

Ticket Manager Login

Login ID:
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Max Security Home	Ticket Manager Login	ITM Documents	Point Of Contact
Admin Page	List Tickets	Search	Advanced Reports

List Ticket Criteria

You are logged in as (TC) Philip Jones

Contract: Ticket No: Vendor Ticket ID:
 Location: Status:

Contract	Ticket No	Age	Cost	Op	Alt	Location	Equipment	Trouble	Status	Open Date	Owner	Vendor	Vendor Tkt ID
GARI	2005081001	4	100	100	0	1401233823	AUS	11/20/05	11/20/05	11/20/05	11/20/05	11/20/05	11/20/05

Ticket No: 2005081001 for GARI

Last updated by: (TMO) ETC Barton (8/2/2005 10:41:06 AM PST)
 Work shipped through yesterday
 (TMO) ETC Barton (7/1/2005 10:43:17 AM PST)

ADD Remarks

6. Preventive Maintenance:

- a. **Contractor Responsibilities:** The Contractor shall be responsible for preventive maintenance as may be required by the equipment manufacturer and as necessary to maintain the mean-time-to-fail criteria.

MCI Response:

MCI has read understands and will comply.

As the Prime Contractor, MCI will assume all responsibility of preventive maintenance on the propose ITS as necessary to maintain the requested mean-time-to-fail criteria.



b. Develop Maintenance Logs: The Contractor shall develop a log for inmate station inspections, and for maintenance work performed on all stations, location processors or system control devices, the central processor, and the monitoring and recording equipment. The log is to be submitted to the Office of Administration and the DOC monthly or to be included in the weekly Maintenance Trouble Ticket Report requested in Part 2.5-5.1.h. Weekly Maintenance Trouble Ticket Report. A sample log must be submitted with the proposal.

MCI Response:

MCI has read understands and will comply.

MCI utilizes its Ticket Manager System for the logging and tracking of all maintenance activities performed on the systems to include those listed in 5.6.b above. The logs may be viewed directly by the DOC utilizing the Ticket Manager as described in MCI's response to 5.2d of this section or MCI can provide the log with the monthly Trouble Ticket Report. A sample log report is provided below. If the below listed log is unacceptable to the PA DOC, MCI would be willing to duplicate and conform to any format that is currently in use.

Contract: NYDC

Ticket ID: 20050914011	Priority: 3	Status: Open
ANI:	Location: NYDC:WY(NY67) Wyoming CF	
Trouble Code: Inmate phone/handset	Subcategory:	
Fix Code: -	Subcategory:	
Equipment: -	Quantity:	Team: A
Reported By:	Callback No:	
Date/Time Opened: 9/14/2005 3:08:26 PM	Date/Time Closed:	



Opened by: <input type="text" value="Scott Dillenbeck"/>	Closed by: <input type="text" value="-"/>	
Owner: <input type="text" value="Scott Dillenbeck"/>	Vendor: <input type="text" value="MCIW-DOCS"/>	Vendor FTK ID: <input type="text" value="150653"/>
Estimate Completion: <input type="text" value=""/>	Estimate Time of Arrival: <input type="text" value=""/>	
Add Remarks: <input type="text"/>		
Update Ticket: <input type="button" value="Update Ticket"/>		
Remarks History: Please do not type here		
Last updated by Scott Dillenbeck [9/14/2005 3:09:03 PM EST] m2 rt phone 67 hs bad.		

7. **Maintenance Obligation:** Maintenance shall include, but shall not be limited to, the provision of facilities, personnel, transportation, lodging, labor, parts, software, modifications and any other items/services relating to routine and preventive maintenance at no additional charge to the Commonwealth or using agencies. Contractors shall consider these items/services in their proposals.

MCI Response:

MCI has read understands and will comply.

As stated throughout this RFP response, MCI currently manages 16 State Departments of Corrections contracts to provide inmate telephone services. The experience MCI has gained through the management of these contracts has allowed MCI to build a very detailed Contract Cost Schedule. MCI details all items required to provide the service over the term of the agreement within this Cost Schedule. MCI has included each of the items listed above within the cost schedule and understands that the Commonwealth or any using agencies will not and can not be accessed any additional cost for the listed items.

