Tab 8 – Maintenance Requirements

Contractor must submit a complete and detailed description of the maintenance services that it will provide for systems B and C as requested in RFP Section 2.5-F, include Attachment 20 Maintenance Center Information (System B – System C).

MCI Response:

MCI has read understands and has complied in the pages that follow with detailed responses to RFP Section 2.5-F. MCI has also utilized Attachment 20 of the RFP it its response where appropriate.

2.5-F. Maintenance Requirements:

1. General Provisions:

a. Requirement: The selected Contractor shall provide the necessary labor, parts, materials, and transportation to maintain all proposed equipment, inmate telephone call control equipment, monitoring equipment, recording equipment, and all software in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.

MCI Response:

MCI has read understands and will comply.

MCI will provide all the necessary labor, materials, etc. to maintain the proposed Focus 100 Inmate Telephone System to include inmate telephones, call control equipment, monitoring equipment, recording equipment and all software. MCI will maintain all proposed equipment in good working order in compliance with the equipment manufacture's specifications for the life of the contract.

b. No Charge to the Commonwealth: No charge shall be made to the Commonwealth or its using agencies for maintenance on Systems B, or C.

MCI Response:

MCI has read understands and will comply.

MCI will assume all charges related to maintenance of the ITS for the term of the contract with no cost to the Commonwealth or its using agencies.

2. Certification: The contractor shall certify that all equipment, enclosures and software included shall be in good working order at test and acceptance, and that the contractor shall repair or replace malfunctioning equipment, enclosures and software and return them to good working order in accordance with the requirements of this RFP.

MCI Response:

MCI has read understands and will comply.

MCI will certifies that all equipment whether hardware or software will be in good working order on the day of testing and acceptance. MCI also certifies that any equipment that is not working or performing in accordance with the requirements of this RFP will be replaced and/or repaired during the term of the agreement.

3. Maintenance Plan, Center Location and Personnel Profile:

a. Maintenance Centers: Contractors shall submit a listing showing information on the locations from which maintenance personnel shall be dispatched to service Systems B and C. This information shall include, but not be limited to, the Contractor's utilization of these locations to insure that all requirements of this RFP are met. The Contractor shall explain, in detail, how it shall accomplish this. The Contractor shall submit a detailed plan explaining the geographic locations of the centers, the system and procedures for the integration of maintenance at these centers, the types of parts and equipment being maintained at these centers, and the ease with which the using agency can request maintenance service. Attachment 20 provides the content and format required.

MCI Response:

MCI has read understands and will comply.

As the largest provider of Inmate Telephone Systems to Commonwealth Departments of Corrections, MCI's experience in providing large scale ITS support deployment and management is second to none. Many of the proposed approaches to providing maintenance of the ITS to the Commonwealth have been derived from providing maintenance to Commonwealth Corrections customers of similar size and scope such as the States of Florida, Ohio, Virginia, California and New York Departments of Corrections to name a few.

In response to the Commonwealth's RFP, MCI has proposed to contract the ITS system maintenance personnel to ShawnTech Communications. Because of MCI's existing relationship with ShawnTech as a service provide to many of MCI's other State Corrections customers and ShawnTech's experience as the existing PIN administration service provider in the Commonwealth of Pennsylvania, MCI's proposed maintenance solution offers the Commonwealth a solution based upon experience and a proven track record.

To support the proposed ITS systems B and C, MCI, through ShawnTech, has proposed to hire five (5) full time Field Technicians. Additionally, MCI will provide a full time in-Commonwealth MCI Technical Consultant.

It is important to note that the processes and procedures described below as well as the personnel listed within this section are in addition to the PIN Administration Staff and Commonwealth PIN Administration Manager.

Field Technicians:

The Field Technicians will work from home offices strategically located throughout the Commonwealth. It is MCI's intent to locate the Technicians in the following Cities. The listed cities have been chosen as they will allow for an even split of the territory and will insure that upon dispatch, the Technicians will meet the required response times.

