

2.5-C. Investigation Staff Operations:

Two (2) separate Central Office staff operations shall be provided full access to the SCI inmate telephone control systems and the SCI real time monitoring and recording systems and their associated databases as well as the central processor and its database. These operations are the Headquarters Security Office and the Office of Professional Responsibility. Both offices are located in Camp Hill, PA.

1. Telecommunications Capabilities:**a. Communication Links:**

- (1) Data: SCIs to the central processor: The SCIs and the Headquarters Security and Professional Responsibility Offices need data link access to allow central database update from SCIs, to allow inquiry into SCI databases from Central Office locations, to allow inquiry into the central processor database from the two SCI locations and to allow backup of SCI inmate telephone control systems.

MCI Response:

MCI has read, understands and will comply.

MCI will provide a high speed connection into the MCI provided frame relay WAN (wide area network). . This will allow anyone within these locations and with the proper password / security level to monitor live calls and to download and listen to or re-record previously recorded calls in a matter of seconds.

- (2) Voice: SCIs to 2 Central Office locations: Voice grade links shall be provided from the Security Office and the Office of Professional Responsibility to SCI's to allow real time monitoring and recording of selected remote inmate telephone conversations at each of the central locations. These conversions will have been selected by the inquiring organization based on pre-set parameters such as PIN, called telephone number, etc.

MCI Response:

MCI has read, understands and will comply.

As stated above, MCI will be providing a high speed connection into the MCI provided frame relay wide area network. This will allow both the Security Office and the Office of Professional Responsibility to monitor both live and previously recorded calls. When a user from either of these two facilities wants to monitor a live call or to playback recorded calls the grade will be that of the highest quality made possible which MCI will be installing for the Commonwealth.

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- b. Database Inquiry Capabilities: Up to 3 terminals shall be provided at the Headquarters Security and Professional Responsibility Offices to allow users to inquire into the central relational database, or equivalent, located at the central processor. The functionality accessed from the terminals shall be standard reports and real time SQL like inquiries.

MCI Response:

MCI has read, understands and will comply.

MCI will install the three (3) workstations as required. Each WorkStation will have the same feature functionality as all workstations within the frame relay wide area network. They will have the ability to monitor calls both live and recorded plus have same access to printing and searching for any report capability within the system.

- c. Remote Voice Monitoring Capabilities: Telephone capability shall be provided from the Headquarters Security and Professional Responsibility Offices to each SCI to allow users to monitor and record inmate conversations real time and after the fact. The real time conversations being monitored/recorded may be limited to those associated with a notification based upon pre-set alert parameters. Currently existing voice circuits shall be used for concurrent voice communications between the system operators.

MCI Response:

MCI has read, understands and will comply.

MCI will be installing new T1 circuits that carry traffic from each facility to the called parties. The WAN / Frame Relay circuits that will also be installed at each facility and the Headquarters Security and Professional Responsibility Offices will afford the opportunity to record live calls and to playback previously recorded calls. In addition to these recording capabilities, the alert group feature and functionality of the Focus 100 system will automatically notify investigators on those alert groups of an attempt by either an inmate that is being monitored, or a call from any inmate to a specific telephone number. Such notification can be accomplished using the currently existing voice circuits.

2. Information By Location:

- a. Headquarters Security Office: This office has headquarters responsibility for inmate security matters at all SCI's
- 1) Location: Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011.
 - 2) Function: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.

- 3) Terminals and Equipment: Up to ~~3~~ terminals 1 PC (as amended by addendum #2) and one laser printer; telephones for monitoring; recording device for recording telephone conversations; speaker telephones for conferencing.

MCI Response:

MCI has read, understands and will comply.

MCI will install the workstation at the Headquarters Security Office location noted within this section. This workstation will have full feature and functionality as all other workstations via the MCI provided frame relay WAN. The workstation will allow the ability to monitor and record telephone conversations and playback on the workstation speakers. Additionally, a laser printer will be provided for printing of any report information.

b. Office of Professional Responsibility: This office is responsible for all internal Department of Corrections security matters.

- 1) Location: 1110 Fernwood Avenue, Camp Hill, PA 17011.
- 2) Functions: Full access to central computer database and all SCI databases. Remote audio monitoring and recording of selected inmate channels at any SCI. Full capability to generate reports as required.
- 3) Terminals and Equipment: One terminal; and one laser printer; telephones for monitoring; recording device for recording telephone conversations; one speaker telephone for conferencing.
- 4) Move the Office of Professional Responsibility: A new DOC facility is in the planning stages, which will be located in Camp Hill. The Contractor shall relocate all equipment for the Headquarters Security Office and the Office of Professional Responsibility to the new facility when requested by the Commonwealth and this shall be accomplished at no cost to the Commonwealth

MCI Response:

MCI has read, understands and comply.

MCI will install the workstation at the Office of Professional Responsibility location noted within this section. This workstation will have full feature and functionality as all other workstations connected to the MCI provided frame relay WAN. The workstation will allow the ability to monitor and record telephone conversations and playback on the workstation speakers. Additionally, a laser printer will be provided for printing of any report information.