8. Maintenance Responsibility:

a. All Suppliers Responsible Until Problems Identified: Malfunctions which cannot be immediately or unequivocally diagnosed and pinpointed to a certain item of equipment, software, or service shall require the participation of all service suppliers until responsibility for the problem has been unequivocally established.

In no instance shall the failure to resolve the issue of responsibility relieve any of the service suppliers of the mutual obligation to restore system operability with the least impact on the availability of inmate telephone service.

MCI Response:

MCI has read understands and will comply.

MCI will work on all maintenance issues until completely resolved to the satisfaction of the Commonwealth. MCI's success in the Inmate Telephone Market is a direct reflection of its excellent working relationship with each of its service suppliers. MCI will ensure that all suppliers are involved with the mutual obligation to restore system operability in the event that MCI cannot immediately or unequivocally diagnose any system malfunctions. At no time, will a system malfunction whether inmate phone or ITS ever go unresolved. All issues will be managed and addressed until closure and satisfaction of the Commonwealth.

b. Successful Contractor is Point of Contact: As a part of maintenance responsibilities, the successful Contractor shall represent the using agency in contacts with the telephone service provider in order to identify and correct problems with telephone service.

MCI Response:

MCI has read understands and will comply.

As the Prime Contractor, MCI assumes all responsibility for all levels of maintenance responsibilities to include the serving telephone lines. All access lines are ordered under MCI's name to ensure that MCI has the ability to work directly with the LEC. All long distance service is provided by MCI on MCI's owned and operated network and as such MCI has complete control of trouble maintenance and repair of the services. In the unlikely event that an agency ordered line has an impact on the ITS, MCI will represent the agency.

9. Performance Requirements and Reliability/Availability: The Commonwealth requires that the Contractors network meet or exceed all industry standards. On line performance requirements are at 99.999%. The Contractor must also meet certain performance standards such as Mean Time To Respond, Mean Time To Repair and Timely Installation as defined in the Commonwealth Performance Standards. Mean time to respond is located in 2.5-F Maintenance Requirements. Mean time to repair is located in 2.5-F 5 Maintenance Liquidated Damages a Minor Emergency b. Major Emergency. Installation in Part 6, 31 Liquidated.

MCI Response:

MCI has read understands and will comply.

MCI will meet each of the performance requirements listed within this RFP to include the on line up time requirement of 99.999%.

10. Project Manager and Implementation Plan:

The Contractor shall appoint a project manager to oversee the total installation of service for the overall project. This project manager shall be responsible for all coordination with the existing Local and/or Interexchange Telephone Companies concerning installation and maintenance of all inmates' telephones. However, the Contractor shall not order or place in service any type of equipment or facility, which would result in charges to the Commonwealth, without a written order from the Commonwealth.

MCI Response:

MCI has read understands and will comply.

As the largest provider of Inmate Telephone Systems to State Departments of Corrections in the US today, MCI is clearly the most experienced vendor with regard to system installation. MCI has managed the installation of Inmate Telephone Systems in the State's of California, New York, Florida, Ohio and Virginia just to name a few.

Mike Spadoni is one of MCI's most experienced installation and maintenance managers and will be assigned as the project manager for this procurement. He has personally managed the installation of systems equivalent to the size and scope of the Commonwealth of Pennsylvania. As the Project Manager, Mike will oversee all aspects of the installation of services at each PA DOC SCI. Mike's responsibilities will include but not limited to interacting with the LEC's for circuit ordering and installation and maintenance of inmate phones. Mike will also have a team of experienced professionals at his disposal to assist in the installation task. He will have the option assigning tasks to other MCI personnel with similar experience. This team approach to installation has allowed MCI to successfully install tens of thousands of inmate phones.

b. The contractor shall be solely responsible for the compatibility of the proposed service and equipment with any and all circuits and facilities as provided by the LEC and all other common carriers to meet the requirements of these specifications.