- Crawford, PA
- Westmoreland, PA

- Centre, PA
- Luzerne, PA
- Berks, PA

The Field Technicians will be seasoned professionals and be fully trained on the proposed VAC System 100. These individuals will be directly responsible for performing all on-site ITS system repair and maintenance activities to include inmate telephone repair and maintenance. Each of the Technicians will be provided with the spare parts and tools necessary to accomplish virtually any system repair. Additionally, the Technicians will be provided with home office Workstations and high speed internet for remote diagnostic capability as well as trouble ticket review and comment and communications with the help desk and network operations centers.

MCI utilizes above Field Technician home office placement in each of its existing DOCs contracts and has been proven to be a successful design in responding to ITS maintenance requirements. MCI is confident that this approach will also work for the PA DOC and will ensure that all response time frames are met.

MCI Dedicated Technical Consultant (MCI TC)

As stated above, in addition to the Field Technicians, MCI will provide a full time MCI Technical Consultant. This person will oversee the activities of the 5 ShawnTech Field Technicians and will assist the Commonwealth PIN Administrative Manager in fulfilling the reporting requirements associated with ITS maintenance. The MCI TC will also attend all customer meeting and arrange for training of the Field Technicians. The TC will also arrange report direct to the MCI's Northeastern Technical Manager Pat Pline located in Albany New York.

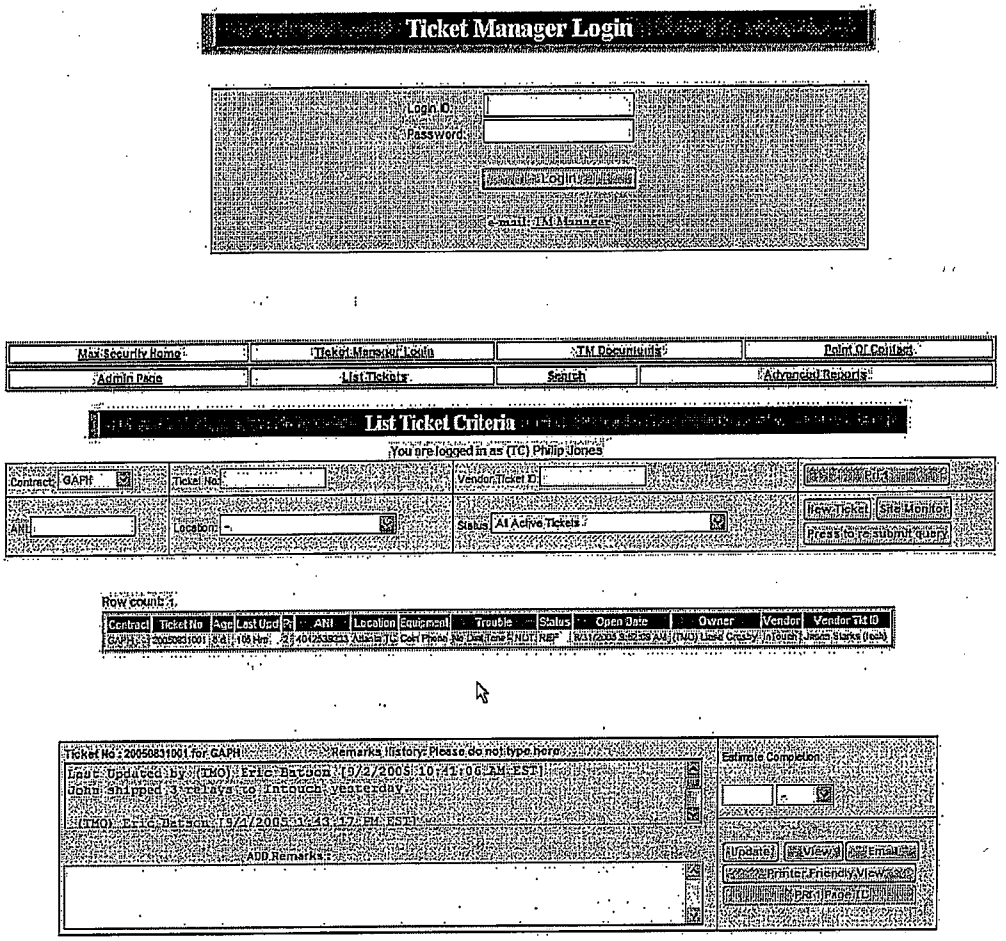
Dispatch and Trouble Ticket Reporting Process