MCI will relocate such workstation and circuit from the old facility to the new facility when requested to do so at no cost to the Commonwealth.



c. Inmate Phones for Testing Purposes for Both Collect & Prepaid Inmate Calls: The Support Services Section (SSS) interfaces with all DOC-SCIs and all future DOC-SCIs. This requirement could expand and additional inmate test phones could be required.

- i. Location: Support Services Section (SSS) located in the Basement of Central Office, 2520 Lisburn Road, Camp Hill, PA 17011 and all DOC-SCIs and all future DOC-SCIs.
- ii. Function: One test phone each for SSS and all DOC-SCIs that will go through the inmate control system for making DOC test inmate calls by a minimum of two (2) DOC personal at each DOC-SCIs & SSS locations. The phone will be located in most cases near the control equipment. The inmate phone will be used for testing the inmate control system and making both collect and prepaid accessed by PIN numbers with a list of twenty (20) telephone numbers each. Contractors will supply these test calls with no charges to the DOC with an average of \$100.00 a month for each DOC-SCI and SSS to make test calls. The majority of the test calls made will be prepaid calling.
- iii. Telephones and Equipment: One inmate telephone or equivalent and any other associated equipment to perform the testing function at each DOC-SCI and the SSS location.

MCI Response:

MCI has read, understands and will comply.

There will be a test phone installed as part of each ITS at the SCI as detailed above. MCI will ensure that a \$100 a month is allowed for testing purposes.

d. Confidential Source of Information (CSI) Telephone Hot Line: All DOC-SCI requires one (1) SCI line to be located in each SCI security area. The line will be answered live or by an answering machine. Each DOC-SCI will determine if the line, which is similar to an attorney line in that it is not recorded or monitored. Each DOC-SCI will decide if the line is to be used globally or inmate specific.

MCI Response:

MCI has read, understands and will comply.

MCI will install an additional phone line at each DOC-SCI. The line will be available to be answered live or routed to an recording platform



2.5-D. Common Requirements: Systems B & C:

1. Call Rate Affordability: The inmate telephones shall be used by inmates incarcerated in the State Correctional Institutions. Therefore, it is essential that the services be provided at reasonable and customary rates and charges.

The Contractor's rates shall be in compliance with the following specifications:

a. Contractor shall guarantee its rates for inmate collect and Inmate prepaid with submission of its proposal for the charges associated with inmate collect and prepaid calls on Attachments 25-A – 25-E. Reference Attachments 7 and 8 for the current rates. Also, inmate collect, inmate prepaid telephones rates may not be increased for the life of the contract. In addition, yearly negotiations will take place with the awarded Contractor in reviewing market pricing with a possibility of reducing rates. If any Inmate rate change is granted, the Contractor is required to supply sufficient copies of the written and dated notice both in English and Spanish for posting at each inmate telephone station 30 day prior to the effective date of the change. In addition, if possible, notification to inmate family and friends that receive collect call from the inmates.

MCI Response:

MCI has read, understands and will comply.

As a dominant carrier in the telecommunications business, MCI will maintain current and accurate call rating information. Included in this information, but not limited to local exchanges, area codes, country codes, vertical & horizontal coordinates and other information necessary to accurately process and rate calls. Additionally, MCI provides redundant access methods to ensure that this information is provided in a real-time basis.

MCI will only charge the rates and surcharges contained in the contract, plus applicable taxes and regulatory charges and will insure that rates are competitive. MCI will also provide all rate information for all calls upon request by the DOC at any time during the term of this contract. MCI understands that the rates provided in the contract shall remain in effect during the term of the contract and shall not be increased. Yearly negotiations will also take place in reviewing the market pricing.

MCI will supply sufficient copies of the written and dated notice both in English and Spanish for posting at each inmate telephone station 30 day prior to the effective date of the change. In addition, if possible, notification to inmate family and friends that receive collect call from the inmates.

b. Inmate collect local call rates including surcharge from the inmate stations, IntraLata collect call rates including surcharge from the inmate stations, Intrastate collect call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) collect call rates including surcharge from the inmate stations and International (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) collect call rates including surcharge from the inmate stations. The inmate collect rates shall not exceed the charges listed on Attachment 7.

MCI Response:

MCI has read, understands and will comply.

MCI's charged rates will not exceed the rates as listed within Attachment 7 of the original RFP document.

c. Inmate prepaid local call rates including surcharge from the inmate stations, IntraLata prepaid call rates including surcharge from the inmate stations, Intrastate prepaid call rates including surcharge from the inmate stations, Interstate (including Puerto Rico & Virgin Islands) prepaid call rates including surcharge from the inmate stations and International station prepaid (Bahamas, Barbados, Bermuda, Canada and Dominican Republic) prepaid call rates including surcharge from the inmate stations. The inmate prepaid rates shall not exceed the charges listed on Attachment 8.