MCI Response:

MCI has read understands and will comply.

c. It is imperative that the existing levels of service only be minimally interrupted or diminished in each facility. The contractor shall develop a plan that shall ensure total system wide interoperability for any or all services provided to the DOC. This plan shall be reviewed and approved by the DOC and OA prior to implementation of service.

MCI Response:

MCI has read understands and will comply.

As stated in MCI's response to item 10.a above, MCI is one of the most, if not the most experienced vendor with regard to system implementation. MCI will develop and submit for approval by DOC and OA a finalized installation time line, much like the one provided in MCI response to item 10.e of this section, that will ensure minimal interruptions during installation and normal maintenance of each correctional facility. MCI will keep customer impact to a non-existent, or minimal. MCI's field service technicians will be highly trained and well versed in the ITS as well as in inmate and coin phone repair. Down time on full scale systems will be kept to an extreme minimum.

d. The Contractor shall provide a detailed time line schedule for all in service and/or change of service activity. Critical Patch/GANTT charts to end testing on all telephones.

MCI Response:

MCI has read understands and will comply.

MCI will provide detailed time line schedules for all in service and / or change of service activity. And critical Patch/GANTT charts to the end testing on all telephones.

e. The inmate telephone services project is requiring completion within six (6) months from the date of the contract award. If Contractor requires additional time include the reasons why and its time for completing the project.

MCI Response:

MCI has read understands and will comply.

MCI proposes that a System-wide installation and conversion is estimated to take approximately 90 to 120 days, and includes site surveys, ordering of telephone facilities, installation of new inmate telephone station equipment, installation and testing of ICS system equipment and platform, cutover to the new system and ICS user training of DOC facility staff. The following timeline provides a more detailed account of the steps necessary to perform the system-wide installation.

Although the listed below timeline has been built based upon MCI's experience, this same experience tell us that no schedule is firm until the Project Manager has met with the customer to understand the customer's specific requirements and needs. MCI is confident that it can complete the process in the projected 90 to 120 days; however specific PA DOCs and Commonwealth requirements may add time to this schedule. MCI will work with PA DOC and Commonwealth to develop a customized implementation plan and specific time schedule that takes into account these special requirements.

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
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

The following numbered paragraphs provide a detailed description of the tasks listed in Table 1.

1. **Formal contract award and execution:** DOC and MCI execute contract for ICS and related services.
2. **First implementation meeting:** The first of several meetings held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of the first meeting is to establish an overall implementation plan, including a schedule for each site, and any special requirements.
3. **Obtain security clearances for site survey and installation staff:** MCI will provide DOC with personal information for all team members who will perform on-site activities at a DOC facility. MCI assumes and agrees that all persons must obtain a security clearance from DOC prior to being allowed to enter any DOC facility, and that DOC reserves the right to approve, disapprove, or suspend an individual's security clearance at any time at DOC's sole discretion.
4. **Schedule site surveys - Group 1:** DOC correctional facilities will be divided into five groups. Group 1 will consist of the 5 Commonwealth Correctional Institutions.
5. **Equipment orders placed for all DOC facilities and the central server locations:** MCI will submit formal orders to the equipment manufactures (i.e. VAC and *Wintel*).
6. **Begin detailed site surveys - Group 1:** The MCI implementation team will perform site surveys of the Group 1 DOC facilities.
7. **Schedule site surveys - Group 2:** MCI will schedule site surveys of the Group 2 locations with DOC. Group 2 will consist of the 4 Commonwealth Correctional Institutions.
8. **Begin detailed site surveys - Group 2:** The MCI implementation team will perform site surveys of the Group 2 facilities.
9. **Schedule site surveys - Group 3:** MCI will schedule site surveys of the Group 3 locations with DOC. Group 3 will consist of the 4 Commonwealth Correctional Institutions.
10. **Begin detailed site surveys - Group 3:** The MCI implementation team will perform site surveys of the Group 3 facilities.
11. **Schedule site surveys - Group 4:** MCI will schedule site surveys of the Group 4 locations with DOC. Group 4 will consist of the 7 Commonwealth Correctional Institutions.
12. **Begin detailed site surveys - Group 4:** The MCI implementation team will perform site surveys of the Group 4 facilities.