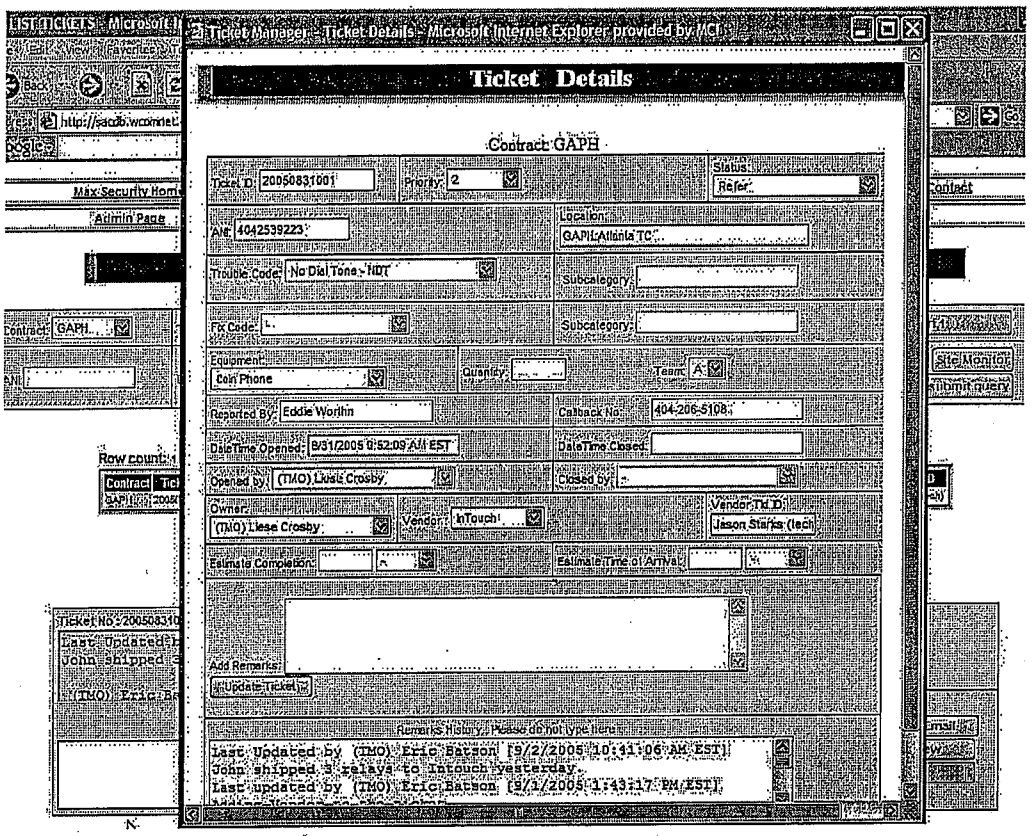
Customer trouble reports will be called directly into MCI's Albany New York Maintenance Center via the Toll Free number 800-743-4569. The Albany center is backed by MCI's Maintenance Center in Gainesville Florida. The two centers support only MCI Corrections Customers and will provide a live operator available 24x7x365.

Upon notice of a trouble, the operator will open a Trouble Ticket in MCI's Ticket Manager System stating the time of the ticket and description of the trouble reported. In house technicians will immediately remote log into the system to determine if the trouble can be repaired remotely. If the trouble can be repaired remotely, the ticket will updated with the repair notes, the customer will be notified and the ticket will be closed. If the trouble cannot be repaired remotely, the Maintenance Center will contact the appropriate Field Technician for dispatch to the facility as well as the Dedicated Commonwealth TC. The help desk will notify the customer of the Technicians ETS as well as gain clearance for the Technician into the DOC facility.

All Ticket will be presented to the DOC in the Weekly meetings are required by the RFP. As displayed below, the PA DOC will also have access into MCI's Ticket

Manager System. This access will allow the PA DOC to track tickets from any WorkStation connected to the ITS.