MCI Response:

MCI has read, understands and will comply.

MCI's charged rates will not exceed the rates as listed within Attachment 8 of the original RFP document.

d. Contractor shall provide information on the long distance carrier it has chosen to provide the entire inmate collect and prepaid calling.

MCI Response:

MCI has read, understands and submits that it will utilize MCI's owned and operated long distance services to provide the entire proposed inmate collect and prepaid calling services.

e. The Commonwealth shall verify compliance with the inmate collect and prepaid pricing at the time of installation and periodically during the term of the contract.

MCI Response:

MCI has read, understands, acknowledges and agrees.

MCI both welcomes and anticipates working in conjunction with the Commonwealth as it verifies compliance with the inmate collect and prepaid pricing at the time of installation and periodically during the term of the contract.



f. If there are questions relative to matters handled by the Pennsylvania Public Utility Commission, Mr. Terrence J. Buda, Assistant Counsel, Law Bureau, PUC, may be contacted at (717) 787-5755. He will answer any questions and provide written rules and regulations as needed.

MCI Response:

MCI has read, understands and acknowledges.

2. Moves, Changes, Additions, and Deletions: The Department of Correction State Correctional Institutions (DOC SCI) participating under this contract may initiate moves, changes, additions, and/or deletions of components of Systems B, C and the integrated Central Office staff operations. A move is the relocation of existing equipment and its associated wiring/cabling. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the DOC SCIs. The Contractor will be given a minimum of ten (10) working days notice to complete the service order submitted by the DOC. The service order will be sent electronically to the Contractor. For the most part the Commonwealth cabling and conduit is provided. The DOC installs the house cable, inside station wiring to provision the inmate stations, however in some instances Contractor may have to supply what is required to complete the project, which would be minimal and would be handled by a case-by-case basis.

MCI Response:

MCI has read, understands and will comply.

It is understood that periodically the Department of Corrections may initiate moves changes and additions and/or deletions of components of the ITS. Moves will be relocating of existing equipment and its associated wiring / cabling. These moves, changes, additions and/or deletions shall be accomplished at no cost to the Commonwealth or the DOC SCIs.

It is further understood that a minimum of ten working days notice will be given to complete the services as submitted by the DOC. It is also understood that in some instances MCI will have to supply what is required to complete the project which would be minimal and would be handled on a case by case basis.

3. Conversion of Inmate Call Records: Contractor shall explain how one (1) year of inmates call records from each DOC-SCI and any active inmate cases can be converted from the present prime Contractor Verizon and its subcontractor systems to the Contractor's proposed inmate system. The inmate call records for the active inmate cases will be identified prior to each SCI cutover. The DOC requires voice recordings of one (1) year and the equipment/system to listen to the recorded calls with the ability to search for a desired call. Contractor will explain how it will convert the present call records of one (1) year of archives and how the DOC may listen to and manipulate the data. The current system stores all Call Detail Records in a proprietary format that provides detail for management reports, fraud analysis, and conversion to industry standard billing formats. Conversion formats available include Oracle, Excel, Paradox, MS Access and html.

MCI Response:

MCI has read, understands and will comply.

MCI will convert one year of recorded call records from each DOC-SCI and any active inmate cases to the proposed VAC ITS either through a separate utility or from the VAC platform itself. In any case the records will be available for review from any MCI provided workstation connected to the VAC ITS.

MCI understands that a proprietary format currently exists and will request that the call records be provided in a uniform file format that can be easily migrated. The playback of the records may be performed in a standard Microsoft Media Player format.

MCI is confident in its ability to provide this requested function and will work with the Commonwealth and the current vendor to ensure that the Commonwealth is satisfied with the conversion and playback process.

4. Installation, Transition and Implementation: Upon award of a contract, the Commonwealth and the Contractor will review the Contractor's installation, transition and implementation schedule with the successful Contractor to ensure a smooth transition. A smooth transition by the awarded Contractor and the Commonwealth will be developed with the incumbent Contractor and its subcontractors. The Contractor must be ready and able to fully perform the required services. The Contractor must adhere to time and deadline requirements. If Contractor foresees any potential timing problem or has knowledge of any factor, which may impact timing or delivery and transition or installation date of items to be installed, or service staff to be in place, or for other required services, Contractor shall include such information in the proposal.

MCI Response:

MCI has read, understands and will comply.

MCI will provide upon contract award an installation and transition schedule to be reviewed with the Commonwealth and the existing vendor. MCI is very experienced in installing large transitions and will work with the Commonwealth to ensure a clean and smooth implementation.

5. Schedule of Implementation: Contractor shall submit a complete and detailed schedule of the time required for installation steps, utility coordination, training, cutover, testing and acceptance. The schedule shall include staff charts, date, and any cutover aspects. Note that no institution has a higher installation priority than any other. The inmate telephone system and monitoring and recording equipment/system shall be installed in a manner and under a time frame designed to minimize disruption of the normal functions of the DOC.

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 of 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
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.