: none"> <li>• Adding New Inmates</li> <li>• Modification to Inmate PIN</li> <li>• PIN Allow Lists</li> <li>• Identifying PIN Attributes / Limits</li> <li>• Phone Scheduling (On / Off Times)</li> </ul>

<b>Reporting/Investigative Functions</b>	View Calls in Progress SPY – Monitoring <ul style="list-style-type: none"> <li>• Live Monitoring</li> <li>• Live Monitor Scrolling Option</li> </ul> SPY – Snitch Investigator Notification General Reporting Capabilities Defining Report Parameters Save & Reprint Reports Financial Reports Maintenance Reports Investigative Reports Monthly Revenue Reports Shadow Recording SAM Archive CD
<b>Calling Process</b>	Placing a Call Dialing Instructions Direct Dialed Calls (PREPAID) (If applicable) Collect Calls Local Calls International Calls (If applicable) Call Results Announcements / Prompts

Second; to further support the initial training sessions, the workstation offers context-specific help screens to assist the user during any process. By simply pressing the F1 key, a help window will appear with contents targeted toward the workstation function in use.



Third; user manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

Fourth; a refresher training session can be conducted remotely through WebEx, or as directed by the DOC. WebEx is the ability to train remotely and to an unlimited number of users. A trainer can be located anywhere with connectivity via the WAN Network. The trainer's PC is shared so that others can view what the trainer is performing on their pc. This is a great tool that can be used to assist users when they are having problems performing a certain task, or to simply provide a refresher class or to demonstrate new features and functionality of a planned rollout of a product upgrade.

The fifth and final source of training is VAC's Technical Assistance Center which is staffed with live technical reps that can assist the DOC with any question, 24 hours a day, 7 days a week, 365 days a year as well as the MCI Help Desk in Albany, NY which is available 24 x 7 to offer assistance.

- b. Follow-Up Training: The Contractor shall also include a description of, and the number of follow up training sessions, which shall be given.

**MCI Response:**

MCI has read, understands and will comply.

MCI will provide ongoing system training at any time the DOC requires at no cost to DOC. As part of the installation process, MCI (in conjunction with VAC) will provide system training to all personnel identified by the Commonwealth. MCI's initial training session is designed to cover all aspects of the call processing system. Should additional training be necessary, resulting either through a software upgrade or other system upgrade, VAC will work with MCI and the Commonwealth to coordinate subsequent training sessions as required and appropriate.

Some examples of follow up training would be expansion of investigative units, turnover in such departments, remote or on-site training is available. MCI will also provide training to all staff in the event of the addition of new value added features added to the ICS subsequent to installation.

- c. Systems B and C - Site Oriented Training: For Systems B and C, training shall be provided at each SCI for the on-site Department of Corrections project coordinator and his/her support staff of approximately ten (10) individuals. Training shall be scheduled to coincide with all work shifts. As a minimum, training shall consist of the operational functions of the systems, software and programming and any other information the Contractor deems important which shall assist in a better understanding and operation of the proposed systems.

It is important that special training be provided to facility investigators as well as headquarters security staff regarding investigative reports and other special features of the proposed systems. The Contractor shall provide the materials and a trainer for this type of specialized training for the life of the contract. Requests for other training information will be required if new enhancements are added.

**MCI Response:**

MCI has read, understands and will comply.

The System Administration segment of the training session detailed above will specifically cover these aspects of the Focus 100 System. Users with the appropriate security access level will be fully trained on how to establish the call control parameters associated with calling hours, maximum length of calls, and all other standard features of the Focus 100 system.

The Reporting and Investigative Functions segment of the training session detailed above will specifically cover in detail all standard reports available on the system as well as the Ad Hoc query function which allows investigators to create a myriad of reports with the fields from the Inmate Call Detail Records that the investigator himself deems critical.

The Workstation Access Control segment of the training session detailed above will cover the ability to establish, maintain, and respond appropriately to a user alert.

The comprehensive training program that MCI and VAC have developed will leave each facility's administrative personnel and investigators fully equipped to monitor and manage the call processing system. In the event that questions arise after the training has been conducted, user specific help is available from the Workstation, Quick Reference Guides are provided that cover the most frequently used functions, and VAC's 24x7 TAC center is always available for any questions or assistance that the Commonwealth may need. Additionally, the MCI Call Center is available 24 x 7 for assistance.

First on site training is conducted at installation of each facility to ensure that all system users are thoroughly trained. Training typically lasts for a full day. Second, On-line context specific help is coded in the software. Third user manuals with provide detailed step-by-step documentation (see user manual provided on CD-ROM within this proposal). Finally, MCI's Technical Assistance Center can assist Doc personnel 24 hours a day, 7 days a week, 365 days a year.