Ticket Manager Screen Display

Additional MCI Maintenance Support

It is important to note that MCI's Division of Corrections, either directly or indirectly through subcontracts, employees over a 100 field technicians across the US. The Technicians will be available as resources to the PA DOC in-Commonwealth Technicians.

b. Personnel Profile: The proposal shall also list the names of the maintenance personnel at each location and their experience working with the equipment proposed for Systems B and C. Attachment 20 provides the content and format required. It is expected that the Contractor shall only provide the names and experience of maintenance personnel who have been fully trained and qualified on the equipment and software proposed and/or certified by the equipment manufacturer if such certification is required by the manufacturer.

MCI Response:

MCI has read, understands and will comply.

In response to the Commonwealth's RFP, MCI has proposed to contract the ITS system maintenance personnel to ShawnTech Communications. As stated above in response to

item a, ShawnTech will provide 5 Field Technicians. As also stated above, MCI will provide a full time MCI Dedicated Technical Consultant to assist and manage the ShawnTech personnel. It is important to note that the personnel listed within this section are in addition to the PIN Administration Staff and Commonwealth PIN Administration Manager.

Upon contract award ShawnTech with the assistance of MCI will begin the hiring process of the Field Technicians. The field technicians will be seasoned professionals and be fully trained on the proposed VAC System 100. These five technicians will be highly skilled and trained in all aspects of field service, maintenance and support. The five technicians will be interchangeable throughout the Commonwealth with the ability to not only assist each other but also to act as a backup in times of vacations, sick or other cases of absence may occur.

Listed below are the minimum requirements of each Field Technician.

MCI Field Technical Engineer, DEPARTMENT OF CORRECTIONS

- Provided by ShawnTech Communications, Inc. -

POSITION, ROLES, AND REQUIRED EXPERIENCE

The role of the FTE is to support the overall maintenance of the inmate call control system for the WA DOCS contract. Responsibilities include, but are not limited to the following:

- Routine testing of connectivity to insure all sets are operational with dial tone;
- Diagnostic testing and physical phone surveys to isolate out-of-service conditions;
- Perform necessary follow-up testing to insure resolution and closeout of trouble tickets;
- Perform system upgrades and monitoring to insure performance levels.
- Maintain inside cable plant.
- Resolve all system issues within the specified response time stated in the RFP.
- Initiate a preventive maintenance program to keep systems in optimal condition.

EDUCATION, TRAINING, AND PROFESSIONAL CERTIFICATIONS

Associate Degree plus minimum of seven (7) years overall technical experience.

Degree program requirement may be substituted with 3 year minimum of US Armed Services electronics and/or communications training.

Possess minimum of three (3) years experience in telecommunications or computer telephony troubleshooting.

The hiring of new personnel will NOT affect the implementation of the system of the or the initial maintenance during implementation. MCI's Implementation Manager Mike Spadoni will oversee all installation and initial maintenance. MCI's Division of Corrections, either directly or indirectly through subcontracts, employees over a 100 field technicians across the US supporting its existing customer base. These personnel are unquestionably some of the most experienced installation and maintenance technicians in the industry with literally hundreds of ITS system installations completed. Mr. Spadoni will put together an installation and maintenance team using these personnel. The personnel will also play a key roll in the training of the new field technician team. MCI currently manages the Commonwealth ITS Contracts for New York, Connecticut, Ohio and Virginia. Each of these States are in close proximately to the Commonwealth of Pennsylvania and will offer excellent secondary coverage for the five (5) field technicians and field training.

Listed below MCI has completed a Maintenance Center Information sheet as provided in Attachment 20 – Section 2 of the RFP. One form has been completed for each of the five (5) field technicians.

Field Technician 1:

a. Maintenance Office Location:

Crawford, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

e.	Number of Maintenance Personnel at this location:	**1**
f.	Number trained on maintenance of inmate stations:	**1**
g.	Number trained on inmate telephone control system:	**1**
h.	Number trained on monitoring and recording equipment:	**1**
i.	Number of inmate stations maintained from this location:	**227**
j.	Number of inmate telephone control system maintained:	**1**
k.	Number of monitoring and recording systems maintained:	**2**
l.	Distance from maintenance center to the locations where System B, or System C is to be maintained:	

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Albion, Cambridge Springs, Forest and Mercer facilities.