13. **Schedule site surveys - Group 5:** MCI will schedule site surveys of the Group 5 locations with DOC. Group 5 will consist of the 7 Commonwealth Correctional Institutions.
14. **Begin detailed site surveys - Group 5:** The MCI implementation team will perform site surveys of the Group 5 facilities.
15. **Order access circuits:** MCI will issue the necessary internal and external telephone access circuit orders to support the inmate phones, Wide Area Network (WAN) connections, and remote system dial-up lines for all DOC facilities. The typical lead time for orders for digital access loops and frame relay WAN circuit connections is 18-25 calendar days, and 5 to 12 days for individual analog business lines.
16. **Build inmate PIN and Attorney Telephone Number Database:** MCI will begin working with DOC staff to identify and develop a process and procedure for building MCI's ITS data base of inmate PINs and attorney do not record telephone numbers data base.
17. **Begin pre-install activities for ITS system:** MCI's installation and implementation team will perform pre-installation cabling and related activities to ensure sites are ready for ITS equipment when it is shipped to the site.
18. **Install and turn up primary and secondary central server equipment:** MCI implementation team will receive the data base equipment for the primary and secondary central server locations and will perform the installation activities.
19. **Second implementation meeting:** A second implementation meeting will be held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose on this meeting will be to review the completed installation and turn-up activities of the two central server sites and the first DOC facilities, and the current status of the detailed site surveys being performed on the other sites. The meeting will also provide an opportunity to discuss any significant issues that have been identified.
20. **Deliver equipment to Group 1 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the five (5) Group 1 facilities.
21. **Begin installation - Group 1:** Installation activities begin for the Group 1 facilities.
22. **Test and turn-up system - Group 1:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and

- functionality. MCI will provide training and system operations manuals to class participants.
23. **Deliver equipment to Group 2 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 2 facilities.
 24. **Begin installation - Group 2:** Installation activities will begin for Group 2 facilities. At this point MCI is looking to having 2 installation and turn-up teams working in 2 facilities simultaneously throughout the remaining implementation project.
 25. **Test and turn-up system - Group 2:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
 26. **Deliver equipment to Group 3 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the four (4) Group 3 facilities.
 27. **Begin installation - Group 3:** Installation activities will begin at Group 3 facilities.
 28. **Test and turn-up system- Group 3:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
 29. **Deliver equipment to Group 4 facilities:** The inmate call control system, inmate telephones, and associated hardware, software, and wiring materials will be delivered to the seven (7) Group 4 facilities.
 30. **Begin installation - Group 4:** Installation activities will begin at Group 4 facilities.
 31. **Test and turn-up system- Group 4:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and



functionality. MCI will provide training and system operations manuals to class participants.

- 32. **Deliver equipment to Group 5 facilities:** The inmate call control system, inmate telephones, and associated hardware; software, and wiring materials will be delivered to the seven (7) Group 5 facilities.
- 33. **Begin installation - Group 5:** Installation activities will begin at Group 5 facilities.
- 34. **Test and turn-up system- Group 5:** After installation, MCI will thoroughly test the system. Once the test and certification procedures are complete, the system will be available for DOC acceptance and use. MCI will hold an initial one-day user training class at each facility for DOC staff. The class will meet for one full day during which time DOC staff will receive hands-on training on the ITS system's features and functionality. MCI will provide training and system operations manuals to class participants.
- 35. **Post cutover meeting:** A post cutover meeting will held between DOC staff, MCI account and project management team, and representatives from VAC. The purpose of this meeting will be to discuss additional ITS system testing activities (if required) and DOC system acceptance. The meeting will also provide a forum to identify any unresolved issues and establish a plan and time frame for resolution.
- 36. **Complete installation and conversion:** All activities—including installation, testing, inmate orientation, initial DOC staff training, cutover and system acceptance—are complete.