The traditional training curriculum is designed to cover these topics:

#### **I. Workstation Access Control**

- Overview
- Basic Computer Overview
- Windows Login / Security Features
- Printing and Page Setup Features
- Basic Windows Applications
- GUI explanation
- Web Application Interface
- User ID Management
- Security Level Access Management
- User Alerts

#### **II. System Administration**

- Overview
- Class of Service Maintenance

- Living Unit Maintenance
- Telephone Location Maintenance
- Facility Telephone Number Control
- Block List Administration
- Telephone List Update
- Enable/Disable Telephones
- Account Overview
- Add a New Inmate Account
- Update Inmate Information
- Update Inmate Phone List
- Transfer Inmate Between Facilities
- PIN Administration
- Adding New Inmates
- Modification to Inmate PIN
- PIN Allow Lists
- Identifying PIN Attributes / Limits
- Phone Scheduling (On / Off Times)

### **III. Reporting/Investigative Functions**

- View Calls in Progress
- SPY – Monitoring
- Live Monitoring
- Live Monitor Scrolling Option
- SPY – Snitch Investigator Notification

- General Reporting Capabilities Defining Report Parameters
- Save & Reprint Reports
- Financial Reports
- Maintenance Reports
- Investigative Reports
- Monthly Revenue Reports
- Shadow Recording
- SAM Archive CD

#### **IV. Calling Process**

- Placing a Call
- Dialing Instructions
- Direct Dialed Calls
- Collect Calls
- Local Calls
- International Calls (as applicable)
- Call Results Announcements (Successful, Blocked, and Terminated calls.)

The Reporting and Investigative Functions segment of the training session will provide concise information on how to monitor inmate calls, playback recorded calls and transfer calls to other media for playback. All of these features are available through the Workstation through either the calls in progress screen, or through a simple CDR query for the appropriate call recordings.

The System Administration segment of the training session detailed above will cover the Class of Service which serves to control inmates calling privileges. Any changes for restrictions or privileges awarded an inmate would be effectuated here.

During the System Administration segment of training, the process of enabling and disabling phones will be covered. This feature provides the capability to shut down a phone, a group of phones or the entire facility, either gracefully by shutting the phone off

as the inmate completes his call, or a flash cut of all calls immediately upon initiation from the workstation.

MCI's initial training session is designed to cover all aspects of the call processing system. Should additional training be necessary, resulting either through a software upgrade or other system upgrade, VAC will work with MCI and the Commonwealth to coordinate subsequent training sessions as required and appropriate.

3. Trainer: The Contractor shall include the name and title of the person who shall have the overall responsibility for training on all systems. The Contractor shall also include the number of years training experience the person(s) have who shall do the actual training and the number of sessions previously held by each in doing training on the proposed System B and System C.

**MCI Response:**

MCI has read, understands and will comply.

The VAC employee that will have overall responsibility for training is Brian Galke - Installation Engineer - Bachelor degree from Texas Tech University, 6 years technical work experience, MCSE (MCP+Internet), TCP/IP, IIS 4.0 certifications. Brian has been VAC's lead trainer on numerous installations including but not limited to the Commonwealth of Delaware, the Commonwealth of California, the Commonwealth of New Jersey (during initial trial), and many county sites.

4. Training Material: Written material/pamphlet, or video utilized in the training programs, all ongoing and new training programs, Contractor shall allow the Commonwealth to make free use of any material provided.

**MCI Response:**

MCI has read, understands and will comply.

User manuals which provide detailed step-by-step documentation are provided to each facility. VAC has also created Quick Reference Guides for easy reference of the most used applications within the system that will be left with system users.

5. End User Forum Meetings: The Contractor's project manager and its staff shall be responsible for scheduling the User Group Forum that will be held every six months to once a year depending on the Department of Corrections needs. The forums are held at the DOC Training Academy in Elizabethtown, Pennsylvania. The end user forums are presentations to the DOC Security Officers who are located throughout the DOC-SCIs. The Contractor will provide the forum agenda, lecturer staff, training materials, demonstration, presentation, etc.

The Contractor shall also be responsible for the travel expenses for approximately one hundred twenty (120) representatives of the Commonwealth DOC-SCIs Security Officers for traveling expenses and attending the training at the DOC Training Academy in Elizabethtown, Pennsylvania. See Attachment 13 giving the content of information on the current expenses under the Commonwealth of Pennsylvania Governor's Office Management Directive 230.10 for lodging, subsistence and transportation. DOC will provide the morning snacks and drinks,



lunch, and afternoon snacks and drinks for all parties attending the forums including the Contractor's staff and DOC staff. The Contractor must reimburse the Commonwealth for the traveling expenses of the Commonwealth representatives.

For an approximate number of attendees traveling from the DOC-SCIs refer to Attachment 2. Four to five DOC Security Offices would travel by a vehicle from the 26 DOC-SCIs and any new DOC-SCIs not listed on Attachment 2 to attend the end user forum meeting at DOC Training Academy in Elizabethtown, Pennsylvania. All Officers, with the exception of the Camp Hill Officers, would be staying over one (1) nights lodging. Attachment 13 Travel Expenses for Demonstration, Training End User Forum Meetings and Traveling for Reviewing New Technologies was provided for the Contractors so they could figure the expenses for its budgeting purposes. Commonwealth personnel will process travel documents through the Comptrollers Office who reviews the document and supporting documentation. The DOC Central Office will obtain the approved dollar amounts from all DOC SCI that attended the End User Forum Meetings and will issue a document to the Contractor with the dollar amount that the Contractor must reimburse to the Commonwealth.

**MCI Response:**

MCI has read, understands and will comply.

MCI's project manager and its staff will assume responsibility for User Group Forum meeting to be held every six months to one year. MCI will assume all travel expenses costs for all attending PA DOC personnel.