Field Technician 2:

a. Maintenance Office Location:

Westmoreland, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

e. Number of Maintenance Personnel at this location: **1**
f. Number trained on maintenance of inmate stations: **5**
g. Number trained on inmate telephone control system: **5**
h. Number trained on monitoring and recording equipment: **5**
i. Number of inmate stations maintained from this location: **463**
j. Number of inmate telephone control system maintained: **1**
k. Number of monitoring and recording systems maintained: **2**
l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Pine Grove, Pittsburgh, Greensburg, Fayette, Laurel Highlands, Greene and Somerset facilities .

Field Technician 3:

a. Maintenance Office Location:

Centre, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

e.	Number of Maintenance Personnel at this location:	**1**
f.	Number trained on maintenance of inmate stations:	**5**
g.	Number trained on inmate telephone control system:	**5**
h.	Number trained on monitoring and recording equipment:	**5**
i.	Number of inmate stations maintained from this location:	**270**
j.	Number of inmate telephone control system maintained:	**1**
k.	Number of monitoring and recording systems maintained:	**2**

l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Boot Camp, Rockview, Houtzdale, Creeson, Smithfield, and Huntingdon facilities.

Field Technician 4:

a. Maintenance Office Location:

Luzerne, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

e. Number of Maintenance Personnel at this location: 1
f. Number trained on maintenance of inmate stations: 5
g. Number trained on inmate telephone control system: 5
h. Number trained on monitoring and recording equipment: 5
i. Number of inmate stations maintained from this location: 129
j. Number of inmate telephone control system maintained: 1
k. Number of monitoring and recording systems maintained: 2

l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Waymart, Muncy, Dallas and Retreat facilities.

Field Technician 5:

a. Maintenance Office Location:

Berks, PA

b. Telephone Number:

To be assigned (TBA)

c. Hours of Operation:

24 x 7 x 365

d. Person in Charge:

Will report initially to MCI's Mike Spadoni and later to the State Technical Consultant.

e. Number of Maintenance Personnel at this location: 1
f. Number trained on maintenance of inmate stations: 5
g. Number trained on inmate telephone control system: 5
h. Number trained on monitoring and recording equipment: 5
i. Number of inmate stations maintained from this location: 496
j. Number of inmate telephone control system maintained: 1
k. Number of monitoring and recording systems maintained: 2

l. Distance from maintenance center to the locations where System B, or System C is to be maintained:

Less than 90 miles to most distant facility.

m. Employee's titles and experience: (list all personnel by system who shall service the proposed systems):

The person to be hired for this position will be hired as a Field Service Technician. Required experience is as listed in MCI's Field Technician Requirements information sheet provided within this section.

The above Field technician will support the Coal, Mahonoy, Frackville, Graterford, Chester and Camp Hill facilities.

4. Standards For Repair: The Contractor(s) for the non-coin collect-only and prepaid inmate telephones, inmate telephone call control equipment/systems, and the monitoring and recording equipment/systems shall adhere to the following minimum standards for repair:

a. The Contractor shall have sufficient repair personnel to be able to simultaneously respond to multiple repair events on inmate telephones, inmate telephone call control equipment/systems, and monitoring and recording equipment/systems located throughout Pennsylvania. Refer to Attachment 3 for SCI locations.

MCI Response:

MCI has read understands and will comply.

As noted in throughout this Section, MCI has proposed five (5) field support technicians that will be geographically located throughout the Commonwealth. These support technicians will also be supported by MCI Technical Consultant and the PIN Administrative Manager and Staff as well as MCI and VAC's Network Operations Centers. In the unlikely event that these 5 personnel and the listed additional support are not sufficient to provide cover for any multiple repair event, MCI currently has contracts with the State of New York and State of Connecticut. Field support technicians that provide support for these States could be called upon to help in these situations.

b. The Contractor shall provide a free-of-charge repair service number manned by a live, trained attendant(s) to receive trouble reports 24-hours a day, seven days a week, 365 days a year. Extended periods of being placed on hold will not be tolerated. Explain in detail the procedure for services provided.