Inmate Phone System Installation - Per Each Site

Many activities, such as training, will take place on a site level as described in MCI's response to TAB 7 of this RFP response. Table 2 lists the activities that may be required to implement the new ITS at each of the DOC facilities. The list includes steps that may or may not be performed at a particular site. Also, the time duration given is a conservative estimate, and may be longer than the actual time necessary to complete a given task.

Table 2. Inmate Phone Installation

Item	Description	Duration
1	Issue service orders	1
2	Order MCI call processing access circuits	1

Item	Description	Duration
3	Order WAN frame relay network access circuits	10
4	Site implementation meeting	1
5	System location requirements set	1
6	Call processing & recording equipment manufactured	30
7	Site survey completed	1
8	Site name branded announcement call recording developed	10
9	Cable installations scheduled	1
10	Employee security check	2
11	Establish conversion plan	2
12	Train facility staff	1
13	Develop inmate user information literature	5
14	Begin cable installation	5
15	Oversee TELCO installation	1
16	Equipment delivered to the site	1
17	Installation begins	3-5
18	Software installed and system programmed	3
19	Site Staff System Users trained	2
20	System testing and certification completed	2
21	System cutover	1
22	Final acceptance	30

The following numbered paragraphs provide a detailed description of the tasks listed in Table 2.

1. **Issue service orders:** Begins the installation process.
2. **Order MCI access circuits:** Access circuits serving the inmate phones are ordered.
3. **Order frame relay network access:** Frame relay network access circuits that will connect the site to the WAN and central server locations are ordered.
4. **Site Implementation meeting with facility staff:** MCI installation team will meet with facility staff to review installation activities required, and identify any escort requirements.
5. **System location requirements set:** This addresses the verification of where the facility ITS equipment is to be located.
6. **Call processing and recording equipment manufactured:** The normal interval is 30 days.

7. **Site survey completed:** The site survey allows the MCI implementation team to assess the specific needs of the installation. This may include additional cabling and other site preparations.
8. **Site name branded call announcement recording developed:** This refers to the recorded message heard by the called party which identifies that the call is coming from the Commonwealth of Pennsylvania <facility name>.
9. **Cable installations scheduled:** As needed, cabling within the prison from the inmate call processor to the inmate phones.
10. **Employee security check:** MCI will supply all information on employees and subcontractors who will participate on-site in the installation for the purpose of a security check and clearance.
11. **Establish conversion plan:** MCI will establish a plan to ensure that conversion to the new service goes smoothly and without interruption of service.
12. **Train DOC facility staff:** Each individual facility's employees who will be working with the system will set-up with a User ID and password and will be trained on operating the ITS system.
13. **Develop inmate user information literature:** The information will provide instructions to inmates on how make calls with the new ITS system(s).
14. **Begin cable installation:** If required.
15. **Oversee TELCO installation:** This is part of site preparation to assure that the installation and testing of the access circuits go smoothly.
16. **Equipment delivered to the site:** Equipment will be delivered directly to the facility via common carrier or by the installation team prior to the installation time frame.
17. **Installation begins:** This includes inmate telephone station equipment, on-premise ITS systems, computers, frames, and other equipment.
18. **Software installed and system programmed:** This includes installation of the station and trunk line cards, programming configuration of the ICS and call announcement scripting/branding.
19. **Site DOC user training:** DOC ITS users will be trained to operate the system and the particular needs of the DOC.
20. **System Testing and certification completed:** Refers to MCI's installation team successfully completing a full system testing and certification process to insure that all system features and functionality are operating correctly and are ready for system cutover.
24. **System Cutover:** Inmate phones are cutover to new ITS system and test calls placed from each physical inmate telephone to assure that each is functional and operating correctly.



25. **Final acceptance:** Installation is complete and site DOC staff takes charge of the system.

The project of installing a new inmate calling system throughout the DOC involves several critical paths. The above schedules show examples of the activities and milestones for several critical paths for typical installations and cutovers. Actual critical paths for the cutover will be developed after the first implementation planning meeting.