MCI Response:

MCI has read understands and will comply.

MCI will provide a 24x7x365 operation for all DOC issues. The toll free number is 800-743-4569 and will be answered by a live attendant with vast and extensive knowledge of the PA DOC ITS and or its components.

c. Out-of-hours and weekend repair service for stations other than those noted in 5. a. (1) below shall be limited to essential repairs only, as determined by the Commonwealth. The Contractor shall inform the Commonwealth as soon as possible of any occurrence of an unusual nature that may result in prolonged or serious service interruption. This notification shall go to the DOC-SCI involved in the case of inmate stations, the control equipment, and the monitoring and recording equipment. The Contractor shall perform any work requiring prolonged or serious service interruption at a time, which shall cause minimum disruption to the users in agreement with the Office of Administration and Department of Correction, and at a time mutually agreed upon. Essential repairs are repairs needed to provide safety and security.

MCI Response:

MCI has read understands and will comply.

MCI will limit any non-essential repairs to normal business hours and keep the DOC-SCI informed of and gain approvals for the performance any necessary out-of-hours and weekend repair services that may be required during the term of the agreement.

d. It is expected that Contractors shall address their maintenance/repair objectives or measurement standards in the responses to this RFP. Contractors shall provide their expected mean-time-to-respond and mean-time-to-repair for each of the major systems, B and C. The Contractor shall be held to maintaining these standards as well as the standards noted in paragraph 5, Maintenance Liquidated Damages.

MCI Response:

MCI has read understands and will comply.

Rather than state MCI's standards for repair, MCI accepts each of the required mean-time-to-respond and mean-time-to-repair standards as set forth by the Commonwealth in this RFP. MCI will perform and complete all equipment maintenance within eight (8) business hours after receiving notification from DOC that maintenance is required or an ITS outage. All maintenance services performed or provided will meet if not exceed all of the various standards and requirements contained in this RFP. This also includes any and all preventative maintenance activities in accordance with the ITS hardware and software manufacturer's specifications.

e. Each Contractor shall include a cleaning schedule for the inmate stations as part of the proposal.

MCI Response:

MCI has read understands and has complied with the following cleaning schedule.

MCI's technicians will, as a normal part of their field service maintenance, perform a cleaning on any of the phones they have been dispatched to repair and will periodically review all phones for cleaning and minor repair.

In response to this RFP requirement, the field technicians will perform a quarterly cleaning of all phones at all facilities. This will include a wipe down of each phone

with a sanitized cleaning agent. The cleaning will be noted within a maintenance log sheet and provided to the PA DOC at the end of each quarter.

In addition to the above, at any point during the contract should a PA DOC employee notice that any phone or phones is in need of cleaning he/she may open a trouble ticket that will be treated as a minor repair.

It is important to note that MCI will be installing all new or like new phones at the beginning of the contract term.

5. Maintenance Liquidated Damages:

a. Minor Emergency.

(1) The Contractor shall respond, between 8 AM and 5 PM, Monday through Friday, to a minor malfunction of the equipment and cabling within eight (8) working hours after notification between the hours of 8 AM and 5 PM. The inmate stations, location processors, the central processor, and the monitoring and recording equipment shall be repaired 24-hours a day, seven days a week, 365 days a year. Reference Attachment 3 for locations. Included in the repair of the inmate stations is the repair of the software, cards, etc. that control the operation of the inmate telephones. If the Contractor fails to respond within eight (8) working hours, the Contractor agrees to pay to the Commonwealth $300.00 as an initial liquidated damage, and $15.00 for each and every hour of delay after the first eight (8) working hours. All repairs or replacements shall be completed within twenty-four (24) working hours following response to notification of a minor emergency malfunction, and the Contractor must exhibit a best efforts approach to the completion of the repairs or replacement during the first twenty-four (24) working hours following response to notification. If the Contractor fails to exhibit best efforts, as determined by the using agency (DOC), with the concurrence of the Commonwealth, to complete the repairs or replacement within twenty-four (24) working hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of $200.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Minor repair guidelines as set forth in 5.a.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

(2) For the purpose of this proposal, a minor emergency shall be defined as, or all of the following:

(a) A failure of between 10% and 49% of the inmate stations in a bank of telephones to function as they are normally intended.

(b) A failure that incapacitates the monitoring and recording capability on up to 49% of the inmate lines at an SCI.

(c) A failure of any peripheral equipment which renders it incapable of functioning as it was intended.

(d) Indication of minor alarm condition in any of the processor equipment.

MCI Response:

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8.

b. Major Emergency

(1) The Contractor shall respond by arriving at the site on a 24-hour per day basis, 7 days per week, 365 days of the year, to a major failure (i.e., processor failure) to the equipment/software within three (3) hours after notification. If the Contractor fails to respond by arriving at the site within three (3) hours, the Contractor agrees to pay to the Commonwealth $300.00 as initial liquidated damages and $15.00 for each and every hour of delay after the first three (3) hours. All repairs or replacements shall be started within the first contiguous twenty-four (24) hours following response to notification of a major system failure, and the Contractor must exhibit a best efforts approach to completion of the repairs or replacement during the first contiguous twenty-four (24) hours following response to the notification. If the Contractor fails to exhibit best efforts, as determined by the using agency, with the concurrence of the Office of Administration, to complete the repairs or replacement within twenty-four (24) hours following initial response, the Contractor agrees to pay the Commonwealth as liquidated damages the sum of $300.00 for each and every calendar day of delay.

MCI Response:

MCI has read, understands and will comply.

MCI will follow all Major repair guidelines as set forth in 5.b.1 above. MCI understands that failure to meet the guidelines will result in the liquidated damages as also described within this section.

It is important to note that MCI's first line of service response is to remotely log into the system. MCI considers this remote access to be the initial Contractor Response to the trouble ticket. To facilitate this remote capability, MCI installs a fully networked Frame Relay infrastructure providing a high speed connection at each of the PA DOC sites. It is MCI's experience that many of the troubles can be corrected via this remote access.

(2) For the purpose of this RFP, a major emergency shall be defined as, but not be limited to, an occurrence of any or all of the following:

a. Any failure of a processor or the common equipment which renders the system at a SCI incapable of performing normal functions.

b. A failure that incapacitates the monitoring and recording capability on 49% or more of the inmate lines at a SCI.

c. A failure of 50% or more of the inmate stations in a bank of telephones to function as they are normally intended.

MCI Response:

MCI has read understands and agrees.

MCI will respond to these types of occurrences within the time frames as set forth by the Commonwealth in 5.a.1 of this RFP Tab 8

c. Assessment of Liquidated Damages: Liquidated damage charges specified in the preceding paragraphs shall not be assessed where performance of the Contractor's obligations are prevented or delayed by an act of God, freight embargoes, strikes, fire, or acts of government, provided the successful Contractor notifies the using agency of such circumstances and the using agency, with concurrence of the Office of Administration, reasonably determines that the failure to perform within the specified time was beyond the control and without the fault or negligence of the Contractor.

MCI Response:

MCI has read understands and agrees.

d. Maintenance Liquidated Damage Major and Minor Monthly Report: Contractor shall furnish a cumulative monthly management report, which will be emailed to the Office of Administration and the Department of Corrections. The Contractor shall provide report design in response for Systems B and C. The report shall be associated with its dispatch center(s) logging, tracking, and updating Commonwealth service calls as proposed in the RFP. The Contractor shall also manage the Commonwealth maintenance liquidated damages in the same cumulative monthly report.

MCI Response:

MCI has read understands and will comply.

As stated within this Section, MCI will open a trouble ticket for each and every Major and Minor trouble reported by the Commonwealth. The Ticket Manager system offers a very comprehensive suite of reports. Each month MCI will present the Commonwealth with a management report detailing each of the above requested items to include dispatches, maintenance and calculated liquidated damages.

In addition to the monthly reporting, MCI will provide selected PA DOC personnel with access to MCI's Ticket Manager System. At any time, the PA DOC can view active tickets ticket, view history reports or a host of other helpful and informative information. MCI will provide training of the DOC staff at any time during the contract term.