Equipment for the ITS will be ordered directly following final contract signature, and will be assembled, tested, and shipped to the installation teams beginning 30 to 45 days after contract award. MCI has a close working relationship with its equipment manufacturers (VAC and *Wintel*), and will work with them to ensure that the equipment is delivered in a timely fashion. MCI will assume the risk of loss and/or damages during shipment, unloading, and installation for all the proposed equipment to be provided by MCI. MCI's service and installation technicians will be responsible for the removal of all packing crates, boxes, paper, packing materials, and all other extraneous materials at MCI's expense.

The proposed inmate call control systems and all other related hardware, software, inmate telephones, and wiring necessary will be installed in a manner and under a time frame designed to minimize disruption of the normal functioning of the DOC. It is agreed that any delay in the schedule caused by DOC personnel will increase MCI's time allowed to cutover by the length of such a delay.

MCI has dedicated corrections market specialists who have extensive experience successfully installing and maintaining inmate call control systems. Upon contract award, MCI will provide a dedicated implementation and installation team, including a dedicated project manager who will oversee all installation, testing, turn-up, and conversion activities. Each member of MCI's installation team will adhere to and follow all related DOC policies and procedures. They will also see that all activities are performed in such a manner that any disruptions are minimal, and that installation and cut over time frames are met.

11. New Technology:

a. After the contract award, additions and/or substitutions shall be allowed provided:

If is approved in writing by the Director, Bureau of Infrastructure and Operations, Office of Administration, with the consultation from the Department of Corrections.

Product/service meets or exceeds performance of the original; and

Product/service is compatible with the original.

Contractors must cooperate with the Commonwealth if DOC desires to introduce third party technology.

MCI Response:

MCI has read understands and will comply.

MCI and VAC's extremely knowledgeable and trained staff is always looking into new and more advanced ways on improving our current ITS platforms with new ideas and new technology. MCI and VAC are dedicated to being on the cutting edge of current developments in both voice and data advancements.

At anytime MCI believes to have a tested, and proven new enhancement to the ITS it will get approval from the Director, Bureau of Telecommunications Services, Office of Administration, and with consultation from the Department of Corrections. All of our new services will either meet or exceed the current applications in place, and at no cost to the DOC. They will perform and/or exceed the original services according to the contract.

b. If new service, having the same functional purpose of the service under the contract, is developed and comes into standard production after or during the contract award, that service shall be considered for addition and/or replacement for the service under contract. The Contractor must make a written request to Director, Bureau of Infrastructure and Operations, Office of Administration, for new service to be added to the contract. Such written request must include the specifications for the new service, evidencing that the new service servers the same functional purpose and in a close association to the service under contract. The Contractor shall be responsible for reimbursing the Commonwealth for the travel expenses of the representatives of the Commonwealth to attend the demonstration(s).

All proposed additions or replacements are subject to a review and written acceptance the Director, Office of Administration, Bureau of Infrastructure and Operations.

MCI Response:

MCI has read understands and will comply.

Any new or enhanced service that MCI introduces during the contract after initial award will be considered an addition or enhancement to the original services. These new services will fall under the same terms and conditions as all other services requested and purposed in the original contract. MCI will make a written request to the Director, Bureau of Commonwealth Telecommunications Services, Office of Administration, on any and all new services. All new services provided to the PA DOC will perform equal



to or better than the original services installed. If any costs are incurred by the PA DOC for travel during testing and demonstration of such new services, MCI will fully reimburse the DOC for such costs. MCI understands that all new services are subject to be reviewed by the Commonwealth and DOC.

12. Disaster Recovery Plan: The Contractor shall have an alternative detailed plan for resolution of service during a major outage including the availability of redundancy of each DOC SCI location.

MCI Response:

MCI has read understands and has complied with a copy of its proposed disaster recovery plan included in this proposal response.

13. Minimum Contractor Background Checks Policy: The Contractor shall comply with the Governor's Office of Administration, Office for Information Technology Bulletin (ITB) minimum Contractor background checks policy; refer to the policy in Attachment 21.

MCI Response:

MCI has read understands and will comply.